

**ALAMEDA COUNTY WORKFORCE DEVELOPMENT BOARD (WDB)  
ORGANIZATIONAL EFFECTIVENESS COMMITTEE**

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**MEETING NOTICE  
Wednesday, November 6, 2019  
9:30 – 11:30 A.M.  
Eden Area Multi-Service Center  
24100 Amador Street, 2<sup>nd</sup> Floor  
California Poppy Rooms A/B (#225/226)  
Hayward, CA**

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**AGENDA**

	<b>PAGE</b>
<b>I. CALL TO ORDER AND ROLL CALL</b>	
<b>II. PUBLIC FORUM</b>	
The public can address the Committee on issues other than those on the agenda. 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.	
<b>III. ACTION ITEMS / PUBLIC HEARING</b>	
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B. Adult & Dislocated Worker Reports	
B.1. Services to Unemployed Relative to the Labor Force Participation Within the Local Workforce Area – PY 2019/2020; Quarter 1	19
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C. Youth Contract Performance Indicators Report (CPIR) – PY 2019/2020, Quarter 1	31 39
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<b>VII. MATTERS INITIATED BY COMMITTEE MEMBERS</b>	

## **VIII. ANNOUNCEMENTS**

**COMMITTEE MEMBERS:** Brian Salem (Committee Chair); Christopher Rose (Committee Vice-Chair); Tyler Abbott; Jennifer Cogley; Brad Frazier; James Paxson.

**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 OE COMMITTEE MEETING: FEBRUARY 5, 2020**

## **ITEM III.A. – ACTION / PUBLIC HEARING**

### **BUSINESS SERVICES UNIT PERFORMANCE GOALS PY 2019/2020**

#### **RECOMMENDATION:**

That the Alameda County Workforce Development Board's (ACWDB) Organizational Effectiveness (OE) Committee approve the following recommendation:

1. Approve goals for the five (5) Business Services Unit (BSU) Performance Measures for PY 2019/2020.

#### **BACKGROUND:**

At the September 12, 2019 Workforce Development Board (WDB) meeting, the Board approved five performance measures to be tracked and reported on by the BSU for PY 2019/2020. The approved measures were based on: 1) the collection of PY 2018/2019 baseline data for measures that reflected the impact of working collaboratively with employer-facing partner agencies, and 2) the collection of data around five (5) general performance measures (referred to as "Board Approved Measures").

Staff originally intended to create internal outcomes with a goal of meeting, if not exceeding outcomes from the PY 2018/2019 performance measures and reporting these to the Board on a semi-annual basis. Based on Board discussion at the September 12, 2019 WDB meeting and the desire of Board members to be aware of goals at the outset, staff have convened to establish goals for Board approved measures for PY 2019/2020 (please see *Attachment III.A.1.*). The goals have been established based on the following:

- Outcomes of measures from PY 2018/2019 carried over to PY 2019/2020;
- Outcomes of PY 2018/2019 measures that have been aggregated into PY 2019/2020 measures;
- A 10% increase of measures across the board based on last year's performance;
- Consideration of limited capacity of BSU staff given the deductions in funding; and
- The absence of business performance measures and goals determined by the State.

The approved measures for PY 2019/2020 were developed to better tell the story of the overall impact of the BSU's business engagement work and include much of the same performance information that was collected in PY 2018/2019. Performance will be provided to the Board in the semi-annual BSU Performance Indicator Report. The BSU also plans to develop a survey for businesses in PY 2019/2020 to gauge satisfaction and impact of services to help the team assess how well we are doing our work.

For further information, contact Samantha Miller, Program Financial Specialist at (510) 259-3832 or email [samiller@acgov.org](mailto:samiller@acgov.org).

#### **ATTACHMENT:**

III.A.1. – BSU Performance Measures & Goals PY 2019/2020

# BSU Performance Measures & Goals PY 2019/2020

PY 2019/2020 Performance Measures	PY 18/19 Outcomes	PY 19/20 Goals
1) Overall Businesses Served (e.g. through outreach at events, individual calls, meetings, Rapid Response events, services to new businesses)	339	372
2) Individualized Services to Small Businesses	22	24
3) Number of Events Attended*	20	22
4) Build local and regional collaboration with industry, trade, economic development and other business-oriented partners	Qualitative data	Qualitative data
5) Overall Business Referrals to Workforce System and Partners	50	55

\*Includes ACWDB sponsored events, such as employer panels for target populations, and BSU presentations at events

**ITEM III.B. – ACTION / PUBLIC HEARING**

**ORGANIZATIONAL EFFECTIVENESS (OE) COMMITTEE**  
**MEETING CALENDAR FOR 2020**

**RECOMMENDATION:**

That the Alameda County Workforce Development Board’s (ACWDB) Organizational Effectiveness (OE) Committee consider and approve the meeting dates, times and places for the 2020 calendar year.

**BACKGROUND:**

The Bylaws state under Section 4.4.2 Regular Meetings of Standing Committees that:

*“Each committee shall set the date, time, and place of regular meetings by resolution and shall state the date, time, and place of each meeting in the agenda to be posted for that meeting”.*

In order to secure adequate meeting space, provide timely notice to the public, and allow ACWDB staff an opportunity to plan in advance with the Chair, staff recommends that the OE Committee consider the following meeting dates and times as listed below. As the meeting dates approach, if there are no Action Items for the Committee to consider, staff will confer with the Chair, then provide adequate notification in the event of cancellation.

<b><u>DATES</u></b>	<b><u>TIME</u></b>
February 5, 2020	9:30 – 11:30 AM
April 8, 2020	9:30 – 11:30 AM
August 5, 2020	9:30 – 11:30 AM
November 4, 2020	9:30 – 11:30 AM

**NOTE:**

All meetings are located at the Eden Area Multi Service Center, (24100 Amador Street, 2<sup>nd</sup> Floor, California Poppy Conference Room, A&B, Hayward, CA), and are scheduled for the first Wednesday of the month.

For further information, contact Michele G. Garcia, Workforce Board System Administrator at (510) 259-3802 or email at [mggarcia@acgov.org](mailto:mggarcia@acgov.org).



## **ITEM IV.A. DISCUSSION**

### **METRIX LEARNING ONLINE TOOL ANNUAL REPORT**

#### **BACKGROUND:**

The Metrix Learning online portal services are provided by NY Wired. NY Wired was established to provide state and local governments, not-for-profits agencies, and corporations with innovative and affordable training programs and technology solutions. The training course content is provided by Skillsoft, Amatrol, MedcomTrainex, and ProveIT. This workforce training tool is flexible and easy to use online. The Alameda County Workforce Development (ACWDB) career services providers are able to deploy online learning that successfully delivers clear and measurable results.

Metrix Learning uses the “Career Pathways Portal” (Portal). The Portal is designed to aggregate community resources, address skills gaps, and align training with industry demands. Based on a learning assessment, individuals are placed in a targeted pathway and receive a comprehensive training plan. Pathways are customized based on the individual needs and employers’ input. Training is divided into four skill levels: Foundation, Industry, Sector, and Occupation. The career pathways address skills gaps with automatic remediation, provide clear training milestones through progressive badging and dynamically display skill transferability.

The Portal acts as virtual skill repository by seamlessly integrating online training, external training, formal education, and prior work experience. For recruitment and efforts to boost usage, the career services providers may offer targeted workshops to include work readiness tips, certification programs, as part of the online learning orientations, for Metrix. Individuals are awarded customized badges as they advance through training. Employers are able to search and recruit skilled workers from the portal talent database. Furthermore, it provides opportunities for employers to participant in the skill gains necessary to join industry. They can assist in the skill-pipeline by agreeing to period internships, apprenticeships; or on-the-job training opportunities for clients who successfully pass the training milestones.

#### **STRATEGIC HIGHLIGHTS:**

##### **Santa Rita Jail (SRJ) Launch**

In February 2019, a collaboration between ACWDB and the Alameda County Sheriff’s Department (ACSO) launched its first internet based online training program through Metrix Learning. This much anticipated launch was realized through much patience and persistence by ACWDB reentry services staff. The Metrix Learning tool at SRJ Job Center, provides inmates access to gain new skills. This is groundbreaking for NY Wired! This is the first County jail nationwide to approve Metrix Learning Online Tool for inmates. NY Wired has also worked with staff to set up custom programs for the SRJ population. These programs are designed with custom curriculum tracks in different sectors i.e. entry level workplace skills, computer skills, food service, transportation and logistics, human resources, and construction. Staff work closely

with participants to provide mentoring and guidance in career pathways and soft skills. Originally over 30 applicants requested to attend the orientation, however, after careful screening by the Sheriff Deputy, only 13 appropriate students were chosen to participate in the training class. The training class capacity is 12 to 1, for deputy supervision and safety. Currently there's a waiting list of participants to be screened for the training class. Interest has increased at SRJ!

### **Microsoft Office Specialist Certification**

In April 2019, the workforce system providers recruited customers interested in attaining a Microsoft Office Specialist Certification. The certification process is fully automated minimizing staff involvement with behavioral emails and notifications to keep clients on task. administrative reports allow staff to track certification progress with ease. The system's screening component enables customers only move forward in the program if they are deemed 'ready' for certification training. Otherwise, they are encouraged to take remediation courses through Metrix before joining the certification process.

### **Presentation: High-Impact Community Engagement through New Virtual Services California Workforce Association Annual Conference Meeting of Minds, Monterey, CA**

In September 2019, Workforce Development Specialist, ACWDB; Executive Director, Pacific Gateway Long Beach WDB; and Director, work2future WDB, all presented their local area service delivery utilizing the Metrix Learning online tool. In a panel discussion format, these innovative workforce leaders shared their creative solutions in implementing virtual services, building partnerships, reaching various populations, such as public assistance recipients, reentry persons, and extending service access throughout their communities.

### **OPERATING HIGHLIGHTS FOR ACWDB:**

#### **ACWDB's System-wide Performance**

#### **Usage Activity**

		<b>1/1/19- 3/31/19</b>	<b>4/1/19- 6/30/19</b>	<b>7/1/19- 9/30/19</b>	<b>10/1/30- 12/31/19</b>	<b>ANNUAL TOTALS</b>
1	<b>User Summary</b>					
2	Accounts Registered	76	29	72	57	234
3	Clients with 1+ Accesses	125	70	117	96	408
4	Clients with 1+ Completions	78	37	66	66	247
5	<b>Training Summary</b>					
6						
7	Avg Completions per active client	10	5.3	8	8.9	32.2
8	Avg hours per active client	23.3	12.9	23.3	17.8	77.3
9	Total training time (hours)	1814.3	476.8	1536.4	1173.1	5000.6
10	Total Completions	780	197	528	585	2090

## Content Summary

		1/1/19- 3/31/19	4/1/19- 6/30/19	7/1/19- 9/30/19	10/1/30- 12/31/19	ANNUAL TOTALS
13	Amatrol Completions	3	0	0	2	5
14	Medcom/Trainex Completions	31	3	45	14	93
15	ProveIT Completions	42	4	8	28	82
16	SkillSoft Completions	704	190	475	541	1910

Amatrol's eLearning program offers an extensive eLearning library, which contains more than 400 courses. These courses fall into categories such as automation, electrical, fluid power, green energy, industry fundamentals, lean manufacturing, machining, manufacturing processes, materials, measurement and gauging, mechanical, prints and drawings, structural engineering, surveying, thermal and process control, quality, safety, workplace effectiveness, CNC machining operation and programming, and many others.

Medcom/Trainex is a leading producer and distributor of healthcare education in a wide range of formats, and proprietary internet-based learning for healthcare professionals.

ProveIT offered by Kenexa/IBM, provides assessments in a variety of different fields and skill sets. Assessments range from basic to advanced levels and include topics in accounting, behavioral, call center, clerical, financial, healthcare, industrial, legal, software, and technical environment.

Skillsoft provides cloud-based learning solutions for customers worldwide, who range from global enterprises, government and education customers to mid-sized and small businesses. Over 165,000+ courses, videos and books in 160 countries and 29 languages, 100% cloud access, are available anytime, anywhere.

## **LOOKING AHEAD:**

### **Virtual Registration Launch**

In January 2020, ACWDB will launch **Skill Up Alameda** the virtual registration via the website. NY Wired integrated with eight California WDB's for virtual registration via websites. Metrix Learning usage increased by 425% with virtual registrations. Several of workforce development board's Career Centers that previously never used Metrix have now started using the system. This increase comes with no staff involvement. Metrix Learning delivers the newest version to all end users, it provides access to the Career Pathways Tools (10 industries, 200+ occupations). Users have the advantage to determine their skill gaps by skill assessments and get customized course recommendations. Metrix Learning training will help users close the skills gaps and improve their job opportunities that lead to a career.

## Employment Development Department Pilot

NY Wired has managed to successfully partner with Geographic Solutions the CalJOBS systems provider. With the approval of the Governance Council of Employment Development Department, the partnership anticipates a launch in early 2020; a pilot project that will enable end users to access Metrix Learning through the CalJOBS portal. In addition, several workforce development board systems across the state (work2future (San Jose) Contra Costa, Monterey, SETA (Sacramento) and Long Beach) will be teaming up to pilot and test this new integration and the virtual access to all users of the CalJOBS system. ACWDB will be participating in the test integration with the expectation this will increase industry certifications at an affordable cost.

### Platform Features

- Virtual career service, limited staff involvement
- Fixed cost, serve unlimited number of clients
- 10 career pathways, 200+ in-demand occupations
- Skill gap analysis with automated course recommendations
- **900+ IBM Kenexa ProveIT skill assessments**
- Over 5000 courses
  - Workplace skills/soft skills
  - Leadership
  - Management
  - IT/software/development
  - Sales
  - Customer service
- **186 industry-recognized certifications**
  - Cisco, CompTIA, Microsoft, Oracle, Project Management, Six Sigma, etc.
- 300 digital badges
- Certificate of completion (PDF file) for each passed course
- Applications for youth, re-entry, public assistance, and business services
- Detailed reporting (registrations, logins, accesses, training hours, course completions, badges earned)
- CalJOBS Metrix integration – seamless reports

For further information, please contact Tamia Brown, Program Financial Specialist, at (510) 259-3884 or by email [tamia.brown@acgov.org](mailto:tamia.brown@acgov.org).

**ITEM V.A. - INFORMATION**

**CERTIFICATION OF THE EDEN AREA COMPREHENSIVE AMERICA’S JOB CENTER OF CALIFORNIA (AJCC) - UPDATE**

**BACKGROUND:**

The Alameda County Workforce Development Board (ACWDB) approved the certification of the Eden Area Comprehensive America’s Job Center of California (AJCC) in May 2018. The certification process encompassed a third-party evaluation to assess the quality of services and effectiveness of the AJCC through the eight Hallmarks of Excellence, which also included a plan of continuous improvement goals for the three-year certification period.

ACWDB staff provides updates to the Committees and Board on the progress of Eden Area Comprehensive AJCC/Rubicon Programs, and the ACWDB staff are making towards accomplishing the 19 improvement goals highlighted in the plan. The last update provided to the Board focused on the status of continuous improvement goals through April 2019, and the roll-out on the next set of goals pending completion by July 1, 2019.

**UPDATE:**

To date the Eden Area AJCC and the Department have completed 17 of the 19 goals outlined in the certification’s continuous improvement plan (see V.A.1. Status Report on Hallmarks of Excellence Continuous Improvement Goals).

Regarding the “in progress” status of improvement goal, No. 11, for the Eden Area AJCC collaborative referral tracking mechanism, Rubicon Programs and ACWDB staff are exploring implementing CommunityPro Suite. It is a referral tracking system utilized by local adult school partners. The Mid-Alameda County Consortium (MACC) is still addressing the technical issues with the system and will notify Rubicon Programs when CommunityPro Suite is ready for pilot implementation. Improvement goal No. 19, the exploration of parking vouchers, is pending with a due date of July 1, 2020.

For more information please contact, David Dias, Career Center Coordinator at (510) 780-8768 or by email at [david.dias@acgov.org](mailto:david.dias@acgov.org).

**ATTACHMENT:**

V.A.1. – Status Report on Hallmarks of Excellence Continuous Improvement Goals

## Eden Area Comprehensive America's Job Center of California (AJCC) Certification

Hallmarks of Excellence  
Status on Continuous Improvement Goals 2018-2021

	Hallmark	Action	Agency	Due Date	Status
1.	6	Expand access to business publications and industry resources.	AJCC	October 31, 2018	Done
2.	3	Update the partner services inventory and review or update quarterly.	AJCC	October 31, 2018	Done
3.	4	Update their organizational chart to include collocated partners.	AJCC	December 31, 2018	Done
4.	4	Update client flow chart to include partner services.	AJCC	December 31, 2018	Done
5.	3	Utilize the partner service inventory to update Eden Area AJCC collaborative outreach collateral.	AJCC	December 31, 2018	Done
6.	1	Ensure addition of Eden Area AJCC signage on the third floor.	ACWDB	December 31, 2018	Done
7.	2	Make the Limited English Proficiency Plan available in Alameda County threshold languages.	ACWDB & AJCC	December 31, 2018	Done
8.	7	Ensure that partner services eligibility trainings are conducted.	AJCC	December 31, 2018	Done
9.	2	Enhance Eden Area AJCC website to include additional virtual resources	AJCC	March 31, 2019	Done
10.	6	Expand the advanced manufacturing and banking sector symposium series to include health care and construction sectors.	AJCC	March 31, 2019	Done
11.	3	Complete research into a collaborative referral tracking mechanism to enhance referral outcomes.	ACWDB & AJCC	March 31, 2019	In progress
12.	1	Explore Wi-Fi to better support job seekers and employers who utilize their own web-enabled devices while at the Eden Area AJCC.	ACWDB	July 1, 2019	Done
13.	5	Perform a client flow assessment to identify service impediments that limit skill attainment of industry-recognized credentials	ACWDB & AJCC	July 1, 2019	Done
14.	8	Dedicate time as needed to review and manage social media and other feedback platforms	AJCC	July 1, 2019	Done

	Hallmark	Action	Agency	Due Date	Status
15.	5	Continue to seek strategic partnerships to maximize supportive services resources for Eden Area AJCC clients.	AJCC	July 1, 2019	Done
16.	7	Implement a training tracking mechanism that documents partner capacity building participation.	AJCC	July 1, 2019	Done
17.	8	Complete research into a data capture mechanism to more easily track client usage data.	AJCC	July 1, 2019	Done
18.	2	Ensure that all staff receive additional human-centered design resources.	ACWDB & AJCC	December 31, 2019	Done
19.	1	Explore parking vouchers or an alternative parking cost offset mechanism.	ACWDB	July 1, 2020	Pending

### Hallmark Definitions and Summary of Eden Area Comprehensive AJCC Rankings

The Hallmarks of Excellence	Ranking
1. The AJCC's physical location and facility enhances the customer experience	4
2. The AJCC ensures universal access with an emphasis on individuals with barriers to employment	4
3. The AJCC actively supports the One-Stop system through effective partnerships	4
4. The AJCC provides integrated, customer-centered services	3
5. The AJCC is an on-ramp for skill development and attainment of industry-recognized credentials which meet the needs of targeted regional sectors and pathways	4
6. The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs	4
7. The AJCC has high-quality, well-informed, cross-trained staffing	3
8. The AJCC achieves business results through data-driven continuous improvement	4
Total Ranking for Hallmarks of Excellence:	4



**V. B. INFORMATION**

**PRISON TO EMPLOYMENT (P2E) INITIATIVE REGIONAL IMPLEMENTATION**

**BACKGROUND:**

**P2E Planning Grant**

The EASTBAY *Works* / East Bay Regional Planning Unit (EBRPU) comprised of the Workforce Development Boards (WDBs) of the cities of Richmond and Oakland, and counties of Contra Costa and Alameda was awarded \$95,000 by the California Workforce Development Board (CWDB) for the P2E Planning Grant. The Alameda County Workforce Development Board (ACWDB) is the administrative, fiscal, and performance lead for the region for the P2E Initiative grant awards. The planning grant term is October 2018 through March 2020. The region will build upon its strong collaboration with education, labor, and community-based organizations serving individuals returning from incarceration. The region will have two sub-regional teams representing Alameda County and Contra Costa County comprised of the four WDBs. The planning process will consist of four phases: 1) launch the initiative to stakeholders in each sub-region and provide a series of mini-training sessions for the workforce development members to build capacity to have better reentry workforce systems; 2) research and discovery to collect data on existing reentry investments in the local areas; 3) synthesis of findings; and 4) service solicitations to scale up services, strengthen sub-regional networks, and support innovations in reentry. The region will develop partnerships with key reentry system partners including the California Department of Corrections and Rehabilitation (CDCR).

**P2E Implementation Grants**

The CWDB released a request for applications in November 2018. Approximately \$34M in state general funds were available for the implementation of regional plans to serve the formerly incarcerated and other justice involved individuals. The EBRPU prepared one regional application. In April 2019, the EBRPU was awarded \$2,307,284, with two funding streams:

<b>Program Year</b>	<b>PY 18-19</b>	<b>PY 19-20</b>
Direct Service/Implementation	\$474,730	\$474,730
Supportive Service/Earn and Learn	\$678,912	\$678,912

The regional goals set by the CWDB:

- Align workforce development activities and resources with larger regional economic development areas;
- Implement sector strategies and career pathways;
- Lower cost and increase effectiveness of service delivery to businesses that span more than one Local Area within region;
- Support job seekers through the coordination of services, processes, and operations.

## **REGIONAL IMPLEMENTATION:**

The EBRPU will utilize existing monthly Regional Planning Unit Directors' meetings to facilitate information-sharing among partners. Quarterly EBRPU Coordination Team meetings facilitated by ACWDB Project Manager and the EBRPU's Regional Organizer, will also serve as a forum for information sharing and coordination. The regional meetings will support the WDBs' ongoing evaluation of the service needs of the region's justice-involved population relative to P2E strategies. Further, these meetings will complement existing and planned local WDB efforts to bring P2E partners together to analyze data, troubleshoot, and share best practices and resources.

The EBRPU will leverage the existing reentry workforce development efforts of its regional industry sector partnerships, work with regional economic development partners to explore opportunities for partnership with their member businesses, and leverage the local WDBs' strong networks of industry employers to support opportunities for work-based learning, training, and successful employment outcomes. Through regular information sharing, EBRPU will also look for opportunities to expand local employer partnerships across the region and prioritize reentry-friendly industries such as the construction trades, manufacturing, hospitality, and the food preparation industry for targeted cultivation.

The EBRPU has identified three priorities for the P2E grants (1) paid training and work experience; (2) wrap-around and supportive services; and (3) increased coordination among Parole and Probation, community-based organizations (CBOs), reentry employers, and workforce partners.

## **REGIONAL IMPACT:**

### **Regional Implementation and Direct Services (IDS) Grant**

EBRPU intends to utilize IDS funds to: increase WDB staff capacity to coordinate existing P2E partners, cultivate more expansive reentry employer networks, oversee administration of the grant, and, in one case, directly provide case management; and address the costs associated with the in-house provision of assessment and training for P2E participants. Both uses will improve workforce development outcomes for the region's justice-involved population.

### **Regional Supportive Service / Earn and Learn Grant (SSEL)**

The EBRPU has identified common barriers to successful participation in and completion of workforce education and training and, subsequently, successful employment among the region's justice-involved individuals. Overall, these barriers can be understood in terms of (1) immediate/crisis needs in early reentry stages and (2) longer-term needs that support job retention. Commonly cited immediate needs included housing, transportation, and food, as well as access to income as early as possible upon release (to address these pressing concerns). Frequently mentioned longer-term needs included sustained case management, substance use and behavioral health services, and document recovery.

P2E participants will be connected to a range of wrap-around and supportive services needed to reduce barriers and bolster individual success. The provision of earn and learn opportunities and paid on-the-job training will furnish participants with critical resources in the early post-release stages, leading to increased stability and enhancing their ability to successfully complete training.

**REGIONAL GOALS:**

	<b>IDS</b>	<b>SSEL</b>
1. Participants to be Served	218	204
2. Enrollment in Training	93	105
3. Completion of Training	68	80
4. Attained Industry-Valued Certificate, Credential or Degree	55	64
5. Placement in Postsecondary Education	6	15
6. Placement in State-Approved Apprenticeship	11	27
7. Placement in Industry Sector Employment	67	127
Industry Type: Construction/Maintenance	24	44
Industry Type: Hospitality/Food Service	10	25
Industry Type: Manufacturing/Transportation/Logistics	20	32
Industry Type: Warehouse/Production	4	5
Industry Type: Public Sector	9	12
Industry Type: Office Support/customer service, other	9	9
8. Placement in Temporary/Other Employment	42	44
9. Retention in Employment	0	55

**ACWDB LOCAL AREA:**

ACWDB will make the most of the strong existing collaborative relationship with the Alameda County Sheriff’s Office (ACSO), Alameda County Probation (ACPD) and CDCR. Santa Rita Jail (SRJ) Job Center Career Services staff will engage participants in pre-release planning and work proactively to familiarize participants with post-release staff, transfer participant information from SRJ to the community-based America’s Job Center of California for training and job placement, and transfer participant information from SRJ to one of their existing service providers for case management. These case managers will work to identify participants’ immediate and longer-term needs and connect them to appropriate direct and supportive services within ACWDB’s reentry network. Staff has developed specialized recruitment events and business engagement forums, as well as in-house job readiness training. Overall, these activities will serve an anticipated 75 participants funded by the direct services and implementation grant. ACWDB will utilize Supportive Service/Earn and Learn (SSEL) funds to address whole person needs through contracted case management partners, 75 participants will be connected to SSEL-

funded pre-release training and planning, wrap-around and supportive services (which are not currently part of ACWDB's delivery of services), paid internships, support while in training, and subsidized work opportunities.

For further information, please contact Tamia Brown, Program Financial Specialist, at (510) 259-3884 or by email [tamia.brown@acgov.org](mailto:tamia.brown@acgov.org).

## **ITEM VI.A. – REPORTS**

### **LOCAL AREA PERFORMANCE REPORTS** **ADULTS, DISLOCATED WORKERS, AND YOUTH** **PY 2019/2020; 1<sup>st</sup> Quarter; 7/1/2019 through 9/30/2019**

#### **BACKGROUND:**

Local Area Performance is negotiated with the California Workforce Development Board biennially. PY 2018/2019 and 2019/2020 Local Area Performance goals were approved by the Alameda County Workforce Development Board (ACWDB) through an Action Item at their December 13, 2018 meeting.

Local Area Performance reports were recently updated through the State of California's CalJOBS system and now reflect Workforce Innovation and Opportunity Act (WIOA) performance measures.

The Local Area Performance Measures, goals, and actual performance attainments are not evaluated in "real time". There is a minimum nine-month look back at participants who completed Workforce Innovation and Opportunity Act (WIOA) funded services.

#### **ANALYSIS OF REPORTS:**

The new format for the Local Area Performance Reports provides a glimpse into the demographics of the populations that receive services under the WIOA programs in Alameda County.

Alameda County Workforce Development Board service providers have exceeded goals in the following areas:

- 2<sup>nd</sup> Quarter Placement Rate for WIOA Adults (@ 108.4% of goal)
- 4<sup>th</sup> Quarter Placement Rate for Youth, WIOA Adults, and Dislocated Workers (@ 107.7%, 121.1%, and 101.3% of goals, respectively)
- Median Earnings for Adults and Dislocated Workers (@ 156.4% and 141.3%, respectively)

ACWDB service providers continue to struggle with credential attainment rates for Youth, WIOA Adults, and Dislocated Workers (@ 34.8%, 77.4%, and 86.2% of goals, respectively). ACWDB staff hope to see improvements in this area with newly implemented requirements.

Please contact Michele G. Garcia, MIS Administrator if you have any questions regarding Local Area Performance Reports. You can reach Michele at (510) 259-3802 or by email at [mggarcia@acgov.org](mailto:mggarcia@acgov.org).

#### **ATTACHMENT:**

VI.A.1. – Local Area Performance Report PY2019-20 Q1

**LOCAL AREA PERFORMANCE REPORTS**  
**ADULTS, DISLOCATED WORKERS AND YOUTH**  
 PY 2019/2020; Quarter 1 (7/1/2019 through 9/30/2019)

Performance Items	In-School & Out-of-School Youth			WIOA Adults			Dislocated Workers		
	Current Total			Current Total			Current Total		
<b>SUMMARY INFORMATION</b>									
<b>Total Exitters</b> (Cohort Period: 4/1/2018 - 3/31/2019)	68			85			122		
<b>Total Participants Served</b> (Cohort Period: 7/1/2018 - 6/30/2019)	152	100%		216	100%		318	100%	
<b>BARRIERS TO EMPLOYMENT (Priority Populations)</b>	<b>Current Total</b>	<b>% of Total Served</b>		<b>Current Total</b>	<b>% of Total Served</b>		<b>Current Total</b>	<b>% of Total Served</b>	
Eligible Veterans	0	0%		5	2%		3	1%	
Individuals with a Disability	17	11%		27	13%		3	1%	
Low-income individuals	141	93%		128	59%		116	36%	
Ex-offenders	8	5%		9	4%		4	1%	
Homeless individuals or runaway youth	43	28%		14	6%		3	1%	
Current or former foster care youth	12	8%		0	0%		0	0%	
English language learners, individuals with low levels of literacy or facing substantial cultural barriers	47	31%		11	5%		5	2%	
Single parents (Including single pregnant women)	9	6%		32	15%		31	10%	
<b>CORE INDICATORS OF PERFORMANCE</b>	<b>Total Current Period</b>	<b>PY 19/20 Goals</b>	<b>% of Goal</b>	<b>Total Current Period</b>	<b>PY 19/20 Goals</b>	<b>% of Goal</b>	<b>Total Current Period</b>	<b>PY 19/20 Goals</b>	<b>% of Goal</b>
<b>Placement Rate 2nd Quarter Post Exit ①</b> (Cohort Period: 7/1/2018 - 9/30/2018)	54.4%	62.0%	87.7%	72.1%	66.5%	108.4%	68.8%	72.5%	94.9%
<b>Placement Rate @ 4th Quarter Post Exit ①</b> (Cohort Period: 1/1/2018 - 3/31/2018)	67.3%	62.5%	107.7%	79.3%	65.5%	121.1%	71.4%	70.5%	101.3%
<b>Median Earnings/Quarter</b> (Cohort Period: 7/1/2018 - 9/30/2018)	\$ 2,627.49	Baseline	N/A	\$ 8,916.50	\$5,700.00	156.4%	\$ 11,301.45	\$8,000.00	141.3%
<b>Credential Rate</b> (Cohort Period: 1/1/2018 - 3/31/2018)	18.8%	54.0%	34.8%	47.6%	61.5%	77.4%	50.0%	58.0%	86.2%
<b>Measurable Skill Gains ②</b> (Cohort Period: 7/1/2019 - 9/30/2019)	9.7%	31.27%	31.0%	7.2%	26.89%	26.8%	4.8%	19.09%	25.1%

① Placement in Employment for Adults & Dislocated Workers; and Placement in Employment, Education, Advanced Training or the Military for Youth.

② Measurable Skill Gains is a Performance Measure that applies only to the Regional Planning Unit (RPU) (The four local areas that exist within Alameda and Contra Costa Counties). RPU goal for PY 2019/2020: Youth = 31.27%; Adult = 26.89%; Dislocated Worker = 19.09%.

## **ITEM VI.B.1. – REPORTS**

### **SERVICES TO UNEMPLOYED RELATIVE TO THE LABOR FORCE PARTICIPATION WITHIN THE LOCAL WORKFORCE AREA PY 2019/2020; Quarter 1 (July 1, 2019 through September 30, 2019)**

#### **BACKGROUND:**

The Alameda County Workforce Development Board's (ACWDB) America's Job Center of California (AJCC) and Sub-Regional Workforce Network of Career Service Providers (CSP) serve a significant number of job seekers through self-directed activities. These job seekers, who are not yet enrolled in any Workforce Innovation and Opportunity Act (WIOA) funded programs, are commonly referred to as "Universal Customers".

Job seekers register themselves into the State of California's career networking system (CalJOBS) and then take advantage of services: workshops, computers, and other universal services that are offered through ACWDB's workforce resource system.

ACWDB has recognized that these universal services take both staff time and resources, and should be tracked and reported as a statement to the level of services offered and traffic sustained through ACWDB's workforce system. WIOA also encourages Local Areas to track the use of such services.

The State's CalJOBS system offers us the ability to report on the number of job seekers who reside within our Local Area and **who utilize the online CalJOBS system** to meet their job search and vocational training needs.

#### **ANALYSIS OF REPORT:**

The statistics in the attached report reflect that on average, ACWDB's CSPs touched approximately 9.5% of the unemployed labor force in Alameda County during the first three months of this program year. This number represents nearly 2,400 individuals county-wide of the approximate 25,000 that are unemployed in this region.

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

#### **ATTACHMENT:**

VI.B.1.a. – Services to Unemployed PY19-20 Q1

**SERVICES TO UNEMPLOYED RELATIVE TO THE LABOR FORCE PARTICIPATION**  
**WITHIN ALAMEDA COUNTY'S LOCAL WORKFORCE DEVELOPMENT AREA**  
**PY 2019/2020, Quarter 1; (07/01/2019 through 9/30/2019)**

Labor Force Participation	Planning Areas within ACWDB's Local Area				
	North Cities	Eden Area	Tri Cities	Valley	TOTAL
TOTAL LABOR FORCE by Planning Area <sup>1</sup>	101,800	286,500	295,100	118,400	801,800
Unemployment Number	3,000	8,200	10,200	3,700	25,100
Unemployment Rate	2.9%	2.9%	3.5%	3.1%	3.1%
TOTAL INDIVIDUALS RECEIVING SERVICES <sup>2</sup>	451	885	676	379	2,391
<b>% of Total Unemployed Labor Force Served<sup>3</sup></b>	15.0%	10.8%	6.6%	10.2%	9.5%

<sup>1</sup> Labor Force Data by Planning Area is based on California's Labor Force Data for Cities - March 2018 Benchmark; Published 7/19/2019  
Total Labor Force by Planning Area = the number individuals who are eligible for employment within the designated area.  
Cities within the One Stop service area are factored together to obtain unemployment number and rate by Planning Area.  
Unemployment Number = the number of employment eligible individuals that are unemployed  
Unemployment Rate = the Unemployment Number divided by the Total Labor Force number.

Statistics for the City of Oakland are excluded from this data - but are included in comment <sup>2</sup>"NOTE".

<sup>2</sup> Customers who were registered in CalJOBS categorized by their City of residence.

NOTE: There were an additional 1100+ job seekers who utilized services in our Local Area during this period, but who reside outside our service delivery area, and are NOT accounted for in this report.

<sup>3</sup> % of Total Unemployed Labor Force Served = Total Individuals Receiving Services divided by Unemployment Number.

CalJOBS Report used: Detailed Reports / Individual Reports / Registered Individuals / by Local Area / Program Year to date

*Template Revised 09/19/2016*

## **ITEM VI.B.2. – REPORTS**

### **CONTRACT PERFORMANCE INDICATORS REPORTS (CPIR)** **ADULTS AND DISLOCATED WORKERS** **PY 2019/2020; Quarter 1; (7/1/2019 through 9/30/2019)**

#### **BACKGROUND:**

For PY 2019/2020, the Alameda County Workforce Development Board (ACWDB) continues to utilize the Industry Sector and Occupational Framework (ISOF) to measure the effectiveness of vocational training and sustainable employment opportunities relevant to this region of California. Effective July 1, 2019, the ACWDB approved the expansion of the ISOF to include the Government/Public industry sector.

#### **ANALYSIS OF REPORTS:**

During PY 2018/2019, some Career Service Providers (CSP), had not fully achieved their contract performance goals for enrollment numbers and number of OJTs. Those performance deficits triggered conditional funding for PY 2019/2020 and carried into this program year with the requirement that they be achieved before September 30, 2019. Report sheets for each individual CSP reflect notes indicating which providers have achieved those deficits by the deadline.

ACWDB's Adult and Dislocated Worker Career Service Providers (CSP) have:

- Enrolled more than 34% of their annual enrollment goals for this PY in both the Adult and Dislocated Worker funding streams;
- Engaged eight employers with the On-the-Job Training (OJT) program, hitting 21.6% of their annual goals for OJT enrollments; and
- Continued to exceed their goals for training opportunities within the ISOF (100% of WIOA-funded training this year falls within the ISOF).

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

#### **ATTACHMENTS:**

VI.B.2.a. – REPORT CPIR Ad DW PY19-20 Q1



## CONTRACT PERFORMANCE INDICATORS REPORT (Adults & Dislocated Workers)

Results-Based Accountability (RBA) Format

Alameda County Workforce Development Board (ACWDB)

### AGGREGATE OF ALL ACWDB-FUNDED CAREER SERVICE PROVIDERS

PY 2019/20; 1st QUARTER - JULY 01, 2019 THROUGH SEPTEMBER 30, 2019

FUND SOURCE:	ADULT			DISLOCATED WORKER		
BENCHMARKS	ACTUAL	GOAL <sup>①</sup>	% of GOAL	ACTUAL	GOAL <sup>①</sup>	% of GOAL
<b>HOW MUCH DID WE DO?</b>						
# OF NEW ENROLLMENTS	86	247	34.8%	115	333	34.5%
\$ TRAINING OBLIGATIONS (ITAs & OJTs)	\$73,115	\$118,853	61.5%	\$103,423	\$327,651	31.6%
# OJT ENROLLMENTS (Ad & DW) <sup>②</sup>	8	37	21.6%			
<b>HOW WELL DID WE DO?</b>						
% OF ITA ENROLLMENTS IN ISOF*	100.0%	75.0%	133.3%	89.0%	75.0%	118.7%
% OF OJT ENROLLMENTS IN ISOF* <sup>②</sup>	100.0%	75.0%	133.3%			
<b>IS ANYONE BETTER OFF?</b>						
# ENTERED EMPLOYMENT (of closed cases)	29	186	15.6%	29	250	11.6%
# OF JOB PLACEMENTS WITHIN ISOF*	21	93	22.6%	22	125	17.6%
% THAT ATTAINED CREDENTIAL (of participants in training)	30.0%	62.0%	48.4%	35.0%	62.0%	56.5%

<sup>①</sup> Reflective of annual goals with anticipated full compliance by June 30, 2020. Includes under-performance from PY 2018/19.

<sup>②</sup> OJT Enrollment Goals span across both the WIOA Adult and the Dislocated Worker funding streams.

\* ISOF = ACWDB's Priority Industry Sector and Occupational Framework

#DIV/0! = Insufficient data available to perform the calculation.

Template Revised July, 2019

## CONTRACT PERFORMANCE INDICATORS REPORT (Adults & Dislocated Workers)

Results-Based Accountability (RBA) Format

Alameda County Workforce Development Board (ACWDB)

### RUBICON PROGRAMS - EDEN AREA AJCC - Comprehensive

PY 2019/20; 1st QUARTER - JULY 01, 2019 THROUGH SEPTEMBER 30, 2019

FUND SOURCE:	ADULT			DISLOCATED WORKER		
BENCHMARKS	ACTUAL	GOAL <sup>①</sup>	% of GOAL	ACTUAL	GOAL <sup>①</sup>	% of GOAL
<b>HOW MUCH DID WE DO?</b>						
# OF NEW ENROLLMENTS	27	91	29.7%	33	129	25.6%
\$ TRAINING OBLIGATIONS (ITAs & OJTs)	\$19,510	\$44,407	43.9%	\$27,362	\$127,784	21.4%
# OJT ENROLLMENTS (Ad & DW) <sup>②</sup>	3	12	25.0%			
<b>HOW WELL DID WE DO?</b>						
% OF ITA ENROLLMENTS IN ISOF*	100.0%	75.0%	133.3%	100.0%	75.0%	133.3%
% OF OJT ENROLLMENTS IN ISOF* <sup>②</sup>	100.0%	75.0%	133.3%			
<b>IS ANYONE BETTER OFF?</b>						
# ENTERED EMPLOYMENT (of closed cases)	8	68	11.8%	15	97	15.5%
# OF JOB PLACEMENTS WITHIN ISOF*	7	34	20.6%	11	48	22.9%
% THAT ATTAINED CREDENTIAL (of participants in training)	20.0%	62.0%	32.3%	100.0%	62.0%	161.3%

① Reflective of annual goals with anticipated full compliance by June 30, 2020. Includes under-performance from PY 2018/19.

② OJT Enrollment Goals span across both the WIOA Adult and the Dislocated Worker funding streams.

\* ISOF = ACWDB's Priority Industry Sector and Occupational Framework

#DIV/0! = Insufficient data available to perform the calculation.

Template Revised July, 2019

## CONTRACT PERFORMANCE INDICATORS REPORT (Adults & Dislocated Workers)

Results-Based Accountability (RBA) Format

Alameda County Workforce Development Board (ACWDB)

**PERALTA COMMUNITY COLLEGE - NORTH CITIES Sub-Regional Workforce Network (SWN)**

PY 2019/20; 1st QUARTER - JULY 01, 2019 THROUGH SEPTEMBER 30, 2019

FUND SOURCE:	ADULT			DISLOCATED WORKER		
BENCHMARKS	ACTUAL	GOAL <sup>①</sup>	% of GOAL	ACTUAL	GOAL <sup>①</sup>	% of GOAL
<b>HOW MUCH DID WE DO?</b>						
# OF NEW ENROLLMENTS	15	62	24.2%	34	70	48.6%
\$ TRAINING OBLIGATIONS (ITAs & OJTs)	\$17,800	\$23,911	74.4%	\$32,247	\$68,807	46.9%
# OJT ENROLLMENTS (Ad & DW) <sup>②</sup>	2	7	28.6%			
<b>HOW WELL DID WE DO?</b>						
% OF ITA ENROLLMENTS IN ISOF*	100.0%	75.0%	133.3%	100.0%	75.0%	133.3%
% OF OJT ENROLLMENTS IN ISOF* <sup>②</sup>	100.0%	75.0%	133.3%			
<b>IS ANYONE BETTER OFF?</b>						
# ENTERED EMPLOYMENT (of closed cases)	0	47	0.0%	0	53	0.0%
# OF JOB PLACEMENTS WITHIN ISOF*	0	24	0.0%	0	27	0.0%
% THAT ATTAINED CREDENTIAL (of participants in training)	#DIV/0!	62.0%	#DIV/0!	#DIV/0!	62.0%	#DIV/0!

+ Peralta was under-enrolled for PY 18/19 by 13. This deficit carried into PY 19/20 with a requirement to achieve before 9/30/2019. Goal achieved

① Reflective of annual goals with anticipated full compliance by June 30, 2020. Includes under-performance from PY 2018/19.

② OJT Enrollment Goals span across both the WIOA Adult and the Dislocated Worker funding streams.

\* ISOF = ACWDB's Priority Industry Sector and Occupational Framework

#DIV/0! = Insufficient data available to perform the calculation.

Template Revised July, 2019

## CONTRACT PERFORMANCE INDICATORS REPORT (Adults & Dislocated Workers)

Results-Based Accountability (RBA) Format

Alameda County Workforce Development Board (ACWDB)

**OHLONE COLLEGE - TRI-CITIES Sub-Regional Workforce Network (SWN)**

PY 2019/20; 1st QUARTER - JULY 01, 2019 THROUGH SEPTEMBER 30, 2019

FUND SOURCE:	ADULT			DISLOCATED WORKER			
BENCHMARKS	ACTUAL	GOAL <sup>①</sup>	% of GOAL	ACTUAL	GOAL <sup>①</sup>	% of GOAL	
<b>HOW MUCH DID WE DO?</b>							
# OF NEW ENROLLMENTS	27	61	44.3%	26	88	29.5%	+
\$ TRAINING OBLIGATIONS (ITAs & OJTs)	\$15,272	\$29,604	51.6%	\$32,370	\$85,189	38.0%	
# OJT ENROLLMENTS (Ad & DW) <sup>②</sup>	0	12	0.0%				+
<b>HOW WELL DID WE DO?</b>							
% OF ITA ENROLLMENTS IN ISOF*	100.0%	75.0%	133.3%	100.0%	75.0%	133.3%	
% OF OJT ENROLLMENTS IN ISOF* <sup>②</sup>	#DIV/0!	75.0%	#DIV/0!				
<b>IS ANYONE BETTER OFF?</b>							
# ENTERED EMPLOYMENT (of closed cases)	9	46	19.6%	13	65	20.0%	
# OF JOB PLACEMENTS WITHIN ISOF*	5	23	21.7%	10	33	30.3%	
% THAT ATTAINED CREDENTIAL (of participants in training)	0.0%	62.0%	0.0%	44.4%	62.0%	71.7%	

+ Ohlone's PY 18/19 OJT goal was missed by 4 and DW program was under-enrolled by 2. These deficits carried into PY 19/20 with a requirement to achieve these goals before 9/30/2019. The DW enrollment goal was met; but the OJT goal was not met.

<sup>①</sup> Reflective of annual goals with anticipated full compliance by June 30, 2020. Includes under-performance from PY 2018/19.

<sup>②</sup> OJT Enrollment Goals span across both the WIOA Adult and the Dislocated Worker funding streams.

\* ISOF = ACWDB's Priority Industry Sector and Occupational Framework

#DIV/0! = Insufficient data available to perform the calculation.

Template Revised July, 2019

## CONTRACT PERFORMANCE INDICATORS REPORT (Adults & Dislocated Workers)

Results-Based Accountability (RBA) Format

Alameda County Workforce Development Board (ACWDB)

**CHABOT/LAS POSITAS COMMUNITY COLLEGE - VALLEY Sub-Regional Workforce Network (SWN)**

PY 2019/20; 1st QUARTER - JULY 01, 2019 THROUGH SEPTEMBER 30, 2019

FUND SOURCE:	ADULT			DISLOCATED WORKER		
BENCHMARKS	ACTUAL	GOAL <sup>①</sup>	% of GOAL	ACTUAL	GOAL <sup>①</sup>	% of GOAL
<b>HOW MUCH DID WE DO?</b>						
# OF NEW ENROLLMENTS	17	33	51.5%	22	46	47.8%
\$ TRAINING OBLIGATIONS (ITAs & OJTs)	\$20,533	\$20,931	98.1%	\$11,444	\$45,871	24.9%
# OJT ENROLLMENTS (Ad & DW) <sup>②</sup>	3	6	50.0%			
<b>HOW WELL DID WE DO?</b>						
% OF ITA ENROLLMENTS IN ISOF*	100.0%	75.0%	133.3%	100.0%	75.0%	133.3%
% OF OJT ENROLLMENTS IN ISOF* <sup>②</sup>	100.0%	75.0%	133.3%			
<b>IS ANYONE BETTER OFF?</b>						
# ENTERED EMPLOYMENT (of closed cases)	12	25	48.0%	1	35	2.7%
# OF JOB PLACEMENTS WITHIN ISOF*	9	12	75.0%	1	17	5.5%
% THAT ATTAINED CREDENTIAL (of participants in training)	66.7%	62.0%	107.5%	60.0%	62.0%	96.8%

+ Chabot/LP's PY 18/19 OJT goal was missed by 2. This deficits carried into PY 19/20 with a requirement to achieve by 9/30/2019. Goal was achieved.

① Reflective of annual goals with anticipated full compliance by June 30, 2020. Includes under-performance from PY 2018/19.

② OJT Enrollment Goals span across both the WIOA Adult and the Dislocated Worker funding streams.

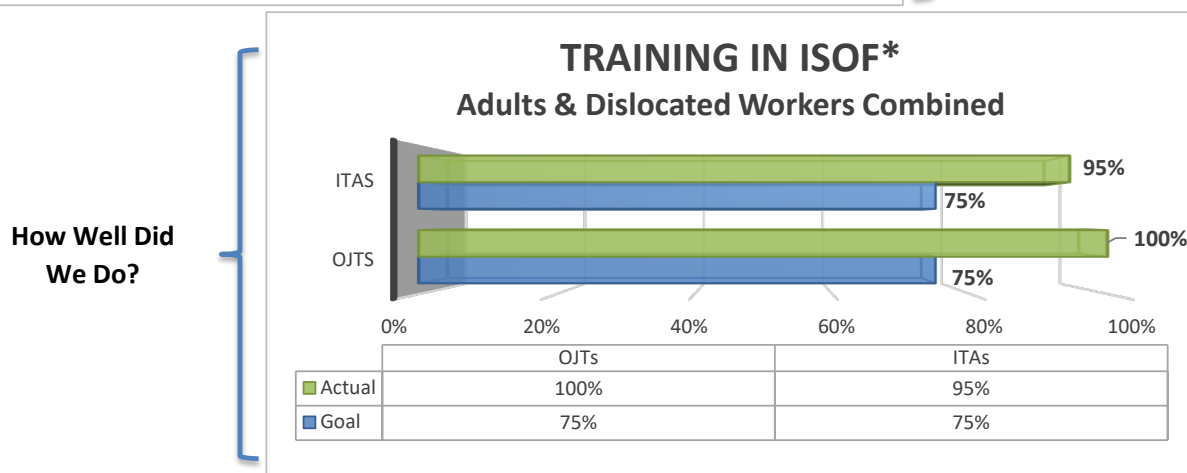
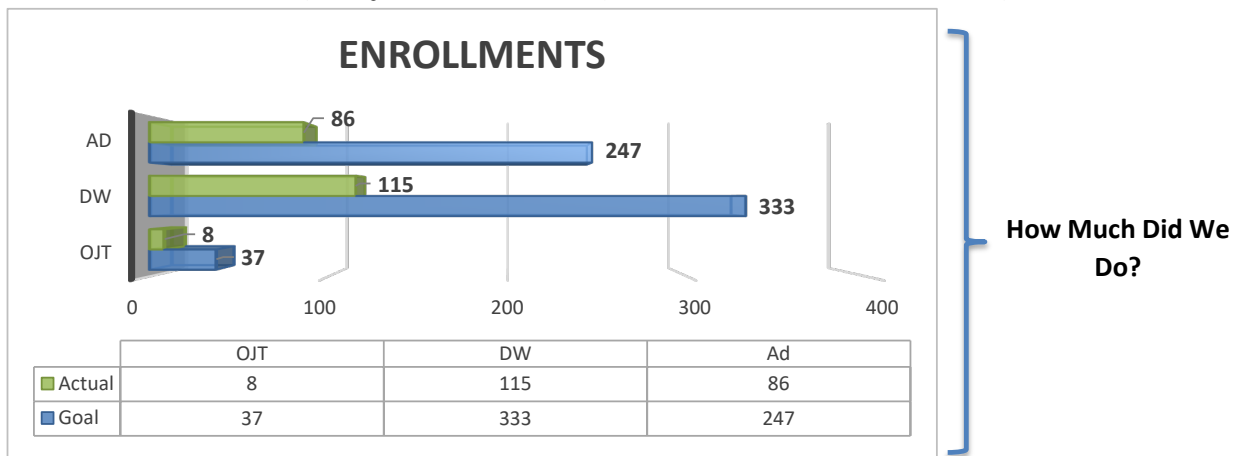
\* ISOF = ACWDB's Priority Industry Sector and Occupational Framework

#DIV/0! = Insufficient data available to perform the calculation.

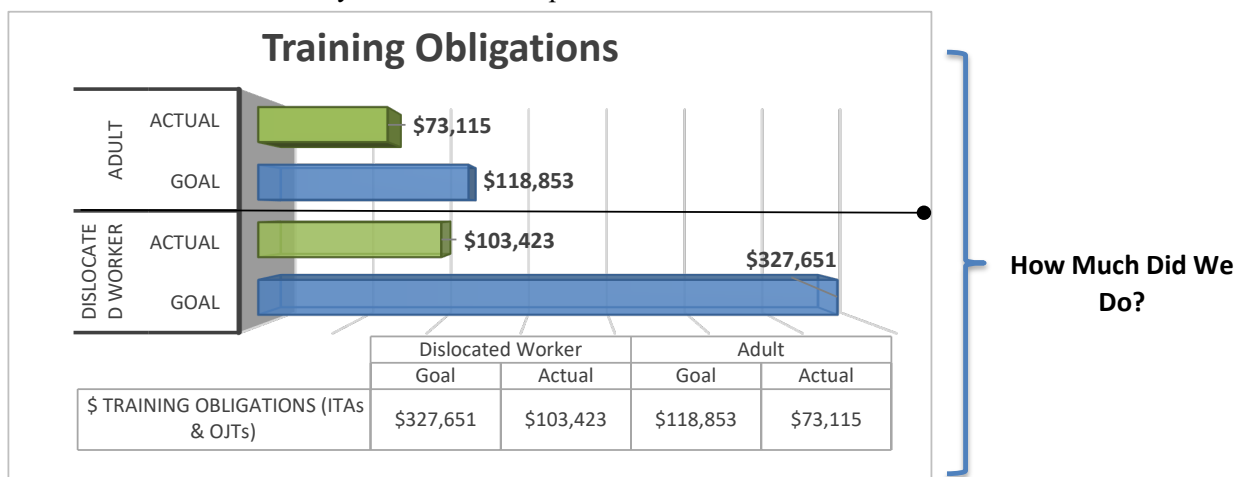
Template Revised July, 2019

**CONTRACT PERFORMANCE INDICATORS REPORT (Adults & Dislocated Workers)  
AGGREGATE DATA**

PY 2019/20; 1st QUARTER - JULY 01, 2019 THROUGH SEPTEMBER 30, 2019



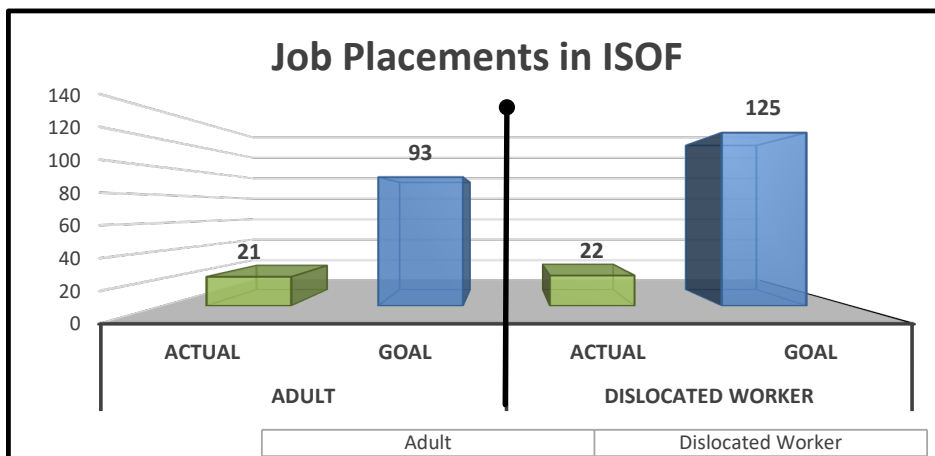
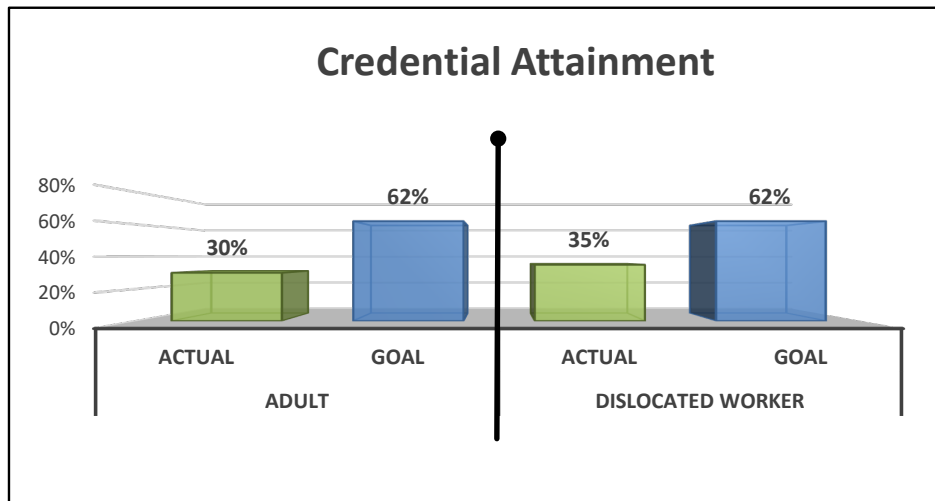
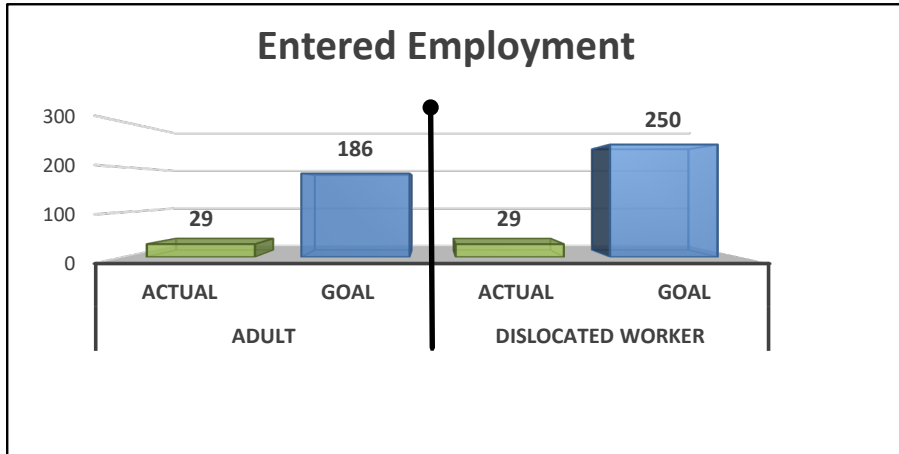
\* ISOF = ACWDB's Industry Sector and Occupational Framework



**CONTRACT PERFORMANCE INDICATORS REPORT (Adults & Dislocated Workers)**  
**AGGREGATE DATA**

PY 2019/20; 1st QUARTER - JULY 01, 2019 THROUGH SEPTEMBER 30, 2019

**Is Anyone Better Off?**





## **ITEM VI.C. - REPORT**

### **YOUTH CONTRACT PERFORMANCE INDICATORS REPORTS** **PY 2019/2020; Quarter 1; 7/1/2019 through 9/30/2019**

#### **BACKGROUND:**

Program year (PY) 2019/2020 represents the second year of a three-year cycle for the new Workforce Innovation and Opportunity Act (WIOA) Youth Innovation and Youth/Young Adult Future Force program designs. While the mandate for the allocation of WIOA Youth funds requires a minimum of 75% of funding towards out-of-school WIOA eligible youth, the Alameda County Workforce Development Board (ACWDB) has allocated Youth funds as follows:

1. Ninety percent (90%) of the funds are allocated for out-of-school Youth (not enrolled in school) to provide opportunities to reconnect with education, gain employment, improve basic skills in reading and math, and improve job skills by participation in career readiness, work experience, and internship activities depending on the assessment of need and the individual employment plan.
2. Ten percent (10%) of the funds are allocated for in-school Youth (attending any secondary or post-secondary school) to provide opportunities to remain in school and achieve their educational goals.

The quarterly contract performance reports provide the ACWDB, its committees and the youth program operators a way of monitoring performance at a contractual level during the fiscal year. The report is based on actual counts of customer enrollments and exit outcomes. This data is real time and not measured from the State's Base Wage Record system.

#### **ANALYSIS OF REPORTS:**

##### **Youth Innovation (In-School Youth):**

ACWDB's in-school Youth program suffered challenges early in the first program year of the new program design (PY2018/2019). With the loss of the service provider that had originally been selected for WIOA in-school Youth services, La Familia Counseling agreed to take on the project and serve a small number of participants for the second half of that first program year. Subsequently, La Familia enrolled 83.3% of their goal; attained 90% of their Work-Based Learning goals; and 10% of their Youth Placement goal.

Beginning this program year, ACWDB is working with the Eden Area Regional Occupation Program (ROP) to serve the regions in-school youth population. So far this year, they are off to a moderate start and have been actively recruiting and registering students since the school year started in September, 2019. To date, they have completed eligibility determination on approximately five (5) youth applicants – and those individuals will be reflected on second

quarter reports as they were not entered into CalJOBS until after the end of the first quarter of this program year.

Youth and Young Adult Future Force (Out-of-School Youth):

Only one of the out-of-school Youth Providers had deficits from PY 2018/2019 that rolled into PY 2019/2020. That provider was Berkeley Youth Alternatives (BYA), and they have succeeded in achieving their roll-over performance goals by the deadline of September 30, 2019.

The out-of-school Youth service providers are off to a strong start this program year. Reports indicate they are already nearly halfway to their annual enrollment goals – which they are expected to meet before the end of March, 2020.

Additionally, the out-of-school Youth providers have shown significant improvement in providing their participants with Work-Based Learning and Core Skills and Leadership Development Services.

Please contact Michele G. Garcia, MIS Administrator if you have any questions at (510) 259-3802 or by email at [mggarcia@acgov.org](mailto:mggarcia@acgov.org).

**ATTACHMENT:**

VI.C.1. – REPORT CPIR Yth PY19-20 Q1

## YOUTH CONTRACT PERFORMANCE INDICATORS REPORT

Results-Based Accountability (RBA) Format

Alameda County Workforce Development Board (ACWDB)

**AGGREGATE OF ALL ACWDB YOUTH PROVIDERS**

PY 2019/2020; 1ST QUARTER - JULY 01, 2019 THROUGH SEPTEMBER 30, 2019

FUND SOURCE:	IN-SCHOOL			OUT-OF-SCHOOL		
BENCHMARKS	ACTUAL	GOAL	% of GOAL	ACTUAL	GOAL	% of GOAL
<b>HOW MUCH DID WE DO?</b>						
# OF NEW ENROLLMENTS (Full Enrollment by 4/30)	0	40	0.0%	72	149	48.3%
# IN TRAINING THAT LEADS TO CREDENTIAL ATTAINMENT	0	10	0.0%	4	39	10.3%
<b>HOW WELL DID WE DO?</b>						
# RECEIVED WORK-BASED LEARNING ACTIVITIES ①	0	36	0.0%	33	134	24.6%
# RECEIVED SOFT-SKILLS/LEADERSHIP TRAINING ②	0	36	0.0%	32	134	23.9%
<b>IS ANYONE BETTER OFF?</b>						
% YOUTH PLACEMENT ③ (of closed cases)	#DIV/0!	62.0%	#DIV/0!	13.3%	62.0%	21.5%
# OF CREDENTIALS ATTAINED (of those enrolled in training)	0	5	0.0%	3	17	17.6%

① Work-Based Learning Activities (400-Summer Employment; 408-Internship; 409-Job Shadow; 425-Wk Exp Pd; 426-Wk Exp Unpd; 427-Intern Pd; 431-PreApprentice; 432-Apprentice; 433-Career Aware; 434-Career Explore; 437-PreApprent w/Occ Skills Trng)

② Soft Skills/Leadership = Activity 410-Leadership Development Services

③ Youth Placement = Placement in Employment, Education, Advanced Training, or the Military

"#DIV/0!" or "#REF!" = Insufficient data available to perform the calculation.

Template Revised August, 2018

## YOUTH CONTRACT PERFORMANCE INDICATORS REPORT

Results-Based Accountability (RBA) Format

Alameda County Workforce Development Board (ACWDB)

**EDEN AREA REGIONAL OCCUPATION PROGRAM (ROP) - Youth Innovations (YIE)**

PY 2019/2020; 1ST QUARTER - JULY 01, 2019 THROUGH SEPTEMBER 30, 2019

FUND SOURCE:	IN - SCHOOL		
PERFORMANCE MEASURES	ACTUAL	GOAL	% of GOAL
<b>HOW MUCH DID WE DO?</b>			
# OF NEW ENROLLMENTS (Full Enrollment by 4/30)	0	40	0.0%
# IN TRAINING THAT LEADS TO CREDENTIAL ATTAINMENT	0	10	0.0%
<b>HOW WELL DID WE DO?</b>			
# RECEIVED WORK-BASED LEARNING ACTIVITIES ①	0	36	0.0%
# RECEIVED SOFT-SKILLS/LEADERSHIP TRAINING ②	0	36	0.0%
<b>IS ANYONE BETTER OFF?</b>			
% YOUTH PLACEMENT ③ (of closed cases)	#DIV/0!	62.0%	#DIV/0!
# OF CREDENTIALS ATTAINED (of those enrolled in training)	0	5	0.0%

① Work-Based Learning Activities (400-Summer Employment; 408-Internship; 409-Job Shadow; 425-Wk Exp Pd; 426-Wk Exp Unpd; 427-Intern Pd; 431-PreApprentice; 432-Apprentice; 433-Career Aware; 434-Career Explore; 437-PreApprent w/Occ Skills Trng)

② Soft Skills/Leadership = Activity 410-Leadership Development Services

③ Youth Placement = Placement in Employment, Education, Advanced Training, or the Military

"#DIV/0!" or "#REF!" = Insufficient data available to perform the calculation.

Template Revised August, 2018

## YOUTH CONTRACT PERFORMANCE INDICATORS REPORT

Results-Based Accountability (RBA) Format

Alameda County Workforce Development Board (ACWDB)

**HAYWARD ADULT SCHOOL (HAS) - Future Force Career Program (YOE)**

PY 2019/2020; 1ST QUARTER - JULY 01, 2019 THROUGH SEPTEMBER 30, 2019

FUND SOURCE:	OUT-OF-SCHOOL		
PERFORMANCE MEASURES	ACTUAL	GOAL	% of GOAL
<b>HOW MUCH DID WE DO?</b>			
# OF NEW ENROLLMENTS (Full Enrollment by 4/30)	37	54	68.5%
# IN TRAINING THAT LEADS TO CREDENTIAL ATTAINMENT	3	14	21.4%
<b>HOW WELL DID WE DO?</b>			
# RECEIVED WORK-BASED LEARNING ACTIVITIES ①	14	49	28.8%
# RECEIVED SOFT-SKILLS/LEADERSHIP TRAINING ②	8	49	16.5%
<b>IS ANYONE BETTER OFF?</b>			
% YOUTH PLACEMENT ③ (of closed cases)	40.0%	62.0%	64.5%
# OF CREDENTIALS ATTAINED (of those enrolled in training)	2	5	40.0%

① Work-Based Learning Activities (400-Summer Employment; 408-Internship; 409-Job Shadow; 425-Wk Exp Pd; 426-Wk Exp Unpd; 427-Intern Pd; 431-PreApprentice; 432-Apprentice; 433-Career Aware; 434-Career Explore; 437-PreApprent w/Occ Skills Trng)

② Soft Skills/Leadership = Activity 410-Leadership Development Services

③ Youth Placement = Placement in Employment, Education, Advanced Training, or the Military

"#DIV/0!" or "#REF!" = Insufficient data available to perform the calculation.

Template Revised August, 2018

## YOUTH CONTRACT PERFORMANCE INDICATORS REPORT

Results-Based Accountability (RBA) Format

Alameda County Workforce Development Board (ACWDB)

### BERKELEY YOUTH ALTERNATIVES (BYA) - Future Force Career Program (YON)

PY 2019/2020; 1ST QUARTER - JULY 01, 2019 THROUGH SEPTEMBER 30, 2019

FUND SOURCE:	OUT-OF-SCHOOL		
PERFORMANCE MEASURES	ACTUAL	GOAL	% of GOAL
<b>HOW MUCH DID WE DO?</b>			
# OF NEW ENROLLMENTS (Full Enrollment by 4/30)	9	46	19.6%
# IN TRAINING THAT LEADS TO CREDENTIAL ATTAINMENT	0	12	0.0%
<b>HOW WELL DID WE DO?</b>			
# RECEIVED WORK-BASED LEARNING ACTIVITIES ①	3	41	7.2%
# RECEIVED SOFT-SKILLS/LEADERSHIP TRAINING ②	8	41	19.3%
<b>IS ANYONE BETTER OFF?</b>			
% YOUTH PLACEMENT ③ (of closed cases)	0.0%	62.0%	0.0%
# OF CREDENTIALS ATTAINED (of those enrolled in training)	0	6	0.0%

① Work-Based Learning Activities (400-Summer Employment; 408-Internship; 409-Job Shadow; 425-Wk Exp Pd; 426-Wk Exp Unpd; 427-Intern Pd; 431-PreApprentice; 432-Apprentice; 433-Career Aware; 434-Career Explore; 437-PreApprent w/Occ Skills Trng)

② Soft Skills/Leadership = Activity 410-Leadership Development Services

③ Youth Placement = Placement in Employment, Education, Advanced Training, or the Military

"#DIV/0!" or "#REF!" = Insufficient data available to perform the calculation.

+ BYA was under-enrolled by two (2) for PY 2018/2019. Those two enrollments carried into PY 2019/2020 and needed to be achieved by 9/30/2019. That goal was achieved.

Template Revised August, 2018

## YOUTH CONTRACT PERFORMANCE INDICATORS REPORT

Results-Based Accountability (RBA) Format

Alameda County Workforce Development Board (ACWDB)

**LA FAMILIA - Future Force Career Program (YOT & YOY)**

PY 2019/2020; 1ST QUARTER - JULY 01, 2019 THROUGH SEPTEMBER 30, 2019

FUND SOURCE:	OUT-OF-SCHOOL					
Sub Region:	Tri-Cities (YOT)			Valley (YOY)		
PERFORMANCE MEASURES	ACTUAL	GOAL	% of GOAL	ACTUAL	GOAL	% of GOAL
<b>HOW MUCH DID WE DO?</b>						
# OF NEW ENROLLMENTS (Full Enrollment by 4/30)	19	31	61.3%	7	18	38.9%
# IN TRAINING THAT LEADS TO CREDENTIAL ATTAINMENT	0	8	0.0%	1	5	20.0%
<b>HOW WELL DID WE DO?</b>						
# RECEIVED WORK-BASED LEARNING ACTIVITIES ①	12	28	43.0%	4	16	24.7%
# RECEIVED SOFT-SKILLS/LEADERSHIP TRAINING ②	12	28	43.0%	4	16	24.7%
<b>IS ANYONE BETTER OFF?</b>						
% YOUTH PLACEMENT ③ (of closed cases)	37.5%	62.0%	60.5%	60.0%	62.0%	96.8%
# OF CREDENTIALS ATTAINED (of those enrolled in training)	1	4	25.0%	0	2	0.0%

① Work-Based Learning Activities (400-Summer Employment; 408-Internship; 409-Job Shadow; 425-Wk Exp Pd; 426-Wk Exp Unpd; 427-Intern Pd; 431-PreApprentice; 432-Apprentice; 433-Career Aware; 434-Career Explore; 437-PreApprent w/Occ Skills Trng)

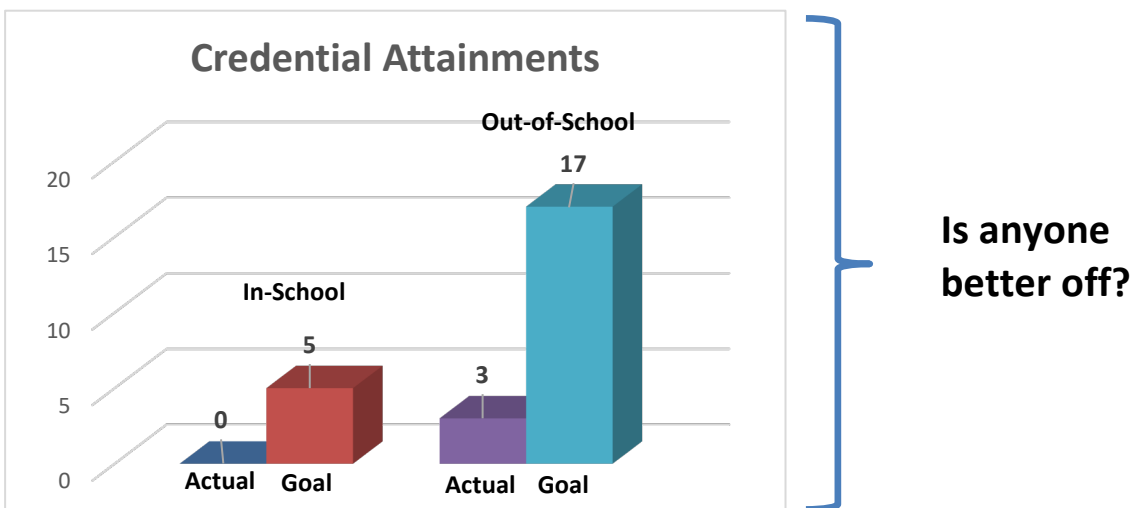
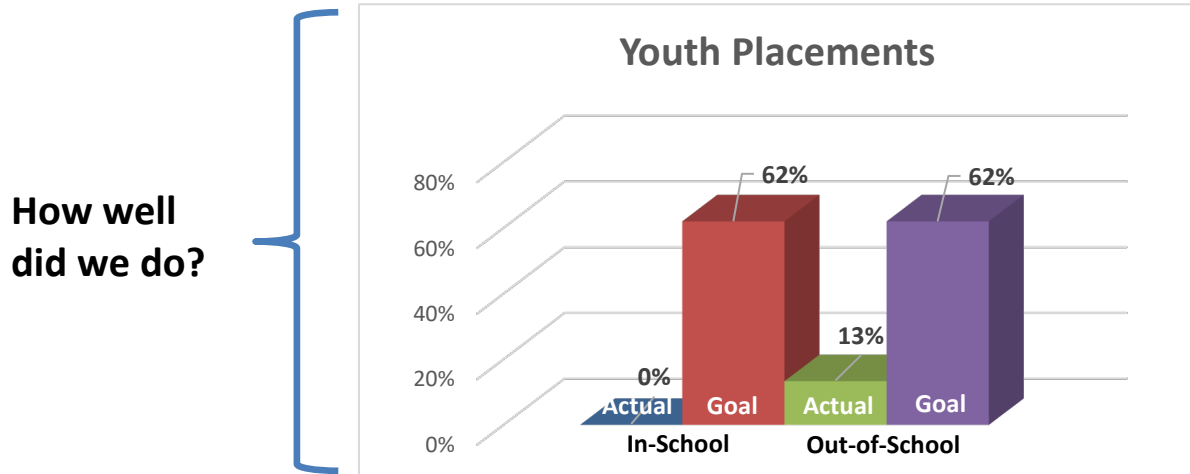
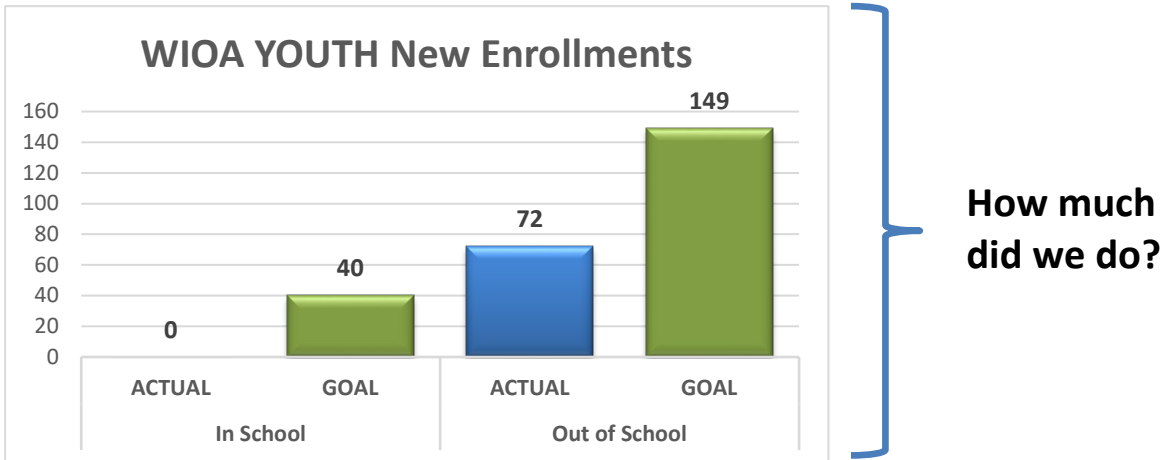
② Soft Skills/Leadership = Activity 410-Leadership Development Services

③ Youth Placement = Placement in Employment, Education, Advanced Training, or the Military

"#DIV/0!" or "#REF!" = Insufficient data available to perform the calculation.

Template Revised August, 2018

**YOUTH CONTRACT PERFORMANCE INDICATORS REPORT**  
**AGGREGATE OF ALL ACWDB YOUTH PROVIDERS**  
 PY 2019/2020; 1ST QUARTER - JULY 01, 2019 THROUGH SEPTEMBER 30, 2019



## **ITEM VI.D. – REPORTS**

### **FINANCIAL INDICATOR REPORTS – PY 2018/2019**

#### **BACKGROUND:**

This item presents the Financial Indicator Reports for Alameda County Workforce Development Board (ACWDB) service providers for PY 2018/2019. The reports include actual expenditures for the Comprehensive America’s Job Center of California (AJCC), Career Services Providers and Youth Providers as of June 30, 2019.

Objectives of the Financial Indicator Report are to:

- Ensure the timely expenditure of available funds;
- Assist operators in making changes to service delivery approaches;
- Identify potential program and/or financial problem areas;
- Identify under-expenditures that may be directed to more effective activities; and
- Be an indicator of the potential for the recapture of funds.

#### **AJCC/Career Services Providers - Status of Invoices & Expenditures:**

Invoices submitted by AJCC and Career Services Providers indicate compliance with the contract budget expenditure plans for PY 2018/2019. Chabot-Las Positas Community College District and Ohlone Community College District fully expended contract budgets as of 6/30/19; Rubicon Programs and Peralta Community College District did not. Please refer to Attachment VI.D.1.

#### **Youth Providers - Status of Invoices & Expenditures:**

The contract for the in-school Youth Innovation Program has been terminated. The provider, Soulciety, was not able to execute the contract requirements. ACWDB took action to approve the deobligation of funding at its March 2019 meeting. At the same time, ACWDB awarded \$30,000 to La Familia in order to ensure that services were provided to in-school Youth for PY 2018/2019.

Invoices submitted by out-of-school Youth Providers (Berkeley Youth Alternatives, La Familia, Hayward Unified School District) indicate compliance with the contract budget expenditure plans for PY 2018/2019. La Familia fully expended its contract budget as of 6/30/19; Berkeley Youth Alternatives and Hayward Unified School District did not. Please refer to Attachment VI.D.2.

This is the final PY 2018/2019 Financial Indicator Reports and includes total expenditures for each provider through 6/30/19. Most providers were within 90% of planned expenditures for the program year. Berkeley Youth Alternatives (79.6%) and Rubicon Programs (79.8%) experienced staffing issues that delayed expenditures. Unexpended PY 2018/2019 funds will roll

to PY 2019/2020 to cover current year obligations and help offset the reduction in Workforce Innovation and Opportunity Act (WIOA) Formula funding.

Please contact Jennifer Mitchell, Program Financial Specialist, at (510) 259-3829 or by email at [jennifer.mitchell@acgov.org](mailto:jennifer.mitchell@acgov.org) if you have any questions.

**ATTACHMENTS:**

VI.D.1. - Financial Indicator Report – AJCC/Career Services Providers PY 2018/19 Report

VI.D.2. - Financial Indicator Report – Youth Providers PY 2018/19 Report

**ALAMEDA COUNTY WORKFORCE DEVELOPMENT BOARD**  
**FINANCIAL INDICATOR REPORT -**  
**AJCC/CAREER SERVICES PROVIDERS**  
**REPORT DATES: 7-1-18 thru 6-30-19**

<b>PROGRAM YEAR 2018-19 Formula Funds</b>	<b>TOTAL CONTRACT</b>	<b>Latest Invoice date</b>	<b>Expends at Date of Invoice</b>	<b>Expends % of Annual</b>	<b>WIOA Balance</b>
<b>Providers</b>	\$1,877,536		\$1,698,250	90.5%	\$179,286.03
Peralta CCD	\$375,383	6/30/19	\$355,260	94.6%	\$20,122.57
Rubicon Programs	\$787,139	6/30/19	\$627,976	79.8%	\$159,163.46
Ohlone CCD	\$464,759	6/30/19	\$464,759	100.0%	\$0.00
Chabot Las Positas CCD	\$250,255	6/30/19	\$250,255	100.0%	\$0.00

**ALAMEDA COUNTY WORKFORCE DEVELOPMENT BOARD**  
**FINANCIAL INDICATOR REPORT -**  
**YOUTH PROVIDERS**  
**REPORT DATES: 7-1-18 thru 6-30-19**

<b>PROGRAM YEAR 2018-19 Formula Funds</b>	<b>TOTAL CONTRACT</b>	<b>Latest Invoice date</b>	<b>Expends at Date of Invoice</b>	<b>Expends % of Annual</b>	<b>WIOA Balance</b>
<b>Providers</b>	\$1,170,957		\$984,813	84.1%	\$186,144.33
Soulciety	\$114,096	12/31/18	\$22,796	20.0%	\$91,300.41
BYA / Berkeley Youth Alternatives	\$318,327	6/30/19	\$253,297	79.6%	\$65,030.25
SACCCRMH / La Familia	\$368,864	6/30/19	\$368,864	100.0%	\$0.00
Hayward Unified School District	\$369,670	6/30/19	\$339,856	91.9%	\$29,813.67

## **ITEM VI.E. – REPORT**

### **RAPID RESPONSE REPORT PY 2019/2020**

#### **BACKGROUND:**

As of October 22, 2019, the Alameda County Workforce Development Board's (ACWDB) Rapid Response Team (RRT) has documented 4 layoff/closure events, affecting 348 laid off workers since July 1, 2019. Rapid Response activity is recorded based on the program year (PY) July 1, 2019 through June 30, 2020. Please refer to Attachment VI.E.1. for employer data.

#### **Rapid Response Activities**

Excelitas Technologies is a global technology leader in Fremont and will be relocating to Batam, Indonesia. The company serving a vast array of applicants across biomedical, scientific, safety, security, consumer products, semiconductor, industrial manufacturing, defense and aerospace sectors, has begun to close its doors in September 30, 2019 to leave the Bay Area by 2020 displacing 155 workers. Two Rapid Response orientations were held on August 6, 2019 and October 7, 2019 with 24 employees in attendance.

Nestlé USA, Inc. will close its doors effective November 1, 2019. The layoffs in California are part of 4,000 nationwide cuts announced in May as the company closes its delivery network that distributes frozen food, including its pizza and ice cream brands to stores. The Swiss company has laid off 313 employees at four Southern California sites in mid-August, and 265 employees will be let go in mid-October from eight other sites, including Oakland, San Leandro, Gilroy, and Sacramento. Most of the layoffs cover entire teams in which there are 83 employees who will lose their jobs in San Leandro including 18 delivery drivers, a few dozen sales reps, an auditor and others. One Rapid Response orientation was held on October 16, 2019 with 15 workers in attendance.

Staffmark Investment / Bank of America will be closing its doors effective December 2020 displacing 53 workers. The business entity located in Union City is registered with the City and County of San Francisco, Treasurer & Tax Collector's Office. The Treasurer & Tax Collector's Office collects this data through business registration applications, account update/closure forms, and taxpayer filings. The data is collected to help enforce the Business and Tax Regulations. One Rapid Response orientation was held on October 16, 2019 with 48 workers in attendance.

For informational purposes, the final Rapid Response Report for PY 2018/2019 will be provided at the committee meeting as a handout.

For further information, contact Javier Contreras, Rapid Response Coordinator at (510) 259-3831 or by email at [Javier.contreras@acgov.org](mailto:Javier.contreras@acgov.org).

#### **ATTACHMENT:**

VI.E.1. - ACWDB Layoff and Closure PY 2019/2020

<b>WARN</b>							
The Worker Adjustment Retraining Notification (WARN) protects employees, their families, and communities by requiring employers to give a 60-day notice to the affected employees and both state and local representatives prior to a plant closing or mass layoff. Federal WARN is applicable only to employers with 100 or more full-time employees. California WARN is applicable to a covered establishment with 75 or more employees full or part-time.							
<b>Total Employers: 4 Total Affected Workers: 348</b>							
<b>Employer</b>	<b>Union</b>	<b>Location</b>	<b>Industry</b>	<b>Closure/ Layoff</b>	<b>Layoff Date</b>	<b>Affected Workers</b>	<b>TAA Status</b>
<b>TRI CITIES RAPID RESPONSE EVENTS - Employers: 1 Total Workers: 155</b>							
Excelitas Technologies		Fremont	Manufacturing	Closure	9/30/2019	155	
<b>EDEN AREA RAPID RESPONSE EVENTS - Employers: 3 Total Workers: 193</b>							
Coastline Support Inc		Castro Valley	Health Care	Closure	10/31/2019	57	
Nestle USA Inc.		San Leandro	Manufacturing	Layoff	11/1/2019	83	
Staffmark Investment/ Bank of America		Union City	Financial	Closure	12/1/2020	53	
<b>Total Affected Workers:</b>						<b>348</b>	

## **ITEM VI.F. – REPORTS**

### **TRAINING EXPENDITURES REPORT – PY 2019/2020**

#### **BACKGROUND:**

This item presents the Training Expenditures Report for Alameda County Workforce Development Board (ACWDB) service providers for PY 2019/2020. The report includes expenditures and obligations of Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Formula funds and allowable leveraged training expenditures as of September 30, 2019.

Objectives of the Training Expenditures Report are to:

- Ensure that training expenditure requirements are met;
- Identify potential program and/or financial problem areas; and,
- Identify under-expenditures that may be directed to more effective training activities.

For PY 2019/2020, California WIOA requires that each Local Board spend an amount that is at least 30% of the total WIOA Adult plus total Dislocated Worker Formula funds allocated to the Local Area for each program year on training. Of the 30% amount, 20% must be from the WIOA Adult and/or Dislocated Workers Formula funds, and up to 10% of the 30% amount may be from other funds, including WIOA Discretionary funds and non-WIOA funds spent on training of participants. For PY 2019/2020, the 30% training requirement is \$953,355, of which at least \$635,570 (20%) must be WIOA Adult/Dislocated Worker Formula expenditures and no more than \$317,785 (10%) may be leveraged training funds from other sources.

#### **Training Expenditures - Status of Expenditures & Obligations:**

As of September 30, 2019, total training expenditures and obligations, including leveraged training, amount to \$513,660 (15.8% of the required 30%). Please refer to Attachment VI.F.1.

Please contact Jennifer Mitchell, Program Financial Specialist, at (510) 259-3829 or by email at [jennifer.mitchell@acgov.org](mailto:jennifer.mitchell@acgov.org) if you have any questions.

#### **ATTACHMENTS:**

VI.F.1. – Training Expenditures Report – PY 2019/2020 Report

**ALAMEDA COUNTY WORKFORCE DEVELOPMENT BOARD**  
**TRAINING EXPENDITURES REPORT**  
**REPORT DATES: 7-1-19 thru 9-30-19**

<b>PROGRAM YEAR 2019-20</b>	Expenditure Requirement	Expenditures at Report Date	Unliquidated Obligations	Balance to Meet Requirement	% Expended
WIOA Adult/DW Training	\$635,570	\$200,119	\$227,000	\$208,451	5.8%
Leverage Training	\$317,785	\$31,125	\$286,660	\$0	10.0%
<b>Total (1)</b>	<b>\$953,355</b>	<b>\$231,244</b>	<b>\$513,660</b>	<b>\$208,451</b>	<b>15.8%</b>

- (1) A minimum of 20% (\$635,570) of WIOA Adult + Dislocated Worker formula funds must be spent on training. Total training expenditures must equal or exceed 30% of the total WIOA Adult + Dislocated Workers Formula Allocation. Up to 10% (\$317,785) may be training dollars from other sources.