

## **WB MEMBERS**

AAMIR DEEN  
Unite ere Local 49

APRIL BALLESTERO  
One Light Ahead

BILL BETTENCOURT  
Placer School for Adults

CAROL PEPPER-KITTREDGE  
Sierra College

CHRISTINA NICHOLSON  
Whole Person Learning

DANIELA DEVITT  
California Employers Association

DIANA SOUZA  
NorCal Kenworth

ERIC COOPER  
California Indian Manpower Consortium

ERIC ULRICH  
Hacker Lab

JACQUELINE HUMENICK  
Ponte Palmero

JASON BUCKINGHAM  
Golden Sierra Job Training Agency

JOHN TWEEDT  
District Council 16

LAUREL BRENT-BUMB  
El Dorado Chamber of Commerce

LISA HUTCHINSON  
Cokeva

MARCY SCHMIDT  
Placer Co. Business Advantage Network

MARK FRAYSER  
Department of Rehabilitation

MARTHA ESCOBEDO  
Employment Development Department

MICHAEL ZIMMERMAN, *Vice Chair*  
MTI College

PAUL CASTRO  
California Human Development

RICK LARKEY, *Chair*  
North State Building Industry Foundation

ROBIN TRIMBLE  
Rocklin Area Chamber of Commerce

TINK MILLER  
Placer Independent Resource Services

VIC WURSTEN  
PRIDE Industries

YVETTE ELAM  
United Domestic Workers of America

## **GOLDEN SIERRA WORKFORCE BOARD REGULAR MEETING AGENDA**

**Thursday, May 17, 2018 – 1:00 PM**

**North State BIA  
Board Room  
1536 Eureka Rd  
Roseville, CA 95661**

*Mission: The Golden Sierra Workforce Board convenes industry leaders and key partners to identify workforce initiatives, create innovative solutions and measure the success of systems' ability to meet industry and workforce needs.*

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|-------|--|-------|
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| II.   | <u>APPROVAL OF AGENDA</u>  | 1-2   |
| III.  | <u>CONSENT AGENDA</u>  |       |
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### **EQUAL OPPORTUNITY**

Golden Sierra is an equal opportunity employer/program. Auxiliary aids and services are available upon request. Special requests for services, aids and/or special formats need to be made by calling (530) 823-4635 (Voice). TTY users please call the California Relay Service at 711.

XIV. LEGISLATIVE WATCH

65-68

XV. WORKGROUPS

XVI. FUTURE AGENDA ITEMS/NEW BUSINESS

- WORKFORCE BOARD
- EXECUTIVE COMMITTEE

XVII. NEXT MEETING

Thursday, July 19, 2018 - Ponte Palmero, Cameron Park

XVIII. ADJOURNMENT

**GOLDEN SIERRA WORKFORCE BOARD  
REGULAR MEETING  
MINUTES**

**Thursday, March 15, 2018 – 1:00 PM**

**North State BIA  
Board Room  
1536 Eureka Rd  
Roseville, CA 95661**

**I. ROLL CALL AND INTRODUCTION OF GUESTS**

Quorum was established and the meeting was called to order by Chair Larkey at 1:05 pm.

Present: Rick Larkey (Chair), Michael Zimmerman (Vice-Chair), April Ballesterio, Christina Nicholson, Diana Souza, Eric Ullrich, Jaqui Humenick, Jason Buckingham, Lisa Hutchinson, Marcy Schmidt, Martha Escobedo, Robert Verdugo, Robin Trimble, Tink Miller

Absent: Aamir Deen, Bill Bettencourt, Carol Pepper-Kittredge, Daniela Devitt, Eric Cooper, John Tweedt, Laurel Brent-Bumb, Mark Frayser, Paul Castro, Vic Wursten, Yvette Elam

Guests: Carline Chavez, Lorna Magnussen, Michael Indiveri, Felicia Buasan, Patty Moley

*\*Denotes late arrival or early departure*

**II. APPROVAL OF AGENDA**

**Motion** to approve agenda by Miller, second by Souza

**Motion** approved unanimously

**III. CONSENT AGENDA**

All matters listed under the Consent Agenda are considered to be routine in nature and will be approved by one blanket motion.

a) Approval of Minutes from January 18, 2018 WB Meeting

b) Review of Minutes from February 22, 2018 EC Meeting

c) Attendance Log

**Motion** to approve consent agenda items a-c by Souza, second by Miller

**Motion** approved unanimously

IV. PUBLIC COMMENT – FOR ITEMS NOT ON THE AGENDA

Schmidt distributed brochures for the new Placer County Resource Center; the grand opening is April 3<sup>rd</sup> from 1-3 pm. In addition, she noted that they are currently having a hiring event for McKesson with over 100 positions available; most of positions are for the warehouse. She also wanted to share that Align Capital Region group is having a “Career Day Challenge”; they are still on the planning stages.

Indiveri commented that there have been articles stating that several different industries are encouraging high school students to be more interested trade jobs.

Larkey added that the NSBIA Foundation, along with their partners, will be hosting their annual Skilled Trade Jobs Fair on April 21, 2018. The first half of the event will be for the general public; the second half of the event will be a senior placement event.

Larkey reminded members to complete their ethics training, and the conflict of interest form 700.

V. APPOINT NOMINATION COMMITTEE

Larkey announced that his term as Chair will end in June; he asked for three volunteers to join him on the Nomination Committee to identify qualified candidates for the election to serve as the Chair and Vice-Chair for the next two-year term.

Members Souza, Humenick, and Hutchinson volunteered as the nomination committee.

**Motion** to approve the Nomination Committee by Souza, second by Schmidt

**Motion** approved unanimously

VI. DRAFT WORKFORCE BOARD (WB) BYLAWS

Magnussen stated that the packet contained a redlined version outlining the changes, as well as a final draft. As noted in the memo, a majority of the changes were necessary to comply with final legislation

**Motion** to approve the Workforce Board Bylaws by Souza, second by Trimble

**Motion** approved unanimously

VII. CAREER SERVICES RFP

Buckingham stated that the agency had conducted a competitive procurement for career services for the Alpine and South Lake Tahoe region.

The group ADVANCE was awarded the contract via sole source procurement. ADVANCE was the only bidder, was rated as responsive

**Motion** to approve the Career Services RFP by Miller, second by Nicholson

**Motion** approved unanimously

VIII. LEGISLATIVE WATCH

a) AB1743 Career Technical Education Incentive Grant

AB1743 continues to fund the Career Technical Education Incentive Grant, and allows County offices to revamp their current career technical education programs. This legislation offers \$500 million for 3 years.

Buckingham is asking the board to submit a letter of support for this piece of legislation to continue to fund the grant.

**Motion** to approve the support of the AB1743 Legislation by Souza, second by Verdugo

**Motion** approved unanimously

b) Federal Appropriations Support Letter

Buckingham stated that the budget for Workforce Services has been contentious. The President initially proposed a 40% budget reduction, followed by an addendum lifting the 40% reduction and leaving programs level funded; even with the level funding the budget is still \$400 million short of what is authorized in WIOA. The support letter we submitted is asking to rise funding for WIOA services to authorized levels through all 4 titles; the letter was signed on behalf of the board.

Miller asked if the members can send individual letters in support as well. Buckingham answered yes, it would be helpful.

IX. NETWORKING WORKSHOP REPORT OUT

Buckingham commented that he appreciated the workshop, and is more informed about each member's organization. Several members concurred and have made connections as well.

Larkey is encouraging the board members to contact each other and reference back to the documents provided at the workshop. He also added that this item will continue to be in future agendas to provide updates on how the members are connecting.

Buckingham stated that it would be helpful to have a follow-up at regular intervals to allow people to talk about their needs.

X. ONE-STOP OPERATOR REPORT OUT AND DIRECTION

Indiveri explained that the current stage of certification process for the AJCC (America's Job Centers of California) is the Hallmarks of Excellence, which has to be submitted to the State in June.

The 8 Hallmarks have 3 response areas that will be prepared by Indiveri as initial draft. The first part will contain an assessment of the current strengths and opportunities currently in the comprehensive center; next year the process will be similar, but with the affiliated and satellite partners. The second part is the numerical 1-5 ranking scoring, and finally the third review area is the improvement and recommendations to achieve those goals and reach a better score.

Indiveri noted the partner meeting held yesterday, and stated that the majority of the time was spent discussing the Hallmarks. All the partners gave feedback on how they assess they are doing, how they would score themselves in the areas, and why. He also added that he is interested in soliciting ideas for improving the ratings and obtaining more funding.

Schmidt stated that the partners are taking this seriously, and all agreed there is room for improvement. She believes that they do a great job of working together, but there is more that can be done. She believes that staff would work better if they had more information and better communication tools. Schmidt also commented that there are great resources and information on Labor Market, however, staff sometimes don't know how to use them or are not aware of those resources.

Escobedo added that she agreed that EDD needs improvement on training staff about the other agencies by getting to know them and establishing a referral process. She noticed that not all of the staff in other agencies are aware of all the resources available.

Ballesterro asked if the businesses are being surveyed as part of the Hallmarks; Indiveri said not specifically. She asked if there is a manual being created, project management program, or checklist for each of the hallmarks. Indiveri answered that it has come up when the initiative started. One does exist, but the issue is to get it updated; it has not been done for a while.

Buckingham stated that colocation helps with communication; he believes the partners try to join efforts and communicate, but there is no integrated business plan. It would be helpful to have a framework; will explore funding options to help support establishing the framework.

## XI. WORKGROUPS

### Schmidt/Employer Outreach:

She stated that the group has not met, and did not have anything to report. She mentioned the brochure developed by bay area of the different services provided at the previous meeting. The workgroup plans on meeting in the near future.

Buckingham noted that he had shared the bay area brochure with the regional group with the thought of implementing a similar brochure; it was proposed that this would be done in paper and electronically format; there has been no formal action on it as of yet.

Buckingham added that there is an upcoming training for CalJOBS CRM (Customer Relationship Management), in addition, he also stated a request had been submitted from the Regional Organizer Funding to support a Business Professional Certification. Schmidt commented that the training just occurred, and some of the staff attended for Business Outreach Professionals.

### Verdugo/Integrated Training and Best Practices:

Verdugo reported that the group has not had a meeting.

Buckingham/Leadership & Strategy:

Buckingham stated that the Governing Body had recommended the Executive committee meet with Barry Broome from the Greater Sacramento Economic Council. Buckingham stated that he had been unable to connect with Mr. Broome; however, Brent-Bumb connected the committee with John Kreuger. Buckingham stated that he is currently working on scheduling a meeting.

Miller/Storytelling:

Miller reported that they had 2 teleconference meetings and an on-site meeting at Hacker Lab with Buckingham; they talked about ideas to create a newsletter. Ullrich added that he believes that small businesses will benefit from the one-stop services, but believes that they are not aware of them. After having a conversation with Buckingham he understood that the focus is telling the story to small businesses, key partners, government supporters, and congress people so they're aware where the money is going, and are able to tell that story to their constituents.

Ullrich brought a prototype of a newsletter that Hacker Lab created as a reference; he suggested the board could do something similar to be a physical and/or digital resource.

Miller stated that the group will need direction from this point forward as to what needs to be done next. Buckingham answered that he is envisioning the storytelling to be from the entire board not the agency; sharing of stories would need to be coordinated. Buckingham also added that budgetary needs to meet this goal would need to be addressed since it is not something that the committee members can complete.

Larkey suggested coordinating with different stakeholders to create something that would be cost effective, since it would require funding for a quality newsletter to be created and distributed.

XII. FUTURE AGENDA ITEMS/NEW BUSINESS

- WORKFORCE BOARD
  - AJCC Hallmarks of Excellence
  - Draft Budget
  - Meeting Schedule
  - Chair & Vice-Chair Nominations
- EXECUTIVE COMMITTEE
  - Draft Budget

XIII. NEXT MEETING

Thursday, May 17, 2018 – 1:00 PM. North State BIA

XIV. ADJOURNMENT

**Motion** to adjourn the meeting at 2:38 pm by Zimmerman, second by Humenick

**Motion** approved unanimously

<b>Date:</b>	<b>5/18/17</b>	<b>7/20/17</b>	<b>9/21/17</b>	<b>1/18/18</b>	<b>3/15/18</b>	
<b>Workforce Board</b>	<b>WB</b>	<b>WB</b>	<b>WB</b>	<b>WB</b>	<b>WB</b>	
<b>Meeting Type</b>	<b>Regular</b>	<b>Regular</b>	<b>Regular</b>	<b>Regular</b>	<b>Regular</b>	<b>Rate</b>
Aamir Deen	0	1	0	0	0	20%
April Ballesterio			1	1	1	100%
Bill Bettencourt	1	0	1	1	0	60%
Carol Pepper-Kittredge	0	1	0	0	0	20%
Christina Nicholson	1	1	0	1	1	80%
Daniela Devitt	1	1	1	1	0	80%
Diana Souza		0	1	1	1	75%
Eric Cooper	0	0	0	1	0	20%
Eric Ullrich			1	0	1	67%
Jacqueline Humenick		1	1	1	1	100%
Jason Buckingham	1	1	1	1	1	100%
John Tweedt	1	0	0	1	0	40%
Laurel Brent-Bumb	0	1	1	0	0	40%
Lisa Hutchinson			1	1	1	100%
Marcy Schmidt	1	1	1	1	1	100%
Mark Frayser	1	0	1	1	0	60%
Martha Escobedo	1	1	1	1	1	100%
Michael Zimmerman	1	1	0	1	1	80%
Paul Castro	0	1	0	0	0	20%
Rick Larkey	0	1	1	1	1	80%
Robin Trimble		1	0	0	1	50%
Robert Verdugo			1	1	1	100%
Susan "Tink" Miller	1	1	1	1	1	100%
Victor Wursten	1	0	1	1	0	60%
Yvette Elam			0	0	0	0%



**GOLDEN SIERRA  
WORKFORCE BOARD**

**MEMORANDUM**

**DATE:** May 17, 2018  
**TO:** Workforce Board (WB)  
**FROM:** Jason Buckingham, GSJTA Executive Director  
**SUBJ:** 2018-2019 Meeting Schedule

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Approval is requested to establish the 2018-2019 Workforce Board meeting schedule.

Current schedule for 2017-2018 is 3<sup>rd</sup> Thursdays of odd months; 1:00 pm - 3:00 pm

# **GOLDEN SIERRA WORKFORCE BOARD**

## **MEMORANDUM**

**DATE:** May 17, 2018  
**TO:** Workforce Board (WB)  
**FROM:** Jason Buckingham, GSJTA Executive Director  
**SUBJECT:** Workforce Board Membership

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In accordance with 20 CFR 679.310 the board is being informed of current vacancies on the Workforce Board and recruitment efforts in place in accordance with Workforce Board notification and recruitment policy.

### **Resignations**

Robert Verdugo, Northern California Valley sheet Metal JATC; representing Joint Labor

### **Applications**

Kevin Ferreira, Sacramento-Sierra Building & Construction Trade Council; representing Joint Labor.

### **Term Renewals**

The following board members terms are schedule to end on June 30, 2017, and have agreed to serve an additional 4 year term:

Laurel Brent-Bumb; representing Business  
Tink Miller; representing Business

The Executive Committee is scheduled to review and make recommendations on term renewals and pending applications at their May 17<sup>th</sup> meeting; recommendations will be forwarded to the Governing Body for approval at their June 6<sup>th</sup> meeting.

# **GOLDEN SIERRA WORKFORCE BOARD**

## **MEMORANDUM**

**DATE:** May 17, 2018

**TO:** Workforce Board (WB)

**FROM:** Jason Buckingham, GSJTA Executive Director

**SUBJECT:** 2019 Workforce Summit

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The Sacramento Works Board's Employer Outreach Committee is creating a special committee/workgroup focused on planning a regional workforce development summit/conference that is to be held during the first quarter of calendar year 2019. We are hopeful that this will be a good venue highlighting some of our regional initiatives.

To that end, the Sacramento Works Board has appointed 2 members to this committee/workgroup: Rick Wylie and Babette Jimenez, and is requesting that other local boards appoint 2 members to this committee/workgroup as well.

Currently, the Golden Sierra Workforce Board has one volunteer (Marcy Schmidt) and is looking for at least one other. The expected time commitment is no more than one meeting monthly beginning in May 2018 and leading into the first quarter of 2019.

# **GOLDEN SIERRA WORKFORCE BOARD**

## **MEMORANDUM**

**DATE:** May 17, 2018

**TO:** Workforce Board (WB)

**FROM:** Jason Buckingham, GSJTA Executive Director

**SUBJECT:** President's Executive Order on Welfare

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On April 10<sup>th</sup>, 2018 President Trump issued an Executive Order on Welfare. Though the Executive Order focuses on enforcing work requirements for public assistance programs it also contains a broader directive requiring the evaluation of federal workforce development programs for possible consolidation. Chris Andresen Federal Lobbyist for the California Workforce Association provided the following analysis.

### **Overview**

Yesterday, the White House released its long awaited Executive Order aimed at reforming welfare and other federal public assistance and workforce development programs. We have seen an increase in maintaining work requirements in a number of federal programs like Medicaid and SNAP, and the focus of this Order is no different. Several of the 'deliverables' from this Executive Order will need congressional approval/support like consolidating or eliminating programs, which seems unlikely, but there will be continued conversation about the future of these programs as a result of this effort.

### **What's In It?**

The Executive Order directs the Secretaries of the Treasury, Agriculture, Commerce, Labor, Health and Human Services, Housing and Urban Development, Transportation, and Education to undertake a 90 day review process to:

- a. Review all current regulations and guidance relating to waivers or exemptions to work requirements in programs under their jurisdiction
- b. Review all public assistance programs that do not require work as a condition of eligibility, and determine whether a work requirement could be imposed
- c. Review all public assistance programs that do require work as a condition of eligibility and determine whether enforcement of those requirements is consistent with a set of "economic mobility" principles set forth in the order.

Following this review, the agencies will submit policy and regulatory recommendations to the Office of Management and Budget (OMB) and take steps to implement those recommendations.

The order also states that “the Federal Government” should review current federally funded workforce development programs and, where more than one agency administers a program or programs that are “similar in scope or population served,” those programs should be consolidated under the agency that is ‘best equipped to fulfill the expectations’ of the program. In addition, “ineffective” programs should be eliminated. The end result of this exercise would require congressional approval and would be unlikely to be implemented. However, the exercise itself would bring questions from policymakers.

### **Consequences**

Work requirements remain a partisan issue in Washington and this Executive Order has been very polarizing. One of the concerns for local workforce boards and career centers is the possible additional strain with ‘harder to serve’ populations coming through the federal workforce system without a corresponding federal investment. The focus from the Administration is on the physical ability to work and not necessarily on skill attainment/development which is the most effective way to move individuals off of public assistance programs.

THE WHITE HOUSE  
Office of the Press Secretary

FOR IMMEDIATE RELEASE  
April 10, 2018

EXECUTIVE ORDER

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REDUCING POVERTY IN AMERICA  
BY PROMOTING OPPORTUNITY AND ECONOMIC MOBILITY

By the authority vested in me as President by the Constitution and the laws of the United States of America, and to promote economic mobility, strong social networks, and accountability to American taxpayers, it is hereby ordered as follows:

Section 1. Purpose. The United States and its Constitution were founded on the principles of freedom and equal opportunity for all. To ensure that all Americans would be able to realize the benefits of those principles, especially during hard times, the Government established programs to help families with basic unmet needs. Unfortunately, many of the programs designed to help families have instead delayed economic independence, perpetuated poverty, and weakened family bonds. While bipartisan welfare reform enacted in 1996 was a step toward eliminating the economic stagnation and social harm that can result from long-term Government dependence, the welfare system still traps many recipients, especially children, in poverty and is in need of further reform and modernization in order to increase self-sufficiency, well-being, and economic mobility.

Sec. 2. Policy. (a) In 2017, the Federal Government spent more than \$700 billion on low-income assistance. Since its inception, the welfare system has grown into a large bureaucracy that might be susceptible to measuring success by how many people are enrolled in a program rather than by how many have moved from poverty into financial independence. This is not the type of system that was envisioned when welfare programs were instituted in this country. The Federal Government's role is to clear paths to self-sufficiency, reserving public assistance programs for those who are truly in need. The Federal Government should do everything within its authority to empower individuals by providing opportunities for work, including by investing in Federal programs that are effective at moving people into the workforce and out of poverty. It must examine Federal policies and programs to ensure that they are consistent with principles that are central to the American spirit -- work, free enterprise, and safeguarding human and economic resources. For those policies or programs that are not succeeding in those respects, it is our duty to either improve or eliminate them.

(b) It shall be the policy of the Federal Government to reform the welfare system of the United States so that it empowers people in a manner that is consistent with applicable law and the following principles, which shall be known as the Principles of Economic Mobility:

(i) Improve employment outcomes and economic independence (including by strengthening existing work requirements for work-capable people and introducing new work requirements when legally permissible);

(ii) Promote strong social networks as a way of sustainably escaping poverty (including through work and marriage);

(iii) Address the challenges of populations that may particularly struggle to find and maintain employment (including single parents, formerly incarcerated individuals, the homeless, substance abusers, individuals with disabilities, and disconnected youth);

(iv) Balance flexibility and accountability both to ensure that State, local, and tribal governments, and other institutions, may tailor their public assistance programs to the unique needs of their communities and to ensure that welfare services and administering agencies can be held accountable for achieving outcomes (including by designing and tracking measures that assess whether programs help people escape poverty);

(v) Reduce the size of bureaucracy and streamline services to promote the effective use of resources;

(vi) Reserve benefits for people with low incomes and limited assets;

(vii) Reduce wasteful spending by consolidating or eliminating Federal programs that are duplicative or ineffective;

(viii) Create a system by which the Federal Government remains updated on State, local, and tribal successes and failures, and facilitates access to that information so that other States and localities can benefit from it; and

(ix) Empower the private sector, as well as local communities, to develop and apply locally based solutions to poverty.

(c) As part of our pledge to increase opportunities for those in need, the Federal Government must first enforce work requirements that

are required by law. It must also strengthen requirements that promote obtaining and maintaining employment in order to move people to independence. To support this focus on employment, the Federal Government should:

- (i) review current federally funded workforce development programs. If more than one executive department or agency (agency) administers programs that are similar in scope or population served, they should be consolidated, to the extent permitted by law, into the agency that is best equipped to fulfill the expectations of the programs, while ineffective programs should be eliminated; and

- (ii) invest in effective workforce development programs and encourage, to the greatest extent possible, entities that have demonstrated success in equipping participants with skills necessary to obtain employment that enables them to financially support themselves and their families in today's economy.

- (d) It is imperative to empower State, local, and tribal governments and private-sector entities to effectively administer and manage public assistance programs. Federal policies should allow local entities to develop and implement programs and strategies that are best for their respective communities. Specifically, policies should allow the private sector, including community and faith-based organizations, to create solutions that alleviate the need for welfare assistance, promote personal responsibility, and reduce reliance on government intervention and resources.

- (i) To promote the proper scope and functioning of government, the Federal Government must afford State, local, and tribal governments the freedom to design and implement programs that better allocate limited resources to meet different community needs.

- (ii) States and localities can use such flexibility to devise and evaluate innovative programs that serve diverse populations and families. States and localities can also model their own initiatives on the successful programs of others. To achieve the right balance, Federal leaders must continue to discuss opportunities to improve public assistance programs with State and local leaders, including our Nation's governors.

- (e) The Federal Government owes it to Americans to use taxpayer dollars for their intended purposes. Relevant agencies should establish clear metrics that measure outcomes so that agencies administering public assistance programs can be held accountable. These metrics should include assessments of whether programs help individuals and families find employment, increase earnings, escape poverty, and avoid long-term dependence. Whenever



possible, agencies should harmonize their metrics to facilitate easier cross-programmatic comparisons and to encourage further integration of service delivery at the local level. Agencies should also adopt policies to ensure that only eligible persons receive benefits and enforce all relevant laws providing that aliens who are not otherwise qualified and eligible may not receive benefits.

(i) All entities that receive funds should be required to guarantee the integrity of the programs they administer. Technology and innovation should drive initiatives that increase program integrity and reduce fraud, waste, and abuse in the current system.

(ii) The Federal Government must support State, local, and tribal partners by investing in tools to combat payment errors and verify eligibility for program participants. It must also work alongside public and private partners to assist recipients of welfare assistance to maximize access to services and benefits that support paths to self-sufficiency.

Sec. 3. Review of Regulations and Guidance Documents. (a) The Secretaries of the Treasury, Agriculture, Commerce, Labor, Health and Human Services, Housing and Urban Development, Transportation, and Education (Secretaries) shall:

(i) review all regulations and guidance documents of their respective agencies relating to waivers, exemptions, or exceptions for public assistance program eligibility requirements to determine whether such documents are, to the extent permitted by law, consistent with the principles outlined in this order;

(ii) review any public assistance programs of their respective agencies that do not currently require work for receipt of benefits or services, and determine whether enforcement of a work requirement would be consistent with Federal law and the principles outlined in this order;

(iii) review any public assistance programs of their respective agencies that do currently require work for receipt of benefits or services, and determine whether the enforcement of such work requirements is consistent with Federal law and the principles outlined in this order;

(iv) within 90 days of the date of this order, and based on the reviews required by this section, submit to the Director of the Office of Management and Budget and the Assistant to the President for Domestic Policy a list of recommended regulatory and policy changes and other actions to accomplish the principles outlined in this order; and

(v) not later than 90 days after submission of the recommendations required by section 3(a)(iv) of this order, and in consultation with the Director of the Office of Management and Budget and the Assistant to the President for Domestic Policy, take steps to implement the recommended administrative actions.

(b) Within 90 days of the date of this order, the Secretaries shall each submit a report to the President, through the Director of the Office of Management and Budget and the Assistant to the President for Domestic Policy, that:

(i) states how their respective agencies are complying with 8 U.S.C. 1611(a), which provides that an alien who is not a "qualified alien" as defined by 8 U.S.C. 1641 is, subject to certain statutorily defined exceptions, not eligible for any Federal public benefit as defined by 8 U.S.C. 1611(c);

(ii) provides a list of Federal benefit programs that their respective agencies administer that are restricted pursuant to 8 U.S.C. 1611; and

(iii) provides a list of Federal benefit programs that their respective agencies administer that are not restricted pursuant to 8 U.S.C. 1611.

Sec. 4. Definitions. For the purposes of this order:

(a) the terms "individuals," "families," and "persons" mean any United States citizen, lawful permanent resident, or other lawfully present alien who is qualified to or otherwise may receive public benefits;

(b) the terms "work" and "workforce" include unsubsidized employment, subsidized employment, job training, apprenticeships, career and technical education training, job searches, basic education, education directly related to current or future employment, and workfare; and

(c) the terms "welfare" and "public assistance" include any program that provides means-tested assistance, or other assistance that provides benefits to people, households, or families that have low incomes (i.e., those making less than twice the Federal poverty level), the unemployed, or those out of the labor force.

Sec. 5. General Provisions. (a) Nothing in this order shall be construed to impair or otherwise affect:

(i) the authority granted by law to an executive department or agency, or the head thereof; or

(ii) the functions of the Director of the Office of Management and Budget relating to budgetary, administrative, or legislative proposals.

(b) This order shall be implemented consistent with applicable law and subject to the availability of appropriations.

(c) This order is not intended to, and does not, create any right or benefit, substantive or procedural, enforceable at law or in equity by any party against the United States, its departments, agencies, or entities, its officers, employees, or agents, or any other person.

DONALD J. TRUMP

THE WHITE HOUSE,  
April 10, 2018.

###

# **GOLDEN SIERRA WORKFORCE BOARD**

## **MEMORANDUM**

**DATE:** May 17, 2018  
**TO:** Workforce Board (WB)  
**FROM:** Jason Buckingham, GSJTA Executive Director  
**SUBJ:** FY 2017-2018 WIOA Title I Budget Revision

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Attached is a Budget Revision for Fiscal Year (FY) 2017-2018 final budget. This budget revision is to allocate funds that were not appropriated to the El Dorado/Alpine career services contract. Additionally, it includes modifying the budget to increase funding available to pay down Agency's Unfunded Accrued Pension Liability.

This budget revision was presented and approved by the Governing Body on April 6, 2018, to meet essential timelines. The Executive Committee will be discussing their recommendations at their May 17, 2018 meeting.

**Golden Sierra Budget Revision #1  
Fiscal Year 2017/2018**

<b><u>Allocation of funds</u></b>		<b>OL3</b>	
EI Dorado/Alpine Career Services		2555	\$ 32,000
Agency's Unfunded Accrued Pension Expense		1305	\$ 30,000
PY 17 Award to be Expended in Second Year		5600	\$ (62,000)
<b>Net impact to Agency Operations</b>			<b>\$ -</b>

The appropriation of the monies above are from the line item that was planned for expense in Second Year of award period. Due to change in federal administration and the Agency planning for greater reductions this line item had an additional \$206,178.

**GOLDEN SIERRA  
WORKFORCE BOARD**

**MEMORANDUM**

**DATE:** May 17, 2018  
**TO:** Workforce Board (WB)  
**FROM:** Jason Buckingham, GSJTA Executive Director  
**SUBJ:** FY 2018-2019 WIOA Title I Draft Budget

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Before the Board for review is the Title I Fiscal Year 2018-2019 Draft Budget. The budget has been developed with a focus on the goals of the Local Workforce Development System requirements. The WIOA Title I financial resources are limited and unable to meet the full array of the Local System needs. Discussions will need to focus on developing partnerships and Resource Sharing Agreements that assist in filling these system gaps. The Executive Committee is scheduled to approve this budget at their May 17, 2018 meeting.

## Budget Introduction and Overview

Golden Sierra Job Training Agency is a Joint Powers Authority (JPA) organized between Placer County, El Dorado County and Alpine County. The Agency's primary purpose is to administer the JPA's Title 1 award from the *Workforce Innovation and Opportunity Act (WIOA)*. Additionally, the Agency administers miscellaneous grants and awards that complement the WIOA Title 1 objectives and stated purpose of the JPA.

## Approach in Developing the Draft Budget for Fiscal Year 2018/2019

The model used to develop the Consortium's annual budget is the Priority Based Budget model. The goal is to develop a budget based on the relationship between program funding levels and expected results from that program. The objectives are to obtain cost-efficient and effective ways to meet the requirements of the *Workforce Innovation and Opportunity Act (WIOA)* while minimizing service interruptions to participants.

The *Fiscal Year 2018/2019 Draft Budget*:

The primary sources of funding for this budget are the *estimated* rollover funding from Subgrant K8106175 and the assumed new award in the form of Adult, Dislocated Worker, Youth, Rapid Response and Layoff Aversion funding. Currently all figures in the draft budget are estimates based on Workforce Services Information Notice 17-32 (WSIN17-32).

### The budget meets mandated funding requirements as follows:

20% of the Adult and Dislocated Worker funding will support *Direct Training* with a planned assumption of 10% leverage in order to meet the full requirement of 30% with a 20/10 ratio of WIOA cash/leverage.

20% of the Youth funding is earmarked to meet the *Work Based Learning* requirement as outlined in the WIOA Title I award.

The remaining cost objectives required of the Title I funding are to maintain a *Comprehensive One-Stop Center* in the *Local Area* while strategically utilizing financial resources to meet obligations of the JPA and participating in the continued development of both local and regional *Workforce Systems*.

### What we have been able to maintain in spite of reductions in funding:

- Over the past two fiscal years the Agency has scheduled the use of 50% of funding from the new allocation for the combined support of Administration, Program Operations & the Consortium's Comprehensive One-Stop. For 2018/2019 increased pension costs and the reduction of allocation funding has forced an increase in this percentage despite our reducing Administrative staffing costs by not filling vacant positions which were made available via attrition.
- Balanced financial support to member counties for Career Services and Direct Training is being maintained with resources coming from taking advantage of the allowable 10% for Direct Training Leverage.
- Of note is an increase in the transfer from Dislocated Worker to Adult from 50% to 80%. This reflects the current economy's low unemployment rate and the demographics of those accessing services.

Approved By:  
 Executive Committee:  
 Workforce Board:  
 Governing Body

<b>Description of Schedules</b>	
<b><u>Schedule 1</u></b>	<b><u>Consortium Sources and Uses</u></b>  Schedule is based on estimates for funding, carry over, and new awards. Expenditures have been adjusted based on anticipated cost increases, WIOA spending requirements, and pension funding requirements.
<b><u>Schedule 2</u></b>	<b><u>Consortium Cost Center Detail</u></b>  <div> <div>Consortium Administration:</div> <div>Includes fiscal management, procurement, and human resource functions.</div> </div> <div> <div>Consortium Program Operations:</div> <div>Includes program oversight and technical assistance to member counties. Staff and consultants have expertise in ADA/EO compliance, program monitoring, WIOA implementation, and database management.</div> </div> <div> <div>Consortium Rapid Response and Layoff Aversion:</div> <div>Includes activities related to business outreach, workshop facilitation, and labor exchange. Staff have expertise in helping affected employees return to work as quickly as possible following a layoff and developing early-warning systems to prevent layoffs altogether.</div> </div> <div> <div>Consortium Comprehensive One-Stop:</div> <div>Includes the physical location and related operating expenses of the required job center that offers universal access and comprehensive employment-related programs and services.</div> </div> <div> <div>El Dorado County Career and Training Services:</div> <div>Includes estimated PY 17/18 carry-in funds to be administered by El Dorado County HHS and estimated PY 18/19 WIOA funding.</div> </div> <div> <div>Placer County Career and Training Services:</div> <div>Includes estimated PY 17/18 carry-in funds and estimated PY 18/19 WIOA funds to be administered by the JTA staff.</div> </div> <div> <div>Alpine County Career and Training Services:</div> <div>Includes estimated PY 17/18 carry-in funds to be administered by Alpine County HHS and estimated PY 18/19 WIOA funding.</div> </div> <div> <div>Non-Allocation Career and Training Services:</div> <div>Includes remaining second year training dollars from the Disability Employment Accelerator (DEA) award Round Three. Round Seven of the Disability Employment Accelerator grant.</div> </div>
<b><u>Schedule 3</u></b>	<b><u>Consortium Contracted Services</u></b>  Schedule provides detail for contracts administered by the Agency for newly awarded funds and re-budgeted contracts for Consortium Operations and Programmatic Career Services and Training.
<b><u>Schedule 4</u></b>	<b><u>Consortium Allocation of Sub grant Award</u></b>  Schedule is based on a funding award for the new WIOA Allocation Awards and Rapid Response and Layoff Aversion. The schedule also separates funding based on the new WIOA legislation.
<b><u>Schedule 5</u></b>	<b><u>Consortium Leverage Requirements</u></b>  Schedule provides dollar amounts required to be captured as "leverage" in order to meet the state imposed 30% Direct Training requirement for Adult and Dislocated Working funding streams.

Approved By:  
Executive Committee:  
Workforce Board:  
Governing Body



		<u>A</u>	<u>B</u>	<u>C</u>	<u>C-B</u>	<u>C/B</u>
		Actual Expenditures and Encumbrances as of June 30th 2017	Consortium Final Budget June 30th, 2018	Consortium Fiscal Year 2018/2019 Draft Budget	Difference between Fiscal Year 2017/2018 and Fiscal Year 2018/2019 Draft Budget	Percent of Fiscal Year 2017/2018 Final Budget Compared to Draft Budget FY 2018/2019
		% of Total Funding	% of Total Funding	% of Total Funding		
<b>Funding Sources:</b>						
1	Carry-In WIOA Allocation PY 17	\$ 1,853,531	\$ 1,709,676	\$ 1,577,554	\$ (132,122)	92.27%
2	Awarded WIOA Allocations PY 2018	2,252,121	2,824,646	2,608,355	\$ (216,291)	92.34%
3	Carry-In Rapid Response Funds PY17	83,300	150,795	167,416	\$ 16,621	111.02%
4	Awarded Rapid Response Funds PY18	-	209,395	187,753	\$ (21,642)	89.66%
5	Carry-In Layoff Aversion Funds PY17	10,691	51,262	15,000	\$ (36,262)	29.26%
6	Awarded Layoff Aversion Funds PY18	-	35,641	31,474	\$ (4,167)	88.31%
7	Actual Non-Allocation Awards	458,801	513,004	94,354	\$ (418,650)	18.39%
8	<b>Total Funding Sources</b>	<b>\$ 4,658,444</b>	<b>\$ 5,494,419</b>	<b>\$ 4,681,906</b>	<b>\$ (812,513)</b>	<b>85.21%</b>
<b>Expenditures:</b>						
	<b>Consortium Operations</b>					
9	Retiree Benefits	\$ 575,787	\$ 593,374	\$ 537,425	\$ (55,949)	90.57%
10	Salaries and Benefits	833,543	953,528	930,154	\$ (23,374)	97.55%
11	Services and Supplies	318,179	486,668	301,307	\$ (185,361)	61.91%
12	Professional Services	28,200	51,268	46,538	\$ (4,730)	90.77%
13	<b>Consortium Operations Total</b>	<b>\$ 1,755,709</b>	<b>\$ 2,084,838</b>	<b>\$ 1,815,424</b>	<b>\$ (269,414)</b>	<b>87.08%</b>
	<b>Career &amp; Training Services</b>					
14	Placer County	\$ 997,392	\$ 941,548	\$ 1,106,690	\$ 165,142	117.54%
15	El Dorado County	1,117,783	932,281	844,069	\$ (88,212)	90.54%
16	Alpine County	102,733	98,731	173,056	\$ 74,325	175.28%
17	Non-Allocation Awards	683,602	482,651	84,004	\$ (398,647)	17.40%
18	<b>Career &amp; Training Services Total</b>	<b>\$ 2,901,510</b>	<b>\$ 2,455,211</b>	<b>\$ 2,207,819</b>	<b>\$ (247,392)</b>	<b>89.92%</b>
19	Committee Budget	\$ 1,525	\$ 14,991	\$ -	\$ (14,991)	0.00%
20	<b>PY 17 Award Expend in Second Year</b>	<b>\$ 1,425,641</b>	<b>\$ 939,379</b>	<b>\$ 658,663</b>	<b>\$ (280,716)</b>	<b>70.12%</b>
21	<b>TOTAL EXPENDITURES</b>	<b>\$ 6,084,385</b>	<b>\$ 5,494,419</b>	<b>\$ 4,681,906</b>	<b>\$ (812,513)</b>	<b>85.21%</b>
22	<b>Net Income/(Unexpended)**</b>	<b>\$ (1,425,941)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	
	<b>** Funding primarily from unobligated and unspent prior year WIOA award.</b>					

**Approved by:**  
**Executive Committee:**  
**WB:**  
**Governing Board:**

L i n e #		A	B	C	D	E	F	G	H	I	J
		Consortium Admin	Consortium Program Operations	Consortium Rapid Response and Layoff Aversion	Local Area One-Stop Delivery System	EI Dorado County Career and Training Services	Placer County Career and Training Services	Alpine County Career and Training Services	Disability Employment Initiative Round Seven	Disability Employment Accelerator Round Three	Total of all Funding Sources and Expenditures
<b>Funding Sources:</b>											
1	Carry-In Allocation Funds from PY 17	\$ 217,041	\$ 278,490		\$ 21,334	\$ 415,580	\$ 545,109	\$ 100,000	\$ -	\$ -	\$ 1,577,554
2	Awarded - PY 18 WIOA Allocations	260,836	929,659	-	202,148	428,489	714,167	73,056	-	-	2,608,355
3	Carry-In Rapid Response Funds PY17	-	-	167,416	-	-	-	-	-	-	167,416
4	Awarded Rapid Response Funds PY18	-	71,346	-	14,551	-	-	-	-	-	187,753
5	Carry-In Layoff Aversion Funds PY17	-	-	15,000	-	-	-	-	-	-	15,000
6	Awarded Layoff Aversion Funds PY 18	-	11,960	17,075	2,439	-	-	-	-	-	31,474
7	Actual Non-Allocation Awards	-	6,900	-	-	-	-	-	6,950	80,504	94,354
8	<b>Total Funding Sources</b>	<b>\$ 477,877</b>	<b>\$ 1,298,355</b>	<b>\$ 301,347</b>	<b>\$ 240,472</b>	<b>\$ 844,069</b>	<b>\$ 1,259,276</b>	<b>\$ 173,056</b>	<b>\$ 6,950</b>	<b>\$ 80,504</b>	<b>\$ 4,681,906</b>
<b>Expenditures:</b>											
<b>Consortium Operations:</b>											
9	Retiree Benefits	\$ -	\$ 537,425	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 537,425
10	Salaries and Benefits	235,501	391,947	215,828	86,878	-	-	-	-	-	930,154
11	Services and Supplies	45,831	107,901	57,481	90,094	-	-	-	-	-	301,307
12	Professional Services	-	-	28,038	18,500	\$ -	-	-	\$ -	\$ -	46,538
13	<b>Consortium Operations Total</b>	<b>\$ 281,332</b>	<b>\$ 1,037,273</b>	<b>\$ 301,347</b>	<b>\$ 195,472</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 1,815,424</b>
<b>Career &amp; Training Services</b>											
<b>Program Year 2017/2018 WIOA/Other - Rebudget</b>											
14	Non-Allocation Awards	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 3,500	\$ 80,504	\$ 84,004
15	Placer County	-	-	-	-	-	545,109	-	-	-	545,109
16	EI Dorado County	-	-	-	-	415,580	-	-	-	-	415,580
17	Alpine County	-	-	-	-	-	-	100,000	-	-	100,000
<b>Program Year 2018/2019 WIOA/Other</b>											
18	Non-Allocation Awards	-	-	-	-	-	-	-	-	-	-
19	Placer County	-	-	-	-	-	561,581	-	-	-	561,581
20	EI Dorado County	-	-	-	-	428,489	-	-	-	-	428,489
21	Alpine County	-	-	-	-	-	-	73,056	-	-	73,056
22	<b>Career &amp; Training Services Total</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 844,069</b>	<b>\$ 1,106,690</b>	<b>\$ 173,056</b>	<b>\$ 3,500</b>	<b>\$ 80,504</b>	<b>\$ 2,207,819</b>
<b>Committee Budget</b>											
23		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
24	<b>PY 18 Award Expend in Second Year</b>	<b>\$ 196,545</b>	<b>\$ 261,082</b>	<b>\$ -</b>	<b>\$ 45,000</b>	<b>\$ -</b>	<b>\$ 152,586</b>	<b>\$ -</b>	<b>\$ 3,450</b>	<b>\$ -</b>	<b>\$ 658,663</b>
25	<b>TOTAL EXPENDITURES</b>	<b>\$ 477,877</b>	<b>\$ 1,298,355</b>	<b>\$ 301,347</b>	<b>\$ 240,472</b>	<b>\$ 844,069</b>	<b>\$ 1,259,276</b>	<b>\$ 173,056</b>	<b>\$ 6,950</b>	<b>\$ 80,504</b>	<b>\$ 4,681,906</b>
26	<b>Net Income/(Loss)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
27	<b>Cost Center Share of Available Funding</b>	<b>10.21%</b>	<b>27.73%</b>	<b>6.44%</b>	<b>5.14%</b>	<b>18.03%</b>	<b>26.90%</b>	<b>3.70%</b>	<b>0.15%</b>	<b>1.72%</b>	<b>100.00%</b>

	A	B	C	D	E	F	G
L i n e		Dislocated					
	Dislocated	Worker			Rapid Response		
#	Worker	Tran to Adult	Adult	Youth - Out	Layoff Aversion	Non-Allocation	TOTAL
<b>WIOA Allocation Career Services &amp; Direct Training Budgeted and Rebudgeted</b>							
<b>WIOA - Career Services PY17/18 Re-Budgeted</b>							
<b>Career Services</b>							
1	\$ 58,934	\$ 155,965	\$ -	\$ 82,500	\$ -	\$ -	\$ 297,399
2	-	-	94,529	-	-	-	94,529
<b>Direct Training</b>							
3	34,504	-	-	-	-	-	34,504
4	-	-	3,867	-	-	-	3,867
5	50,594	137,615	-	-	-	-	188,209
<b>Work Based Learning (Youth)</b>							
6	\$ -	\$ -	\$ -	\$ 63,947	\$ -	\$ -	\$ 63,947
7	-	-	-	1,604	-	-	1,604
8	-	-	-	34,188	-	-	34,188
<b>WIOA - Career Services PY18/19 Budgeted</b>							
<b>Career Services</b>							
9	\$ 46,134	\$ 46,086	\$ 70,227	\$ 294	\$ -	\$ -	\$ 162,741
10	1,247	62,761	1,898	2,094	-	-	68,000
11	77,306	77,225	117,678	129,850	-	-	402,059
<b>Direct Training</b>							
12	38,049	38,009	57,919	-	-	-	133,977
13	1,028	1,027	1,565	-	-	-	3,620
14	63,758	63,691	97,054	-	-	65,609	290,112
<b>Work Based Learning (Youth)</b>							
15	\$ -	\$ -	\$ -	\$ 54,573	\$ -	\$ -	\$ 54,573
16	-	-	-	1,436	-	-	1,436
17	-	-	-	26,281	-	-	26,281
18	\$ 371,554	\$ 582,379	\$ 444,737	\$ 396,767	\$ -	\$ 65,609	\$ 1,861,046
19	\$ 371,554	\$ 582,379	\$ 444,737	\$ 396,767	\$ -	\$ 65,609	\$ 1,861,046

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**Executive Committee:**  
**WB:**  
**Governing Board:**

## ONE-STOP OPERATOR MEMO

**To:** Workforce Development Board

**From:** Michael A. Indiveri, One-Stop Operator (OSO)

**Date:** May 17, 2018

**Subj:** AJCC Partners Progress Report

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### **AJCC MOU Quarterly Partners Meeting**

The AJCC MOU Partners quarterly meeting was held on March 14, 2018 at the Roseville Connections One-Stop Career Center. In attendance: Placer School for Adults, EDD, Placer County HHS, Golden Sierra Job Training, El Dorado County Health & Human Services, and Sierra College. Participating via phone was Lake Tahoe Community College and the LTCC Advance program. Not attending: Department of Vocational Rehabilitation, AARP, Roseville Adult School and Indian Manpower.

The group focused their discussion on the Hallmarks of Excellence and the required self-assessment of the local AJCC Roseville One-stop Center. It was stressed by the OSO that for PY 2017-18, this is an assessment of the one comprehensive center in the Golden Sierra Workforce Area, the **Roseville Connections Center**. Much of the assessment deals with the on-site partners (EDD & GSJTA) and the physical site itself. Other aspects of the assessment cover the relationship between the Roseville Center and all the other off-site local WIOA MOU partners of the one-stop system. In PY 2018-19, the AJCC assessment will focus on Affiliated, Satellite and Specialized One-Stop system MOU Partners.

Many of the review and rating areas of the Hallmarks apply to both the on-site and off-site partners. The discussion and comments by the partners surfaced the following areas that can improve interaction between the partners and suggestions for better customer service:

--it would be helpful for the group to have a list of who from each agency signed the AJCC MOU, and a list of the agency customer service contacts;

--this group could also function of a resource clearing house for notifications and announcements;

--EDD informed the group that Modesto has setup a workgroup among the partners to establish a more formal and useful customer referral process;

--EDD also stated that they can provide “UI Navigator Training” & “Veteran Services Navigator Training” to partners, even at their sites;

--Sierra College promoted their “Career Boot Camp”, and also noted that Shannon Wells is the supervisor of their Career Counseling Center;

--Golden Sierra reported out their outreach to Placer County Probation and how their folks can use and benefit from the career center;

--Lake Tahoe CC updated the group on their Pre-apprentice Grant and also promoted the upcoming Tahoe Basin Job Fair and Career Summit;

--Placer County noted that they will have a grand opening of their Business Services Center in Rocklin on April 3.

In specific reference to the Hallmarks self-assessment, several points were made:

--From Lake Tahoe CC, service integration is the key rather than co-location;

--From EDD, it would be beneficial to develop a virtual web-based link that has all MOU Partners on it. That site would have appropriate info on Partners services and customer eligibility for use by both staff and customers. (This link could also include training webinars);

--Placer County noted that AJCC partner staff need more cross training in partner programs, services and eligibility.

In so far as the OSO is requested MOU Partner feedback on the Hallmarks self-assessment, Bill Bettencourt from PAS, converted the OSO’s Hallmarks Word Doc into a Google Doc format so that partners had the choice of using either format. Google docs does have group editing capabilities. Several partners related their rating scores on various area 2’s and 3’s on the 1-5 scale. The OSO requested that all partners email their scores, comments & suggested improvements by April 6.

The next meeting of the AJCC Partners has been scheduled for June 20, 2018 at the Roseville Connections One-Stop Center.

### **Hallmarks of Excellence Draft**

The OSO has completed his assessment and scores and has integrated the AJCC MOU partners assessment and scores. The Recommended Continuous Improvement Plans (CIP) and CIP timetables will be presented at the May WDB meeting for your review and action.

## ONE-STOP OPERATOR (OSO) MEMO

**To:** Golden Sierra Workforce Development Board

**From:** Michael A. Indiveri, OSO

**Date:** May 17, 2018

**Subj.** Hallmarks of Excellence

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### Background

As required by WIOA, each local workforce area must have at least one comprehensive one-stop center. In California these centers are part of the America's Job Center of California (AJCC). To be considered a comprehensive center, the on-site partners must include WIOA Title I staff and EDD staff. The Roseville Connections One-Stop Center is the AJCC for the Golden Sierra Workforce Area. For Program Year 2017-18, a Certification Process for Comprehensive One-Stop Centers and their staff has been established by the State. In PY 2018-19, a review and assessment of all Affiliate, Specialized, and Satellite sites and participation of required AJCC MOU partners will be addressed.

### Certification Process

The certification for PY 2017-18 was conducted in two parts; a pass/fail **Baseline Criteria** submitted in December 2017 (Golden Sierra passed) and **Hallmarks of Excellence** to be submitted in June 2018. The eight Hallmarks of Excellence review areas present a nearly complete compendium of the key issues and challenges of the One-Stop Career Center System. The Hallmarks covers everyday customer service issues that the MOU Partners have working on since the inception of the One-Stops in 2000.

While the OSO is charged to conduct the on-site, open and independent evaluation of the AJCC, it is the local Board that officially decides and submits the certification and accompanying continuous improvement plans (CIP) discussion. The OSO has conducted several on-site visits to the comprehensive center, customer and partner interviews, and obtained written feedback from MOU partners.

Each Hallmark area lists various quality indicators that tie together customer service and partner integration efforts. While focusing on the on-site partners (EDD & GSJTA staff), the Roseville Center's interactions with other MOU partners are also covered. A rating metric of a one-to-five score is to be assessed for each review area. Any area that scores less than 5 must include a **continuous improvement plan (CIP)** discussion. It appears that a rating less than 3 would mean that a local area is not yet able to certify.



Several of the areas are somewhat redundant and repetitive in their indicators. All of the indicators are logical, but many are quite aspirational. Aspirational in the sense that while the partners have to deal with the everyday and ongoing work of providing customer services, local workforce areas must deal with improvement goals relating to local and State policy guidance issues, the pace of program integration required by the law and the State, and the ever present funding constraints faced by all partners. In addition, many of the crucial issues of MOU Partners relating to co-case management, joint eligibility determination and common reporting on the same data platforms are prospectively to be addressed by the State in current policy directives. (i.e.; *Mandated Use of One Integrated Data System, based on Cal Jobs, 7-1-18; Mandated Use of VOS Greeter Module in Cal Jobs, 10-1-18*).

**Certification Ratings:** The attached Hallmarks document presents each rating area with a 3-part response:

1. Assessment of the Centers Strengths and Continuous Improvement Opportunities Discussion.
2. Hallmark Ranking (1-5).
3. Continuous Improvement Goals and Recommendations (CIPs & Timetables)

The first number is the OSO score for that Hallmark; the second number is an average of the MOU Partner's scores. Responses were received by the State Department of Vocational Rehabilitation, Employment Development Department (EDD) Wagner- Peyser/Vets Program, Golden Sierra Job Training Agency, El Dorado County HHS, Sierra Joint Consortium/Placer School for Adults, and Placer County HHS. There were interviews with customers of the Roseville One-Stop. As Hallmark areas one and two were very centered on the physical center site itself, MOU off-site partner feedback was not required. It is up the WDB whether to average the scores of the OSO and the MOU partners and/or round up to the next highest number.

#### **Scores and Over All Themes/ Impressions**

<b><u>Hallmark Area:</u></b>	<b><u>OSO Score:</u></b>	<b><u>MOU Partners Scores:</u></b>
Roseville Center	4.0	N/A
Universal Access	3.5	N/A
Effective Partnerships	3.0	3.1
Integrated Services	3.0	3.1
LMI/Career Pathways	3.0	3.0
Business Services Strategy	2.5	2.5
Cross Trained Staff	3.0	2.8
Relevant Data	2.75	2.5

The AJCC MOU Partners are supportive of having regular meetings to review operations, issues and address the CIPS. From the partner feedback, there was a consensus the following 4 areas were the most immediate concerns;

1. Information for customers & staff on partner services and eligibility (and use of this info in marketing materials).
2. AJCC staff development and partner staff cross-training.
3. Customer referral process & tracking and related data system issues.
4. Integrated Business Services Strategy/Business Engagement

Each of the 8 Hallmark Areas has the extended discussion of these and all the other interrelated issues.

# Comprehensive AJCC Certification Matrix

## Hallmarks of Excellence

The Hallmarks of Excellence America's Job Center of California<sup>SM</sup> (AJCC) Certification is intended to encourage continuous improvement by identifying areas where an AJCC may be exceeding quality expectations, as well as areas where improvement is needed. These were developed in alignment with Training and Employment and Guidance Letter 4-15, California's Unified Strategic Workforce Development Plan (State Plan), and the AJCC Certification Workgroup's vision for California's One-Stop delivery system.

### Hallmarks of Excellence Ranking

Each individual Hallmark of Excellence is ranked on a scale of 1 to 5:

1. No progress on the hallmark at this time.
2. Have started progress on the hallmark but not yet satisfactory.
3. Have a satisfactory amount of the hallmark in place the majority of the time.
4. Significantly meeting the hallmark with room for improvement.
5. Achieving and excelling at the hallmark.

In order to receive a Hallmarks of Excellence AJCC Certification, an AJCC must have first met Baseline AJCC Certification and then receive a ranking of a least 3 for each of the Hallmarks of Excellence.

The matrix below describes each Hallmark of Excellence and provides associated quality indicators that should be used by the evaluator when documenting the rationale for each ranking. The evaluator must also provide continuous improvement goals and recommendations that Local Boards can use as they work with each comprehensive AJCC to develop a separate continuous improvement plan with target dates.

Local Boards must submit a completed matrix and continuous improvement plan to their Regional Advisor for each comprehensive AJCC by June 30, 2018.

Name of Local Board **GOLDEN SIERRA WORKFORCE DEVELOPMENT BOARD**

Name of AJCC **ROSEVILLE CONNECTIONS ONE-STOP CAREER CENTER**

## Hallmark of Excellence #1

### The AJCC physical location and facility enhances the customer experience

#### Characteristics of a High Quality AJCC

- a. The physical layout of the AJCC must inform and engage customers in staff-supported activities and allow for workshops, group meetings and a robust basic career services, rather than moving all customers to the AJCC resource room computers to conduct a job search.

#### California State Plan Vision and Strategies

- a. The vision for the AJCC system in California is to provide seamless customer-centered services focused on demand driven skills attainment and upward mobility for all Californians. The services should be delivered by aligning, coordinating, and integrating the programs and services of required and optional partners.
- b. AJCCs must be a professional and clean, environment where customers are greeted as they enter the AJCC. Information should be readily available about all partner program services, including how to access them.

#### Quality Indicators

- a. The location of the AJCC is convenient for customers (including those with barriers to employment). It has adequate parking and is accessible by public transportation (where available).
- b. External signage clearly identifies the location as an AJCC and meets the branding requirements of Workforce Services Information Notice 12-43.
- c. The AJCC is clean with a professional appearance.
- d. The AJCC is designed so that it is easy for customers to access services, resources, and staff assistance.
- e. The AJCC's resource area is neat, has adequate workstations to meet customer demand, and the equipment is in working order.
- f. The AJCC has adequate space available for customer reception, workshops, and on-site employer recruitment events, itinerate partners, and job center staff.
- g. The AJCC has internal signage to help customers easily navigate the AJCC.
- h. Emergency evacuation procedures are in place and those procedures address the needs of individuals with disabilities.
- i. Adequate safety and security precautions are in place to protect both customers and staff.

## Hallmark of Excellence #1

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

#### Strengths:

The physical location of the Roseville Connections AJCC one-Stop Career Center is convenient for all customers (including those with barriers to employment). The Center is located on the border of the adjacent workforce area of Sacramento. However, that part of the Golden Sierra workforce area contains the heavily populated Roseville, Rocklin and Lincoln communities. The external signage clearly identifies the location and the on-site partners. However, there is no real reference to America Job Centers of California (AJCC). It has a clean and professional appearance. It is easy for customers to access the services, resources and staff assistance. It does have adequate workstations to meet customer demand and the equipment is in good working order. There is adequate space for customer reception, workshop rooms and space for on-site employer recruitment events, itinerate partners, and job center staff. There is internal signage to help customers navigate the Center and evacuation procedures are in place to deal with emergencies. Safety and security precautions are in place to protect both customers and staff. Customers using the resource area indicated they are satisfied with the resources and services available.

#### Continuous Improvement Opportunities (CIO):

There are means possible to implement CIOs as the on-site staff is available for staff development and staff training. Positive changes to the On-Stop have occurred through feedback from staff and customers. The signage can be improved both at the street level (entrance to the parking lot), on the building itself and entry doors to the One-Stop reception area as there no apparent reference to the AJCC. The current signs have only the two partner names, EDD and GSJTA. As it seems assured that this specific One-Stop's lease ends in February 2019, this may be a moot point until further location decisions are made at the local level.

Hallmark of Excellence #1 Ranking (1-5) : 4

#### Rationale for This Ranking:

The convenience is clear in that the center is located right off one of the busiest intersections in the local workforce area, Douglas and Sunrise. The center undergoes regular EEO and ADA compliance reviews. The One-Stop Operator has reviewed the last compliance report and has noted that all recommendations and findings have been implemented. In addition, the California State Department of Vocational Rehabilitation conducts workshops there as part of their outreach to potential customers.

On-site staff is knowledgeable and professional in greeting customers and starting the triage process in determining the customers' needs and goals. The physical layout of the AJCC allows for customer staff-supported service (workshops/group meetings) and one-on-one customer service. Information is available on local off-site partners. This is done by having much printed information available from partners such as Placer School for Adults, Roseville Adult School, and Sierra College (Career & Technical Education) and other Placer County resources.

## **Hallmark of Excellence #1**

### **Continuous Improvement Goals and Recommendations:**

The physical AJCC should have in the reception area, a wall listing of all AJCC MOU off-site partners with take away basic information on each partner program services, including eligibility information on how to access those services.

Each partner web-site presence should also have the same kind of information. Also all partner web-sites should have some information on the AJCC, the various partners who are available locally, and web-site connectivity.

There should be a clear reference to the AJCC at entrance of the center.

Again, these recommendations are to be considered in the light that this physical center may not exist beyond February 2019.

If the decision is made to continue in this location for the foreseeable future, these CIP goals for the reception area should be implemented by September 30, 2018. Partner web-site information should be accomplished during PY 2018-19.

## Hallmark of Excellence #2

**The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.**

### **US DOL Characteristics of a High Quality AJCC**

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

### **California State Plan Vision and Strategies**

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

## Hallmark of Excellence #2

### Quality Indicators

- a. All AJCC staff honor and accommodate diversity and are comfortable and adept in working with all types of individuals, including those with disabilities, cultural differences, and all individuals with barriers to employment.
- b. The local Equal Opportunity Officer periodically reviews the AJCC's policies, procedures, and facility for accessibility and equal opportunity and then provides recommendations and staff training, where needed.
- c. The AJCC has a Limited English Proficiency Plan to provide meaningful access for individuals that do not speak English as their primary language and who have limited ability to read, speak, write, or understand English.
- d. The AJCC uses the principles of universal and customer-centered design to ensure inclusive space and materials are available to individuals regardless of their range of abilities, mobility, age, language, learning style, intelligence, or educational level.
- e. The AJCC implements the veteran's preference and priority of service requirements.
- f. The AJCC provides services outside of regular business hours where there is a workforce need as defined by the Local Board.
- g. The AJCC delivers both AJCC-based and virtual services.
- h. The AJCC ensures that individuals with disabilities are able to access virtual services in a manner that is comparable to the access available to others.

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

**The Roseville Connections site has most of the US DOL characteristics of a high quality AJCC. The on-site staff honors & accommodates diversity and works with all customers who may need services, including those with disabilities, ESL, youth, educational levels and cultural differences.**

**The center has been obtaining assistive technology to assist those with physical limitations, as documented in the Baseline Criteria response. The center has been designed to use pictorial, written, verbal and tactile modes to service both customers with disabilities or limited language skills and it service both seated and standing customers. Information is provided both in written form and to a certain extent, digitally and online. The center is open during regular Monday thru Friday professional business. In past years, service hours outside regular business was experimented with, but is no longer feasible. The center has regular EEO and ADA compliance reviews.**



## Hallmark of Excellence #2

Hallmark of Excellence #2 Ranking (1-5) : 3.5

### Rationale for This Ranking:

As noted in WAS16-20, (page 1 of 27), a 3 ranking indicates that a satisfactory amount of the hallmark is in place the majority of the time. This is the case with Roseville Connections. As stated in the above section on its strengths, the center attempts to meet all of the quality indicators for this hallmark. The only quality indicator not currently attempted is conducting or providing services outside of regular business hours. The staff, by and large, has had long experience working with customers with diverse background including those barriers to employment such as language issues and disabilities. If a situation arises that a particular service is not available, they can provide referrals to partner agencies more adept in providing specific services such as DOR, NorCal Services, and Placer County Health and Human Services

### Continuous Improvement Goals and Recommendations:

The AJCC MOU Partners group should be empowered by their agencies to continue to work together to further the aspirations of this hallmark area. This can be accomplished by the partners forming a workgroup to continue to explore on how the center can continue to assess and improve services to diverse customers. Specifically, for example, a team can work with local agencies that focus on disabilities (VOR, NorCal, and PIERS) to assure the latest assistive devices are being used by the center. If additional equipment or devices may be needed they can be prioritized for grant applications or future funding decisions through the partner budgets.

CIP timetable: establish a workgroup team to explore how the center can improve services to diverse customers by September 30, 2018. Recommendations by the team should be made by 12-30-2018.

<b>Hallmark of Excellence #3</b> <b>The AJCC actively supports the One-Stop system through effective partnerships</b>	
<b>US DOL Characteristics of a High Quality AJCC</b> a. Reflect the establishment of robust partnerships among partners. The AJCC operator facilitates an integrated, colocated partnership that seamlessly incorporates the services of all the AJCC partners.	<b>California State Plan Vision and Strategies</b> a. Aligning, coordinating, and integrating programs and services to economize limited resources while also providing the right services to clients, based on each client's particular and potentially unique needs so as to facilitate skills-attainment.
<b><u>Quality Indicators</u></b> a. A system is in place to assess the satisfaction of both colocated and non-colocated partners with the AJCC and its services. b. Both colocated and non-colocated partners believe that the AJCC adds value to their program and their customers. c. The required AJCC partners meet on a regular basis to discuss the One-Stop system and the AJCC's contribution to the system and make recommendations for continuous improvement. d. The AJCC actively outreaches and provides access to non-colocated partner customers to participate in AJCC-based services, such as workshops and recruitment events. e. An inventory and overview of all partner services is available to all AJCC staff and all AJCC staff has received an orientation to all partner programs and services. f. One-Stop system marketing materials have been developed that overview all partner services for distribution to customers at the AJCC and at all non-colocated partner locations. g. The AJCC's partner referral process (as outlined in the Memorandum of Understanding) is being implemented with a focus on quality referrals that are likely to convert to service. h. Referrals are recorded and a system is in place for partners to follow-through and report progress on referrals made. i. The AJCC connects to the community through multiple community partnerships and community access points.	

### Hallmark of Excellence #3

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

This hallmark area lists nine quality indicators. The Roseville AJCC is making steady progress on most of these indicators with a few exceptions. Both colocated and non-colocated partners have expressed to the One-Stop Operator (OSO) that the Center adds value to their program and their customers. This due in part to some long standing relations among the partners and the recent addition of the quarterly meetings of the AJCC MOU Partners called by the OSO. This regular meeting of the partners has caused the partnership to assess their satisfaction with the AJCC and how they can work together to make continuous improvements. The AJCC does actively outreaches to non-colocated partners to participate in customer-based services, such as workshops and recruitment events. Notable among these are Department of Vocational Rehabilitation and Placer County Probation, and many hiring events for local employers and businesses. However several shortcomings are present in the Center, and provide opportunities for improvement.

There exists no comprehensive inventory and overview of all partner services that is available to all AJCC staff. There was a printed binder of partners services developed years ago, but it has been several years since it has been updated. It appears that there is no consistent and ongoing manner to orientate all AJCC staff to all partner program and services. Many of the partners have developed marketing materials, both print & online that speaks to their services and programs, but does not detail, or even mention other partner's services or programs. The Placer School for Adults spring 2018 Class Catalog goes a long way toward providing information about the partners.

The Partners' MOU agreements (both on-site & off-site) speak to the issue of quality referrals of customers among the partners, but there is not a central system in place to record each referral among the partners. There is a verbal goal to ensure a "warm handoff" in the referral process so that the customer is not only aware of partner services, but also has eligibility information for the partner program and has quality contact information, if not a specific appointment time. While case managers for several of the partners do make case notes on referred customers, there is no system-wide way for all partners to track and record the referrals and potential customer outcomes. Not all partners' report co-enrolled customers.

This AJCC does connect to the community through multiple community partnerships and access points.

#### Comments from MOU Partners:

"We need to at least better document our attempts to bring any and all partners into this area's only Comprehensive AJCC by engaging both the local and headquarters elements of each organization and documenting the reasoning for not being physically present. Documenting these reasons or concerns can result in developing reasonable alternatives and solutions."

### Hallmark of Excellence #3

#### **Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:** ***(continued)***

**"Communication between MOU partners is fragmented and sometimes important information is not shared timely."**

#### **Partner Recommendations:**

**"We need to better develop and standardize our virtual presence alternatives both technologically and from a policy and practice point-of-view to include having the non-collocated partners work with the Comprehensive AJCC partners on understanding their processes to facilitate co-case management of clients and proper referral services."**

**"Include agency updates and referral needs as a standing agenda item at the Workforce Board meetings.**

**Create a MOU partner distribution list to send out timely updates to partner staff**

**Create a web page where MOU partners can include information on their program and current news about their organization for the public and for agency staff to access."**

**To address the Continuous Improvement Plans required by this, and all other Hallmark areas, the OSO recommendation is to have the AJCC Partners form workgroups that cover the 4 following areas:**

- 1. Information on Partners services and customer eligibility and use of this info in marketing materials**
- 2. AJCC staff development and Partner staff cross-training**
- 3. Customer referral process & tracking and related data system issues**
- 4. Integrated Business Services Strategy / Business Engagement**

**Hallmark of Excellence #3 Ranking (1-5) :      3.0 (3.1)**

#### **Rationale for This Ranking:**

**The rational for this ranking is that the in the view of the OSO the AJCC needs to make progress on a significant number of the quality indicators. In interviews, and requested feedback from the partners, there is a general consensus for this rating. Also, the portion of this area that deals with partner referrals may be prospectively addressed by the State in current policy directives ( "Mandated Use of One Integrated Data System, based on Cal Jobs", 7-1-18;" Mandated Use of VOS Greeter Module in Cal Jobs", 10-1-18).**

### **Hallmark of Excellence #3**

#### **Continuous Improvement Goals and Recommendations:**

**The CIP for this Hallmark area includes:**

**Making progress on the communications efforts, and partner feedback opportunities, that are being facilitated through the regular meetings of the AJCC MOU Partners, especially dealing with:**

**One-Stop system marketing materials that at the very least include informative references to the AJCC and MOU partner programs.**

**An inventory and overview of all partner services, both in a basic printed version, but also an online version that can be updated as key information changes.**

**Ensuring that all MOU staff receives an orientation to all partner programs & services.**

**A more structured customer referral process that ensures a “warm handoff” and that all partners can record and track progress on referrals made.**

**CIP Timetables:**

**Form Partner Workgroups and start working on issues by 9-30-18 and make recommendations by 12-30-18 on:**

- 1) Inventory/overview on partner services, including eligibility info for both staff & customers; also to examine if this can be both a hard copy take away product and be also used for partner web-sites. This can also cover some marketing issues.**
- 2) A more structured customer referral and tracking process. Again this could be linked to new data tracking requirements.**
- 3) Ensuring all AJCC Staff has a basic orientation to all partner services and basic eligibility info. (This would be part of AJCC staff cross-training)**

#### **Hallmark of Excellence #4**

##### **The AJCC provides integrated, customer-centered services**

###### **US DOL Characteristics of a High Quality AJCC**

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

###### **California State Plan Vision and Strategies**

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

## Hallmark of Excellence #4

### Quality Indicators

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

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

**This Hallmark area consists of 8 quality indicators. The One-Stop Operator has deemed that the scores on five of the quality indicators are 3 or 4. These would be strong areas. This would include such issues as colocated AJCC staff identifies with AJCC; all customers are shared customers; staff has received customer service training; there are clearly identified roles, responsibilities and authorities within the center; all AJCC customers are promptly greeted and triaged and connected to appropriate services; and colocated partners have identified the Career Services that are applicable to their program and has developed methods to align/integrate those services for the benefit of the customer.**

#### Hallmark of Excellence #4

##### **Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:** ***(continued)***

The following areas are areas that need improvement:

The AJCC staff is crossed-trained in program partner eligibility and services, so they have the capacity to functionally serve all customers.

That the AJCC developed integrated customer flow procedures that move customers seamlessly between AJCC entry and service delivery.

The AJCC has established protocols (which should be written), to co-enroll customers in more than one partner program and has a strategy for effectively sharing case management when customers are co-enrolled.

##### **Partner Comments:**

Staff knowledge about other programs (outside of their agency program) is very general, e.g. CalWORKs staff would not try to complete WIOA eligibility, rather they would be able to refer the customer to the next WIOA information session and provide the customer with very general information about the WIOA program. Conversely WIOA staff would be able to refer a customer as how to apply for CalWORKs.

Staff training has occurred over the years but it doesn't occur annually so there are often gaps in training. Staff tries to keep up with sharing information during Business Engagement Team and Business Advantage Network meetings but there is no mechanism to share information timely.

##### **Partner CIP Ideas:**

"Have the One-Stop Operator facilitate establishment of meetings on the development of formal training on EDD and partner programs as well as facilitate an agreement on the referral process by partners."

"Cross-training staff day

Involvement of AJCC staff in Business Engagement Team meetings

Hold quarterly partner meetings with staff liaisons as representatives"

"Creation of a universal referral & follow-up form"

Hallmark of Excellence #4 Ranking (1-5) : 3.0 (3.1)

##### **Rationale for This Ranking:**

As the discussion above indicates, the AJCC has made strong advances with the collocated partner staff in providing effective Career Services to all customer groups. When customers start the process of being enrolled a specific partner program, the lack of integration shows the weakness of staff not being crossed trained in partner eligibility & services and the lack of a more formal and recordable referral process.



#### **Hallmark of Excellence #4**

##### **Continuous Improvement Goals and Recommendations:**

**The CIP for this Hallmark area should include:**

**The Center should have functional organization chart that not only relates to staffing assignments but linked to a customer flow chart that shows how a customer can move between partner programs. This can include on-site & off-site partners.**

**AJCC staff being crossed-trained in program partner eligibility and services, so that they have the capacity to functionally serve customers better.**

**To further develop the customer referral process that responds to customer needs and move them seamlessly between Career Services and partner case management services.**

**To move toward co-enrollment protocols that can notate, record and track customer outcomes between partners.**

**This CIP would be assigned to the workgroups discussed above with the same 9-30-2108 and 12-30-2018 timetable.**

### Hallmark of Excellence #5

**The AJCC is an on-ramp for skill development and the attainment of industry-recognized credentials which meet the needs of targeted regional sectors and pathways.**

#### **US DOL Characteristics of a High Quality AJCC**

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

#### **California State Plan Vision and Strategies**

- a. Career Pathways: enabling of progressive skills development through education and training programs, using multiple entry and exit points, so that each level of skills development corresponds with a labor market payoff for those being trained or educated and results in industry-recognized credentials.
- b. Earn and Learn: using training and education best practices that combine applied learning opportunities with material compensation while facilitating skills development in the context of actual labor market participation.
- c. Supportive Services: providing ancillary services like childcare, transportation, and counseling to facilitate program completion by those enrolled in training and education courses.
- d. AJCCs as an access point for programs that provide for "demand-driven skills attainment." From this perspective, AJCCs will be operated as an "on ramp" or "gateway" to the "Regional Sector Pathways" programs either built-out or identified through the regional planning process described above.
- e. AJCCs will continue to provide the full array of Career Services and function as labor exchanges but there will be much greater emphasis on treating AJCCs as an access point for education and training services for those who want and need it.

## Hallmark of Excellence #5

### Quality Indicators

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

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

The AJCC and its colocated staff from managers to line staff value both skill development and how that leads to positive employment outcomes. The Title I staff, (GSJTA), has a long history of promoting skill development and job training opportunities for customers at all skill levels and has developed training opportunities in both private and public school settings and employer-based training. The knowledge level of the onsite staff in regards to labor market information is strong due to the fact that many of the staff have years of services in assisting customers in accessing training and also that the Labor Market Information Division (LMID) has provided LMI training at the Center for all the Center staff. In line with the changes from WIA to WIOA, this AJCC does not pursue a cumbersome “sequence of service requirements” for customers to be connected to training. And as resources allow, the Center staff ensures that supportive services are available to customers, as appropriate, to facilitate participation in training services, either through Title I resources or in coordination with other partners such as CalWORKs or DOR.

## Hallmark of Excellence #5

### **Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:** ***(continued)***

The AJCC and its collocated staff from managers to line staff value both skill development and how that leads to positive employment outcomes. The Title I staff, (GSJTA), has a long history of promoting skill development and job training opportunities for customers at all skill levels and has developed training opportunities in both private and public school settings and employer-based training. The knowledge level of the onsite staff in regards to labor market information is strong due to the fact that many of the staff have years of services in assisting customers in accessing training and also that the Labor Market Information Division (LMID) has provided LMI training at the Center for all the Center staff. In line with the changes from WIA to WIOA, this AJCC does not pursue a cumbersome "sequence of service requirements" for customers to be connected to training. And as resources allow, the Center staff ensures that supportive services are available to customers, as appropriate, to facilitate participation in training services, either through Title I resources or in coordination with other partners such as CalWORKs or DOR.

In recent years, California has promoted the identification of regional sector and local career pathways knowledge for job seeking customers. This is key in helping customers navigate career pathways that result in industry-recognized credentials. With the advent of the Adult Education Block Grant, and the Sierra Assets Sierra Joint Consortium, career pathway knowledge and access is occurring. Placer School for Adults has partnered with the Placer County Business Advantage Network, Dept. of Vocational Rehabilitation and Golden Sierra Job Training Agency on their Get Hired Workshops. Roseville Center staff is starting to build their knowledge base in this area.

#### **Partner comment:**

Facilitate establishment of regular LMI briefs from EDD LMI Division representatives assigned to the region to help develop and maintain partner knowledge. Also consider working with local Chambers of Commerce and regional California Employer Advisory Councils to encourage partners to attend their meetings where Labor Market experts will speak. Rotate the LMI briefing location to various AJCC (affiliates) and partner locations around the LWDA to facilitate partner face-to-face engagement and cross-talk. Doing so will help address labor market trends and allow for a unified approach to modifying services and referral practices within the LWDA to address shifts in labor trends and possible migration of such approaches to other LWDA's in the region.

## Hallmark of Excellence #5

Hallmark of Excellence #5 Ranking (1-5) : 3.0 (3.0)

### Rationale for This Ranking:

This ranking is based on the assessment that the Roseville Center has a majority of the quality indicators in place most of the times They rank very high in LMI knowledge, and staff abilities to assist customers in obtaining skill and job training. Their specific knowledge on career pathways is in an early stage. They have a mission to increase the number and percentage of all AJCC customers receiving skill training services and industry recognized credentials but are hampered by funding constraints.

### Continuous Improvement Goals and Recommendations:

The staff knowledge of LMI and regional sector career pathways can be expanded. LMID training for Center staff has been productive. In the future this training should be provided to off-site partners in order to bring more consistent knowledge to the customers of the region.

Also, more Center staff training on regional sector pathways (Adult Schools/Community College) and industry recognized credentials would be very helpful Center staff.

Timetable: same as above, 9-30-18 and 12-30-18; assigned to AJCC Staff Development/Partner Cross Training.

## Hallmark of Excellence #6

**The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.**

### **US DOL Characteristics of a High Quality AJCC**

- a. Design and implement practices that actively engage industry sectors and use economic and labor market information, sector strategies, career pathways, registered apprenticeships, and competency models to help drive skill-based initiatives.
- b. Develop, offer, and deliver quality business services that assist specific businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy.

To support area employers and industry sectors most effectively, AJCC staff identify and have a clear understanding of industry skill needs, identify appropriate strategies for assisting employers, and coordinate business services activities across AJCC partner programs, as appropriate.

This includes the incorporation of an integrated and aligned business services strategy among AJCC partners to present a unified voice for the AJCC in its communications with employers.

Additionally, AJCCs use the forthcoming performance measure(s) on effectiveness in serving employers to support continuous improvement of these services.

### **California State Plan Vision and Strategies**

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

## Hallmark of Excellence #6

### Quality Indicators

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

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

The Roseville AJCC achieves many of the quality indicators for this rating area. It has several strengths. It scores high in the wide-range of services of AJCC-based services for employers including referral of qualified candidates, on-site recruitment, pre-employment testing, skill verifications, and hiring and training subsidies. Their on-site recruiting events, the tri-county job fairs and major business/plant closings assistance have been very positive. The local area has a long history of partners working together on many of these initiatives through the Placer County Business Advantage Network (BAN). All the partners that participate in employer engagement do focus on both entry-level level jobs and quality jobs/high demand occupations. Many of the partners have experienced staff that that can coordinate services to employers to avoid duplication. And those staff has a high-knowledge of the regional economy and labor market conditions. There are several areas that provide CIP opportunities.

**Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:**  
***(continued)***

The Golden Sierra Workforce Development has not at present adopted an integrated business service strategy. Thus the AJCC, at present, cannot help implement the goals of such a strategy. The WDB has been working to adopt an Employer Outreach/Business Engagement strategy that has as a goal the integration of partner efforts throughout both the local and regional area. As of this writing, that policy goals progress has not been articulated to line Career Center staff or other MOU partners. There is no defined method or strategy in place to regularly seek and capture employer advice in the design of Center services. There is no system wide means to consistently seek employer feedback and satisfaction on the delivery of business services accessed through the Center.

**Partner Comments:**

As others have said, MOU partner agencies continue to operate in silos when it comes to Business Services. Not all partners use CalJOBS<sup>sm</sup>, the State labor exchange and WIOA Statewide solution to collect relevant data on business customers, especially employer feedback, and service seeking customers.

A regional shared business service strategy needs to be created and agreed upon by all partners including those outside of the Golden Sierra service area. The agreement should address protocol in assisting businesses from outside the service area to ensure that there is a warm hand-off to the local business assistance team. We continue to see crossover into our service area by SETA staff without any communication to local business representatives. This creates an environment of competition, mistrust and poor communication amongst our regional partners. It also creates confusion in the business community in who to reach out to for business assistance. The strategy should also include protocol for addressing layoffs affecting multiple service areas.

1. . Involvement of AJCC staff in Business Engagement Team meetings
2. Hold quarterly partner meetings with staff liaisons as representatives (Business Engagement Team meetings could be used for this purpose if all agencies attend)
3. Host annual mixers/networking events where staff can learn from each other and build trust.



## Hallmark of Excellence #6

Hallmark of Excellence #6 Ranking (1-5) : 2.5 (2.5)

### Rationale for This Ranking:

As notated in the above discussion, the lack of formal articulated business services strategy lowers the score in this Hallmark area. On large initiatives such as job fairs and recruitment events, there is much partner coordination, especially with on-site Center staff. Many of the MOU Partners have regular contact, or engagement, with employers on a one-to-one basis. It is difficult to determine how much duplication is occurring.

### Continuous Improvement Goals and Recommendations:

The Golden Sierra Workforce Development Board should continue to formulate and adopt and articulate an integrated business service strategy that covers both on-site and off-site partners.

The AJCC MOU Partners address the issue of obtaining employer advice in the design and delivery of demand services for job seekers. (Some ideas could be an email blast to employers from the partner data-bases or a survey transmitted through local chambers).

The AJCC MOU Partners should review current business and employer feedback/satisfaction mechanisms (Cal Jobs, job fair surveys, online platforms) to see what could be used to meet the intent of this Hallmark.

#### Time tables:

AJCC Partner workgroup on Business Service Strategy/Business Engagement to address this issue and comply with the 9-30-18 and 12-30-18 deadlines

Workforce Development Board to address and adopt an Integrated Business Services Strategy during PY 2018-19 using input from the Partners' workgroup.

### **Hallmark of Excellence #7**

#### **The AJCC has high-quality, well-informed, and cross-trained staffing**

##### **US DOL Characteristics of a High Quality AJCC**

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

##### **California State Plan Vision and Strategies**

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

## Hallmark of Excellence 7

### Quality Indicators

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

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

There are eight quality indicators in this Hallmark area. The One-Stop Operator would score 5 of those indicators 3's and 4's. Partners do provide and promote training to the AJCC staff. On-site staff has received solid LMI training, training to assist customers in working with CalJOBS, customer service training and training on how to serve individuals with barriers to employment. The other 3 areas (a.c.o.) would be rated 1, 2, and 0.

While the on-site partners inform all staff of key developments, (new grants, up-coming Center events), there is no regular staff meetings with all AJCC staff. Regular all AJCC staff meeting can produce strategies for Center improvement. There has not been training for on-site/ off-site MOU Partners staff on customer eligibility for partner services. There appears to be no specific training received on sector strategies, career pathways, job quality and high road training partnerships. All these areas are opportunities for continuous improvement.

## Hallmark of Excellence #7

Hallmark of Excellence # 7 Ranking (1-5) : 3.0 (2.8)

### Rationale for This Ranking:

This is one of the most aspirational Hallmark areas. There many references to *all* AJCC staff having certain cross training opportunities. One of the key rationales underlying WIOA is that the AJCC Center, and off-site MOU Partners, will strive to integrate their programs and services as much as possible to provide seamless service to their shared customers. The fact that staff has not received partner customer eligibility training (at least at the general introduction level) militates against this rational. As sector strategies and career pathways been introduced into the workforce world the last several years, formal structured training in this area should be made available to all AJCC staff.

### Continuous Improvement Goals and Recommendations:

The AJCC Partners quarterly meetings should take up the issue of AJCC staff training, for both on-site and off-site MOU Partners. Meetings of that group include partner managers and staff supervisors. They are the best informed persons who can deal with the resources available and logistics needed to provide the indicated training for AJCC staff.

#### Partner Comments:

Cross-training staff day

Create partner services videos for staff and customers

The AJCC MOU Partners' workgroup charged with Staff Development and Partner Staff Cross-training complies with the time-table dates of September 30 and December 30 2018 to address this Hallmark.

<b>Hallmark of Excellence 8</b> <b>The AJCC achieves business results through data-driven continuous improvement</b>	
<b>US DOL Characteristics of a High Quality AJCC</b> <ul style="list-style-type: none"> <li>a. Use common performance indicators to ensure that federal investments in employment and training programs are evidence-based, labor market driven, and accountable to participants and taxpayers. Center performance is transparent and accountable to the communities and regions served; data entry staff are trained and understand the importance of data validation, data collection processes, and the importance of accurate reporting.</li> <li>b. Develop and implement operational policies that reflect an integrated system of performance, communication, and case management, and use technology to achieve integration and expanded service offerings.</li> </ul>	<b>California State Plan Vision and Strategies</b> <ul style="list-style-type: none"> <li>a. Certification criteria will include an assessment of the way the AJCC will use data for continuous improvement.</li> </ul>
<b><u>Quality Indicators</u></b> <ul style="list-style-type: none"> <li>a. The AJCC contributes to the achievement of WIOA performance indicators for all core program partners.</li> <li>b. The AJCC reports to the Local Board on an ongoing basis the number of customers served, the types of services provided, and the outcomes of those services.</li> <li>c. The AJCC operates in a cost-efficient manner and the resources invested are justified by the results.</li> <li>d. The AJCC has a system in place to collect satisfaction data from individuals and employers using the AJCC's services.</li> <li>e. The AJCC has a system in place to capture and respond to specific customer feedback, complaints, and compliments.</li> <li>f. The AJCC regularly reviews and analyzes performance, customer satisfaction, and service data and develops specific plans for AJCC service improvements.</li> <li>g. The AJCC regularly identifies areas of needed technical assistance to improve business results and taps available resources to obtain needed assistance.</li> </ul>	

## Hallmark of Excellence #8

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

The One-Stop Operator has determined that this Hallmark area, of all the Hallmarks, the one going through the most transition, and currently, one of the weakest of the 8. As recent budgets have been extremely tight, the Roseville Center operates within a lean staffing environment so that cost-efficiency is high. But it is difficult to determine if the resources invested are justified by the results since the reporting of outcomes data is not optimal.

WIOA has mandated that the required AJCC MOU Partners must now all collect and report on common performance indicators (performance standards). The performance standards are to report the outcomes of all AJCC customers who are formally enrolled in partner's services or programs. This data is to be reported to the partners themselves, the State, the Local Board and to the public. The information provided by that information is to be used to analyzed overall performance and to develop specific plans for AJCC service improvements. Many of the partners are currently developing the means to produce this information and it is expected that by PY 2018-19 these results will be published.

In addition, the AJCC should develop reports that on an ongoing basis, record the number customers served in the Center, the types of services provided and the outcomes of those services. Also, it is anticipated that the AJCC has a system in place to collect satisfaction data from job seeking customers and employers who use the AJCC's services. This would be linked to specific customer feedback, complaints, and compliments. Cal Jobs does have an extensive reporting system, but not all partners use the system to the same degree. In recent years the Roseville Connections Center reported to the Local Board monthly customer flow numbers and types of services used, but not specific customer outcomes.

Many of the Quality Indicators for this Hallmark area speaks to the need for a data collection platform that not only collects information such as customer satisfaction from individuals and employers; but also responds to specific customer feedback, complaints and complements. This data is then to reviewed and evaluated on how to adjust AJCC service improvements. There are off the shelf products that cover some of these data needs, such as Community Pro-Suite and Cal Jobs also has service data.

#### Partner Comment:

"Provide report to Workforce Board on # of people using the AJCC each month, services accessed at the AJCC, services needed outside of the AJCC, the MOU partner agencies they were referred to and the outcomes (# enrolled, # not enrolled, reason)

Survey AJCC customers on service needs, referrals and their overall AJCC experience. Link the survey to the universal referral and follow up sheet to track effectiveness."

## Hallmark of Excellence #8

Hallmark of Excellence # 8 Ranking (1-5) : 2.75 (2.5)

### Rationale for This Ranking:

As detailed by the above discussion, the on-going reporting of the customer outcomes and customer satisfaction is not occurring currently with the Roseville AJCC. Thus, the AJCC and the Local Board does not regularly review; analyze outcome performance, customer satisfaction and service data. This needs to be addressed in the CIPs.

**CIP Time Table:** By 12-30-2018, the AJCC MOU Partner workgroup that is reviewing data system issues should review WSD 16-23 to determine how far the CalJOBS data goes to addressing the “data- driven continuous improvement” needs of the WDB and the AJCC. The partners should also review other data platforms that could supplement or add value to the data that is provided by CalJOBS.

The goal would be for the partner’s and the Workforce Development Board in PY 2018-19 to have clarity on key data needs and what can be done to obtain that data.

Summary of Rankings Hallmarks of Excellence AJCC Certification	
The Hallmarks of Excellence	Ranking
1. The AJCC Physical Location and Facility Enhances the Customer Experience	
2. The AJCC Ensures Universal Access, With An Emphasis of Individuals with Barriers to Employment	
3. The AJCC Actively Supports the One-Stop System Through Effective Partnerships	
4. The AJCC Provides Integrated, Customer-Centered Services	
5. The AJCC is an on-ramp for skill development and the attainment of industry-recognized credentials which meet the needs of targeted regional sectors and pathways.	
6. The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.	
7. The AJCC Has High-Quality, Well-Informed, Cross-Trained Staffing	
8. The AJCC Achieves Business Results Through Data-Driven Continuous Improvement	
<b>Total Ranking for Hallmarks of Excellence:</b>	

	Yes	No
Did the AJCC meet all Baseline Criteria requirements?	x	
Did the AJCC receive a "3" ranking or better on each Hallmark of Excellence?		

\_\_\_\_\_ Hallmark AJCC Certification

\_\_\_\_\_ Baseline AJCC Certification

\_\_\_\_\_ Not Yet Able to Certify

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

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title



# **GOLDEN SIERRA WORKFORCE BOARD**

## **MEMORANDUM**

**DATE:** May 17, 2018  
**TO:** Workforce Board (WB)  
**FROM:** Jason Buckingham, GSJTA Executive Director  
**SUBJECT:** 2018 Legislative Watch List

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Attached please find the current legislative watch list. The watch list is composed of known pieces of state legislation that have been introduced in 2018 and that may have an impact of the Golden Sierra Region's local workforce development system partners.

Currently, the Board has taken an official support position on AB1743. We are asking members to review the list and familiarize themselves with the Bills for possible action. Furthermore, we would ask that members identify Bills not currently on the list which they would like to have added.

Full text for each Bill can be found at:  
<https://leginfo.legislature.ca.gov/>

### Bills with an official “Support” position:

**AB 1743 (Assembly Member Patrick O’Donnell)** - Existing law establishes the. Existing law appropriates specified amounts for the program from the General Fund for the 2015–16, 2016–17, and 2017–18 fiscal years and provides minimum eligibility standards for grant applicants.

This bill would instead specify that the purpose of the California Career Technical Education Incentive Grant Program, administered by the State Department of Education is to encourage and maintain the delivery of high quality career technical education programs during implementation of the school district and charter school local control funding formula and the development of career readiness metrics within the California School Dashboard. The bill would specify that, upon appropriation by the Legislature, \$500,000,000 shall be made available for the program to the department each year for the 2018–19, 2019–20, and 2020–21 fiscal years, and would require a grant applicant to demonstrate a proportional dollar-for-dollar match for a grant award for those fiscal years.

### Legislative Watch List:

**AB 2915 (CWA sponsored, Assembly Member Anna Caballero)** – Instructs the CWDB to convene the 45 local WDBs in order to facilitate a state-wide MOU between locals in response to disasters. The MOU would allow for mutual aid activities between local areas similar to agreements between first responders.

- **Next steps:** Passed Asm Labor and Employment April 4<sup>th</sup>
- **Suggest:** Watch (possible support)

**AB 1904 (Assembly Member Sabrina Cervantes)** - Would provide a \$1 tax cut for businesses for every hour a registered apprentice works, up to \$1,000 each for up to 10 apprentices per year. Apprentices must be registered with the Division of Apprenticeship Standards within the California Department of Industrial Relations.

- **Next steps:** Passed Assembly Revenue and Taxation Committee. Heads to Appropriations
- **Suggest:** Watch (possible support)

**SB 1424 (Senator Mike McGuire)**- This bill would prohibit the denial of a work permit on the basis of a pupil’s grades, grade point average, or school attendance if the pupil is applying for the work permit in order to participate in a government-administered employment and training program.

- **Next steps:** To be heard in Senate Labor April 11<sup>th</sup>.
- **Suggest:** Watch (possible support)

**AB 2891 (Assembly Member Chris Holden)** - This bill would authorize the governing body of a charter school to enter into a College and Career Access Pathways (CCAP) partnership with the governing board of a community college district with the goal of developing seamless pathways from high school to community college for career technical education.

- **Next steps:** May be heard in committee March 19
- **Suggest:** Watch

**AB 2979 (Assembly Member Autumn Burke)** - This bill would declare the intent of the Legislature to enact legislation that would expand access by state citizens to high-quality workforce development programs to support a strong and growing middle class.

- **Next steps:** May be heard in committee March 19
- **Suggest:** Watch

**SB 825 (Senator Jim Beall)** - This Bill would require the California Department of Corrections and Rehabilitation to develop guidelines for inmate participation in preapprenticeship training programs. The bill would also require the department to coordinate with local state-approved apprenticeship programs and local building trade councils so that inmates who complete an inmate preapprenticeship program have a pathway to employment upon release.

This bill would authorize the Department of Corrections and Rehabilitation to award contracts for construction projects over \$500,000 using the design-build contracting process or construction manager at-risk contracts, as defined, if, on or before September 30, 2019, the department enters into a 10-year community workforce agreement with the State Building and Construction Trades Council of California that applies to all construction contracts over \$500,000. The bill would require the community workforce agreement to include provisions to encourage work opportunities for previously incarcerated individuals who have completed an inmate preapprenticeship program and that support hiring opportunities for women and military service veterans. The bill would authorize the Secretary of CDCR to renew or modify the agreement for 5-year terms.

- **Next steps:** February 16, referred to Senate Committee on Rules
- **Suggest:** Watch

**SB 1470 (Senator Henry Stern)** - This bill would additionally require local programs through the Jobs for California Graduates Program to consult with local workforce development boards on efforts where they can cooperate for the purpose of creating a regional system of local programs to help California's at-risk youth complete their secondary education and transition into the workforce or enroll in postsecondary education.

By increasing the duties of local workforce development boards, this bill would impose a state-mandated local program. This bill would provide that, if the Commission on State Mandates determines that the bill contains costs mandated by the state, reimbursement for those costs shall be made pursuant to the statutory provisions noted above.

- **Next steps:** May be heard in committee March 19
- **Suggest:** Watch

**AB 2420 (Assembly Member Sharon Quirk-Silva)**- This bill would authorize contracts from the Employment Training Panel to, among other things, include ancillary training for job related soft-skills training and would define "soft-skills" as behaviors and competencies to allow people to navigate professional environments, work well with colleagues, and perform up to standards for professional success. The bill would also make conforming changes in this regard.

- **Next steps:** May be heard in committee March 17
- **Suggest:** *Watch*

**AB 2666 (Assembly Member Jose Medina)**- This bill would require the Department of Motor Vehicles to enter into an interagency agreement with the Employment Development Department, the California Community Colleges, and the State Department of Education to assist those entities in identifying students who participate in career technical education programs, so that those entities may be able to measure the employment outcomes of those students and recommend how those programs may be improved.

- **Next steps:** May be heard in committee March 18
- **Suggest:** watch