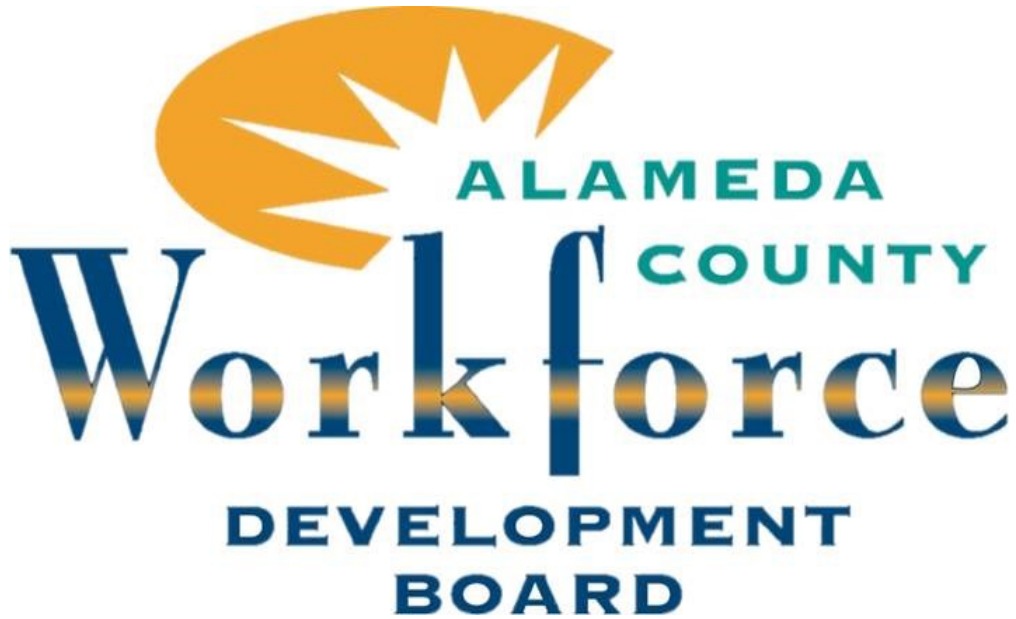


Systems and Strategies Committee



(<http://www.acwdb.org>)

In partnership with the
BOARD OF SUPERVISORS

Serving the County of Alameda and the cities of
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San Leandro Union City

February 16, 2022
9:00 A.M.

**ALAMEDA COUNTY WORKFORCE DEVELOPMENT BOARD (WDB)
SYSTEMS AND STRATEGIES COMMITTEE**

MEETING NOTICE

Wednesday, February 16, 2022

9:00 – 11:00 A.M.

Eden Area Multi-Service Center

The lobby of this building is closed due to COVID-19. This is a Zoom meeting only

<https://us06web.zoom.us/j/86499733163?pwd=OUVGMG1YMGg2VWhNV1dzTTdyYVVVGZz09>

Passcode: 341278 | Meeting ID: 864 9973 3163 | +1 408 638 0968 US (San Jose)

If you would like to make a public comment, please contact Board Secretary, Sheroza Haniff at Sheroza.Haniff@acgov.org to request a speaker card prior to the meeting.

AGENDA

		PAGE
I.	CALL TO ORDER AND ROLL CALL	
II.	PUBLIC FORUM	
	The public can address the Committee on issues other than those on the agenda, with a limit of three minutes per speaker. Members of the public who wish to address the Committee on published issues should do so at the time the agenda item is being discussed.	
III.	PRESENTATION – America’s Job Center of California (AJCC) Operated by Rubicon Programs Donté Blue, Chief Program Officer and Nina Scott, Eden Area AJCC Manager	1
IV.	ACTION ITEMS / PUBLIC HEARING	
	A. Selection of Systems and Strategies Committee Vice-Chair	2
	B. Update to the Supportive Services Policy	3
	C. Update to the Training Policy	5
V.	DISCUSSION ITEMS	
	A. Modification of the Current Residency Policy	7
VI.	INFORMATION ITEMS	
	A. Additional Assistance Grant - Back to Work Project Overview	9 10
	B. Conditional Funding Considerations for PY 2021/2022	
VII.	MATTERS INITIATED BY COMMITTEE MEMBERS	

VIII. ANNOUNCEMENTS

SYSTEMS AND STRATEGIES COMMITTEE MEMBERS: Kelly Johnson (Chair); Vacant (Vice-Chair); Debra Chaplan; Tony Lam; Kalpana Oberoi; Jennifer Ong; Paul Reyes.

THIS IS AN OPEN MEETING. ALL WDB MEMBERS ARE ENCOURAGED TO ATTEND

WDB Members who are not Committee members but are planning to attend may call Sheroza Haniff at (510) 259-3842 to request the material that will be discussed at this meeting.

*These WIOA Title I financially assisted programs or activities are “Equal Opportunity Employers/Programs”.
Auxiliary aids and services are available upon request to individuals with disabilities.*

If you require specific accommodations due to a disability, please call Sheroza Haniff at least 72 hours in advance.

NEXT SYSTEMS AND STRATEGIES COMMITTEE MEETING: APRIL 20, 2022

III. – PRESENTATION

AMERICA’S JOB CENTER OF CALIFORNIA (AJCC) OPERATED BY RUBICON PROGRAMS

The Eden Area America’s Job Center of California (AJCC) is one of the largest AJCCs in Northern California. Their mission is to provide local and regional workforce development activities through workforce programs and partnerships, addressing the job, education, training, and employment needs of the community. The AJCC offers the public a Resource Center with access to computers, fax machines, copiers, telephones, community resources, workshop presentations, and employer engagement opportunities. Since 2008, Rubicon Programs has provided strong leadership and management, as the lead agency overseeing Alameda County’s AJCC operations. Rubicon Programs provides coordination efforts with community partners as well as Alameda County Workforce Development Board’s (ACWDB) Career Services Collaborative (CSC) model.



Donté Blue, Rubicon’s Chief Program Officer since February 2021, is a graduate of UC Berkeley and UCLA School of Law. Donté served as a reentry attorney, utilizing law as a tool to counter the devastating effects mass incarceration has on Black, Indigenous, and People of Color (BIPOC) communities. His criminal system reform work included working on grassroots efforts that grew into a national Ban the Box movement, and the enactment of legislation that protected the right to vote for justice-involved individuals. Donté also worked to create a new agency, the Office of Reentry and Justice, responsible for advancing reentry and social justice initiatives within Contra Costa County.



Nina Scott, currently the Edén Area AJCC Manager, started with Rubicon in 2019 as a WIOA Career Coach, and later, moved into the role of WIOA Team Supervisor. She has a Bachelor’s Degree in Industrial Psychology and a minor in Spanish from California State University, East Bay. Nina holds designation as both a Nationally Certified Online Professional Expert (N.C.O.P.E.) as well as a Certified Professional Resume Writer (C.P.R.W.). Nina’s background includes teaching, as well as experience in Human Resources, Staffing, and Employment. Nina is passionate about the importance of career viability in the context of rapidly changing technology, self-sustainability for all job seekers, as well as the critical need for available skilled talent across industries. Nina specializes in assessing employment barriers, resume strategy, creating employment development career plans, and career coaching.

For additional information, please contact David Dias, Career Services Coordinator by phone at (510) 780-8768, or through email at David.Dias@acgov.org.

ITEM IV.A. – ACTION / PUBLIC HEARING
SELECTION OF SYSTEMS AND STRATEGIES COMMITTEE
VICE-CHAIR

RECOMMENDATION:

That the Systems and Strategies (S&S) Committee select a member to serve as Vice-Chairperson to this committee.

BACKGROUND:

Article V. Committees Section 5.1.2 of the Alameda County Workforce Development Board (ACWDB) Bylaws state:

“The Workforce Development Board Chairperson shall appoint the chairpersons of the standing committees and shall approve the membership of the committees. All committees shall select a Vice-Chairperson from among the members of that committee”.

Due to changes in committee membership, the S&S Committee now needs to select a new Vice-Chair.

Kelly Johnson, S&S Committee Chair, will lead the process.

For more information, please contact Michele G. Garcia, MIS Administrator at (510) 259-3802 or by email at mggarcia@acgov.org.

ITEM IV.B. – ACTION / PUBLIC HEARING

UPDATE TO THE SUPPORTIVE SERVICES POLICY

RECOMMENDATION:

That the Systems and Strategies (S&S) Committee approve the amended Supportive Service Policy and authorize staff to draft an Action Bulletin for the new policy to go into effect on Friday, April 1, 2022.

BACKGROUND:

In April 2020, in response to the COVID-19 pandemic, the Employment Development Department (EDD) issued an Information Notice (IN) 19-39 informing Local Workforce Development Areas of the availability of funds to provide Supportive Services to individuals impacted by the public shelter-in-place orders and the state of emergency.

The Alameda County Workforce Development Board (ACWDB) applied for and was awarded a grant which was titled, the COVID-19 Emergency Response Supportive Services (CERSS) Grant. Through this grant ACWDB offered \$153,000 to eligible participants to cover the costs of an expanded definition of Supportive Services. This grant prohibited Local Areas from restricting the provision of Supportive Services – and as a result, ACWDB and sub-contracted Career Service Providers (CSP) covered costs not normally allowed under ACWDB’s current Supportive Services policy (i.e., rent/mortgage reimbursements, assistance with covering utility bills, child/dependent care expenses, etc.).

ACWDB staff had been previously engaged in discussions about updating and expanding the current Supportive Service policy – and the CERSS grant highlighted additional ways in which the workforce system could support WIOA-eligible job seekers through their vocational training or career search activities.

The items listed below represent the categories of supportive services that ACWDB is proposing be made available to individual participants as they engage in career and training services funded through WIOA:

Currently Allowable:

1. Transportation Assistance
2. Work Related Clothing, Tools, Equipment, or Safety Items
3. Verification/Documentation (as needed to qualify for employment)

Proposed:

4. Training Related Clothing, Tools, Equipment, or Safety Items
5. Educational Testing Related to Certifications or Industry-Recognized Credentials
6. Training-Related Academic/Educational Materials (not covered through training providers)
7. Reimbursement for Utility Bill Expenses
8. Needs-Related Payments (for individuals enrolled in training)

Additionally, ACWDB is proposing that the definitions of some of these categories be expanded as follows:

- A. Transportation
 - a. Rideshare Vouchers (Uber, Lyft, etc.)
 - b. Vehicle Repair
- B. Verification/Documentation
 - a. Items required to demonstrate qualifications for training programs

Should the S&S Committee approve this item for full board consideration – and the full board votes to approve, then staff will draft and publish an Action Bulletin and propose an effective date of Friday, April 1, 2022.

For additional information, please contact Michele G. Garcia, MIS Administrator at (510) 259-3802 or by email at mggarcia@acgov.org.

ITEM IV.C. – ACTION / PUBLIC HEARING

UPDATE TO THE TRAINING POLICY

RECOMMENDATION:

That the Systems and Strategies (S&S) Committee approve the updated training policy to govern the provision of training services provided through Workforce Innovation and Opportunity Act (WIOA) training funds.

BACKGROUND:

As the organization responsible for administration of WIOA services throughout the Local Area, the Alameda County Workforce Development Board (ACWDB) has always adhered to a series of rules regarding the provision of training services funded through WIOA dollars.

Beginning on July 1, 2021, ACWDB adopted a new service delivery model which expanded the number of service providers and career coaches responsible for the delivery of services to the Local Area. Questions generated through these new service providers have prompted board staff to update policies governing standard operating procedures and guidelines for the provision of training services to WIOA-eligible participants.

The items listed below summarize the items that will be highlighted in the new Training Services Action Bulletin being proposed through this item:

1. **Funding of Last Resort**

Per WIOA regulations, funds spent for training must be the funding of last resort. The participant must exhaust training funds from other programs – or not be eligible for other grants before tapping WIOA funds for training.

2. **Timeliness of Training Request Submittals**

ACWDB staff are requesting that Career Service Provider (CSP) staff submit training requests a minimum of two weeks prior to the projected begin date of any training programs.

ACWDB offers a one-week turn-around on approval/denial of training requests. However, due to the number of errors on training request paperwork, the two-week period is intended to provide ample time to allow for corrections and resubmittals.

3. **Participant Suitability for Training Services**

ACWDB requires that participants be assessed for suitability for WIOA-funded training services. The assessment should include such elements as ensuring the participant:

- i. is not eligible for other sources of training funds
- ii. meets any prerequisites required by the training provider
- iii. possesses the financial stability needed to successfully complete the training program

- iv. will experience career stability or growth in the occupation of their selected training program
 - v. understands the daily responsibilities of individuals employed in their field of interest
4. Per Participant Training Cost Cap
- i. ACWDB has established a training cost cap of \$5,000 per participant for a single training program leading to an industry-recognized certification or credential.
 - ii. To encourage employer engagement, ACWDB allows a total of \$7,500 per participant when training programs are bundled with On-the-Job Training opportunities.
 - iii. ACWDB will establish a process for requesting a cost cap waiver to exceed these spending limits in the event of extenuating circumstances.

5. Opportunities for Multiple Training Programs per Participant

ACWDB allows an individual participant to request additional training programs when there is evidence to support the participant being unable to obtain or retain employment in their field of choice without additional skills or abilities that may be obtained through an additional training opportunity, and the total cost of the training programs does not exceed the per participant cap.

In the event the participant exited from WIOA services, then returned for additional services, they may be eligible for the full \$5,000 worth of training, but only in those instances where it has been demonstrated that additional skills are required in order for the participant to be considered eligible for employment in their field of choice.

6. Co-Enrollment for Training

ACWDB does allow participants to be enrolled in multiple grants or projects – especially when there are opportunities for specialized or cohort trainings through discretionary grants or programs.

CSPs must ensure that the co-enrollment does not result in a duplication of effort on behalf of an individual participant.

7. Local Board Determination Training

The proposed Training Policy bulletin references Action Bulletin (AB) [18-04 Revision 3](#) which is available on the [ACWDB website](#).

8. Training Opportunities for Youth Participants

ACWDB sometimes allows WIOA Adult training funds to be set aside for Youth and Young Adult participants who meet one of ACWDB's priority population criteria.

If the S&S Committee approves this recommendation, and it is also approved by the full board, an Action Bulletin will be published – and anticipated to go into effect on Friday, April 1, 2022.

For additional information, please contact Michele G. Garcia, MIS Administrator at (510) 259-3802 or by email at mggarcia@acgov.org.

V.A. - DISCUSSION

MODIFICATION OF THE CURRENT RESIDENCY POLICY

BACKGROUND:

In 2004, the Alameda County Workforce Investment Board (ACWIB) adopted a policy which restricted enrollment of customers who resided outside the boundaries of the Local Area (Alameda County outside the city of Oakland) to a five percent (5%) maximum. This policy was applicable only to Formula funded programs under the Workforce Investment Act (WIA), Title I (Adult, Dislocated Worker and Youth) funding streams.

The rationale for this policy stemmed from the fact that federal workforce dollars were (and remain) allocated based on a formula that includes factors attributed to each Local Area. For example, the:

- Size of the labor force within the specific Local Area;
- Poverty rate within the specific Local Area;
- Unemployment rate within the specific Local Area; etc.

Federal workforce dollars that are allocated to the Alameda County Local Area are intended to address the needs of the population in this specific area.

At their September 14, 2017 meeting, the Alameda County Workforce Development Board (ACWDB) approved an increase of the cap from five percent (5%) to ten percent (10%) through June 30, 2018. The term of the policy was subsequently extended a few times and eventually adopted as a standard policy at the May 13, 2021 meeting of the board.

It should also be noted that ACWDB’s residency policy was expanded to include not only individuals who reside within the designated service area on the date of application, but also individuals who had been employed within the designated service area within six months of their application for WIOA services. Additionally, individuals who were co-enrolled into any special grant that did not carry a residency policy were allowed to waive ACWDB’s residency requirement for their participation in WIOA Title I Formula program activities.

Lastly, individuals who suffered employment separations due to a mass layoff event or a facility closure from a company located within the designated service area are not required to meet any residency requirements for enrollment into ACWDB’s Dislocated Worker program.

UTILIZATION OF THE RESIDENCY EXCEPTION:

Program Year	In Area	Out of Area
PY 2020/2021*	79%	21%
PY 2021/2022 (through 12/31/21)	88%	12%

*During PY 2020/2021, out of area enrollments were higher likely due to the COVID-19 Emergency Response Supportive Services (CERSS) grant. This special project grant did not

carry a residency policy – and individuals could be co-enrolled into WIOA Formula programs without having to meet ACWDB’s residency policy.

RECENT DISCUSSION:

At the November 2021 Systems and Strategies Committee meeting, a question was posed regarding the possibility of waiving ACWDB’s current residency policy in its entirety.

Discussion from this item may result in additional actions being proposed to this committee at a later date.

For additional information contact Michele G. Garcia, MIS Administrator by phone at (510) 259-3802 or through email at mggarcia@acgov.org.

ITEM VI.A. – INFORMATION

**ADDITIONAL ASSISTANCE GRANT
BACK TO WORK (B2W) PROJECT OVERVIEW**

BACKGROUND:

At the September 16, 2021, meeting of the Alameda County Workforce Development Board (ACWDB), the board passed an item authorizing staff to solicit, negotiate, and award emergency Additional Assistance grant resources that had been awarded from the State of California’s Employment Development Department (EDD). The grant proposes to serve 100 dislocated workers and 100 businesses affected by the pandemic. The additional resources allow staff to extend and expand existing services (i.e., employer webinars, and the employer human resources hotline).

The grant also affords the board the opportunity to allocate additional resources to vocational skills training and job placement services in alignment with our Industry Sector and Occupational Framework (ISOF) priority sectors.

The purpose of this item is to provide an update with respect to the procurement process and implementation of services under this grant.

On October 22, 2021, staff held a pre-applicant informational session to facilitate questions and encourage applicant submissions. Subsequently, staff received eight bids and a review panel selected the top five proposals. The total of all five contract awards will total \$548,803. Below is a list of the awarded applicants, the sectors they propose to serve, and the number of participants that each provider plans to enroll.

RESULTS:

Applicant Organization	Sector	Type of Training	Number Served
Ohlone College	Manufacturing	SMTech	42
Chabot-Las Positas CCD	Transportation (TDL)	Prologis & ACSM Warehouse & Distribution Certificate	23
* International Rescue Committee	HealthCare & Transportation	Class A DL/ CNAs	20
Rubicon	Healthcare & Transportation	Class A Driver License/ Med Assist	25
* Love Never Fails	Info Tech	CISCO, A+, Cyber, Python etc.	25
Totals			135

* Denotes a new workforce development system provider

For additional information, please contact Carmelo San Mames, Senior Strategic Partnerships Coordinator. You can reach Carmelo at (510) 259-3828 or through email at carmelo.sanmames@acgov.org.

ITEM VI.B. – INFORMATION

CONDITIONAL FUNDING CONSIDERATIONS FOR PY 2021/2022

BACKGROUND:

At the November 17, 2021 Systems and Strategies (S&S) Committee meeting, a question was posed about the status of Alameda County Workforce Development Board's (ACWDB) intentions regarding enforcement of the Conditional Funding criteria as established in Career Service Provider (CSP) contracts for PY 2021/2022.

As a result, during the "Matters Initiated by Committee Members" section of the agenda, S&S Committee members asked staff to prepare for discussions on this topic.

ACWDB staff are actively in the process of evaluating a number of elements. (i.e., contract performance attainments, the current status of the pandemic, the engagement levels of the local workforce, outreach efforts of CSPs, participation rates in Alameda and neighboring counties, and other factors).

While the question was raised during the S&S Committee meeting, staff will present an item to the Organizational Effectiveness (OE) Committee at their April 13, 2022 meeting. The OE Committee is the appropriate committee to engage this topic with staff.

For additional information, please contact Michele G. Garcia, MIS Administrator. You can reach Michele at (510) 259-3802 or through email at mggarcia@acgov.org.