

## **WB MEMBERS**

AMY SCHULZ  
Sierra College

CHRISTINA NICHOLSON  
Whole Person Learning

DANIELA DEVITT  
California Employers Association

ERIC HENKEL  
UFCW-8 Golden State

JASON BUCKINGHAM  
Golden Sierra Job Training Agency

JEFF RICHARD  
Employment Development Department

JEFF SHARP  
Parker's Hot Dogs

JENNIFER POFF  
North State Building Industry Foundation

KYLE ZIMBELMAN  
County of El Dorado

MICHAEL SNEAD  
Sierra Consulting Services Inc.

MICHAEL ZIMMERMAN  
Campus, formerly known as MTI College

NICK GUNN  
The NiVACK Group

RANA GHADBAN, *Vice Chair*  
Roseville Chamber of Commerce

RICK LARKEY, *Chair*  
Associated Resources, LLC

SCOTT ALVORD  
Advanced Development Concepts, LLC

STEVEN CASPERITE  
Placer School for Adults

TINK MILLER  
Placer Independent Resource Services

TODD BEINGESSNER, JR.  
Quick Quack Car Wash

VIVIAN HERNANDEZ-OBALDIA  
Department of Rehabilitation

VOLMA VOLCY  
Sacramento Central Labor Council  
AFL-CIO

WILLIAM GONZALEZ  
District Council 16

WILLIAM REED  
United Domestic Workers of America

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

**Thursday, September 19, 2024 @ 1:00 pm**

**Roseville Chamber of Commerce  
650 Douglas Blvd.  
Roseville, CA 95678**

### **Teleconference Locations:**

Whole Person Learning  
11816 Kemper Rd.  
Auburn, CA 95603

Sonoma Coast Villa Resort  
16702 Shoreline Hwy.  
Bodega Bay, CA 94922

*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.*

- |      |  |       |
|------|--|-------|
| I.   | <u>ROLL CALL AND INTRODUCTION OF GUESTS</u>  |       |
| II.  | <u>APPROVAL OF AGENDA</u>  | 1-2   |
| III. | <u>CONSENT AGENDA</u>  |       |
|      | 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 July 18, 2024 WB Meeting   | 3-5   |
|      | b) Review of Minutes from May 16, 2024 EC Meeting  | 6-8   |
|      | c) Review of Minutes from July 24, 2024 EC Meeting   | 9-11  |
|      | d) Attendance Log  | 12    |
| IV.  | <u>PUBLIC COMMENT – FOR ITEMS NOT ON THE AGENDA</u>  |       |
| V.   | <u>FY 2024-2025 AGENCY BUDGET – FINAL</u>  | 13-19 |
| VI.  | <u>STRATEGIC PLANNING PROCUREMENT</u>  |       |
| VII. | <u>EXECUTIVE COMMITTEE MEMBERSHIP</u>  | 20    |

### **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 (916)-773-8540 (Voice). TTY users please call the California Relay Service at 711.

VIII.	<u>WORKFORCE BOARD MEMBER INTRODUCTIONS</u>	
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	• William Gonzalez, District Council 16	23
IX.	<u>AJCC OPERATOR</u>	
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X.	<u>FUTURE AGENDA ITEMS/NEW BUSINESS</u>	
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XI.	<u>NEXT MEETING</u>	
	Thursday November 21, 2024 @ 1:00pm	
XII.	<u>ADJOURNMENT</u>	

**GOLDEN SIERRA WORKFORCE BOARD  
REGULAR MEETING  
MINUTES**

**Thursday, July 18, 2024 @ 1:00 pm**

**Roseville Chamber of Commerce  
650 Douglas Blvd.  
Roseville, CA 95678**

**Teleconference Locations:**  
Sacramento Central Labor Council  
2617 K Street  
Sacramento, CA 95816

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

Quorum was established and meeting called to order at 1:02 pm by Chair Larkey.  
Announced and welcomed new Workforce Board Member, Beingessner

☒ Rick Larkey (Chair)

☐ Michael Zimmerman (Vice-Chair)

☒ Amy Schulz

☐ Kyle Zimbelman

☒ Tink Miller

☐ Christina Nicholson

☒ Michael Snead

☒ Todd Beingessner

☐ Daniela Devitt

☒ Nick Gunn

☒ Vivian Hernandez-Obaldia

☐ Eric Henkel

☐ Rana Ghadban

☒ Volma Volcy\*

☒ Jason Buckingham

☒ Scott Alvord

☒ William Gonzalez

☒ Jeff Richard

☐ Steven Casperite

☒ William Reed

☐ Jeff Sharp

**GSJTA Staff:**

**One-Stop Operator:**

☒ Melissa Keefe

☒ Michael Indiveri

☒ Lisa Nelson

Guests: Cara Welch, EDD LMID; Jennifer Poff, NSBIA, Janis Aydelott, Placer Cty HHS

*\*Denotes late arrival or early departure*

**II. APPROVAL OF AGENDA**

**Motion** to approve agenda as presented, by Reed, second by Richard

**Motion** approved unanimously by roll call vote

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 May 16, 2024 WB Meeting
- b) Attendance Log

**Motion** to approve consent agenda items a-b by Miller, second by Reed & Hernandez-Obaldia

**Motion** approved unanimously by roll call vote

IV. PUBLIC COMMENT – FOR ITEMS NOT ON THE AGENDA

NONE

V. EXECUTIVE COMMITTEE MEMBERSHIP

Buckingham reported out as outlined in the agenda packet. Current Chair has agreed to serve for another 2-year term. Term extension effective July 01, 2024 through June 30, 2026. New Vice-Chair was elected to serve same term effective dates.

Chair: Rick Larkey

Vice-Chair: Rana Ghadban

**Motion** to Approve Executive Committee membership for July 1, 2024 through June 30, 2026, by Miller, second by Reed.

**Motion** approved unanimously by roll call vote

VI. WORKFORCE BOARD MEMBERSHIP

Buckingham reported out as outlined in the agenda packet; Keefe reported out as outlined in the agenda packet

**Motion** to approve a recommendation for approval of Workforce Board membership application for Poff, to the Governing Body, by Snead, second by Alvord

**Motion** approved unanimously by roll call vote

VII. STRATEGIC PLANNING PROCUMENT UPDATE

Buckingham provided a verbal report out and update; Five (5) applications were received; Executive Committee will move forward with the rating and interviewing process. Ideally a selection will be made by our next meeting in September. Information only - No action required.

VIII. PRESENTATION – LABOR MARKET INFORMATION

Cara Welch, EDD Labor Market Information Division (LMID) – Presentation was given; Information was shared

IX. WORKFORCE BOARD MEMBER INTRODUCTIONS

- Process, as outlined in the agenda packet
- Michael Snead, President, Sierra Consulting Services, Inc. presented his biography. Handout was distributed.

*\*Volcy exit @ 1:55pm*

X. ONE-STOP OPERATOR

Indiveri provided a verbal report out, as outlined in the agenda packet.

The June 12<sup>th</sup>, 2024 In-Person quarterly meeting at Advance/Lake Tahoe Community College in South Lake Tahoe was a success with over 22 in attendance.

Next AJCC quarterly meeting is scheduled for September 10, 2024

AJCC certification due November 1, 2024. Information only - No action required.

XI. FUTURE AGENDA ITEMS/NEW BUSINESS

- WB Bio/Introductions
- Strategic Planning Facilitation
- FY 2024-2025 Agency Budget – Final
- AJCC Certification

XII. NEXT MEETING

Thursday, September 19, 2024 @ 1:00 pm

XIII. ADJOURNMENT

**Motion** to adjourn meeting at 2:22 pm, by Larkey, second by Miller and Reed

**Motion** approved unanimously by roll call vote

**GOLDEN SIERRA WORKFORCE BOARD  
EXECUTIVE COMMITTEE  
REGULAR MEETING  
MINUTES**

**Thursday, May 16, 2024 @ 12:00 pm**

**Roseville Chamber of Commerce  
650 Douglas Blvd.  
Roseville, CA 95678**

**Teleconference Location:**  
Campus, formerly MTI College  
5221 Madison Ave  
Sacramento, CA 95841

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

Quorum was established and meeting called to order at 12:00 pm by Chair Larkey

<input checked="" type="checkbox"/> Rick Larkey (Chair)	<input checked="" type="checkbox"/> Michael Zimmerman (Vice-Chair)
<input checked="" type="checkbox"/> Daniela Devitt	<input checked="" type="checkbox"/> Greg Geisler
<input checked="" type="checkbox"/> Jason Buckingham (Ex-Officio)	<input checked="" type="checkbox"/> Steven Casperite

**GSJTA Staff:**

☒ Melissa Keefe  
☒ Lisa Nelson

**One-Stop Operator:**

☒ Michael Indiveri

GUESTS: None

**II. APPROVAL OF AGENDA**

**Motion** to approve agenda by Geisler, second by Devitt

**Motion** approved unanimously by roll call vote

**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 March 21, 2024 EC Meeting
- b. Attendance Log

**Motion** to approve consent agenda items a-b by Casperite, second by Geisler

**Motion** approved unanimously by roll call vote

**IV. PUBLIC COMMENT – FOR ITEMS NOT ON THE AGENDA**

Casperite shared Department of Rehabilitation and Placer School for Adults had a great meeting following event held at Sierra College

V. FY 2024-2025 AGENCY BUDGET – DRAFT

Buckingham reported out as outlined in the agenda packet; correction on Schedule 1, column B/A to read “Percent change from 2023/2024 Mod 1 Budget to **2024-2025** Draft Budget (currently reads 2023/2024 Draft Budget).

**Motion** to approve FY 2024-2025 Agency Budget – Draft as amended, by Devitt, second by Casperite

**Motion** approved unanimously by roll call vote

VI. FY 2024-2025 MEETING SCHEDULE

Buckingham reported out as outline in the agenda, to keep current schedule, 3<sup>rd</sup> Thursday of Odd months at 12pm.

**Motion** to approve FY 2024-2025 Meeting Schedule by Geisler, second by Casperite

**Motion** approved unanimously by roll call vote

VII. WORKFORCE BOARD MEMBERSHIP & RENEWALS

Keefe reported out as outlined in the agenda packet; Devitt noted corrections needed, Sierra College should read CEA, and Placer School for Adults should read Sierra Consulting Service, Inc.

**Motion** to approve a recommendation to forward to the Governing Body, Workforce Board membership application for Henkel and Term Renewals for Devitt, Snead, and Buckingham as amended, by Geisler, second by Devitt

**Motion** approved unanimously by roll call vote

VIII. STRATEGIC PLAN DESIGN AND PROCUREMENT UPDATE

Buckingham provided an update; Procurement will be necessary to find potential consultants. This means the timeline will be delayed/extended to allow proper response time on RFP.

IX. ONE-STOP OPERATOR – REPORT OUT

Indiveri provided a verbal report out, as outlined in the agenda packet.

Next AJCC quarterly meeting is scheduled for June 12, 2024 In-Person at Advance/Lake Tahoe Community College in South Lake Tahoe.

AJCC certification will have a public comment period from June 1 – July 1, with the certification due November 1, 2024. Information only - No action required.

X. ONE STOP OPERATOR ANNUAL EVALUATION

Buckingham reported out; OSO Evaluation Tool Report & Schedule provided in the agenda packet

Procurement for AJCC/One Stop Operator is in process, Indiveri contract has been extended until October, while procurement commences.

Casperite and Devitt requested some time to review the evaluation tool, request continued discussion at next meeting.

\*Zimmerman departed @ 12:31pm

XI. FUTURE AGENDA ITEMS/NEW BUSINESS

- Workforce Board Membership
- AJCC Certification
- One Stop Operator Procurement/Award
- One-Stop Operator Annual Evaluation Continued
- Strategic Plan Design and Procurement Update
- FY 2024-2025 Agency Budget – Final (September)

XII. NEXT MEETING

Thursday, July 18, 2024 @ 12:00 pm

XIII. ADJOURNMENT

**Motion** to adjourn meeting at 12:39 pm by Larkey

**Motion** approved by Devitt, second by Casperite



**GOLDEN SIERRA WORKFORCE BOARD  
EXECUTIVE COMMITTEE  
REGULAR MEETING  
MINUTES**

**Wednesday, July 24, 2024 @ 12:00 pm**

**Golden Sierra Job Training Agency (Boardroom)  
115 Ascot Dr.  
Roseville, CA 95661**

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

Quorum was established and meeting called to order at 12:13 pm by Chair Larkey

<input checked="" type="checkbox"/> Rick Larkey (Chair)	<input checked="" type="checkbox"/> Rana Ghadban (Vice-Chair)
<input checked="" type="checkbox"/> Daniela Devitt	<input type="checkbox"/> Greg Geisler
<input checked="" type="checkbox"/> Steven Casperite	
<input checked="" type="checkbox"/> Jason Buckingham (Ex-Officio)	

GSJTA Staff:

☒ Melissa Keefe  
☒ Lisa Nelson

One-Stop Operator:

☐ Michael Indiveri

GUESTS: None

**II. APPROVAL OF AGENDA**

**Motion** to approve agenda by Casperite, second by Devitt

**Motion** approved unanimously by roll call vote

**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 May 16, 2024 EC Meeting
- b. Attendance Log

**Motion** to approve consent agenda items a-b by Devitt, second by Casperite

**Motion** approved unanimously by roll call vote

**IV. PUBLIC COMMENT – FOR ITEMS NOT ON THE AGENDA**

Casperite Strategic planning portfolios are great, but he prefers to set up interviews as you can learn more with speaking to candidates than what they have written on paper.

V. STRATEGIC PLANNING PROCUREMENT

Buckingham reported out as outlined in the agenda packet; roundtable discussion occurred. Five (5) applications were received during procurement process. Committee narrowed the field to three candidates to interview. CAEL, MAP Advising, and NiVACK were selected to continue; interviews will be scheduled.

Committee voted to nominate 3 members to be present for interviews, recordings will be made available for the other board members to review.

Continue to next meeting to discuss and make a final selection, award procurement

**Motion** to approve CAEL, Map Advising, and NiVACK for the interview process and to appoint 3 members of the board (Casperite, Devitt, and Buckingham) to perform interviews on behalf of the board, by Ghadban, second by Casperite

**Motion** approved unanimously by roll call vote

VI. WORKFORCE BOARD MEMBERSHIP

Buckingham reported out as outlined in the agenda packet; Poff application

**Motion** was approved by the Workforce Board to recommend approval of the application to the Governing Body. Information only.

VII. EXECUTIVE COMMITTEE MEMBERSHIP

Buckingham reported out as outlined in the agenda packet. One vacant seat on the executive committee was offered to Dr. Reed, waiting for his response. Committee selected Volcy or Richard as other candidates in the event Reed is unavailable. Information only.

VIII. AJCC OPERATOR RFQ PROCUREMENT UPDATE

Buckingham reported out as outlined in the agenda packet; one quote was received by the due date of July 3, 2024. To avoid a sole-source procurement we have extended the due date to July 31, 2024 and provided an updated RFQ. Information only.

IX. AJCC OPERATOR ANNUAL EVALUATION

Buckingham reported out as outlined in the agenda packet. This item was carried over from last meeting to allow newest members additional time to review evaluation tool and schedule. No additional comments were given. Information only.

X. ONE-STOP OPERATOR – REPORT OUT

Indiveri provided a written report-out, as outlined in the agenda packet. Next AJCC quarterly meeting is scheduled for September 10, 2024

AJCC certification due November 1, 2024. Information only.

XI. FUTURE AGENDA ITEMS/NEW BUSINESS

- Strategic Plan Facilitation
- FY 2024-2025 Agency Budget – Final
- AJCC Certification
- One Stop Operator Procurement/Award

XII. NEXT MEETING

Thursday, September 19, 2024 @ 12:00 pm

XIII. ADJOURNMENT

**Motion** to adjourn meeting at 1:04 pm by Larkey

**Motion** approved by Casperite, second by Devitt

# GOLDEN SIERRA WORKFORCE BOARD

## ATTENDANCE LOG SEPTEMBER 19, 2024

Date:	9/21/23	11/16/23	1/18/24	3/21/24	5/16/24	7/18/24	
<b>WORKFORCE BOARD</b>	<b>WB</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>Regular</b>	<b>RATE</b>
Amy Schulz	0	1	1	0	1	1	67%
Christina Nicholson	1	1	1	1	1	0	83%
Daniela Devitt	1	1	1	0	1	0	67%
Eric Henkel						0	0%
Jason Buckingham	1	1	1	1	1	1	100%
Jeff Richard					1	1	100%
Jeff Sharp	0	1	0	0	1	0	33%
Jennifer Poff							
Kyle Zimbelman	0	0	1	0	0	0	17%
Michael Snead	1	0	1	1	1	1	83%
Michael Zimmerman	0	0	1	1	0	0	33%
Nick Gunn	0	1	1	1	0	1	67%
Rana Ghadban	1	1	0	1	1	0	67%
Rick Larkey	1	1	1	0	1	1	83%
Scott Alvord	1	1	1	1	1	1	100%
Steven Casperite	1	1	1	1	1	0	83%
Susan "Tink" Miller	1	1	1	1	1	1	100%
Todd Beingessner				1	1	1	100%
Vivian Hernandez-Obaldia	0	1	1	1	0	1	67%
Volma Volcy	1	0	0	1	1	1	67%
William Gonzalez	1	1	1	1	0	1	83%
William Reed	1	0	1	1	1	1	83%
<b>Total</b>	<b>15</b>	<b>15</b>	<b>17</b>	<b>14</b>	<b>15</b>	<b>13</b>	

# **GOLDEN SIERRA WORKFORCE BOARD**

## **MEMORANDUM**

**DATE:** September 19, 2024

**TO:** Workforce Board (WB)

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

**SUBJ:** FY 2024-2025 Agency Final Budget

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Before the Board for review is the Fiscal Year (FY) 2024-2025 Agency Final Budget. The Final Budget has been developed based on allocated awards for the *Workforce Innovation and Opportunity Act* (WIOA) FY 2024-2025 funding stream as well as related workforce development grants operated by Golden Sierra Job Training Agency. The budget utilizes a priority-based model, approved by the Governing Body, intended to meet the requirements of the awarded grants while funding Agency debt obligations.

The Final Budget is scheduled for review by the Executive Committee on September 19, 2024 and the Governing Body on September 26, 2024.

## ***Budget Introduction and Overview***

Golden Sierra Job Training Agency is a Joint Powers Authority (JPA) organized between the counties of Placer, El Dorado and Alpine. The Agency's annual source of funds is allocated by Title I of the *Workforce Innovation and Opportunity Act (WIOA)*. Additionally, the Agency administers miscellaneous grants and awards that complement the WIOA Title I objectives and the stated purpose of the JPA.

## ***Approach in Developing the Final Budget for Fiscal Year (FY) 2024/2025***

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 retain cost-efficient and effective ways to meet the requirements of WIOA while providing quality services to participants and meeting the debt obligations of the Agency.

### **The FY 2024/2025 Final Budget:**

The funding used to develop the Final Budget includes carry-over funding calculated at year-end as well the newly awarded WIOA Title I formula fund allocations. Other programs to be administered by the Agency are categorized as Non-Allocation grants. These grants have been awarded via competitive processes. The largest of which is the Regional Equity and Recovery Partnership Grant (RERP) awarded by the California Workforce Development Board, followed by the Prison to Employment 2.0 Grant (P2E 2.0). This funding is being administered by Golden Sierra on behalf of the Capital Region Workforce Boards including SETA, NCCC, and Yolo County. The Agency received additional RERP funding from Sierra College which will directly support the RERP effort within the Golden Sierra Region. In FY 2023/2024 the Agency received funding for the Student Transition Employment Program (STEP) with an expectation that funding would carry in to FY 2024/2025.

### **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 *Youth Work Based Learning* (WBL) requirement as outlined in the WIOA Title I award. To clarify, *Work Based Learning* only includes a participant's enrollment in employment related training such as an On-The-Job Training (OJT) or Work Experience (WEX). It does not include classroom training.
- The remaining cost objectives required of the Title I funding are to maintain a minimum of one *Comprehensive - America's Job Center (AJCC)* in the *Local Area*, strategically utilize financial resources to meet the debt service required payments for the liabilities of the JPA, and participate in the continued development of both local and regional workforce systems.
- This budget presentation does not allow for the funding of the One-Stop/AJCC Operator as staff are recommending bringing that service back in-house.

### ***Additional Notes – Final Budget FY 2024/2025***

**Note:**

- There is a planned transfer of 55% of the awarded Dislocated Worker funding to the Adult funding category. Up to 100% is allowable by law.
- The Total Funding Sources for FY 2024/2025 reflect a 21% reduction from FY 2023/2024. This includes a 1% reduction between FY 2024/2025 Draft and Final Budget. This difference is primarily the result of receiving fewer non-allocation grants in FY 2023/2024 that would carry-in to FY 2024/2025. Additionally, there are no new non-allocation grants to appropriate at this time. Total funding difference between FY 2023/2024 and FY 2024/2025 is a negative \$1.65 million.
- Operational expenditures have been reduced by 9% between FY 2024/2025 Draft and Final Budget in order to account for the funding gap. This includes a reduction in staffing levels equating to 2 FTE and a reduction in hours for specified extra help staff.
- Career & Training Services reflects a 9.5% increase between FY 2024/2025 Draft and Final Budget; this is due in part to a miscalculation of the formula that led to the omission of certain required expenditures in the FY 2024/2025 Draft Budget (i.e. work based learning) as well as reduced carry-over in both allocation and non-allocation funding.

### ***Description of Schedules***

<b><u>Schedule 1</u></b>	<b><u>Consortium Draft Budget 2024/2024 to Final Budget 2024/2025</u></b>	Schedule is based on rollover funding, non-allocation carry over, and new awards. Expenditures have been adjusted based on anticipated costs, WIOA spending requirements, and pension debt service requirements and shows a comparison of Draft Budget for FY 2024/2025 to Final Budget FY 2024/2025.
<b><u>Schedule 2</u></b>	<b><u>Consortium Cost Center Detail</u></b>	
	Consortium Administration:	Includes fiscal management, procurement, and human resource functions.
	Consortium Program Operations:	Includes program oversight and technical assistance to member counties. Staff and consultants have expertise in ADA/EO compliance, program monitoring, WIOA continual refinement, and database management.
	Consortium Rapid Response and Layoff Aversion:	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.
	Consortium Comprehensive One-Stop:	Includes the physical location and related operating expenses of the required job center that offers universal access and comprehensive employment-related programs and services.
	El Dorado County Career and Training Services:	Includes PY23/24 carry-in funds and PY24/25 WIOA funding to be administered by the Agency.
	Placer County Career and Training Services:	Includes PY23/24 carry-in funds and PY24/25 WIOA funding to be administered by the Agency.
	South Lake Tahoe / Alpine County Career and Training Services:	Services awarded to <u>Advance</u> . Includes balance of contract for PY23/24 and Planned PY24/25 WIOA funding awarded to Advance
	Non-Allocation Career and Training Services:	<u>Cost Centers listed here are non-routine in nature managed by the Agency:</u> <u>Ticket to Work</u> – Funds received through the Ticket to Work program for successfully assisting Persons with Disabilities (PWD) find gainful, and long-term employment. <u>RERP Sierra College</u> - Regional Equity and Recovery Partnership Grant funds received by Sierra College and subcontracted to Golden Sierra to support staffing of the RERP efforts <u>STEP</u> - DOR Student Transitional Employment Program. W2 work experience for students with disabilities (SWD)
	Regional Grants	<u>RERP</u> – Regional Equity and Recovery Partnership Grant <u>P2E 2.0</u> - Prison to Employment 2.0
	Board Initiatives	Workforce Board Discretionary Funding
	Surplus Funds	<u>Surplus funds, if available, represent discretionary funding for allocation by the Governing Body and are generally used to reduce pension liabilities.</u>



L i n e  #	A		B		C		B/A	
	Consortium Fiscal Year 2024/2025 Draft Budget	% of Total Funding	Consortium Fiscal Year 2024/2025 Final Budget	% of Total Funding	Column A less Column B Change Between 2024/2025 Draft Budget to 2024/2025 Final Budget	Percent Change from 2024/2025 Draft Budget to 2024/2025 Final Budget		
Funding Sources:								
1	Carry-In WIOA Allocation	\$ 1,209,002	19.37%	\$ 1,001,799	16.24%	\$ (207,203)	-17.14%	SOURCES
2	Awarded WIOA Allocations	\$ 2,452,244	39.29%	\$ 2,539,823	41.17%	\$ 87,579	3.57%	
3	Carry-In RR/LA	\$ -	0.00%	\$ 36,921	0.60%	\$ 36,921		
4	Awarded Rapid Response Funds	\$ 284,370	4.56%	\$ 291,682	4.73%	\$ 7,312	2.57%	
5	Carry-In Layoff Aversion Funds		0.00%	\$ 13,267	0.22%	\$ 13,267		
6	Awarded Layoff Aversion Funds	\$ 51,005	0.82%	\$ 85,778	1.39%	\$ 34,773	68.18%	
7	Non Allocation Awards Carried In	\$ 2,244,690	35.97%	\$ 2,200,292	35.66%	\$ (44,398)	-1.98%	
8	Non-Allocation Awards (New)	\$ -	0.00%	\$ -	0.00%	\$ -		
9	Total Funding Sources PY 25	\$ 6,241,311		\$ 6,169,562		\$ (71,749)	-1.15%	
Expenditures:								
10	Retiree Benefits	\$ 751,082	12.03%	\$ 741,332	12.02%	\$ (9,750)	-1.30%	EXPENDITURES
11	Salaries and Benefits	\$ 1,899,609	30.44%	\$ 1,681,878	27.26%	\$ (217,731)	-11.46%	
12	Services and Supplies	\$ 407,358	6.53%	\$ 385,499	6.25%	\$ (21,859)	-5.37%	
13	Professional Services	\$ 129,510	2.08%	\$ 92,500	1.50%	\$ (37,010)	-28.58%	
14	Salaries, Services, and Supplies Total	\$ 3,187,559	51.07%	\$ 2,901,209	47.02%	\$ (286,350)	-8.98%	
Career & Training Services								
15	Placer County	\$ 203,149	3.25%	\$ 334,091	5.42%	\$ 130,942	64.46%	DIRECT CLIENT EXPENDITURES
16	El Dorado County	125,959	2.02%	234,902	3.81%	\$ 108,943	86.49%	
17	SLT & Alpine County	165,750	2.66%	167,915	2.72%	\$ 2,165	1.31%	
18	Non Allocation Carried in From Prev FY	334,998	5.37%	345,003	5.59%	\$ 10,005	2.99%	
19	Non-Allocation Awards (New)	-	0.00%	-	0.00%	\$ -		
20	Regional Contracts	1,256,244	20.13%	1,202,863	19.50%	\$ (53,381)	-4.25%	
21	Career & Training Services Total	\$ 2,086,100	33.42%	\$ 2,284,774	37.03%	\$ 198,674	9.52%	
22	Board Initiatives	\$ 30,000	0.48%	\$ 30,000	0.49%	\$ -	0.00%	WORKFORCE BOARD EXPENDITURES
23	Non allocation Carry-out to New FY	251,026	4.02%	242,428	3.93%	\$ (8,598)	-3.43%	CARRYOUT
24	Allocation carry-out to New FY	\$ 686,628	11.00%	\$ 711,151	11.53%	\$ 24,523	3.57%	
25	Carry-out to PY 24 Total	\$ 937,654	15.02%	\$ 953,579	15.46%	\$ 15,925	1.70%	
26	TOTAL EXPENDITURES	\$ 6,241,313		\$ 6,169,562		\$ (71,751)	-1.15%	
27	Net Surplus vs (Deficit)	\$ (0)		\$ 0		\$ 0		Surplus vs (Deficit)

Surplus reflected in Draft Budget applied to pension per direction from Governing Body

L i n e  #		<u>A</u>	<u>B</u>	<u>C</u>	<u>D</u>	<u>E</u>	<u>F</u>	<u>G</u>
		Consortium Admin (WIOA)	Consortium Program Operations (WIOA)	Consortium Rapid Response and Layoff Aversion	Local Area Stop Delivery System	El Dorado County Career and Training Services	Placer County Career and Training Services	Alpine County & South Lake Tahoe Career and Training Services
	<b>Funding Sources:</b>							
1	Carry-In Allocation Funds from PY 24	\$ 258,127	\$ 317,205		\$ 98,415	\$ 91,926	\$ 153,211	\$ 82,915
2	Allocation Awards PY 25	\$ 253,982	\$ 965,132	\$ -	\$ 304,778	\$ 347,831	\$ 583,100	\$ 85,000
3	Carry-In Rapid Response Funds PY24			\$ 36,921				
4	Awarded Rapid Response Funds PY 25	\$ -	\$ -	\$ 291,682	\$ -	\$ -	\$ -	\$ -
5	Carry-In Layoff Aversion Funds PY24	\$ -	\$ -	\$ 13,267	\$ -	\$ -	\$ -	\$ -
6	Awarded Layoff Aversion Funds PY 25			\$ 85,778	\$ -	\$ -	\$ -	\$ -
7	Carry-In Non-Allocation from PY 24							
8	Actual Non-Allocation Awards PY 25				\$ -	\$ -	\$ -	\$ -
9	<b>Total Funding Sources</b>	<b>\$ 512,109</b>	<b>\$ 1,282,337</b>	<b>\$ 427,648</b>	<b>\$ 403,193</b>	<b>\$ 439,758</b>	<b>\$ 736,310</b>	<b>\$ 167,915</b>
	<b>Expenditures:</b>							
	<b>Consortium Operations:</b>							
10	Retiree Benefits	\$ -	\$ 541,199	\$ 60,133	\$ -	\$ -	\$ -	\$ -
11	Salaries and Benefits	\$ 210,368	\$ 261,880	\$ 258,583	\$ 192,996	\$ 124,911	\$ 257,345	\$ -
12	Services and Supplies	\$ 12,391	\$ 125,051	\$ 93,582	\$ 116,241	\$ 2,734	\$ 18,899	
13	Professional Services	\$ 35,368	\$ 35,180	\$ 1,350	\$ 3,000	\$ -	\$ -	
14	<b>Consortium Operations Total</b>	<b>\$ 258,127</b>	<b>\$ 963,310</b>	<b>\$ 413,648</b>	<b>\$ 312,237</b>	<b>\$ 127,645</b>	<b>\$ 276,244</b>	<b>\$ -</b>
	<b>Career &amp; Training Services</b>							
	<b>Program Year 2023/2024 WIOA/Other - Rebudget</b>							
15	Non-Allocation Awards	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
16	Placer County	-	-	-	-	\$ -	\$ 48,401	\$ -
17	El Dorado County	-	-	-	-	\$ 60,286		
18	SLT and Alpine County	-	-	-	-	\$ -		\$ 82,915
	<b>Program Year 2024/2025 WIOA/Other</b>							
19	Non-Allocation Awards	-	-	-	-	\$ -	\$ -	\$ -
20	Placer County	-	-	-	-	\$ -	\$ 285,690	
21	El Dorado County	-	-	-	-	\$ 174,616	\$ -	\$ -
22	SLT and Alpine County	-	-	-	-	\$ -	\$ -	\$ 85,000
23	<b>Regional Contracts</b>							
24	<b>Career &amp; Training Services Total</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 234,902</b>	<b>\$ 334,091</b>	<b>\$ 167,915</b>
25	<b>Board Initiatives</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 30,000</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
26	<b>PY 25 Award Expend in Second Year</b>	<b>\$ 253,982</b>	<b>\$ 193,027</b>	<b>\$ -</b>	<b>\$ 60,956</b>	<b>\$ 77,211</b>	<b>\$ 125,975</b>	<b>\$ 0</b>
27	<b>Future Year Expend Non-Allocation</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
28	<b>PY 25 WIOA Additional Pension Support (ADP)</b>	<b>\$ -</b>	<b>\$ 126,000</b>	<b>\$ 14,000</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
29	<b>TOTAL EXPENDITURES</b>	<b>\$ 512,109</b>	<b>\$ 1,282,336</b>	<b>\$ 427,648</b>	<b>\$ 403,193</b>	<b>\$ 439,758</b>	<b>\$ 736,310</b>	<b>\$ 167,915</b>
30	<b>Net Income/(Loss)</b>	<b>\$ -</b>	<b>\$ 0</b>	<b>\$ (0)</b>	<b>\$ 0</b>	<b>\$ (0)</b>	<b>\$ (0)</b>	<b>\$ (0)</b>

L i n e  #		<u>H</u>	<u>I</u>	<u>J</u>	<u>K</u>	<u>L</u>	<u>M</u>
		RERP	P2E 2.0	RERP Sierra College	STEP	Ticket to Work	Total of all Funding Sources and Expenditures
	<b>Funding Sources:</b>						
1	Carry-In Allocation Funds from PY 24						\$ 1,001,799
2	Allocation Awards PY 25						\$ 2,539,823
3	Carry-In Rapid Response Funds PY24						\$ 36,921
4	Awarded Rapid Response Funds PY 25						\$ 291,682
5	Carry-In Layoff Aversion Funds PY24						\$ 13,267
6	Awarded Layoff Aversion Funds PY 25						\$ 85,778
7	Carry-In Non-Allocation from PY 24	\$ 990,438	\$ 601,018	\$ 56,755	\$ 365,781	\$ 186,300	\$ 2,200,292
8	Actual Non-Allocation Awards PY 25						\$ -
9	<b>Total Funding Sources</b>	<b>\$ 990,438</b>	<b>\$ 601,018</b>	<b>\$ 56,755</b>	<b>\$ 365,781</b>	<b>\$ 186,300</b>	<b>\$ 6,169,562</b>
	<b>Expenditures:</b>						
	<b>Consortium Operations:</b>						
10	Retiree Benefits						\$ 601,332
11	Salaries and Benefits	\$ 120,059	\$ 129,020	\$ 56,755	\$ 69,961		\$ 1,681,878
12	Services and Supplies	\$ 9,622	\$ 5,779		\$ 1,200		\$ 385,499
13	Professional Services	\$ -	\$ 1,607		\$ 15,995		\$ 92,500
14	<b>Consortium Operations Total</b>	<b>\$ 129,681</b>	<b>\$ 136,406</b>	<b>\$ 56,755</b>	<b>\$ 87,156</b>	<b>\$ -</b>	<b>\$ 2,761,209</b>
	<b>Career &amp; Training Services</b>						
	<b>Program Year 2023/2024 WIOA/Other - Rebudget</b>						
15	Non-Allocation Awards	\$ 44,114	\$ 22,264		\$ 278,625		\$ 345,003
16	Placer County						\$ 48,401
17	EI Dorado County						\$ 60,286
18	SLT and Alpine County						\$ 82,915
	<b>Program Year 2024/2025 WIOA/Other</b>						\$ -
19	Non-Allocation Awards						\$ -
20	Placer County						\$ 285,690
21	EI Dorado County						\$ 174,616
22	SLT and Alpine County						\$ 85,000
23	<b>Regional Contracts</b>	<b>\$ 790,289</b>	<b>\$ 412,574</b>				<b>\$ 1,202,863</b>
24	<b>Career &amp; Training Services Total</b>	<b>\$ 834,403</b>	<b>\$ 434,838</b>	<b>\$ -</b>	<b>\$ 278,625</b>	<b>\$ -</b>	<b>\$ 2,284,774</b>
25	<b>Board Initiatives</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 30,000</b>
26	<b>PY 25 Award Expend in Second Year</b>	<b>\$ -</b>	<b>\$ -</b>			<b>\$ -</b>	<b>\$ 711,151</b>
27	<b>Future Year Expend Non-Allocation</b>	<b>\$ 26,354</b>	<b>\$ 29,774</b>			<b>\$ 186,300</b>	<b>\$ 242,428</b>
28	<b>PY 25 WIOA Additional Pension Support (ADP)</b>	<b>\$ -</b>	<b>\$ -</b>			<b>\$ -</b>	<b>\$ 140,000</b>
29	<b>TOTAL EXPENDITURES</b>	<b>\$ 990,438</b>	<b>\$ 601,018</b>	<b>\$ 56,755</b>	<b>\$ 365,781</b>	<b>\$ 186,300</b>	<b>\$ 6,169,562</b>
30	<b>Net Income/(Loss)</b>	<b>\$ -</b>	<b>\$ 0</b>	<b>\$ -</b>	<b>\$ (0)</b>	<b>\$ -</b>	<b>\$ 0</b>

**GOLDEN SIERRA  
WORKFORCE BOARD**

**MEMORANDUM**

**DATE:** September 19, 2024  
**TO:** Workforce Board (WB)  
**FROM:** Jason Buckingham, GSJTA Executive Director  
**SUBJ:** Executive Committee Membership

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The Executive Committee is seeking the Workforce Board's approval to fill the vacant seat on the Executive Committee in accordance with Golden Sierra Workforce Development Board By-Laws, 6.4 and 6.9.1.

The following candidate has been identified:

Volma Volcy

The Executive Committee is scheduled to take action prior to the full board meeting on September 19, 2024, recommending Volma Volcy's appointment.

Per the By-Laws:

6.4. Committee members shall be appointed by the WB Chairperson, with the approval of the WB.

6.4.1. Committees may include WDB members.

6.4.2. Committees shall be supplemented by non-WDB members who the WDB has determined have the appropriate experience and expertise.

6.9. The WDB shall have one standing committee:

6.9.1. Executive Committee. The Executive Committee shall consist of six (6) voting members: WDB Chairperson, Vice Chairperson, three (3) additional WDB members, one of which shall be from the business community, and one (1) non-WDB as identified in 6.3.2. The Golden Sierra Executive Director shall sit as an ex-officio non-voting member of the Executive Committee, and will not be used in determining the existence of a quorum. The WDB Chairperson may also invite WDB committee chairpersons to participate in Executive Committee meetings as non-voting members. The membership term shall be the same as the chair term.

# **GOLDEN SIERRA WORKFORCE BOARD**

## **Board Member Bio/Presentations**

### **Process:**

- 2 members per meeting
- 5 minutes per member
- Submit your interest to be placed on the schedule to Lisa Nelson at [nelson@goldensierra.com](mailto:nelson@goldensierra.com). The member will be scheduled for the next available slot on a first come basis, and notified of the date.
- Once confirmed member will provide a 1 page Bio as outlined below to Lisa Nelson; bio is due 1 week before meeting and will be included in the agenda packet;

### **Suggested Bio elements**

Organization name:

Services/Product provided:

Member name/title:

Member role within their organization:

How your organization fits into the one-stop system:

Contact info:

Company logo (if desired)

## Board Member Overview - Employment Development Department

### Jeff Richard/ Deputy Division Chief

EDD Workforce Services Branch field offices provide a variety of employment-related services designed to assist both job seekers and employers. Key services include:

#### For Job Seekers:

1. Job Search Assistance:
2. Job Training and Workshops
3. Unemployment Insurance Information
4. Labor Market Information
5. Referral Services
6. Veteran Services

#### For Employers:

1. Recruitment Assistance
2. Labor Market Data
3. Tax Credits and Incentives
4. Workforce Training Programs
5. Job Fairs and Hiring Events

These services aim to help job seekers find suitable employment while also addressing the needs of local employers, contributing to regional workforce development.

A Deputy Division Chief of a region in the EDD Workforce Services Branch plays a key leadership role in overseeing workforce programs and services within their assigned area. Their responsibilities typically include:

- |   |                                  |
|---|----------------------------------|
| 1. Operational Management                       | 2. Program Oversight             |
| 3. Staff Leadership                             | 4. Partnership and Collaboration |
| 5. Strategic Planning and Policy Implementation | 6. Resource Allocation           |

The role is critical in ensuring that workforce services are delivered effectively and that regional needs are addressed through coordinated efforts.

The Employment Development Department (EDD) Workforce Services Branch is a key component of the one-stop system, which is designed to provide a range of employment and training services in one accessible location. Specifically, the EDD Workforce Services Branch offers services such as job search assistance, unemployment insurance information, labor market data, and training resources. It collaborates with other partners in the one-stop system, such as local workforce development boards, educational institutions, and community organizations, to ensure job seekers and employers have access to the resources they need to succeed in the workforce. The goal is to streamline services and make it easier for individuals to find employment and for businesses to find qualified candidates.

Contact info: [jeff.richard@edd.ca.gov](mailto:jeff.richard@edd.ca.gov) 916-227-0381





District Council 16 Painters of Allied Trades is a Labor Organization who represent multiple crafts in the Finishing Construction Trades. We represent Glaziers, Drywall Finishers, Floor Coverers, Commercial Painters, and Industrial Painters. We have state accredited apprenticeship programs for each of our crafts and currently have over 1400 registered apprentices in our programs. Our apprenticeship programs are 4 and 5 year programs depending on the trade.

My Name is William Gonzalez I am a Business Representative for District Council 16 Painters and Allied Trades. I am a Drywall Finisher by Trade and have been a member of DC 16 for 18 years. I spent most of my career working in the bay area. I did however work on some projects in the Sacramento Region like Red Hawk Casino, Thunder Valley Casino Expansion, Roseville Galleria Expansion, Sutter Women and Children's Hospital, UC Davis Med Center Expansion and Kaiser MOB. I got the opportunity to apply for this position 6 years ago and have been working hard to represent the members from my Local ever since.

I currently represent about 700 Painters and Drywall Finishers. I also work with contractors through-out the region to help with work force needs throughout the area. My Local covers 28 counties from Merced County, north to the Oregon Border. District Council 16 ensures that our members get a good livable wage with HealthCare a pension, and an annuity. I am also a trustee for Labor on the Pension and Annuity Trust Fund for the Painters and Drywall Finishers. We make decisions that will ensure that our pensions are here for future generations. I'm also on the Joint Apprenticeship Training Committee for drywall finishers. This committee oversees the drywall finishers apprenticeship program. I also represent District Council 16 on several Building and Construction Trades Councils throughout the counties that I cover. The building and construction trades councils is a large group of building trades unions working together to create more opportunities for working people.

District Council 16 fits in to the One Stop System because we provide opportunities for workers to move into the middle class. The opportunities we provide are not just jobs they are careers that provide good benefits and high wages. We have multiple contractors that perform work throughout the area covered by the Golden Sierra Workforce Investment Board and provide opportunities for people in this community. We also fit into the one stop system because it is important to have the voice of Labor at the table when you are making decisions on Workforce Development.

William Gonzalez  
Business Representative  
District Council 16

**GOLDEN SIERRA  
WORKFORCE BOARD**

**MEMORANDUM**

**DATE:** September 19, 2024  
**TO:** Workforce Board (WB)  
**FROM:** Michael Indiveri, One-Stop Operator  
**SUBJ:** AJCC Comprehensive and Affiliate/Specialized Certification

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Before the Board for review and approval is the Baseline Criteria Matrix and AJCC Certification Indicator Assessment in accordance with [Workforce Services Directive WSD23-05](#).

The AJCC Operator will identify and support the continuous improvement plans identified in the AJCC Certification Indicator Assessment.



## Comprehensive AJCC Baseline Certification Matrix

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

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

**Name of Local Board** Golden Sierra Workforce Development Board

**Name of AJCC** Roseville AJCC

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

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

<b>Meets all regulatory requirements to be a comprehensive AJCC (WIOA Joint Final Rule Section 678.305)</b>	<b>Yes</b>	<b>No</b>
The AJCC has at least one Title I staff person physically present. (Note: Consideration may be given to remote/virtual services implemented due to the COVID-19 pandemic.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJCC provides access to all basic and individualized career services identified in <a href="#">WIOA Joint Final Rule Section 678.430</a> .	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJCC provides access to training services for adult and dislocated workers identified in <a href="#">WIOA Joint Final Rule Section 680.200</a>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJCC provides access to any employment and training activities carried out under WIOA Section 134(d).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJCC provides access to programs, services, and activities of all required AJCC partners by having partner staff physically co-located at the AJCC, having a staff person at the AJCC who has been cross trained to provide information about partner programs, or having direct linkage through technology to staff who can provide meaningful information or services.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJCC provides workforce and labor market information.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJCC provides customers with access to programs, services, and activities during regular business hours.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Ensures Equal Opportunity for Individuals With Disabilities	Yes	No
<p>The AJCC is physically and programmatically accessible to individuals with disabilities, as described in WIOA Section 188 and Title 29 <i>Code of Federal Regulations</i> Part 38.</p> <p>The <i>Americans with Disabilities Act</i> (ADA) Title V provides that state requirements may supersede the ADA when state requirements provide greater or equal protection for the rights of individuals with disabilities. Therefore, the AJCC must also be in compliance with the following California guidance related to equal access for individuals with disabilities:</p> <ul style="list-style-type: none"> <li>• <i>Fair Employment and Housing Act</i> (California Government Code Section 12900-12996)</li> <li>• <i>Unruh Civil Rights Act</i> (California Civil Code Section 51)</li> <li>• <i>Disabled Persons Act</i> (California Civil Code Section 54)</li> <li>• <i>California Building Code</i> Title 24 Chapter 11B</li> <li>• <i>California Government Code</i> 7405</li> <li>• <i>California Government Code</i> 11135-11139</li> </ul> <p>Such requirements include, but are limited to, the following:</p> <ul style="list-style-type: none"> <li>• Providing reasonable accommodations for individuals with disabilities.</li> <li>• Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities.</li> <li>• Allow service animals to be permitted, even if there is a “no pets” policy.</li> <li>• Administering programs in the most integrated setting appropriate.</li> <li>• Communicating with persons with disabilities as effectively as with others.</li> <li>• Providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in and enjoy the benefits of the program or activity.</li> <li>• Providing physical accessibility of the AJCC to individuals with disabilities.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p>Was WIOA Section 188 compliance monitoring completed for PY 2021-22?</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p>Did the AJCCs have any findings when WIOA Section 188 compliance monitoring was completed?</p>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Ensures Equal Opportunity for Individuals With Disabilities	Yes	No
If yes, briefly describe the findings. Click here to enter text.		
Was a corrective action plan submitted?	<input type="checkbox"/>	<input type="checkbox"/>
Is the status of the findings open?	<input type="checkbox"/>	<input type="checkbox"/>
Is the status of the finding closed?	<input type="checkbox"/>	<input type="checkbox"/>
If closed, as of what date? Click here to enter text.		
<b>The AJCC meets all Baseline Criteria for Baseline AJCC Certification</b>	<b>Yes</b> <input checked="" type="checkbox"/>	<b>No</b> <input type="checkbox"/>

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

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**Signature**

Rick Larkey

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**Name**

Workforce Board Chair

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**Title**

09/19/2024

---

**Date**

## ATTACHMENT 3

### AJCC Certification Indicator Assessment

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

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

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

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

**Name of Local Board:** Golden Sierra Workforce Development Board

**Name of AJCC:** Golden Sierra Workforce Area

**AJCC Type:** Comprehensive

**The goal for the Golden Sierra WDB is to work with the AJCC to continually improve within each AJCC Certification Indicator. The WDB attests to developing continuous improvement plans (CIP) with target dates. The Golden Sierra Workforce Area CIP efforts will start in PY 2024-25. As the "road to success is always under construction", these CIPs will be addressed and implemented depending on the nature of the service/customer issue. Continuous plan improvements will be an ongoing effort in the workforce area.**

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

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

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

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

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

### **AJCC Certification Workgroup's Vision**

- All AJCC staff honor and accommodate diversity and are comfortable and adept in providing services to diverse customers, including individuals with disabilities, cultural differences, and all individuals with barriers to employment.
- The local Equal Opportunity Officer (EOO) periodically reviews the AJCC's policies, procedures, and the facility for accessibility and equal opportunity. The EOO then provides recommendations and staff training, where needed.
- The AJCC has a Limited English Proficiency Plan to provide meaningful access for individuals who do not speak English as their primary language and who have limited ability to read, speak, write, or understand English.
- The AJCC uses the principles of universal and human-centered design to ensure inclusive space and materials are available to individuals regardless of their range of abilities, mobility, age, language, learning style, or educational level.
- The AJCC implements the veteran's preference and priority of service requirements.

- The AJCC provides services outside of regular business hours where there is a workforce need as defined by the Local Board.
- The AJCC delivers both AJCC-based and virtual services.
- The AJCC ensures that people with disabilities can access virtual services in a manner that is comparable to those without a disability.



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

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

*Use the space below to add text.*

The AJCC One-Stop 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 obtained assistive technology to assist those with physical limitations, as documented in prior certifications. 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 services both seated and standing customers. Information is provided both in written form and to a certain extent, digitally and online.

Current practices that insure universal access:

1. Designated disabled parking, ramps to the lobby and automatic doors.
2. Lowered counter to greet customers at eye level.
3. An adjustable workstation to accommodate customers with wheelchairs or with limited mobility.
4. Assistive listening devices
5. Access to interpreters for the deaf and hard of hearing
6. Specialized software that enlarges the images on a computer screen
7. Specialized keyboard for customers with low vision
8. Language Link interpretation services for non-English speakers
9. ADA compliant restrooms (no requirement to make a gender-specific selection)

Virtual services are accessible thanks to text messaging, video chat, and 3-way calling.

Since the end of the pandemic, the Center accommodates customer access through both open walk-in hours and appointment time schedules. These are updated and posted on the Center's website. In past years, service hours outside regular business hours were experimented with, but are no longer feasible. The center has regular EEO and ADA compliance reviews. Also, since the pandemic, the Center has developed a mix of in-person and virtual customer engagement, with respect to orientations and workshops. These are also posted. Some of these activities are jointly presented by MOU Partners. The various MOU Partners have strong compliance with Federal and State requirements for accessibility, posted on their websites. The Center also follows the standards for priority of service for veterans, and the service needs for the disabled, public assistance, justice-connected individuals, and youth.

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

- Determine the most advanced and up-to-date assistive technology and software that might be needed to better serve customers who use the resource room.
- Continue to train staff in basic Spanish and sign language (customer-friendly phrases like hello, goodbye, please wait, I am getting an interpreter, what is your name, etc.

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

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

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

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

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

### **AJCC Certification Workgroup's Vision**

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

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

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

*Use the space below to add text.*

The Roseville AJCC has made steady progress on most of these indicators. Both collocated and non- collocated 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 ongoing quarterly meetings of the AJCC MOU Partners called by the OSO. This regular meeting of the partners enables the partnership to assess their satisfaction with the AJCC and how they can work together to make continuous improvements. The AJCC can also get feedback through use of: Online survey: <https://www.surveymonkey.com/r/ZR7LLCW>

The AJCC does actively outreaches to non-collocated partners to participate in customer-based services, such as workshops and recruitment events. Notable among these are the Department of Vocational Rehabilitation, Placer County Probation, Placer Adult School, California Conservation Corps (CCC) and many hiring events and Job Fairs for local employers and businesses. In recent times, many AJCC on-site staff, and MOU partner staff received an orientation to partner programs and services.

The AJCC has materials that identify all partner staff and services. They have contact information available to both staff and customers for each partner program. It should be updated at least once per year. There appears to be no concise comprehensive inventory and overview of all partner services that is available to all AJCC staff, though Partners report they do have appropriate information on the services of the other partners.

There has been all partner staff cross training. Since the pandemic, The One-Stop Operator has resumed the annual in-person meeting where MOU Partner service staff cross training is the sole subject. 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 Catalog goes a long way toward providing information about the partners.

The MOU Partners do joint marketing on specific projects like job fairs and Rapid Response events.

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. The Golden Sierra AJCC universal interest form has proven to be an effective tool for partners to refer customers to WIOA services. Each partner accepts referrals from the WIOA partner in a different way (phone, email, and website).

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.

## Continuous Improvement Goals and Recommendations:

To further support the enhancement of effective partnerships, the AJCC Partners will periodically meet with the following groups to share information, identify joint events (job fairs, training events), and address ways on how to better align interests and to integrate common efforts:

North/Far North Community College Consortium

Adult Ed/Community College Consortium (Los Rios & Serra College)

Local Planning Agreement Consortium –focused on providing E&T services to people w/IDD

Secondary CTE consortiums

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

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

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

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

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

### **AJCC Certification Workgroup's Vision**

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

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

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

*Use the space below to add text.*

#### 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 AJCC has strong accomplishments in this Indicator. This would include such issues as collocated AJCC staff (either in-person or virtual) identifying with the AJCC; all customers are shared, or are considered common customers; staff has received customer service training and partner services cross 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 collocated 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. The AJCC has developed a customer flow chart that reflects the above.

Continuous Improvement goals would be:

- To continue the cross training of AJCC on-site and off-site staff.
- Develop a functional organizational chart for the AJCC which may also include off-site MOU Partners.

Make progress on co-enrollment protocells that can notate, record and track customer referrals and outcomes.

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

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

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

## California State Plan Vision and Strategies

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

## AJCC Certification Workgroup’s Vision

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



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

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

*Use the space below to add text.*

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 regarding labor market information is strong since many of the staff have years of services in assisting customers in accessing training.

EDD's Labor Market Information Division (LMID) has provided LMI training at the Center for all the Center staff and at meetings of all the MOU Partners. LMID also updates the Workforce Board on labor market conditions.

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 sectors and local career pathways knowledge for job seeking customers. This is key in helping customers navigate career pathways that result in industry-recognized credentials. Sierra College and Placer School for Adults are active participants in the local AJCC One-Stop system and do provide information on career pathways.

**Continuous Improvement Goals and Recommendations:**

- The staff knowledge of LMI and regional sector career pathways can always be expanded. LMID training for Center staff has been productive. In the future this should continue. Also, more Center staff training on regional sector pathways (Adult Schools/Community College) and industry recognized credentials would be extremely helpful to Center staff.
- The OSO has integrated the Regional OSO (Valley Vision) into the Golden Sierra quarterly AJCC MOU Partner meetings. It would be helpful to have Valley Vision make a presentation to the MOU Partners of the key regional sector pathways that can boost these key regional sectors. This should further strengthen the partners' knowledge and awareness of the goals and strategies of the local and regional WIOA Plans.

**AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.**

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

- A. Design and implement practices that actively engage industry sectors and use economic and labor market information, sector strategies, career pathways, registered apprenticeships, and competency models to help drive skill-based initiatives.



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

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

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

### **AJCC Certification Workgroup's Vision**

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



**AJCC Certification Indicators #5: The AJCC actively engages industry and labor, and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.**

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

*Use the space below to add text.*

The Golden Sierra Workforce Area AJCC seeks to provide an integrated business service strategy that enhances the local business employer customer and job seeking customers. In the recent past, the AJCC has promoted a **Business Engagement Team**. This team includes community partners throughout the region.

Purpose Statement of the Business Engagement Team:

*“Develop a unified message and create a business engagement strategy that: 1) enhances our reputation, 2) meets the needs of local employers, 3) reduces duplication of services, and 4) improves inter-agency communication.”*

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. They outreach to employers, post job openings, conduct on-site AJCC recruiting events, the tri-county job fairs, and major business/plant closings Rapid Response activities. Many of the partners have experienced staff that can coordinate services to employers to avoid duplication. And those staff have a high knowledge of the regional economy and labor market conditions. These initiatives are shared on a regular basis with the AJCC MOU Partners via the quarterly meetings of the MOU Partners. The coordination and alignment activities and the results of these quarterly meetings are reported in in person and in writing to the Workforce Development Board, which consist of both business and labor leaders in the Golden Sierra Workforce Area.

The AJCC seeks employer feedback and satisfaction on the delivery of business services accessed through the <https://www.surveymonkey.com/r/93V7KFG>. This approach has been underutilized and needs improvement.

Continuous Improvement Goals and Recommendations:

The AJCC MOU Partners address the issue of obtaining employer advice and feedback in the design and delivery of demand services. 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 better meet the intent of this Hallmark. Employer satisfaction results should be shared with the Workforce Development Board on a regular basis.

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

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

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

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

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

### **AJCC Certification Workgroup's Vision**

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

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

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

*Use the space below to add text.*

Partners do provide and promote training to the AJCC staff. On-site staff have received solid LMI training, training to assist customers in working with Cal JOBS, customer service training and training on how to serve individuals with barriers to employment. All staff receive ongoing customer service and career assistance training to match their customers' individual needs. Through partner staff cross training, staff can identify and refer to partner programs as to what will best serve an individual customer. This is determined through the initial triage assessment process.

On-site partners inform all staff of key developments, new grants, and upcoming events. Off-site partners also share this kind of information through the AJCC MOU Partner quarterly meetings. Regular all AJCC staff meetings can produce strategies for Center improvement. There is an annual staff cross training for on-site/ off-site MOU Partners staff on customer eligibility for various partner services. There appears to be no specific training received on sector strategies and career pathways for frontline staff. These areas are opportunities for continuous improvement.

**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 people who can deal with the resources available, and logistics needed to provide the indicated training for AJCC staff, such as sector strategies and career pathways. Past Partner comments in this area can be summarized by the following statement: "On-going cross-training staff is highly recommended by all partners."

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

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

- A. Use common performance indicators to ensure that federal investments in employment and training programs are evidence-based, labor market-driven, and accountable to participants and taxpayers. Center performance is transparent and accountable to the communities and regions served; data entry staff are trained and understand the importance of data validation, data collection processes, and the importance of accurate reporting.
- B. Develop and implement operational policies that reflect an integrated performance, communication, and case management system, and use technology to achieve integration and expanded service offerings.

**California State Plan Vision and Strategies**

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

**AJCC Certification Workgroup's Vision**

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

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

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

The Golden Sierra Workforce Area and the AJCC have a long record of meeting and exceeding performance standards. The AJCC One-Stop Center in Roseville is operated in a cost-efficient manner.

WIOA has mandated that the required AJCC MOU Partners 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 reported to the partners themselves and their funding source.

The Golden Sierra Workforce Development Board and the AJCC receive this information (job placements, wages, and credentials) for all WIOA Title I enrolled persons who have left the program.

The information provided by that information is used by the Board and the AJCC to analyze overall performance and to develop specific plans for AJCC and One-Stop System service improvements. The AJCC has considered a system 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.

Many of the Quality Indicators for this Hallmark area speak to the need for a data collection platform that not only collects information such as customer outcomes but also customer satisfaction from individuals and employers. In that way, the AJCC can respond to specific customer feedback, complaints, and complements. The data can then to be reviewed and evaluated on how to adjust AJCC service improvements. The AJCC MOU Partners do not share the same participant case management and reporting database. This hinders the development of an integrated case management and outcomes reporting system among the AJCC MOU Partners. There are off-the-shelf products that cover some of these data needs, such as Community Pro-Suite.

**Continuous Improvement Goals and Recommendations:**

- The Golden Sierra Workforce Development Board may consider requesting summary data information from AJCC MOU Partners that shows customer outcomes within the local workforce area or region. Program outcomes for common enrolled customers would also be an important data point.
- In addition, the Golden Sierra Workforce Area AJCC MOU Partners should explore ways to obtain customer satisfaction feedback, especially from business & industry employers.

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

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**Signature**

Rick Larkey

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**Name**

Workforce Board Chair

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**Title**

09/19/2024

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**Date**



# OSO PROGRESS REPORT

**To:** Workforce Development Board Executive Committee

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

**Date:** September 19, 2024

**Subj:** Progress Report

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## Introduction

This OSO Progress Report is an update on the recent activities of the MOU Partners. The OSO and the Golden Sierra AJCC MOU Partners conducted their quarterly meeting last week on September 10, 2024. It was Zoom meeting.

The next meeting of the MOU Partner group is to be determined. **(TBD)**

In attendance were **Advance**-South Lake Tahoe, Placer School for Adults (**PSA**), Employment Development Department (**EDD**), State Department of Vocational Rehabilitation (**DOR**), **Placer County HHS** CalWORKs/Business Assistance Network, Golden Sierra Job Training Agency (**GSJTA**), Rick Larkey, Chair of the **Workforce Development Board (WDB)** and the **OSO**.

What follows are summaries of the partners reports in terms of services/activities to their current and future customers/students.

Use of terms.

**AJCC:** America's Job Centers of California

**WIOA:** Workforce Innovation and Opportunity Act of 2014

**MOU:** Memorandum of Understanding **between** One-Stop Partners and the Golden Sierra Workforce Development Board (WDB)

**BLS:** The Bureau of Labor Statistics; U.S. Department of Labor (DOL)

## Agenda Highlights

### One-Stop Operator Remarks

#### The 2024 AJCC One-Stop System Certification:

The State has issued a directive giving us the deadline to conduct and complete the 2024 AJCC One-Stop self-certification to be submitted by November 1, 2024. The certification is to respond to seven indicators that speak to customer service and agency partnership issues. The draft One-Stop Certification was available for review this past summer. This draft will be brought to the WDB for consideration and approval this fall at the September 19 meetings.

### **Labor Market Update:**

The OSO's analysis of the latest national BLS labor market information is focused on important trend lines in the labor market that affect our local employers/businesses. This informs our MOU Partners of what to expect over the next 2 to 6 months. This may affect what kinds of services and training they may offer.

The job market has tightened over the last 6 months. The July report had 114k net new jobs, the lowest in about two years, resulting in a 4.3% unemployment rate. August showed 143k net jobs, with a 4.2% rate. For sure there is more competition for the available job openings. At the end of 2022 and early 2023, there were over one million job openings nationwide. Now that figure is around 800,000. The Labor Market Participation Rate was steady at 62.7%, not quite up to the @ 63% pre-COVID level.

Two important trends continue. The employee Quit Rate is back to normal pre-COVID levels. Also, the weekly Unemployment Insurance (UI) claim applications are up a bit from last year, but still below historical levels. This indicates that many employers who staffed up the last several years do not want to lose that talent at this time. With national GDP growth in the two to three percent range, and household income up 4% in 2023 over 2022, the economy could be in a steady healthy state.

### **MOU Partner Updates:**

**Advance:** They have been working hard over the summer months in outreaching their service to the Tahoe South Shore and Alpine County. Their enrollment levels are good. They are working with the Tahoe Chamber of commerce in supporting a business outreach position. Lake Tahoe Community College will start their fall classes on Monday the 16<sup>th</sup>. On October 16, they are having the dedication event for the Sugar Pine Project, which deals with housing for the local workforce. Frank also noted that he is part of the National Skills Coalition Advisory group to track the Congressional process for the renewal of WIOA. No action is expected to take place until after the election.

**Placer County HHS:** In addition to operating CalWORKs and the Placer Business Assistance Network, they are focusing on the upcoming Tri-County Job Fair. They are working hard to get more employers to participate. This will be a hybrid in-person and virtual job fair. They are increasing their efforts in addressing the needs of their General Assistance (GA) client. These are generally people who do not qualify for family grants. To qualify for monthly grants of up to \$300, they must attend orientations that address such issues as homelessness. And substance abuse.

**State DOR:** Their enrollment levels are increasing. They also have a pilot program for some of their clients to enter the civil service jobs with the State government or local government. They are also promoting National Disability Month for October. The DOR office in Auburn is now fully staffed.

**State EDD:** Their Mark Sanders office has been quite busy this summer, with persons following up on job leads, and other EDD services. They are also working to support and participate in the Tri-County job Fair. EDD has ramped up service to Migrant and Seasonal Farmworkers, with EDD staff reaching out to that cohort with various EDD services. In an ongoing effort, they are looking to streamline their customer services, relying more on virtual engagements.

For example, when a customer goes on a UI claim they must participate in an employment orientation. When the workshops were in-person attendance was around 15%, their virtual workshop attendance is 70% plus.

**Placer School for Adults:** They are now providing services in North Shore Tahoe and Truckee. They have been working hard this summer and are open for business in Nevada County. They are working with Sierra College to use some of their space in the Truckee area and also get Sierra Colleges involvement with their Jail Inmate services. They are coordinating their efforts in the North Shore with Advance who serves South Shore. They recently obtained a 5,000 sq. foot facility in their North Auburn location. They are hoping to recreate the Employment Center they had several years ago on Highway 49, in the former Golden Sierra One-Stop Center in North Auburn They are looking for MOU, and other partners, for some co-located services for common customers in the new facility.

**GSJTA:** Darlene gave a “shout out” to the MOU Partners who assisted her in completing the One-Stop Infrastructure Agreements that are part of the MOU Agreements. She will be reaching out to the MOU Partners in 2025 for the updating process for the agreements. They are also putting on the final arrangements for the Tri-County job fair. Current customer service levels are steady.

**WDB:** Rick reported on the Placer Workforce Foundation. Amy Schultz from Sierra College is the chair. This came out of the Roseville Chamber Talent Acquisition Project. They had an excellent employer panel that reviewed several workforce issues. Rick also reported on the various local and regional initiatives that addressed targeted industry sectors such as culinary, construction and health care. Rick also added that the WDB is about to select a facilitator for their strategic planning process.

**Next Meeting:**

**To Be Determined (TBA)**