

TWO-YEAR MODIFIED LOCAL PLAN



Draft Released on February 13, 2019

Approved by the California State Workforce Development Board on June 19, 2019



Respectfully submitted Alameda County Workforce Development Board

Background Information

The California State Workforce Development Board (CWDB) released a final Directive on July 27, 2018, calling for Local Workforce Development Boards (LWDBs) in the State, to work collaboratively with agencies, departments, and stakeholder groups, to outline a plan to serve new target groups.

The Alameda County Workforce Development Board (ACWDB) and providers are excited to work with new and/or existing partners to serve the following target groups, helping to enhance employment, training, and retention outcomes of job seekers with barriers to employment:

- CalFresh and Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) participants;
- Department of Child Support clients;
- People with disabilities; and,
- Immigrant populations, including English Language Learners, Refugees, and Asylees.

ACWDB will be joined in this effort with the following partner agencies/departments:

- Alameda County Social Services Agency – Workforce and Benefits Administration
- Alameda County Department of Child Support Services
- Department of Rehabilitation (DOR) and the Regional Center of the East Bay

ACWDB and staff would like to extend a tremendous thank you to new partners who have taken time out of their busy schedules to plan new partner and program strategies that will enhance and improve their clients' lives and employment outcomes.

Partners have met over the past couple of months to develop real ways to work together, bringing the best ideas and energy to the process. We'd also like to extend special thanks to all the stakeholder groups and program staff who actively participated in Regional and Local Planning Sessions, as their participation greatly enhanced this process.

Partnership Agreement: CalFresh and Supplemental Nutrition Assistance Program Employment & Training (SNAP E&T)

Overview and Summary

CalFresh and Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) programs in Alameda County are administered by the Alameda County Social Services Agency (ACSSA), through its Workforce and Benefits Administration (WBA) department. CalFresh provides monthly food benefits to low-income families and individuals. In Alameda County, there are currently 54,741 active CalFresh cases.

SNAP E&T is a voluntary employment and training program for adults. CalFresh clients are currently not required to participate in SNAP E&T and can opt-in or out of the program. SNAP E&T has two levels of presence in the community. Prospective participants can access the program through ACSSA (in-house), or through SNAP E&T third-party providers in the community. The in-house version of the program tends to yield lower participation, which has been an area of interest for ACWDB and WBA.

ACWDB and WBA (the departments) have landed on two overarching program interventions for CalFresh participants and SNAP E&T participants:

1. Enhance outreach to build program awareness for those exclusively in CalFresh and ramp more CalFresh participants into the SNAP E&T program; and,
2. Successfully co-enroll new and existing SNAP E&T participants into WIOA programs, when possible.

The departments will partner to ensure successful employment and training outcomes for CalFresh and SNAP E&T participants who are co-enrolled into Workforce Innovation and Opportunity Act (WIOA), so that more people can take advantage of industry-aligned training programs that will help them succeed in local labor markets.

The departments will work together to ensure that successful outreach strategies are outlined to identify CalFresh participants for participation in SNAP E&T and WIOA, while also laying the foundation to aid their respective program providers in successfully achieving co-enrollment status. The departments will work to achieve the following:

1. Establishment of protocols and procedures to outline how program providers will work together;
2. Development and establishment of targeted outreach strategies;
3. Engagement in orientations, on-going cross-trainings, and partner meetings;
4. Establishment of cross-referrals, information-sharing methods/mechanisms, and service coordination strategies;
5. Establishment of strategies for braiding and/or leveraging resources, including supportive services;
6. Development of a Co-enrollment Action Plan (CEA Plan); and,
7. Expansion of the presence of SNAP E&T Third Party Training Providers in Alameda County to serve more individuals.

The departments will establish a mechanism for reviewing progress of the new partnership and its moving parts.

1. Describe how the Board will engage and work with the county Human Service agencies and other CalFresh E&T partners to serve their local CalFresh population.

ACWDB and WBA will collaborate to serve the general CalFresh population, focusing on expanded outreach to ramp individuals into the SNAP E&T program and ultimately onto a career pathway. The partners will also collaborate to successfully co-enroll SNAP E&T participants in WIOA programs. Below are the specific strategies to serve both populations:

A. CalFresh

Participant Outreach and Marketing Strategies - ACSSA was granted the Able-Bodied Adults Without Dependents (ABAWD) waiver, allowing ABAWD participants to continue to receive SNAP benefits without the condition of enrollment into employment activities through SNAP E&T. Non-Assistance ABAWD CalFresh participants will be time-limited to 3 months in a 36-month period, unless they are exempt or meet a work requirement, such as participating in SNAP E&T to receive and employment and training services.

The waiver's expiration creates an opportunity for partners to proactively identify prospective SNAP E&T participants for co-enrollment into SNAP E&T and WIOA, ramping participants into training opportunities that will facilitate self-sufficiency, while helping to minimize the impact this may have to Non-Assistance ABAWD CalFresh benefits.

Partnering with Training and Consulting Team (TACT) – TACT is a department within ACSSA, tasked with training new and incumbent workers about program eligibility requirements and changes. WBA is partnering with TACT to introduce a training module so that workers can actively communicate information about the SNAP E&T program to prospective clients and identify them for enrollment into the program prior to the expiration of the ABAWD waiver.

Since in-house referrals to SNAP E&T have generally waned, working with TACT allows for a program refresher and opportunity to resurface the intent of the program, identify additional prospective SNAP E&T participants, and bring more of ACSSA's workers on-board with understanding how the program works as an opportunity for participants. ACWDB will explore the possibility of leveraging this effort to incorporate information about WIOA programs and eligibility, to better facilitate co-enrollment down-the-road.

Communication Efforts - ACWDB will leverage its online presence to help market the program and new partnership, assisting in circulating new or existing SNAP E&T program brochures and materials. The departments will also explore launching a media campaign to promote the new partnership, outlining the benefits to prospective participants, with a goal of recruiting more program participants for co-enrollment into both programs.

B. SNAP E&T

The departments will focus their energies on co-enrolling SNAP E&T participants into WIOA programs when appropriate, by facilitating the following activities:

New Partner/Provider Orientation – ACWDB and WBA will convene a new provider partner orientation for their providers. An invitation will also be extended to the Alameda County Community Food Bank, adult schools, and community colleges.

Providers will learn about eligibility criteria of respective programs and have an opportunity to explore initial ideas for developing a working relationship that they will articulate in their CEA Plans. The orientation will also allow new provider partners to ask questions, share information and marketing materials, and discuss initial strategies for addressing service gaps and braiding/leveraging resources to meet the employment needs of prospective co-enrolled clients.

Sub-Regional Workforce Network – ACWDB’s Sub-Regional Workforce Network (SWN)¹ is a service model that fosters collaboration of stakeholders in a sub-region, enabling service providers to coordinate service, initiate referrals, and braid/leverage resources that meet the unique needs of clients. ACWDB’s providers will include SNAP E&T and other stakeholders in their SWNs and will document these new partners in their CEA Plans (see page 18 for more information).

Co-enrollment Action Plans – ACWDB’s providers and SNAP E&T third-party providers will work together to develop CEA Plans to successfully co-enroll SNAP E&T participants into WIOA programs. CEA Plans will also articulate referral and outreach strategies, service coordination methods (including supportive services), ongoing meeting schedules, and mechanisms to close gaps in service, such as braiding/leveraging resources to meet client need.

CEA Plans will also outline strategies for ramping co-enrolled participants into CTE opportunities or enhancing strategies for SNAP E&T participants already enrolled in third-party trainings.

Expand Third Party Training Provider Footprint - Current SNAP E&T third-party providers are clustered in Alameda County’s northern cities. To create more geographic parity in Alameda County and reach a larger segment of the county’s residents, ACWDB has identified prospective SNAP E&T third-party training providers in the central and southern parts of the county. ACWDB recommends that WBA focus on the following training institutions/entities that offer short-term Career Technical Education (CTE) programs:

- Chabot Community College
- Mission Valley Regional Occupational Program
- San Leandro Adult School
- Eden Area Regional Occupational Program

¹ The SWN was designed in 2017 as a strategy to meet the various needs of job seeker clients, by braiding and leveraging provider and partner resources within a specific sub-region. For more information, see page 18.

ACWDB will follow-up to assist WBA in connecting with prospective training providers, as necessary.

Eligible Training Provider List – ACWDB will work with WBA to connect current SNAP E&T third-party training providers to the Eligible Training Provider List (ETPL) process, for providers who express interest in becoming ETPL certified, but are not yet on the ETPL. Established presence on the ETPL will assist in the implementation of strategies outlined in CEA Plans.

Other Strategies – Providers may partner to develop specific tools to assist in their collaborative strategies, such as developing crosswalk tools, brochures, spreadsheets, etc. to enable their work together. For more possible strategies, see page 19.

2. **Describe how local/regional partners will braid resources and coordinate service delivery to people receiving CalFresh, including by leveraging 50% federal reimbursement from CalFresh E&T for workforce services, sector pathway programs, supportive services, and retention efforts.**

A. Braiding/Leveraging Resources

CEA Plans - ACWDB's providers and SNAP E&T third-party providers will work together to develop CEA Plans to successfully co-enroll SNAP E&T participants in WIOA programs. CEA Plans will also articulate referral and outreach strategies, service coordination methods (including coordination of supportive services), on-going meeting schedules, and mechanisms to close gaps in service, such as braiding/leveraging resources to meet client need. For instance, in a recent SNAP E&T report, 249 SNAP E&T participants have been trained and 116 gainfully employed. While these outcomes are excellent, the provider partners may work together to ensure that more trained individuals are also placed into employment. Co-enrolled individuals may benefit from working with a Job Developer at a Career Center in ACWDB's local area, helping more trained individuals, find employment.

CEA Plans will also outline strategies for ramping co-enrolled participants into CTE opportunities or enhancing strategies for SNAP E&T participants already enrolled in third-party trainings.

Sub-Regional Workforce Network - ACWDB's SWN was designed to address service gaps and promote the identification of resources that can be braided to meet the needs of clients. ACWDB's providers will be required to use the SWN model in their planning conversations in constructing their CEA Plans with SNAP E&T third-party providers.

Cost-sharing - Whenever possible, ACWDB's providers and SNAP E&T third-party providers may share the cost of trainings and supportive services of co-enrolled individuals. Providers may forego cost-sharing, if they are able to successfully partner with other service providers who can fill in program service gaps.

B. Service Coordination

Cross-training and Information sharing – The departments will initiate an orientation for its providers and SNAP E&T third-party providers. The providers will then establish a working relationship to develop CEA Plans and nail down the details of ongoing cross-trainings, referral making, and information sharing to coordinate the services of prospective and existing co-enrolled participants. Providers will also nail down mechanisms for tracing co-enrolled participants.

Targeted Outreach and Referrals – The departments will play an active role in marketing both programs and prompt providers to do the same. Providers will work together to establish a referral system that works within their existing processes and/or create new referral systems that synchronize both program's referral systems and processes. Outreach strategies and referral processes will be outlined in CEA Plans.

Ongoing Partner Meetings – ACWDB's providers and SNAP E&T third-party providers will establish ongoing partner meetings, by leveraging existing meetings and/or creating new meetings based on the details outlined in their CEA Plans. ACWDB's providers will include SNAP E&T third-party providers in their SWNs, as SWN partners meet on an ongoing basis.

Joint Individual Employment Plans – ACWDB will explore with its providers, the feasibility of developing joint Individual Employment Plans (IEPs) with SNAP E&T third-party providers, for co-enrolled participants.

C. Supportive Services and Retention

Supportive Services – Providers will work together to review their supportive services policies and will discuss how they will braid supportive services to meet the needs of co-enrolled participants. Providers may also identify additional partners that can supply supportive services. For instance, the San Leandro Adult School has a Transitions Center that offers its students support and connection to resources. Since one of the goals in this new partnership is to expand SNAP E&T third-party's foot print in the county, adult school services could very well serve as complementary to existing supportive services. ACWDB's providers and SNAP E&T third-party providers will articulate the role of adult schools and community colleges in their CEA Plans.

Retention Efforts – WIOA and SNAP E&T third-party providers will ensure that co-enrolled participants have the necessary supports to successfully matriculate their training programs, by assessing participant needs up-front, providing case management, and leveraging comprehensive services offered by all involved partners. CEA Plans will also outline referral strategies, service gaps, and coordination efforts, to support program and employment retention.

3. **Explain how local/regional partners will identify and partner with local/regional organizations that serve specific types of CalFresh populations and strategies for leveraging existing resources in the community.**

A. Specific CalFresh populations and Program Strategies

CalFresh only participants - As stated previously, ACSSA's ABAWD waiver is set to expire on August 31, 2019. CalFresh participants wishing to continue their benefits, will have to participate in the SNAP E&T program. The waiver's expiration creates an opportunity for partners to proactively identify prospective SNAP E&T participants for co-enrollment into SNAP E&T and WIOA. This also includes subsets of ACSSA clients.

B. SNAP E&T Participants

ACWDB's providers will partner with SNAP E&T third-party providers, as well as the Alameda County Community Food Bank to identify and/or co-enroll SNAP E&T participants. Program strategies will be outlined in their jointly developed CEA Plans. SNAP E&T third-party providers will be included in the SWN, allowing the partners to address various workforce needs of job seekers, as well providing a mechanism for partners to meet regularly and share information and referrals.

4. **Describe the types of workforce services available to people receiving CalFresh that are and can be funded by local/regional partners, the baseline level of services, and how the local/regional plan will modify the types and quantity of workforce services provided to this population.**

A. Baseline Services for CalFresh and SNAP E&T programs

CalFresh Baseline Services - CalFresh participants are at liberty to opt-out of SNAP E&T enrollment, and many choose to not participate in SNAP E&T. Current efforts by WBA are underway to better market the SNAP E&T program to Non-Assistance CalFresh only participants, especially as the ABAWD waiver is set to expire in 2019.

ACWDB plans to join WBA's effort in marketing the program and will also explore incorporating WIOA into one of TACT's training modules. See section 1.A for more information on page

SNAP E&T Baseline Services - Current SNAP E&T participants have access to the following services:

- Orientation
- Testing and needs assessments
- Access to reimbursement for work-related tools and supplies
- Short-term housing rental assistance (2 months max.)
- Transportation assistance
- Job Search, including Vocation Training Job Search

- Vocational and Industry Training

B. Modified Program Services

CalFresh – WBA is working to enhance outreach efforts to outline and communicate to CalFresh participants, the benefits of enrolling into SNAP E&T, especially as the ABAWD waiver expiration is approaching. WBA is currently working with TACT to establish a training module that will inform new workers about the SNAP E&T program, as a part of the conversation about ABAWD sunseting in Alameda County. ACWDB will explore the feasibility of incorporating WIOA information into the same training module, particularly since one of the goals is to co-enroll SNAP E&T participants into WIOA. This kind of work up-front, will enable co-enrollment efforts down-the-road.

Co-enrolled SNAP E&T and WIOA participants – Modified services will be reflected in the providers' CEA Plans. Co-enrolled participants will have access to the following WIOA services:

- Career Center Workshops offered by ACWDB's Career Services Providers
- On-going case management and job coaching
- On-site SNAP E&T orientations incorporated into WIOA presentations at the career centers
- Access to providers and partners in the SWN through warm hand-off referrals
- Access to initiatives and programs, such as the sector partnership initiatives

5. Describe the role of local/regional partners in helping provide services to and integrating people receiving CalFresh into sector pathway programs including participation in program development outreach, and the provision of specialized supportive services.

A. Sector Pathway Programs and Outreach

ACWDB will introduce SNAP E&T third party providers to the sector pathway programs that grew out of the East Bay SlingShot Initiative (EBSSI). Each sector partnership is employer-led and driven by their priorities. Some of those priorities land on talent development, sector pathways/talent pipelines, and developing internship opportunities. Stakeholders are invited to these meetings to listen and learn, but the Sector Leads who facilitate and convene these meetings, ensure that employers are always in the driver's seat. Priority sectors currently in the EBSSI include:

- (1) Health Care
- (2) Information Communications Technology (ICT)
- (3) Transportation and Logistics (T&L)
- (4) Advanced Manufacturing

ACWDB will encourage SNAP E&T providers' involvement in sector partnerships, so they are informed about the opportunities that may benefit their clients, such as the internships and work-based learning opportunities available for job seekers and students.

B. Other Types of Sector Pathway Programs

ACWDB's providers are already working with local community colleges, Regional Occupational Programs (ROPs), and Adult Schools, to help WIOA clients enroll in short-term CTE courses that lead to certificates and credentials. Co-enrolled WIOA/SNAP E&T clients will also have this kind of access to CTE opportunities. ACWDB has also recommended training providers that WBA may want to consider, to expand SNAP E&T's training footprint in Alameda County.

CEA Plans will also outline strategies for ramping co-enrolled participants into CTE opportunities or enhancing strategies for SNAP E&T participants already enrolled in third-party trainings.

C. Supportive Services

Providers will work together to review overlap and gaps in their program's current supportive service components, to learn how to braid them comprehensively to serve co-enrolled participants. Providers will strategize to identify additional partners that can supply supportive services, if those services are not available through the new partnership. These strategies will be articulated in their CEA Plans.

6. Describe the way in which local/regional partners will work together to provide supportive services to this population and facilitate program completion.

A. Supportive Services

Providers will outline strategies for providing supportive services in their CEA Plans. ACWDB will prompt providers to assess service gaps, including gaps in supportive services, and require providers to outline how they will braid their services to complement each other's programs and fill gaps. Partners will also extend their reach by working with others in the community, such as ROPs, Adult Schools, and Community Colleges.

B. SWN

Since SNAP E&T third-party providers will be a new SWN partner, they will be included in ongoing job seeker service conversations, including devising strategies for streamlining referrals and services. ACWDB will require that its providers outline their proposal to address effective referral strategies and service coordination in their CEA Plans.

- 7. Describe the process Local Boards and their partners will use to retain this population in regional sector pathway programs as they progress into livable wage jobs and careers.**

Retention in training and employment are crucial elements to job seekers and workers' success in the long-term. ACWDB's providers will build off promising retention strategies, including supportive services, that work in client retention. The following retention strategies may be considered:

- A. On-going case management and job coaching, as determined in Individual Employment Plans (IEP)
- B. Career Center Workshops
- C. Job Retention Workshop pilot
- D. Leveraging existing supportive services and braiding them with partner supportive services

CalFresh and SNAP E&T Informational Attachments

1. Specify how Local Boards will partner with community-based organizations, service providers, community colleges and representatives from County Human Service agencies for individuals in their local area.

In addition to the strategies previously outlined, ACWDB and WBA will work together to strengthen enrollments into the SNAP E&T program through co-enrollments. Providers will engage in the following partner activities:

Orientations and Meetings - Attend provider orientations, ongoing cross-training, and SWN meetings. Invitations will be extended to current providers (WIOA and SNAP E&T third-party), along with other key partners such as the Alameda County Food Bank, adult school and community college representatives, and other community-based organizations.

Strategy Development – With guidance from the departments, providers and partners will come together to form a strategy that successfully outlines a cogent plan for co-enrolling individuals. Providers will develop strategies for the following:

- A. Co-enrollment procedures
- B. Service coordination
- C. Targeted outreach
- D. Referrals
- E. Analyzing and closing service gaps services
- F. Supportive services
- G. Retention

Marketing and Information-Sharing – The departments will work with providers and partners to update program brochures and materials that highlight the new partnership, as well as strategies for promoting the new partnership. Providers will also share information at SWN meetings and for the sake of coordinating job seeker services.

SNAP E&T third-party expansion - ACWDB and WBA will work together to expand SNAP E&T third-party training provider's footprint in Alameda County, by including adult schools, community colleges, and ROPs as prospective providers of short-term CTE, helping clients achieve industry credentials.

CalFresh Recipients - ACWDB will work with WBA to leverage the ABAWD waiver expiration and the TACT department to target CalFresh only recipients for enrollment into SNAP E&T and WIOA programs.

2. Provide an overview of the size and characteristics of both the total CalFresh recipient populations in the local area/region and the CalFresh E&T participant populations.

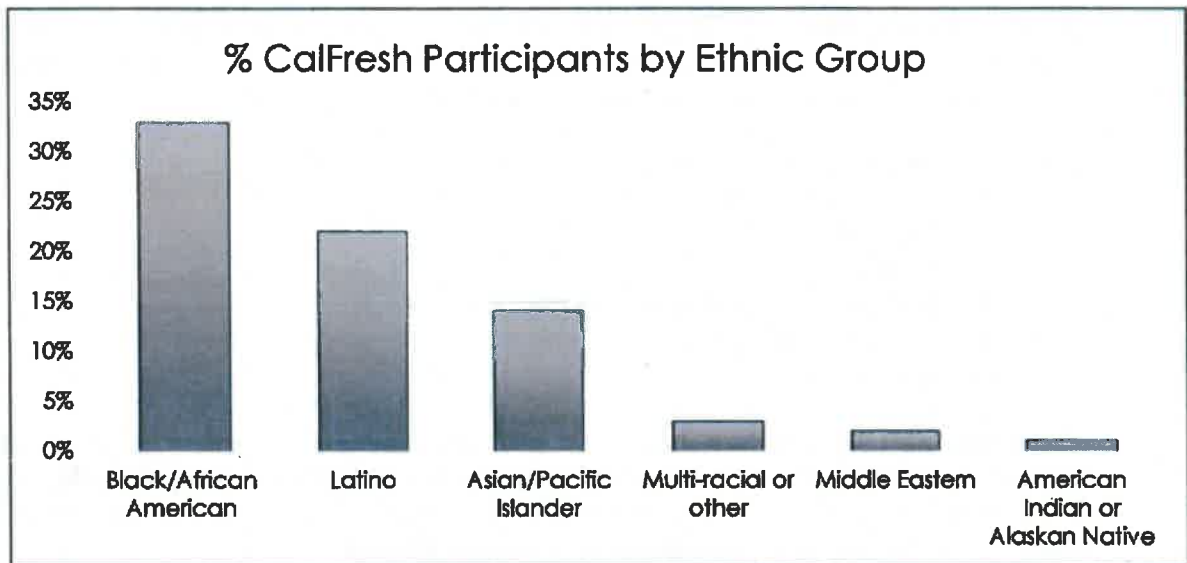
CalFresh Participant Demographics

In Alameda County, there are 54,741 active CalFresh cases, representing roughly 3% of the

county's residents.² CalFresh participants are diverse and come from all walks of life, speaking forty-nine different languages with English, Spanish, Cantonese, Vietnamese, and Mandarin being most common. 765 CalFresh recipients were formerly incarcerated and 18% are non-citizens.

40% of CalFresh recipients or 21,733 individuals are in ACWDB's local area. 33% of the CalFresh population reside in the City of Hayward, making it the city with largest CalFresh population in ACWDB's local area. Berkeley and Fremont residents follow, with 16% and 15% respectively.

County-wide women account for 67% and men for 33% of the total CalFresh population and the ethnic breakdown is as follows:



CalFresh Employment and Training Participant Demographics

Several individuals have participated in the CalFresh E&T program, as a result of the program's expansion from just two (2) third-party training providers in FY 16-17, to nine (9) third-party training providers in FY 17-18. 47% of the trainees (or 116 participants) have since been gainfully employed. Participants also generally reflect the demographic diversity in the County:

Gender

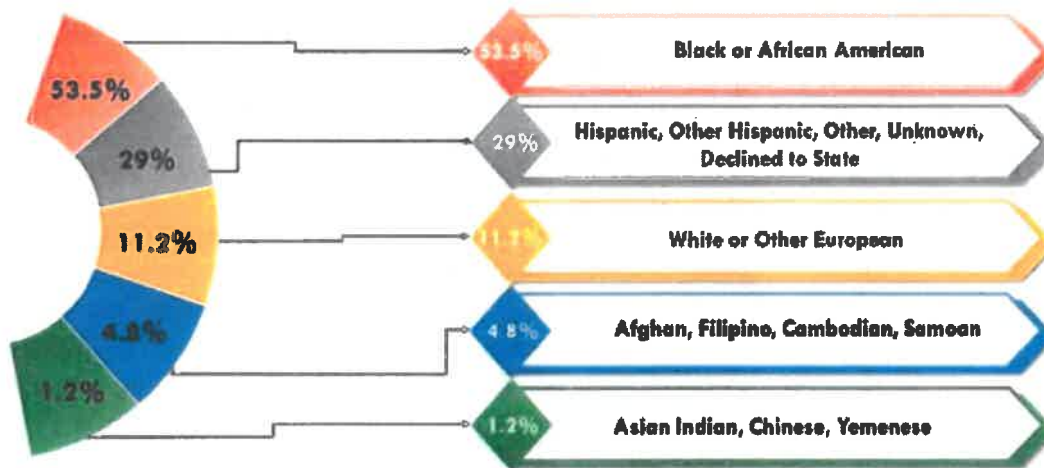
72% of CalFresh E&T participants are male and 28% are female. 93.4% of the current CalFresh E&T population in Alameda County speak English, while 5.4% speak Spanish. Other languages spoken are Cambodian, Dari, and Farsi at 0.4% across the board.

² There are approximately 1.6 million residents in Alameda County, according to the U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates.

Age

<u>Age</u>	<u>Total</u>	<u>Percentage</u>
18-35	136	57%
36-49	56	23%
50-59	39	16%
60+	10	4%
Total	241	100%

Ethnicity



3. Assess the types of workforce services needed to help people receiving CalFresh succeed in the regional and local labor market, including those services that are eligible for 50% federal reimbursement from CalFresh E&T.

CalFresh participants are not necessarily enrolled into SNAP E&T, as SNAP E&T is currently a voluntary program. However, the ABAWD waiver is set to expire in Alameda County, presenting a ripe opportunity to identify prospective SNAP E&T participants. The following workforce services have been deemed most appropriate for SNAP E&T and prospective participants:

- **Job Readiness Services** – Relevant job readiness workshops, like resume preparation, job search, interviewing skills, etc.
- **Case Management** – One-on-one case management and job coaching
- **Supportive services** - including transportation assistance, child care assistance and referrals, assistance in securing required work or education documents
- **Counseling** – professional and personal development

- **Hard/Technical skills training** – On-the-Job training to learn the aspects of a particular job or occupation
- **Soft Skills/21st Century Skills** – Soft skills training, such as critical thinking, teamwork, communication, work place decorum, etc.

4. Describe the employment barriers experienced by people receiving CalFresh in your local area/region, including potential barriers faced by people with disabilities and resources that can be utilized to assist overcoming these barriers, including those resources eligible for 50% federal reimbursement from CalFresh E&T.

The following barriers surfaced from the Regional and Local Planning sessions that Alameda County and Oakland Workforce Development Boards held in late October and early November:

Barriers	Possible Solutions
Child Care	<ul style="list-style-type: none"> • BANANAS - child care referrals and resources to families with young children • 4C's - Alameda County Community Child Care Council, provides access to affordable child care
Transportation	<ul style="list-style-type: none"> • Provider partners will explore braiding their supportive services to more comprehensively meet the needs of co-enrolled individuals. • ACWDB may explore the feasibility of expanding its supportive services policy around transportation for the benefit of both WIOA and co-enrolled clients.
Technology	<ul style="list-style-type: none"> • Co-enrolled participants will have access to the technology workshops offered through career centers, as well as technology courses offered at the adult schools. • Co-enrolled participants will also have access to Metrix Online training as well as WIOA Individual Training Account, to acquire technology skills.
Immigration status	<ul style="list-style-type: none"> • While providers will braid resources to meet client need, co-enrolled immigrant clients with specific needs that are not met by WIOA or SNAP E&T programs, will be connected to appropriate community services, like the Refugee Cash Assistance (RCA) and Refugee Employment Services, administered by ACSSA and community-based organizations. • Local adult schools also have expertise in working to meet the needs of local immigrant communities. Adult School partners are a part of ACWDB's SWN and are relied upon for their expertise in serving immigrant communities.
Re-entry status/stigma	<ul style="list-style-type: none"> • Locally, ACWDB has built its repertoire for building programs and resources to serve the re-entry population. The re-entry clients are also one of ACWDB's priority populations. ACWDB will explore working with its Re-entry Specialist to help and troubleshoot some of the issues that co-enrolled re-entry clients must navigate.

	<p>working with its Re-entry Specialist to help and troubleshoot some of the issues that co-enrolled re-entry clients must navigate.</p> <ul style="list-style-type: none"> • ACWDB will explore the feasibility of hosting re-entry specific workshops with its Career Services Providers, to help address some of the concerns that re-entry clients have in trying to secure employment.
Accessibility	<ul style="list-style-type: none"> • Services will be braided/leveraged so that more services are available at any given point in time. • Braided services may also include those provided by the East Bay Regional Center's provider community, to address some of the specific needs of co-enrolled participants with disabilities. • Access to basic career services, such as workshops and center equipment to conduct work-related activities, will also provide access to SNAP E&T clients, even if not co-enrolled into WIOA.

5. Explain current and prospective local partnerships, including partnerships with local workforce development boards, local Human Service Agencies, and other CalFresh E&T providers, including those that are eligible for 50% federal reimbursement from CalFresh E&T and describes the quality and level of intensity of services provided by these partners.

SNAP E&T is administered through ACSSA's WBA department. The table below outlines WBA's current SNAP E&T third party partners:

Current SNAP E&T Partners	Current Quality and Level of Intensity
Jewish Vocational Services (JVS)	Provides training in health care, technology, financial sectors, and provides supportive services, with the goal of moving people from poverty to self-sufficiency.
Stride Center	Provides training for the technology sector, specifically for job seekers who face barriers to employment. Stride Center services also includes life and professional skills training, industry-recognized trainings and certificates, and job placement assistance.
Center for Employment Opportunities (CEO)	Provides comprehensive employment services, as well as supportive services, for re-entry clients. Provides job placement assistance in the healthcare, transportation & logistics, and manufacturing sectors.
The Unity Council	Provides training in the health care, transportation and logistics, and manufacturing sectors, as well as career and financial services.
Safe Passages	Provides occupational training for afterschool programs, urban arts, and production, working closely with twenty-two schools to supply talent for the K-12 system.
Civicorps	Assists disconnected youth ages 18-26 earn their high school diploma, gain work place exposure and advance to post-secondary education, internships, or pre/apprenticeship opportunities.

Roots Community Health Center-Clean360	Provides job training in their licensed community clinic through the Roots Emancipators Initiative, focusing on the formerly incarcerated and other marginalized job seekers.
The Bread Project	Providers training in food manufacturing, with a focus on the retail sale of baked goods.
Rising Sun Center for Opportunity	Provides pre- apprentice training for the green energy sector.

ACWDB will also work with WBA to expand the SNAP E&T training provider footprint and has already recommended training providers in the central and southern part of the county, with a focus on those providing short-term career technical education. Expanding the SNAP E&T program across the county allows for more residents to benefit from employment and training services, especially in central Alameda County where the current unemployment rate is relatively higher than other parts of the county. Additionally, ACWDB's providers will include SNAP E&T providers in their SWNs, allowing for partners to braid/leverage resources and build new resources, as appropriate.

6. Describe the ways in which program partners will facilitate information sharing to evaluate need.

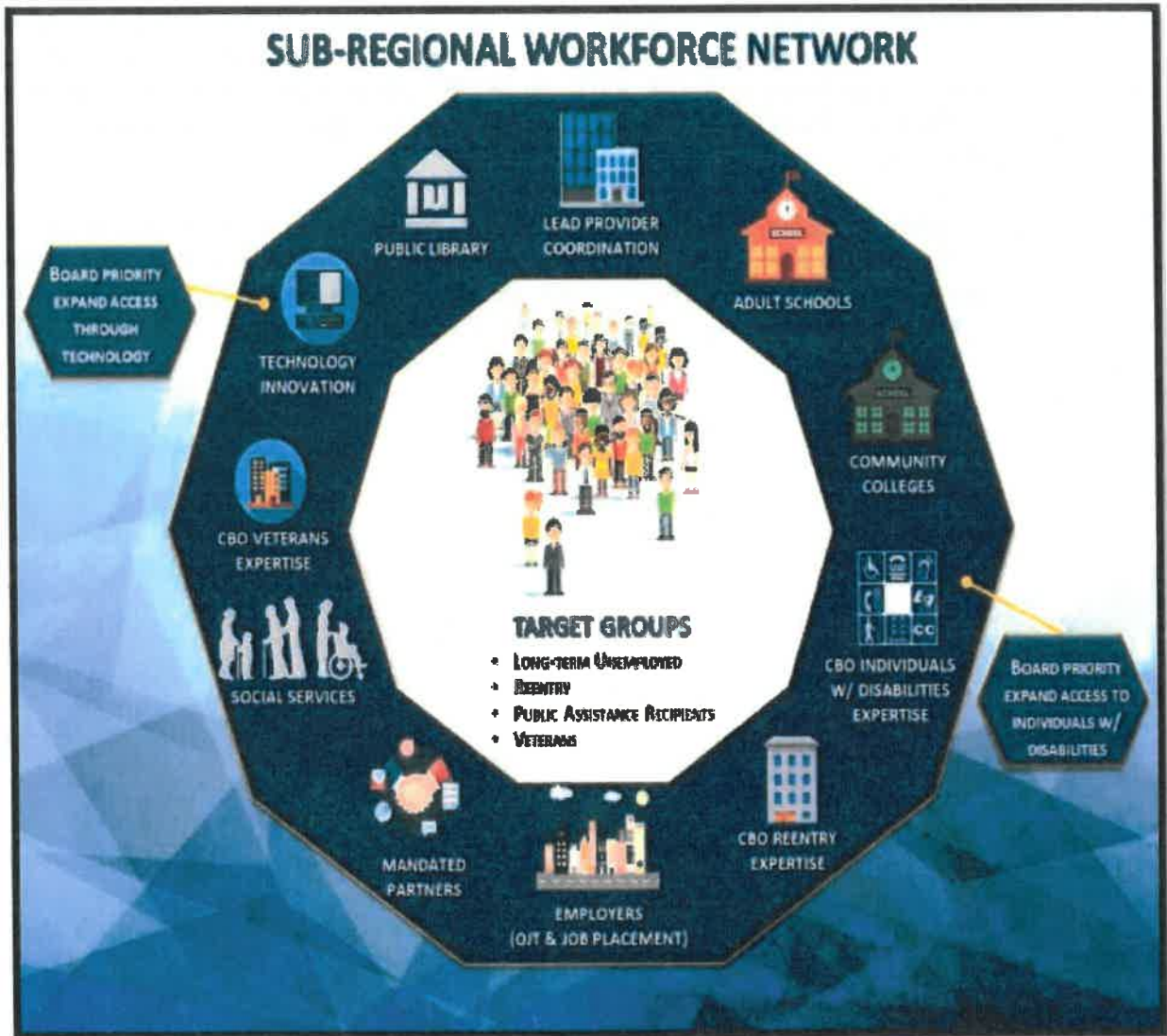
A. Partner/Provider Orientation – The partners will convene and facilitate an in-person meeting to orient WIOA and SNAP E&T third party providers to each other's programs. All meeting participants will learn about eligibility criteria of respective programs, discuss initial ideas about partnering together to meet the needs of co-enrolled participants, develop actionable goals to accomplish together, and discuss the joint development of CEA Plans. Other partners in the SWN will also be invited to the meeting, such as adult schools, community colleges and community-based organizations. The Alameda County Food Bank has been identified as a crucial referral partner to the SNAP E&T program, so an invitation will also be extended to the Food Bank. Partners at the meeting will have an opportunity to share information and discuss strategies for sharing information on an ongoing basis.

B. SWN - ACWDB will require its providers to include SNAP E&T third-party providers in their SWN. The SWN is a vehicle for facilitating cross-training opportunities and allows for partners to come together to discuss promising program strategies, methods for coordinating service, as well as for sharing information and referring clients. Providers will be encouraged to develop referral tools, such as a referral database, brochures, and/or other relevant materials.

ACWDB's providers will outline the different strategies they'll use to evaluate the needs of SNAP E&T participants, as well as methods for closing gaps in service, in their CEA Plans. Once client needs are evaluated, ACWDB's providers and SNAP E&T third-party providers, will evaluate service gaps and plan strategies to close service gaps.

- C. ABAWD Waiver Expiration** - ACWDB plans to work with ACSSA and WBA to leverage ABAWD waiver expiration, as an opportunity to co-enroll participants in both WIOA and SNAP E&T programs. Since TACT will train workers on the new changes to the CalFresh program, outlining how participants can remain in the program through their participation in SNAP E&T, ACWDB will explore how to also incorporate information about WIOA in their training module, to support co-enrollment efforts from the start.
- D. Eligible Training Provider List (ETPL)** - Additionally, ACWDB will work with WBA to help SNAP E&T third-party providers apply to become an eligible training provider, if their respective programs are not currently on the ETPL. ACWDB will coordinate the process, connecting the third-party providers to the local ETPL Coordinator.

Sub-Regional Workforce Network (SWN)



California Workforce Association (CWA) Boot Camp Capstone Project

Capstone: Integrating SNAP E&T Program through Partnership and Collaboration between Workforce Systems and Social Services

The Workforce Innovation and Opportunity Act (WIOA) encourages partnerships between the Supplemental Nutrition Assistance Program Employment & Training (SNAP E&T) program and the workforce system. This partnership could expand services and assist SNAP participants in building their skills and attaining gainful employment towards a path of self-sufficiency. This capstone project outlines strategies for Alameda County's Workforce Development Board (ACWDB) and Social Services Agency (ACSSA) to partner and collaborate, in order to integrate SNAP E&T into the workforce system.

Landscape

ACWDB is embedded in the ACSSA and services are delivered in alignment across the county except for the city of Oakland which is served by the Oakland WDB. ACSSA administers public benefits programs and both agencies issue contracts to operate career centers and provide career services and employment services through public or non-profit organizations.

ACSSA is 1 of 36 county agencies that administers a SNAP E&T program, requiring only voluntary participation. SNAP recipients have the option to participate in a variety of skill building activities that lead to employability and receive an array of supportive services on a reimbursement basis. ACSSA is also engaged in third - party partnerships, which consist of local training or educational providers, primarily located in Oakland, who utilize their investment of non-federal funds and receive 50 percent reimbursement through SNAP E&T (50-50) funds for allowable activities.

ACWDB's Eden Comprehensive America's Job Center of California (AJCC) is housed in a county building and is operated by Rubicon Programs, which also has an ACSSA contract for SNAP E&T and CalWORKs Employment Services, creating an optimal opportunity for co-enrollment. A SNAP E&T participant may be co-enrolled in WIOA for training. However, there is no current practice or contract requirement to co-enroll a WIOA participant receiving SNAP into the E&T program to leverage the available services (supportive services, case management, and training). In program year 2017-2018 ACWDB's WIOA enrollment data revealed that over 200 individuals were receiving SNAP.

Strategic Goals and Objectives

Outlined below are strategies to achieve co-enrollment and enhance client services:

1. Establish regular internal meetings for planning and sharing of program policies and procedures, labor market information, and employer input on hiring needs.
2. Develop an implementation plan, timeline and benchmarks to achieve successful integration.
3. Assess services provided by WIOA and SNAP E&T, identify appropriate services for this population, and establish a referral process.
4. Develop crosswalk tools for ACSSA staff, contracted WIOA and SNAP E&T providers to effectively leverage programs and services and implement cross training.
5. Utilize ACWDB's 2016 Asset Mapping research and workforce network to help identify potential partners for third-party partnerships.
6. Convene meetings with workforce partners and provide education on the SNAP E&T program and partnership requirements to increase third-party providers to other sub-regions of the county.
7. Review contracts for co-enrollment strategies, strengthening language and modifying contracts as needed to increase co-enrollment opportunities across programs.

8. Conduct Human-Centered Design experiments for SNAP E&T activities to ensure they are customer focused. Also conduct surveys to determine if individuals entering the AJCC are in need of food assistance available through SNAP and identify reasons for or challenges in obtaining the benefits.

Rhonda Boykin, Assistant Director

Alameda County Workforce Development Board
rboykin@acgov.org



Alameda County Workforce Development Board and Alameda County Department of Child Support Services Agreement

Overview and Summary

ACWDB and the Alameda County Department of Child Support Services (DCSS) are breaking new ground in partnering to ensure that DCSS clients have support in achieving better employment outcomes, enabling individuals to meet their needs of their families. DCSS carries out all services in-house, without contractors. As a result, ACWDB and its providers will make direct contact with DCSS in carrying out services and implementing plans.

The departments, along with stakeholders, have come to realize new solutions to strengthen the employment outcomes of DCSS clients. Specifically, DCSS has brought to light specific sub-sets of clients considered more at-risk for financial instability or enforcement actions:

1. Zero-Income Non-Custodial Court Ordered clients (ZICO clients)
2. Payment Delinquent Non-Custodial Parents
3. Low-income Custodial Parents

Overall, these clients may have poorer outcomes, and the departments have expressed interest in targeting these groups for employment and training by achieving the following activities:

1. Facilitation of an in-service WIOA training to inform DCSS Case Workers and Call Center Representatives, enabling them to inform clients about WIOA services;
2. Establishment of protocols and procedures to effectively work together and identify DCSS clients for employment and training services;
3. Development and establishment of targeted outreach strategies; and,
4. Establishment of communication protocols to share information about referrals, court orders that are conditionally tied to WIOA services, client progress, and program coordination and updates.

The departments have agreed to test and pilot new strategies, modifying strategies as needed and plan to review the progress of new strategies on a regular basis.

1. Describe ways in which program partners work together to provide supportive services to non-custodial parents to support job retention.

ACWDB and its providers will establish a working relationship with DCSS to ensure that DCSS target groups are served to achieve better employment outcomes. Providers will familiarize DCSS staff with the provider partners in their SWNs that can enhance services, including supportive services for DCSS clients. DCSS staff will be invited to SWN meetings and receive information that can be used to inform clients. WIOA enrolled clients will have access to transportation support, and in securing work-related clothing and documents. Gaps found in service, including in supportive service, will be addressed by leveraging the SWN. SWN partners have a working relationship in bringing together resources or relevant information to address program gaps.

2. Discuss the steps to be taken to ensure that a comprehensive provision of services is provided to non-custodial parents to facilitate successful labor market outcomes and progression into livable wage jobs and careers.

The departments will ensure that DCSS clients understand the value of WIOA programs and Career Center services, by marketing WIOA services and Career Centers, with the help of DCSS Case Workers and Call Center Representatives. DCSS staff will then have the information to inform clients. ACWDB and its providers will also ensure that updated program materials are available in the lobby area at the DCSS office.

WIOA-enrolled DCSS clients will have access to a full range of career services, including: case management, job coaching, career workshops, mock interviewing, resume and cover letter writing assistance, supportive services, placement into training/career technical education courses that lead to industry credentials, and job placement and assistance. Clients may also be co-enrolled into other relevant programs, like SNAP E&T. WIOA Case Managers will also keep track of client progress while enrolled in training, provide support while in training, and follow-up with clients once exiting any WIOA program.

Additionally, the departments will establish specific protocols for each of the following DCSS target groups, to ensure that clients have the most comprehensive delivery of services:

A. Zero-Income Non-Custodial Court Ordered clients (ZICO clients)

The family court establishes zero-income child support orders for clients who are unemployed. Many ZICO clients spend a lot of time trying to find employment opportunities on their own and are oftentimes not successful. This results in prolonged periods of unemployment and poorer outcomes for families. ZICO clients are ordered by the court to report their job seeking and employment status, while their court orders remain at zero payment.

The current dynamic creates an opportunity for ACWDB and DCSS to partner to ensure that ZICO clients are supported in their job search and placement efforts. ACWDB and DCSS will strengthen the employment outcomes of ZICO clients by

establishing more workforce goals for ZICO clients and setting protocols for tracking client progress. DCSS will work directly with the court system to recommend that the court establish the following work-related activities in ZICO clients' court orders:

1. Visit a local Career Center in ACWDB's Local Area;
2. Initiate job search activities at a local Career Center;
3. Attend a WIOA orientation to learn about the program and eligibility requirements; and,
4. Initiate WIOA program enrollment, with an emphasis on short-term certificated Career Technical Education (CTE) courses.

ZICO clients who do not qualify for WIOA, will be referred to SNAP E&T or other partner training programs. ACWDB and DCSS will work out the details of a communication protocol to confirm if clients follow-through with the conditions of their court order.

B. Payment Delinquent Non-Custodial Parents

Payment delinquent non-custodial parents could benefit from WIOA services, as the reason behind falling short of making regular payments is sometimes related to the loss of employment. Payment delinquent non-custodial parents are subject to DCSS enforcement actions, which can include the suspension of their driver's license and/or professional license. These actions may further exacerbate client's financial and/or employment situation.

The departments have taken an interest in curbing the negative effect of enforcement actions, by providing more stability and support to payment delinquent non-custodial parents through comprehensive WIOA programs. The departments will pilot a "condition of participation" strategy, that will suppress enforcement actions if the client participates in WIOA programs and services. These clients will have to initiate WIOA enrollment that leads to short-term CTE programs, to suppress enforcement actions, to help clients, get back on track quickly. ACWDB and DCSS will work out the details of a communication protocol and establish a mechanism for reporting client progress.

In addition to training and job placement, WIOA-eligible payment-delinquent DCSS clients, will have access to one-on-one case management, job coaching, workshops, and supportive services. Clients who are not eligible for WIOA will also have access to workshops at local Career Centers, which has historical success in preparing job seekers and restoring their confidence in applying and preparing for employment. Clients may also be referred to partner programs.

C. Low-income Custodial Parents

Low-income custodial parents can also greatly benefit from employment and training services, increasing their ability to earn sustaining wages to support their families. During the initial in-person WIOA training, ACWDB and its providers will outline available WIOA services for all target DCSS client groups. Emphasis will be placed on short term CTE courses that are aligned with in-demand occupations in Alameda County, to help clients quickly earn credentials and employment. Low-income custodial parents will be referred to Career Centers to initiate WIOA eligibility and enrollment. Career Center staff may also refer the client to SNAP E&T or attempt to co-enroll into other SWN partner programs.

2. Discuss how eligibility criteria for workforce services impacts the Local Board's ability to provide workforce services to the Child Support Program population.

DCSS clients are likely to qualify for WIOA services without issue. DCSS clients who do not qualify for WIOA services, will still have access to Career Center equipment as well as the workshops, and other basic services, that can help them get back on track with their career goals. Career Services Providers also have an established working relationship with partners in their SWNs. These partners will help identify appropriate employment and training programs for DCSS clients. DCSS clients who may not qualify for WIOA, may also be referred to SNAP E&T.

3. Explain obstacles to providing services to the Child Support Program population.

One of the obstacles the departments may face initially, may be related to the mere fact that the partnership will be new and new strategies and protocols may need time to ramp up successfully. ACWDB and DCSS will facilitate in-service trainings to learn more about one another's organizations, and to connect DCSS Case Workers and Call Center Representatives with WIOA staff, to facilitating and coordinating the referral process, and services, and streamlining communication protocols around client-specific information.

4. Explain additional tools that can be explored to motivate and support participation and any legal or regulatory barriers to utilizing these tools.

Payment delinquencies tend to trigger certain DCSS enforcements. Payment delinquency resulting in the suspension of professional and/or driver's license, has piqued the interest of the departments, because these enforcements can exacerbate clients' situation and make it more difficult for clients to meet their child support obligations.

DCSS has some local discretion to suppress these enforcement actions. ACWDB will partner with DCSS to curtail the severity of this enforcement action, by conditionally tying it to workforce goals and outcomes. The departments will pilot a "condition of participation" pilot to offer payment-delinquent non-custodial parents and a second chance and alternate route to getting back on track.

ZICO clients will also have more motivation to engage in more meaningful employment and training activities, as DCSS will explore recommending to the family court, new workforce activities tied to the court orders of ZICO clients. These clients will have the opportunity to pursue job searching in a local Career Center, providing them a supportive and well-established environment, as well as access to training that positions them to for their families.

5. Explain obstacles to meaningfully engaging in local partnerships.

DCSS has identified that learning about the workforce system, would greatly enhance the ability of their staff in referring their clients to WIOA programs and Career Center services. Generally, there are not many obstacles that will hinder the two departments working together, outside the fact that the two departments have not worked together in Alameda County in the past. Initiating this new partnership is an opportunity for both departments to learn from one another. ACWDB will ensure that DCSS has the information needed to enable their staff to engage meaningfully with clients, helping to point them in the right direction to access WIOA training and Career Center services.

ACWDB and DCSS will work together to build a working body of knowledge on successfully serving DCSS clients, and will pilot some efforts, scale others, and share information on an ongoing basis. The two departments will also use a human-centered design approach and modify services and coordination of those services as needed, to meet the unique needs of clients.

6. Describe the process Local Boards and LCSAs will use to retain individuals in relevant workforce and education training programs to support progression into livable wage jobs and careers.

WIOA-eligible and enrolled DCSS clients will have access to WIOA Case Managers and Job Developers. WIOA staff assess job seeker needs, work one-on-one to identify strengths and areas to improve, provide counseling and support, enable access to training and supportive services, and assist with job placement.

ACWDB's providers also have expertise in working collaboratively with other service providers, as they work to maintain a SWN. The SWN enables providers within a specific sub-region, to braid/leverage resources, and fill in service gaps to meet the needs of their clients. Ongoing case management and supportive services paired with a model like the SWN, allows for job seekers to reach success in their training programs. ACWDB's providers are also required to initiate follow-up services whenever clients exit WIOA programs, providing another opportunity to support clients with job retention.

- 7. Describe existing, new, and prospective partnerships with stakeholders to coordinate workforce and related training and education service delivery to Child Support Program participants.**

Working with DCSS in this manner is a new venture, but the departments are determined to identify the most appropriate partnerships and services to meet the employment and training needs of DCSS clients. ACWDB and DCSS will explore short-term CTE programs that lead to higher paying jobs. The departments have expressed interest in programs offered at the San Leandro Adult School and may explore a cohort training model. Additionally, the departments will identify DCSS clients who would be a good fit for SNAP E&T or other partners programs with the SWN.

- 8. Describes how local partners, including LCSAs, county Human Service agencies, Local Board, community colleges, adult education providers, CBOs, social enterprise, and other stakeholders will braid resources and coordinate service delivery.**

ACWDB's SWN model was designed to intentionally connect sub-regional service providers to meeting job seekers' needs, through sharing information, coordinating services, braiding/leveraging resources, and developing joint solutions or ventures for closing job seeker service gaps. ACWDB will connect DCSS to the SWN model, initially through an in-service orientation and training, to be held on-site at DCSS. ACWDB's service providers continue to build their SWNs to reflect partnerships with adult schools, community colleges, employers, and community-based organizations. For instance, the Tri-Valley Career Center has a co-located Transition Specialist from the Valley Adult School, who works to bridge students and job seekers from the adult school to the Career Center, or from the Career Center to the community college, and vice versa.

The SWN model is proving to be a model that enables seamless and coordinated service delivery. DCSS and the department's clients will be included in the SWN infrastructure.

- 9. Describes how local workforce development boards will engage CBOs with a history of serving and working with the targeted populations, such as vocation training providers, to offer basic skills and occupational training, job and career search assistance, and supportive services within the local workforce development system.**

ACWDB's providers have a host of community partners they work with in their SWN. For instance, our Comprehensive America's Job Center of California (AJCC/Career Center), partners with Jewish Vocational Services (JVS) to provide short-term occupational training, aligned with industry demand. Our provider in the southern part of the county, Tri Cities Career Center, partners with Spark Pointe Fremont. Spark Pointe Fremont provides: Credit counseling/repair, Job coaching/training, Career development, entrepreneurship training, and much more. ACWDB's providers will explore the services that work together to meet the needs of co-enrolled individuals.

10. Describe the referral process and forms utilized to track this population as they are referred from LCSA office and Family Court.

Client Referrals and Progress Tracking - DCSS will work with ACWDB's providers to submit a roster of clients who are court-ordered to visit a Career Center to initiate WIOA services. ACWDB will confirm with DCSS, the most appropriate forms that clients should share with Career Center staff. Career Center staff will be required to track DCSS who visit, as well as the services they received, and the status of their visit or WIOA application, if appropriate.

New forms may be created to facilitate this process, and methods for securely housing client information will be discussed at the initial in-person training. The partners will also establish communication and tracking protocols for ensuring client progress and compliance with court orders. Communicating client progress in an efficient and confidential manner, as well as the most appropriate forms and tracking systems to use, will be a point of discussion at upcoming in-person meetings with DCSS. ACWDB will collaborate with DCSS to draft program procedures and protocols for serving court-ordered clients.

11. Discuss the tools and incentives that LCSAs can provide to non-custodial parents to promote their participation in workforce development and education training programs, including incentives and tools used to facilitate a successful referral and incentives and tools used to foster a sustained program participation.

ZICO clients and payment-delinquent non-custodial DCSS clients will visit a Career Center to initiate WIOA eligibility, enrollment, and other job and employment services. DCSS will confirm how long enforcement actions can remain in suppression. The departments will establish communication protocols and procedures to help DCSS successfully navigate WIOA programs and services.

Department of Child Support Services Informational Attachments

1. **Specify how Local Boards will partner with CBOs, service providers, community colleges, and representatives from LCSAs and county Human Service agencies for individuals in their local area.**

Orientation/Training - ACWDB, in partnership with DCSS will facilitate an in-service WIOA training for DCSS Call Center staff and Caseworkers. The in-service training will assist DCSS staff in understanding WIOA eligibility and identifying prospective WIOA clients and will also enable DCSS staff to share their insights about client-agency dynamics and strategies to help their clients become self-sufficient, and advance in their careers.

Sub-Regional Workforce Network - The SWN model requires ACWDB's providers to partner with agencies and organizations in their sub-regions, enabling them to increase their client catchment area and serve more job seekers still struggling to enter the labor market. Each Career Center in the SWN is required to submit outreach plans, outlining new and existing partners, that they will work with to meaningfully reach job seekers. ACWDB will require that its service providers include DCSS in their outreach plans and outline a strategy for identifying, referring, and recruiting DCSS clients.

DCSS Target Groups - ACWDB and DCSS have identified three target groups that would benefit from WIOA services: (1) Zero-income court ordered non-custodial clients, (2) Payment delinquent non-custodial parents, and (3) Low-income custodial parents. The departments have devised different initial strategies to reach each type of clients and will continue to refine these strategies in response to client need. All DCSS clients will have access to basic career services, and WIOA-enrolled clients will have access to WIOA training programs. Clients will also benefit from the SWN model, as provider partners have established several networks in the community.

Short-Term CTE courses - ACWDB will identify appropriate short-term certificated CTE courses offered at the local adult schools that can be offered to WIOA-eligible DCSS clients and will explore a CTE cohort training program at the San Leandro Adult School. DCSS will also have access to Metrix Online (an online training platform resulting in acquisition of core competencies around specific skill sets), for clients looking to brush up on skills and earn certificates.

Outreach and Marketing Efforts - Regardless of the sub-group, ACWDB and DCSS will commit to inform clients about WIOA programs, by examining current program materials and if necessary, revamping materials to effectively market programs to DCSS clients.

In the short-term, ACWDB will send WIOA program materials to DCSS to place within their office, and with the appropriate staff, such as Case Workers and Call Center Representatives, as permitted. ACWDB's providers will also supply the Alameda County Family Law Self Help Center, with WIOA information and Career Center brochures and materials.

Client Tracking - ACWDB and DCSS will also establish communication and progress monitoring protocols and procedures to properly track DCSS client progress, especially

since some enforcement actions are tied to client's progress in employment and training activities.

2. **Provide an overview of the size of the Child Support Program population in the local area including the following: an assessment of areas of high concentration, the percentage of non-custodial parents who are unemployed, the percentage of non-custodial parents who are ex-offenders, and to the extent feasible demographic information including race, ethnicity, gender, etc.**

In Federal Fiscal Year 2017-2018, Alameda County DCSS served 31,789 families. 17,748 of DCSS clients live in ACWDB's local area. 90% of non-custodial parents are male and 10% are female. As of December 31, 2019, DCSS had 31,350 active cases, including the following target groups:

DCSS and ACWDB target groups	Count of target group
Zero-income court ordered non-custodial clients	9,063
Payment delinquent non-custodial clients	19,334
Low-income custodial clients (Custodial parents receiving TANF/CalWORKs)	6,237

The departments will work together soon to tease out some information regarding DCSS re-entry clients. See pages 34-35 for more demographic information.

3. **Provide an assessment of the types of services needed for each targeted group challenged with meeting their parental responsibilities.**

Low-Income custodial parents – These clients will receive information and Referrals to Career Center workshops (including WIOA orientation), WIOA programs, and ACWDB initiatives. Information about workforce programs and short-term CTE courses offered by the adult schools, community colleges, and SNAP E&T programs, will also be available.

ZICO clients - DCSS will recommend a structured workforce plan for ZICO clients, which will reflect the following work and employment activities: (1) visit a local one stop to (2) attend a WIOA orientation (3) initiate enrollment into WIOA programs, with an emphasis on short-term certificated Career Technical Education (CTE) courses at the Adult Schools, Community Colleges or SNAP E&T programs, if qualified, and (4) initiate work search activities at ACWDB's Career Centers

Payment delinquent non-custodial parents - Initiation of a grace period pilot program that offers "condition of participation" to help payment delinquent parents get back on track. The grace period pilot program will suppress enforcement actions if DCSS client can show proof (validated by a local Career Center), that WIOA enrollment efforts are being

made. Information and referrals to our career services providers to determine WIOA eligibility for the OJT program

4. Describes the relative importance of the types of services needed to help program participants succeed in the labor market.

Most custodial parents, non-custodial, and payment delinquent non-custodial parents will require some level of assistance to be successful in employment and training programs. To this end, ACWDB and DCSS will ensure that each type of DCSS client has knowledge of and access to ACWDB initiatives and WIOA programs. The following are general categories of services needed and their relative importance for DCSS clients:

Services and Relative importance	Low-income Custodial parents	Zero-income court ordered non-custodial parents	Payment Delinquent non-custodial parents
Access to employment training programs and initiatives	Important	Very Important	Extremely important
Supportive services (child care)	Extremely important	Important	Important
Case Management/Job Coaching	Important	Very Important	Extremely important
Job Placement, skill acquisition, or advancement	Important	Very Important	Extremely important
Follow-up Services	Very Important	Very Important	Very Important

5. Describes types of baseline services that are currently being provided in the local area to individuals from the Child Support Program population and how the regional and/or local plans will modify the types and quantity of services provided.

Baseline Services - are basic and currently include referrals to 211, which is an information and referral resource to identify services in the community. This new partnership will open a larger pool of specific workforce and training resources to DCSS clients.

Modified Services – by working with ACWDB and its providers, DCSS clients will have a much larger selection and access to employment and training services. These services include but aren't limited to: WIOA training programs, workshops like resume writing and mock interviewing, supportive services, special programs and initiatives, job coaching and case management services, and referrals to other programs in the SWN.

6. Describe barriers experienced by Child Support Program participants in the local area, including potential barriers faced by people with disabilities:

DCSS has shared that their clients, particularly court-ordered clients, generally have a lackluster view of the agency, as the department enforces actions that result in child support. DCSS has played a role in trying to change this perception and has expressed that good quality information helps clients to make good decisions. DCSS has also played a role in helping employers shed their misconceptions about DCSS clients, whose payments are garnished, because of child support orders. They help employers realize that clients are responsible and in compliance of their support orders. Childcare and transportation have also been identified as barriers facing DCSS clients.

The departments will work closely to explore the feasibility of dissecting current DCSS demographic data to quantify how many DCSS clients have disabilities, with the goal of helping clients find the most relevant employment and training services, including WIOA, RCEB, and DOR services. ACWDB's providers will leverage their SWNs to ensure that warm referrals are made to the appropriate service provider and will also enroll WIOA-eligible DCSS clients with disabilities, when feasible.

7. Describes the existing resources that can be utilized to assist with overcoming these barriers.

The departments will work together to provide DCSS clients with good quality information about WIOA programs and Career Center services, helping clients realize the assistive role that DCSS plays in facilitating access to high-quality training and employment programs. The departments will work to supply clients with the most up-to-date marketing materials, to help client make informed choices. DCSS is also planning to explore suppressing enforcement actions, when clients participate in WIOA programs and Career Center services. WIOA-enrolled DCSS clients will have access to transportation assistance and can also leverage SWN provider partners for child care support. The departments will explore the feasibility of working with local Head Start programs, which provides quality Pre-school programs to children from low-income families.

8. Describes the ways in which program partners will facilitate information-sharing to evaluate need.

DCSS services are delivered directly through the agency and not through contracted provider partners, so ACWDB will work directly with DCSS to connect its providers to the agency to share information and WIOA program updates through the following activities:

WIOA orientation – The departments will work together to facilitate a WIOA training for DCSS Call Center Staff and Representatives, with the aim of initially outlining how the new partnership will be operationalized.

SWN - ACWDB's providers will update designated DCSS staff about SWN activities and share information (including WIOA updates), on quarterly basis or whatever seems reasonable.

Referrals – As a result of this new partnership with ACWDB, DCSS will require that court ordered clients seek WIOA services at a local Career Center, with one of ACWDB's Career Services Providers. This will allow specific DCSS clients to be more successful in their employment search and work readiness pursuits, as some DCSS clients are not finding employment on their own. Once court-ordered clients visit a Career Center, WIOA Case Managers will contact DCSS or report client progress in written form to notify the department of the client's progress. For payment-delinquent non-custodial parents, compliance may suppress enforcement actions that have more dire consequences, such as the loss of vehicle or professional license. Therefore, communicating such progress is of utmost importance. ACWDB will support this new protocol by training its providers and supplying new procedures for the new partnership.

Additional DCSS Demographic Data

Our Impact

\$82,171,156

Child support collected in
Federal Fiscal Year 2017-18

31,789 Families Served



Child Support payments provide more support each month than CalFresh, WIC, or the Earned Income Tax Credit.²



Our Partners



Serving Alameda County Families

Alameda County Child Support Services

²Child & Family Research Partnership, "Child Support: The Hidden Social Safety Net," May 2015.

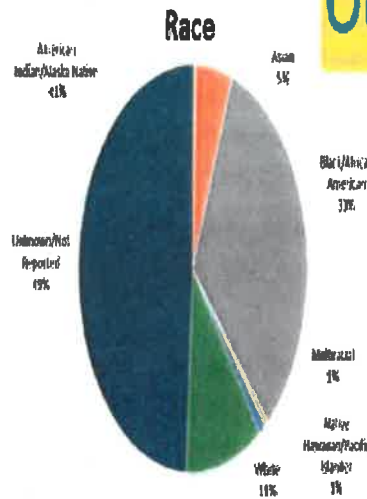
Alameda County Department of Child Support Services

believes that every child deserves support from both of their parents. We engage with mothers and fathers and key community service providers to ensure that parents who pay support have access to resources to maintain their self-sufficiency while supporting their children.



Children who receive child support do better in school, are less likely to experience abuse, and have more contact with the noncustodial parent.¹

Our Families



Children living with father or male caretaker



Children living with mother or female caretaker



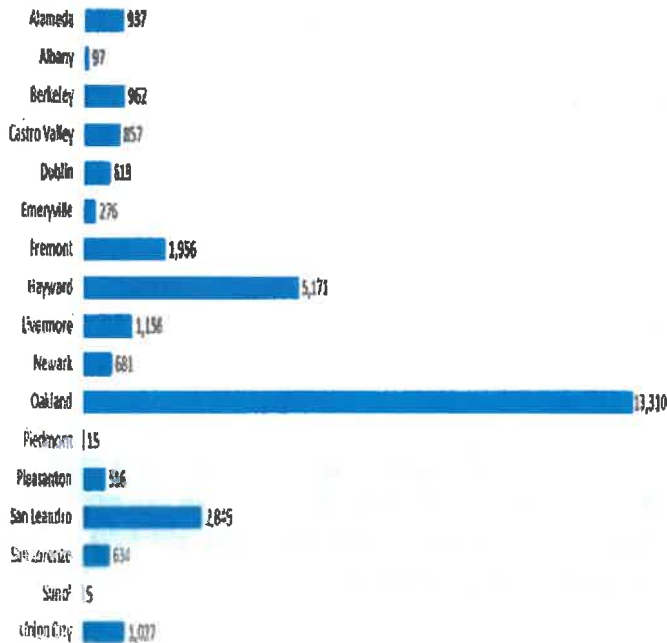
Noncustodial Fathers



Noncustodial Mothers



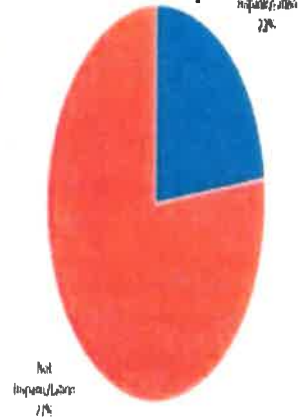
Where do our participants live?



Data from child support caseload as of October 2011



Ethnicity



Child support families speak 25 languages

¹ Office of Child Support Enforcement, "The Child Support Program is a Good Investment," December 2016.

Alameda County Workforce Development Board - Competitive Integrated Employment (CIE) Agreement

Overview and Summary

ACWDB recognizes that the employment rate for people with disabilities is relatively higher than the general unemployment rate. ACWDB quickly realized that people with disabilities were an untapped yet capable and reliable talent pool and established people with disabilities as a priority group. ACWDB also has an established relationship with the Department of Rehabilitation (DOR), as the department is a mandated partner under WIOA. DOR is represented in membership on the ACWDB and is a co-located partner at ACWDB's Comprehensive America's Job Center of California (AJCC), which enables optimum referral-making between the departments.

ACWDB is committed to advancing Competitive Integrated Employment (CIE) opportunities for people with disabilities and have engaged in the following activities to support people with disabilities:

1. ACWDB staff regularly attends the East Bay Employment Taskforce;
2. Supporting work-based learning of Disability Employment Accelerator (DEA) grant participants, by leveraging WIOA Individual Training Accounts (ITAs);
3. Board staff attended the Local Partnership Agreement (LPA) splinter group meeting, and will continue to attend; and,
4. Board members have hired participants from programs in the community, such as, East Bay Innovations (EBI).

ACWDB is determined to continue its involvement in advancing CIE opportunities for people with disabilities and supports the following goals of local partners in CIE Local Partnership Agreements:

1. Coordinate seamless services;
2. Provide person-centered services, supported employment, and career pathway opportunities; and,
3. Help more people with disabilities find a path to employment by engaging parents and students at an earlier age, helping them understand career pathways and employment opportunities in the labor market.

Additionally, ACWDB's providers will co-enroll WIOA-eligible DOR clients and Regional Center East Bay (RCEB) clients. Providers will document these efforts in their CEA Plans, and will also include or continue to include, DOR and the RCEB in their SWNs. ACWDB will explore working with DOR and the RCEB in the establishing protocols to outline how providers will work with one another in advancing CIE opportunities for people with disabilities.

1. Explain how the area is engaged or plans to become engaged with local partners to increase CIE for jobseekers with Intellectual Disabilities/Development Disabilities.

Priority Population – People with disabilities are priority clients in ACWDB’s WIOA programs. Our Comprehensive Career Center also works closely with the Department of Rehabilitation (DOR), to share information and initiate referrals.

East Bay Employment Taskforce - ACWDB has been an active partner in the East Bay Employment Taskforce for a few years, which is a diverse cross-section of stakeholders who share and present information, to facilitate leveraging of services to meet client need. The East Bay Employment Taskforce is currently in process of becoming a 501 c 3 organization, to draw in dedicated resources to meet the needs of people with disabilities in Alameda and Contra Costa counties.

Disability Employment Accelerator (DEA) Grant - ACWDB is also an active partner in the DEA grant program, working with EBI to place people with disabilities within demand industries in Alameda County. Specifically, ACWDB has leveraged its WIOA ITA’s to support eight Project Search Program participants, who are EBI clients. Project Search prepares job seekers with disabilities for employment through job preparation and hands-on work experience by placing participants in high-growth opportunities.

The cohort of eight that ACWDB is supporting through Project Search, are placed as interns in government positions, within Alameda County. ACWDB, in conjunction with EBI, will also host an Employer Forum in the spring to highlight the benefits of hiring people with disabilities and plan on gauging employer interest to follow-up with employers interested in creating employment opportunities for people with disabilities.

New Partner Orientations - ACWDB will help to facilitate an in-person meeting/introduction to assist its providers and DOR and RCEB, in devising new strategies or building off existing partner strategies, to ultimately co-enroll participants. Providers will also have an opportunity to learn about eligibility requirements, referral processes, and strategies that enable co-enrollment, service coordination, and leveraging/braiding resources.

CEA Plans and Co-enrollment efforts – ACWDB’s providers will co-enroll WIOA-eligible DOR and RCEB clients, when possible, into WIOA programs and services. Providers will also explore their role in helping to close employment/workforce-related program gaps for DOR and RCEB clients. Providers will document strategies in their CEA Plans for serving co-enrolled DOR and RCEB clients.

Local Partnership Agreement (LPA) - ACWDB staff attended an LPA meeting hosted by the DOR and the RCEB in Alameda County, on January 15, 2019. The group convened partners to discuss overarching goals and to gather intel for how LPA partners will work together to expand the goals outlined in the LPA. ACWDB is interested in developing goals that would help partners gain more traction with the workforce system, such as helping partners identify employers that could provide employment opportunities for people with

disabilities. ACWDB will continue to work with partners in the LPA to achieve objectives and goals.

2. Lists the names of organizations the Local Board is partnering with to implement the partnership plans.

- DOR
- Regional Center of the East Bay
- East Bay Innovations
- East Bay Employment Taskforce/HireAble

ACWDB will explore additional partnerships with:

- Alameda County Office of Education
- Local Adult Schools (Castro Valley, Hayward, San Leandro)
- Ability Now

3. Describe the level of participation in CIE LPA.

ACWDB staff attended an LPA meeting in Alameda County in mid-January, to learn about goals that partners will tackle together and to help brainstorm partnership strategies. ACWDB will explore the employer engagement role in helping LPA members identify employers who are interested in hiring people with disabilities and will also build traction between LPA members and the members in the SWNs, to facilitate information-sharing and referral-making.

4. Describe the ways AJCC staff have gained knowledge or training about serving individuals with ID/DD and the additional programs and resources available in the area.

Career Center staff have learned about EBI programs, such as Project Search, but will be required to attend some of the trainings offered by the California Workforce Association's (CWA) California Training Institute (CTI). The CTI has training offerings related to serving people with disabilities. ACWDB has also requested that trainings related to serving people with disabilities are included in the Regional Training Plan. This will allow for all Career Centers in the East Bay to receive the same consistent information about serving people with disabilities.

ACWDB's providers will co-enroll DOR and RCEB clients, when possible, into WIOA programs and services. To facilitate this effort, ACWDB's providers will attend trainings on how to serve people with disabilities, leverage existing strategies and partnerships, include DOR and the RCEB in their SWNs, and document strategies in their CEA Plans for serving co-enrolled DOR and RCEB clients.

- 5. Explain how the area had or will connect with the DOR point of contact who can provide linkages to serve providers and/or supportive services to individuals with ID/DD who are VR consumers.**

DOR is co-located with our Comprehensive AJCC in Hayward, CA. This allows for seamless and coordinated services for people with disabilities who are searching for employment opportunities. ACWDB will continue to work with DOR on co-enrollment strategies to leverage DOR's standing partnership with the RCEB, to ramp clients into WIOA Title 1 programs, as well as sector partnership pathway programs.

- 6. Describes how the DOR district partner is connecting with the area in their work to outreach to employers and partners to support opportunities for individuals with ID/DD to achieve CIE.**

The DOR has a dedicated employer engagement-focused unit to identify employers and support job placement for DOR clients. ACWDB is interested in helping DOR identify employers and will explore making connections between its Alameda County Business Engagement Team (ACBET) and DOR's employer engagement unit, so that information is shared across both systems and stakeholders can possibly explore joint ventures to develop more CIE opportunities for people with disabilities. The ACBET addresses the needs of employers in a more general sense and will also find ways to synchronize efforts with DOR's employer engagement unit.

Additionally, ACWDB, in conjunction with EBI, will be hosting an employer forum, aligning with goals of the DEA Grant program. The goal of the event will be to inform and educate employers about the benefits of hiring people with disabilities, as well as set the stage for identifying employer champions in Alameda County. Employer champions help in encouraging other employers about the hiring people with disabilities and will highlight their successes in working with people with disabilities and within supported employment programs.

- 7. If the area is developing its own recruitment, referral, and employer engagement strategies, then they must be included in the local plan.**

ACWDB will align efforts with LPA stakeholders in developing employer engagement strategies to advance CIE opportunities for people with disabilities. LPA stakeholders expressed interest in career pathways and supported employment, as clients with disabilities tend to retain employment once placed. ACWDB will partner with LPA stakeholders to support employment retention efforts and strategies. This will ultimately require the active and willing participation of employer champions, and ACWDB will play a role in identifying employers and leverage the findings in the Employer Interest Survey, that was launched as a part of the local planning process.

Alameda County Workforce Development Board and Alameda County Social Services Agency Agreement to serve immigrant populations

Overview and Summary

Current anti-immigrant sentiment in America has lasting effects on immigrant populations, surfacing as harmful rhetoric and showing up in policy development as seen with the Public Charge proposed rule. When paired with the general mistrust that refugees and some immigrants have of their country of origin due to violence, persecution, and repression, immigrant populations are more afraid than ever to access services.

Some people are refusing services they crucially need, because they understand that doing so may count against them, raise their federal profile, or result in deportation. Several immigrant-serving agencies, organizations and programs, have taken notice of the drastic decline in program case-loads, even though some services are crucial to the client's health and well-being. Some immigrant populations are fraught with anxieties about what their futures look like in America, and service providers strive to strike a balance between subduing their client's fears and providing comprehensive services.

ACWDB is committed to ensuring that immigrant populations (English Language Learners/Limited English proficient, refugees, asylees, and other immigrants), have a meaningful place in the labor market, that helps them progress in their skill development and prepare for self and family sustaining wages as well as other promising employment outcomes.

ACWDB's primary aim is to align strategies with the Alameda County Refugee Services County Plan (RSCP) FFY 2016-2019 developed by the WBA, a department of the ACSSA. The RSCP emphasizes employment activities to prepare refugees and asylees for entry into mid-level positions leading to self-sufficiency. WBA registers, refers, and tracks refugee services and participants in the Refugee Cash Assistance (RCA), California Work Opportunity and Responsibility to Kids (CalWORKs), General Assistance, and SNAP E&T programs. Subsets of immigrants prioritized for services by ACSSA include: (1) newly arrived refugees, (2) refugees who are receiving cash assistance who are unemployed, and (3) unemployed refugees who are not receiving cash assistance and have not been in the U.S. for more than 60 months.

The departments have taken an interest in working together to build on current ACCSA services, as well as achieve the following objectives for immigrant populations:

1. Broaden the employment horizons and highlight opportunities available to immigrant populations, helping immigrant-serving organizations and clients learn about and access the vast opportunities in the current labor market and within the local workforce system;
2. Co-enroll eligible immigrant populations into WIOA programs; and,
3. Boost more immigrants into middle-level and advanced occupations.

1. Describe how local/regional partners will braid resources and coordinate service delivery to English Learners, the foreign born and refugees, including increasing access to sector pathway programs, supportive services, and retention efforts.

The departments will work together to implement the following strategies, which will enable immigrant populations to gain traction with the workforce system and move into better employment opportunities:

New Partner Orientations - During planning sessions, immigrant-serving providers and stakeholders took an interest in learning about the availability of WIOA services, programs, and initiatives, recognizing that WIOA services would greatly enhance employment and training outcomes for their clients.

ACWDB and WBA will work together to convene and facilitate an orientation for service providers (WIOA and refugee/immigrant services). WBA's current refugee/immigrant service providers include: Lao Family Community Development, La Familia Counseling Services, Bay Area Immigrant and Refugee Services, International Rescue Committee, and members from the East Bay Refugee Forum. Service providers and stakeholders will learn about each other's programs and have an opportunity to learn about eligibility requirements, referral processes, and strategies that enable co-enrollment, service coordination, and leveraging/braiding resources to meet the needs of clients that help them fully participate in training programs and employment.

WBA's providers will also learn about regional sector pathways programs that initiated from the East Bay SlingShot Initiative (EBSSI) and current opportunities available for the clients they serve and for the development of joint ventures. This will serve as a potential opportunity for immigrant clients, helping to ramp more people onto a high-growth regional career pathways.

Sub-Regional Workforce Network (SWN) - The SWN brings together provider partners who coordinate services, share information, make connections, develop referrals, and leverage resources to meet the unique needs of job seekers. These partners cross-share information and referrals, including employer information, so providers are aware of the employers that have a track record in hiring from the workforce system and/or those who actively participate in workforce initiatives. ACWDB's providers actively engage with SWN partners to find new program solutions. WBA's immigrant-serving partner agencies will be included in ACWDB's SWN model, allowing these partner organizations to learn and gain more traction with the workforce system.

Employer Engagement - During Regional and Local Planning sessions, immigrant-serving agencies expressed interest in learning about the connections that local boards have with employers. Stakeholder groups are interested in leveraging the employers in the broader workforce development system, to provide employment opportunities for the immigrant clients they serve. ACWDB launched an Employer Interest Survey, to gather

information from employers about job seeker skill gaps and employer hiring interest in target groups. Some employers expressed interest in learning about how to work with us in identifying immigrant job candidates. ACWDB will leverage the Employer Interest Survey to identify interested employers and develop next steps in connecting these clients to employment opportunities offered by these employers. ACWDB's providers will also help to expand exposure to the employers we work with on a regular basis, to WIOA-eligible immigrant clients, providing them opportunities to find and secure employment opportunities.

Career Center Services and Workshops - Many immigrant-serving stakeholders have shared that their clients have challenges in adapting to the professional work culture and aligning their acquired skills to the skills required in the American labor market. ACWDB's Career Services Providers are experts in understanding the opportunities available in ACWDB's Industry Sector and Occupational Framework (ISOF).³ They also have a working relationship with several employers in the area and leverage their relationships with them to create placement opportunities for job seekers. In response, the departments will explore the feasibility of piloting a new workshop or leveraging an existing workshop hosted by ACWDB's Career Service Providers, so that more immigrant clients understand how to access good-paying jobs in the local labor market, including middle-skill jobs.

The departments will explore the feasibility of working in conjunction with immigrant-serving organizations to co-facilitate the workshop so that the workshop's content is most appropriate to the needs of immigrant clients and synergizes the expertise of both ACWDB's providers and WBA's providers. Bridging provider expertise will allow for a much richer experience for workshop attendees. In addition to workshops, immigrant populations will have general access to Career Center services, such as computers, fax machines, job advertisements, etc. WIOA-eligible and enrolled immigrant populations will have additional access to WIOA training programs. WIOA training programs are ISOF-aligned and help job seekers find better employment opportunities in the local labor market.

CEA Plans - ACWDB's providers will work with WBA's providers to develop CEA Plans. CEA Plans will define how providers will work together to enhance employment and training outcomes of immigrant populations, by outlining referral strategies, service coordination methods, communication and information-sharing techniques, and supportive services that support training and employment retention. Providers will also discuss how to leverage, enhance, and/or develop new workshop offerings, to help immigrant populations learn about labor market opportunities.

Providers will outline strategies that aid co-enrolled participants in building career pathways, so that they are continuously advancing in their careers. In developing co-

³ The ISOF is a model that ACWDB designed to identify priority industries and occupations in Alameda County. ISOF aligns with higher paying occupations.

enrollment strategies, provider partners will address effective outreach and recruitment efforts that work, such as reaching immigrant populations at community events and centers, word-of-mouth outreach, partnering with resettlement agencies, and working with local providers.

2. Working together to identify this population and explore their barriers and develop strategies to resolve barriers.

During the Regional and Local Planning sessions that ACWDB held in partnership with the Oakland Workforce Development Board in late October and early November, immigrant-serving providers offered insights about the barriers that immigrant populations face in the labor market:

Workforce-related Barriers	Partnership Solutions
Clients lack knowledge of careers and pathways, have difficulty in adjusting to professional culture in USA, and are generally unwilling to accept entry-level positions	ACWDB will work on bringing together our CSPs with WBA's providers, to explore a jointly developed immigrant-specific workshop to be held onsite at a Career Center or out in the community with immigrant-serving organizations. The workshop will potentially address the dynamics of American workplaces, professionalism, middle-skill job opportunities aligned with our ISOF and career pathways in general, and/or other topics of partner interest. Once co-enrolled, clients will have the opportunity to learn more in-depth how to align their skills with middle and advanced occupations, by working with a WIOA Case Manager, Job Developer, and other Career Center staff.
Limited technology skills	Clients will have access to Metrix Online - an online portal that helps job seekers learn new skills and earn certificates. Co-enrolled participants who prefer classroom instruction, can also initiate training through WIOA. ACWDB's Career Services Providers also have a wealth of knowledge of the type of technology training and certificates lead to promising employment opportunities and will work with co-enrolled individuals to develop technology skills.
Lack of knowledge or confidence	A Job Coach or WIOA Case Manager will work closely or one-on-one with co-enrolled individuals to develop core competencies related to job searching and finding employment, which has been an effective method in helping to rebuild job seeker confidence.
Transportation and Navigation	Co-enrolled clients can take advantage of supportive services under WIOA and other partner resources. Navigating transit systems to get to work or to secure a job, may also be a topic that is integrated into the immigrant-specific workshop.

Lack of training programs for non-CalWORKs	Co-enrolled clients can access training through WIOA and will also have access to Metrix Online. Clients may also access <u>training programs provided by the SNAP E&T program.</u>
Lack of central location for employment and career planning	All clients, regardless of WIOA enrollment status, will be invited to visit Career Centers in the community and use computers, printers, faxes, etc. for job-related activities and attend relevant workshops. WIOA-eligible and enrolled clients will have another level of access to career planning, as they will be assigned a WIOA Case Manager, Job Developer, and other relevant staff members to assist with employment-related services.

3. Describe the process Local Boards and their partners will use to *retain* this population in regional sector pathway programs as they progress into livable wage jobs and careers.

Career Center Access and Co-enrollment - The foundation to retention in programs begins with good solid information. ACWDB’s providers will explore working with WBA’s providers to develop and deliver workshops that specifically address any information gaps that may act as a barrier to immigrant clients. Workshops will also cover information about career pathways, regional sector pathways, and CTE programs that are aligned with high-growth occupations and offered through WIOA programs and generally at the community colleges and adult schools.

The providers will also work together to co-enroll eligible immigrant populations into WIOA training that are ISOF-aligned and available in the community by providers on the ETPL. Co-enrollment offers a comprehensive approach to service delivery and has the potential to support retain efforts, as service providers braid resources and/or fill in program gaps together. ACWDB’s providers will document retention strategies of co-enrolled individuals, in their CEA Plans.

CalWORKs 2.0 - CalWORKs 2.0 may also open possibilities around promising retention outcomes, for Welfare-to-Work clients, including immigrant clients. CalWORKs 2.0 will be piloted in Alameda County, which will move away from an employment first strategy to a client-driven approach. The pilot program aspires to broaden clients’ skills and transferrable skills, matching clients to their career interests. Doing so will help CalWORKs clients feel motivated in moving along a career path that matches their interests and career goals. This is particularly important for immigrant clients, as immigrant-serving organizations have shared that their clients are hesitant to apply for entry-level jobs, because of their acquired skills and credentials prior to emigration to the United States.

- 4. The local plan incorporates any workforce or employment service plans developed by stakeholders (e.g. Employment Services Plans developed by County Welfare Departments etc.).**

ACWDB will align its efforts to serve immigrant populations with the service components outlined in the three-year County Refugee Services Plan. Services include: employment services and job readiness services, supportive services, social adjustment services, Vocational English as a Second Language (VESL), and much more.

Specifically, ACWDB and partners will aim to expose more immigrant populations listed in County's Refugee Services Plan, to more sector trainings and opportunities, helping to shift the focus from entry-level occupations to middle-skill occupations aligned with short-term CTE programs.

The partners will work together to identify program participants who are ready to participate in existing sector pathway programs initiated through the East Bay SlingShot as well as other sector pathway programs. These opportunities will also include those that arise from regional sector pathway programs, as well as other training opportunities, like SNAP E&T. See page 46 for data on Refugees and Asylees served by Social Services.

Alameda County Social Services Agency Refugee Data

Summary Data from Refugee Social Services Program

Federal Fiscal Year 2017-18

Total Number of Clients = 717

Top 10 Countries

Country of Origin	Number	Percent
Afghanistan	109	15.20
Guatemala	103	14.37
Mexico	74	10.32
Eritrea	70	9.76
El Salvador	48	6.69
Honduras	18	2.51
China	16	2.23
Egypt	14	1.95
Burma	13	1.81
India	9	1.26

Type of Visa

Visa Type	Count of Status	Percent
Asylee	400	56%
Refugee	189	26%
TCVAP - Applied U Visa	58	8%
TCVAP - Approved U Visa	47	7%
Conditional Entrant	14	1.9%
TCVAP - Single T Visa	6	0.8%
Laotian	2	0.2%
Cuban-Haitian Entrant	1	0.1%
Grand Total	717	100%

Gender

Gender	Count of Gender	Percent
F	369	51%
M	348	49%
Grand Total	717	1

Other Local Plan Sections

Other

- ❖ **Labor Market - Other changes to local plans made pursuant to changes in labor market and economic conditions or in other factors affecting the implementation of local plans, including modifications to negotiated performance goals.**

Priority Sectors - In the next rendition of ACWDB's ISOF model, we will explore the feasibility of adding the public/government sector as priority industry. According to the East Bay Economic Outlook 2017-2018, the East Bay's largest sector is the government sector.⁴ The public/government sector tends to be major employer in Alameda County and provides employment and wage stability.

- ❖ **Attachments pertaining to required contents indicated in the Regional and Local Planning Guidance PY 18-19 including but not limited to information only items that are required plan content but not in the narrative.**

- See pages 11-17 for additional attachments related to the CalFresh and SNAP E&T agreement
- See pages 28-35 for additional attachments related to the Department of Child Support Services

- ❖ **Employer Interest Survey** - ACWDB launched an employer interest survey to learn about skill gaps of job seekers and to garner employers' interest in hiring new target groups. The survey's questions were vetted by ACWDB members and the Alameda County Business Engagement Team (ACBET). ACWDB is committed to relaunching the survey to yield a higher response rate and will leverage the results to design program strategies with new partner agencies and departments. See Attachment 1 for a sample questions in the Employer Interest Survey.

⁴ The East Bay Economic Outlook publication is produced by the East Bay Economic Development Alliance, in partnership with Beacon Economics.

ATTACHMENT 1

What are some specific skill gaps you've noticed with prospective job candidates? (Check all that apply):

ANSWER CHOICES	RESPONSES
▼ Candidates are not prepared for the interview	0.00%
▼ Candidates lack specific soft skills	25.00%
▼ Candidates lack specific hard or technical skills need to do the job	50.00%
▼ Candidates lack the education, degree, and/or certificate to do the job	50.00%
▼ Candidates do not have enough experience	75.00%

Have you hired any of the following groups? Please check all that apply.

ANSWER CHOICES	RESPONSES
▼ People with disabilities	75.00%
▼ People with records or past criminal convictions	50.00%
▼ Non-custodial parents in the child support system who may be struggling with delinquent child support payments	50.00%
▼ Refugees and English Language Learners	25.00%
▼ People receiving public benefits	50.00%
▼ No, I have not	0.00%
▼ I am not sure	25.00%
▼ No, but I would like to learn how to work with these groups	25.00%

If you are or may become interested in learning successful recruitment strategies for the groups listed above, which group(s) are you interested in learning more about? (Check all that apply)

ANSWER CHOICES	RESPONSE
▼ People with disabilities	66.67%
▼ People with records or past criminal convictions	33.33%
▼ Non-custodial parents in the child support system, who may be struggling with delinquent child support payments	33.33%
▼ Refugees and English Language Learners	66.67%
▼ People receiving public benefits	33.33%
▼ None at this time	0.00%

❖ **Community Engagement Summary** - ACWDB, in collaboration with Oakland Workforce Development Board, and the East Bay Regional Coordinator, partnered to facilitate four regional and local planning (RLP) sessions in Alameda County. ACWDB shared the information on social media and email, as well as on partner websites. In compliance with the state, ACWDB notified the state about the RLP sessions, at least ten days in advance and leveraged the state’s outreach list and re-entry interactive map to extend invitations to partners.

To ensure inclusion, ACWDB and OWDB provided the RLP fliers in English, Spanish, and Chinese. ACWDB also secured an American Sign Language (ASL) interpreter to provide translation services to a stakeholder who requested the service.

We also posted RLP planning fliers in our building’s lobby and required all providers to post RLP fliers in their respective career center locations. ACWDB also leveraged its own internal list to reach out to stakeholders in its immediate local area, such as adult school and community college representatives, ACWDB members, WIOA Career Center and Youth providers, and launched an employer interest survey to gather employer intel and information.

RLP attendees were provided agendas, planning session materials, and were invited to brainstorm their ideas in table discussions. Staff helped to facilitate table discussions and stakeholders weighed in on priority issues. See Attachment 2 for proof of stakeholder engagement.

ACWDB held an after-hours planning session on March 11, 2019, from 5:45 pm to 7:00 pm, at the San Lorenzo Library. An email announcement went to the State Board on February 25, 2018, as well as to all the partners listed below. The 30-day public comment period opened on February 13, 2019 and closed on March 14, 2019.

ACWDB received two public comments. Please see Attachment 3 for the summary of comments as well as ACWDB's response.

ATTACHMENT 2

Reply Reply All Forward
Fri 10/12/2018 11:29 AM



Reed, Latoya, SSA
Regional and Local Planning Sessions

To: bethany.renfree@acwdb.ca.gov; Michael.Dowdy@acwdb.ca.gov; Rafael.Aguilera@acwdb.ca.gov
Cc: Dial, Lazandra; Dial, Lazandra (ldial@oaklandnet.com); Michael Katz (mkatz.eastbayworks@gmail.com)

You forwarded this message on 10/17/2018 5:42 PM.

ENGLISH Regional Local Planning Sessions.pdf 337 KB	SPANISH Regional Local Planning Sessions.pdf 326 KB	CHINESE Regional Local Planning Sessions.pdf 338 KB
--	--	--

Please see the attachments for more information, as well as the graphic below being used as an introduction to our email announcement. Thank you.

**Greetings! We will be holding Regional and Local
Planning Sessions in Alameda County!**

*please
join us*

See the attached fliers (available in English,
Spanish, and Chinese) for more details!
Thank you!

For your reference, you can find the current four-year Regional Plan, as well as the Local Plans for the Alameda County and Oakland Workforce Development Boards at:
<http://www.eastbayworks.com/>
<http://acwdb.org/info-research/documents/departments-reports/>
<https://www.oaklandca.gov/documents/city-of-oakland-workforce-development-strategic-plan-2017-2020>

Reply Reply All Forward

Fri 10/12/2018 11:12 AM



Reed, Latoya, SSA

Regional and Local Planning Sessions

'info@cooworks.org'; 'admin@eastbayworkforce.org'; 'admin@rootsclinic.org'; 'admin@unitycouncil.org'; 'administration@curaine.com'; 'agala@oaklandca.gov'; 'ahines@fas.edu'; 'alssa@opportunityjunction.org'; 'alle@afghancoalition.org'; 'rita.Maldonado@caltransdevelopment.org'; 'anzhong@greening.org'; 'ariz@lafamiliacounseling.org'; 'aperez@safepassages.org'; 'Ashcraft, Bernard'; 'b.brauer@conzael.net'; 'bboccl@att.net'; 'ben@piccalifornia.org'; 'benjamin.borner@csusastbay.edu'; 'bnguyen@ohlone.edu'; 'Carol Asch'; 'carlyjackson707@yahoo.com'; 'cgutierrez@oaklandca.gov'; 'Chaosein Chao'; 'Charles.turner@agov.org'; 'chuckrud.mrbe@old.ca.gov'; 'tjlesias@unitycouncil.org'; 'dengsdale@lafamiliacounseling.org'; 'marinez@ccreb.org'; 'tortact@rsival.org'; 'lorramos@calogorize.org'; 'tortact@rsival.org'; 'cornshaw.lsp@gmail.com'; 'tomas@qvinc.org'; 'smith@vsa-ncoa.org';

You forwarded this message on 10/12/2018 11:17 AM.

ENGLISH Regional Local Planning Sessions.pdf
337 KB

SPANISH Regional Local Planning Sessions.pdf
326 KB

CHINESE Regional Local Planning Sessions.pdf
338 KB

Greetings! We will be holding Regional and Local
Planning Sessions in Alameda County!

*please
join us*

See the attached filers (available in English,
Spanish, and Chinese) for more details!

Thank you!

For your reference, you can find the current four-year Regional Plan, as well as the Local Plans
for the Alameda County and Oakland Workforce Development Boards at:

<http://www.eastbayworks.com/>

<http://acwdb.org/info-research/documents/department-reports/>

<https://www.oaklandca.gov/documents/city-of-oakland-workforce-development-strategic-plan-2017-2020>



Notice of Public Input Meetings
Regional and Local Planning Sessions*

The Alameda County and Oakland Workforce Development Boards want to hear from you!

We want your input on how we can work together to enhance employment opportunities for: People with Developmental and Intellectual Disabilities, Child Support Clients, CalFresh and CalFresh Employment and Training participants, English Language Learners, and Re-entry populations in Alameda County!

We will be hosting regional and local planning sessions on the following dates:

October 26, 2018 (Friday) - 1:30pm - 4:30pm
Castro Valley Library
3600 Norbridge Avenue
Castro Valley, CA 94546

October 29, 2018 (Monday) - 2:15pm - 5:15pm
Fremont Main Library
2400 Stevenson Blvd.
Fremont, CA 94538

November 1, 2018 (Thursday) - 1:00pm-4:00pm
West Oakland Library
1801 Adeline Street
Oakland, CA 94607

November 5, 2018 (Monday) - 9:00am-12:00pm
California Endowment
2000 Franklin Street
Oakland, CA 94612



Please register for one of the listed sessions by October 24, 2018 at:

<https://tinyurl.com/y72wdq83>

*WDBs in a designated Regional Planning Unit (RPU) are required to develop Regional Plans per state guidance. Each local WDB within the EBRPU is also responsible for developing Local Plans per state guidance.

The East Bay Regional Planning Unit (EBRPU):

- Alameda County WDB
- Contra Costa County WDB
- Oakland WDB
- Richmond WDB

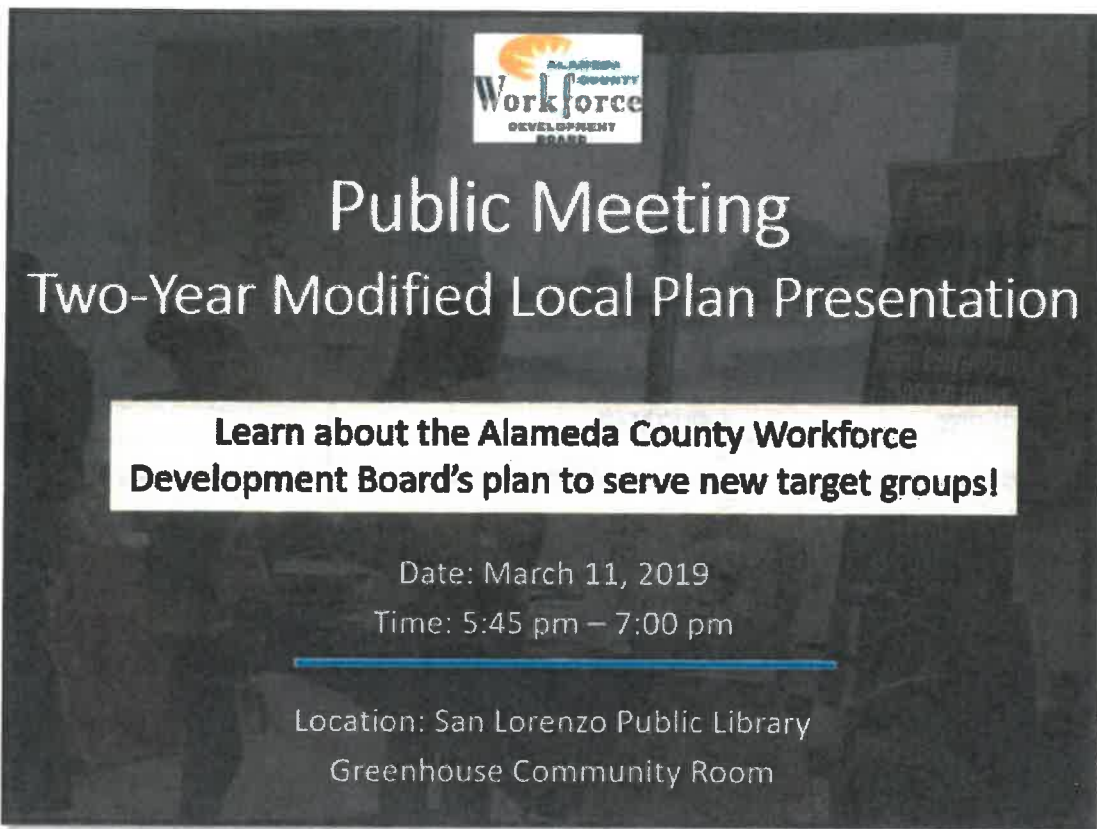
This WIOA Title I financially assisted program or activity is an "Equal Opportunity Employer Program." Auxiliary aids and services are available upon request to individuals with disabilities. If you require specific accommodations due to a disability and/or need language needs, please contact Josephine Zaraspe (for Alameda County) at JZaraspe@acgov.org or (510) 259-3836 and Lazandra Dial (for the City of Oakland) at L.Dial@oaklandnet.com or (510) 238-3474, at least 5 days in advance.

After Hours Local Plan Meeting Email Announcement

Dear community partners, the Alameda County Workforce Development Board will present its Two-Year Modified Local Plan on March 11, 2019, from 5:45 pm- 7:00 pm, at the San Lorenzo Library.
Please share the announcement within your networks.

A flyer is also attached. Inquiries may be directed to latoya.reed@acgov.org. Thank you.

Alameda County Workforce Development Board's Draft Two-Year Modified Plan can be found at: https://acwddb.org/department_reports.page



If you have questions, please contact Latoya Reed at latoya.reed@acgov.org

This WIOA Title I financially assisted program or activity is an "Equal Opportunity Employer Program."

Auxiliary aids and services are available upon request to individuals with disabilities.

If you require specific accommodations due to a disability and/or need language needs, please contact Latoya Reed at latoya.reed@acgov.org or at (510) 259 - 3833, at least 7 days in advance of the event.

Invited Participants

info@ceoworks.org;	narika@narika.org;	<Janice.Mitchell@acgov.org>;
admin@eastbaysanctuary.org;	NorthernCalifornia@rescue.org;	mking@peralta.edu;
admin@rootsclinic.org;	nwilliams@byaonline.org;	mochipa.ce@gmail.com;
admin@unitycouncil.org;	oakland@calorganize.org;	mquach@lfc.org;
administration@curainc.com;	obolotina@oaklandca.gov;	MSawicki@oaklandca.gov;
agallo@oaklandca.gov;	<pcastro@acgov.org>;	mwetzel@oaklandca.gov;
aholmes@has.edu;	pfelix@lafamiliacounseling.org;	<Phyllis.P.Nance@acgov.org>;
alissa@opportunityjunction.org;	pguy@starbucks.com;	nawbwest@gmail.com;
allie@afghancoalition.org;	<Phyllis.p.nance@acgov.org>;	nmarquez@worksafe.org;
Anita.Maldonado@cahumandvelopment.org;	ProbationChief@prob.cccounty.us	nthompson@oakha.org;
anthonyg@greenlining.org;	prodiga28@sbcglobal.net;	obrayv@gmail.com;
aortiz@lafamiliacounseling.org;	project.eden@hsimail.org;	oluby@oaklandca.gov;
aperez@safepassages.org;	rahimaurang@gmail.com;	padovan.carol@dol.gov;
rttcjobs@aol.com;	raycarlisle@nidonline.org;	plantjustice@gmail.com;
b.brauer@comcast.net;	rdejauregui@oaklandpic.org;	raymond.lankford@healthycommunities.us;
bbacct@att.net;	repstein@peralta.edu;	rdarnell@ehsd.cccounty.us;
ben@picocalifornia.org;	rinabarton@gmail.com;	rkunkel@peralta.edu;
benjamin.bowser@csueastbay.edu;	robert@safeandjust.org;	rleon@oaklandca.gov;
bnguyen@ohlone.edu	<Rock@baccc.net>;	robinr@oaklandpic.org;

lh@hausrath.com;	ronnie@soulciety.org;	roy@mlkfreedomcenter.org;
linda@financestaff.com	<Svaca@richmondworks.org>;	rrodriguez@afscme444.com;
lisad@rubiconprograms.org	sally@uininc.org;	rudy@mionline.org;
lvarela@bfwc.org;	samantha.miller@acgov.org	sarah.isaacs@disabilityrightsca.org;
marybergan@aol.com;	<sarah.turner@dss.ca.gov>;	seema@afghancoalition.org;
mchavez@oaklandca.gov;	sbaiter@oaklandca.govt;	sfeldstein@caimmigrant.org;
mclark@yep.org;	sbedford@oaklandca.gov;	Sher.Atanda@acgov.org;
mclay@bgcoakland.org;	sbradshaw@peralta.edu	<Sadaf.Siddiq@acgov.org>;
<melinda.self@dcss.cccounty.us>;	sdunc@laofamily.org;	skunkel@peralta.edu;
MFoote2@acgov.org;	sdung@lfc.org;	sltaylor@oaklandca.gov;
mgoldberg@peralta.edu;	<info@self-sufficiency.org>;	Smeans@oaklandca.gov;
mgraves.acyd@gmail.com;	shannon.bowen@cvcorps.org;	step@unitycouncil.org;
mhill@oaklandca.gov;	<srjohnson@peralta.edu>;	sthao@oaklandca.gov;
<mkatz.eastbayworks@gmail.com>;	sholtzclaw@clpccd.org;	sue.pon@ousd.k12.ca.us;
michael.galvan@crilhayward.org;	smcmulla@acgov.org	svalenciano@ciyja.org;
nancy.soto@acgov.org;	<ldial@oaklandnet.com>;	svaughnd@yahoo.com;
<Abbategv@mdusd.org>;	<Spasseggi@cv.k12.ca.us>;	swright@oakha.org;
winburton85@yahoo.com;	swgilber@pacbell.net;	tdang@vacceb.org;
wstill@acgov.org	TimC@rubiconprograms.org;	tmagana@mail.cho.org;
admin@wojrc.org;	tlouie@soulciety.org;	Tony@workingeastbay.org;

Akumar@ebaldc.org;	tony@bikes4life.com;	tshah@ebaldc.org;
AliceWertz@gmail.com;	vchumbe@oaklandpic.org;	TWalker@oaklandca.gov;
Alissa@opportunityjunction.org;	vin@rubiconprograms.org;	vbransburg@institute.coop;
amarqusee@oaklandca.gov;	frank@tuckertech.com;	vburton@youthuprising.org;
amartinez-olguin@clsepa.org;	fredm@turnergroupconstruction.com;	wpatters@ebmud.com;
ashanks@cypressmandela.org;	gabriela@streetlevelhealthproject.org;	yaquelinvalencia16@gmail.com;
<Jacqueline.Baechler@acgov.org>;	<ROGarcia@acgov.org>;	ysanchez@ciyja.org;
barry_btca@sbcglobal.net;	genesyhernandez@berkeley.edu;	<rzamani@acgov.org>
bcbgtengeri@yahoo.com;	georgeemcdaniel@aol.com;	Akumar@ebaldc.org;
beatrice.lee@dhti.org;	gilbert.petejr@ousd.org;	debrajones@peralta.edu;
bsalem@dor.ca.gov;	gpingarron@unitycouncil.org;	hlindsay@oaklandca.gov;
btca@sbcglobal.net;	greyloom@hotmail.com;	jlaguerre@peralta.edu;
bv0507@gmail.com;	gsmaness@gmail.com;	jlamb@peralta.edu;
cazpereira23@gmail.com;	hlindsay@oaklandca.gov;	kevin.kenny@csueastbay.edu;
chaosarn@lfc.org;	hmazariego@oaklandca.gov;	mking@peralta.edu;
christian.nelson@ousd.org;	hmorris@vacceb.org;	raymond.lankford@healthycommunities.us;
Chukwudi.Nnebe@edd.ca.gov;	imerriouns@oaklandca.gov;	rleon@oaklandca.gov;
cjctrucking@sbcglobal.net;	ipena@oaklandca.gov;	skunkel@peralta.edu;
collins@careeraddersproject.org;	itzel@theiyc.org;	tdang@vacceb.org;
<Neola.Crosby@acgov.org>;	jack.tyler@dhti.org;	<Aaron.isaacson@usmint.treas.gov>;

debrajones@peralta.edu;	jennie@jenniemollica.com;	<arogers@bacr.org>;
Deidra.F.Scott@kp.org;	jenniyong@aol.com;	apatton@chabotcollege.edu;
deziewj@aol.com;	jlaguerre@peralta.edu;	arobbins@tvrop.org;
distancia5@hotmail.coml;	jlamb@peralta.edu;	baezjocelyn@dublinusd.org;
dmoreno@mail.cho.org;	jortiz@peralta.edu;	<bambys@translatinacoalition.org>;
drossi@oaklandcityattorney.org;	josue@mionline.org;	<barbara.sheehy@acgov.org>;
drowland@ehsd.cccounty.us;	jrromero@Oakha.org;	bcutter@pleasantonusd.net;
Leon.Fernando@acgov.org>;	jsteinfirst@lafamiliacounseling.org;	bfrazier@slusd.us;
juniouswilliamsjr@gmail.com;	jude.stern@disabilityrightsca.org;	bphelan@edenrop.org;
kate@workingeastbay.org;	dworthington@ceoworks.org;	brancabill@dublinusd.org;
kenmaxey@hotmail.com;	elba@monumentimpact.org;	carolyn_murphy@pleasantonusd.net;
kevin.kenny@csueastbay.edu;	ellensalazar1@gmail.com;	ceagan@laspositascollege.edu;
kristina.m.lopez@kp.org;	emily@ellabakercenter.org;	cestrada@lvjUSD.k12.ca.us;
larry@larryrobbin.com;	epatch@unitycouncil.org;	cfletcher@cv.k12.ca.us;
ldesilva@alamedacountyilp.org;	<cbriggs@fremont.gov>;	cheppner@cv.k12.ca.us;
linda@uininc.org;	ckorbas@cv.k12.ca.us;	hmcFadden@fremont.k12.ca.us;
<darien@eastbayeda.org>;	clang@edenrop.org;	info@abodeservices.org;
lourdesm@mujeresunidas.net;	<dgavino@berkeley.edu>;	info@macc4ae.org;
<ALoveman@acgov.org>;	<GEason@acgov.org>;	<irisl@4c-alameda.org>;
lpolstein@centrolegal.org;	fdelaguila@has.edu;	jacques@lacourconsulting.com;
lvera@gmail.com;	<ghenderson@lighthouse-sf.org>;	jahernandez@chabotcollege.edu;

LSchaaf@oaklandca.gov;	gsparks@pleasantonusd.net;	<jrowland@peralta.edu>;
mailto:mmoore@richmondca.org;	gzakrevsky@has.edu;	<Jessie@WBEC-Pacific.org>;
mclark@yep.org;	<reneeh@4c-alameda.org>;	jgioia@laspositascollege.edu;
<LKong@aclibrary.org>;	hesterwagner@futures-explored.org;	jjones@laspositascollege.edu;
kprincipato@cv.k12.ca.us;	<mclarkemiller@peralta.edu>;	<Jude.stern@disabilityrightsca.org>;
<khess@jvs.org>;	mdecoste@abilitynowba.org;	<jfredman@baylegal.org>;
<lssesto@seiu-uhweduc.org>;	<mtheide@lvjUSD.k12.ca.us>;	<kamika.dunlap@acgov.org>;
<lewings@lafamiliacounseling.org>;	mfowler@rceb.org;	<Kengel@@peralta.edu>;
lcarlsen@chabotcollege.edu;	mfurtado@slusd.us;	knauman@cv.k12.ca.us;
lgranger@edenrop.org;	mkritscher@chabotcollege.edu;	mswanson@laspositascollege.edu;
lwerosh@abilitynowba.org;	<nlam@cv.k12.ca.us>;	mwalkerwade@nhUSD.k12.ca.us;
<mark.martin@design4x.com>;	nrice@chabotcollege.edu;	<nmiddlet@acgov.org>;
rbennie@laspositascollege.edu;	paula.schoenecker@gmail.com;	naylor@laspositascollege.edu;
rdowd@rceb.org;	<prambo@lvjUSD.k12.ca.us>;	stravers@cv.k12.ca.us;
<richacharles@yahoo.com>;	pmonroe@pleasantonusd.net;	supportvets@stp-sf.org;
<ramona.thomas@hayward-ca.gov>;	tpuell@slusd.us;	<susanam@4C-alameda.org>;
rparham@slusd.us;	<TraciR@rubiconprograms.org>;	swalke@lvjUSD.org;
sannear@cv.k12.ca.us;	wilder@nhUSD.k12.ca.us;	swilliams@slusd.org;
<sarah.isaacs@disabilityrightsca.org>;	willsanford@futures-explored.org	tallen@laspositascollege.edu;
spasseggi@cv.k12.ca.us;	<tatyana.kalinga@mail.house.gov>;	tfuller@laspositascollege.edu;

ATTACHMENT 3

Alameda County Workforce Development Board Two-Year Modified Local Plan

Summary of Public Comments

Public comment:

Please consider including the suppression of taking the tax refunds of Zero-Income Court Ordered clients and Payment Delinquent parents to pay for back child support owed.

Department's Response:

The commenter is expressing a concern regarding the types of enforcement actions that can be suppressed by the Alameda County Department of Child Support Services (DCSS), in reference to ACWDB's partnership agreement with DCSS.

Payment delinquencies can lead to driver license and professional license suspension, so the departments are interested in implementing a "Condition of Participation" pilot program. This pilot program would suppress DCSS enforcement actions if these clients participate in local career center services.

The commenter would like ACWDB and DCSS to also consider suppressing enforcement actions that lead to the garnishment of these client's tax refunds. ACWDB will explore with DCSS the discretion it has in suppressing enforcement actions that lead to the garnishment of tax refunds.

Public comment:

We want employer partners. Adult School short-term CTE needs dedicated funding. Unlike community college, students do not have access to financial aid. Funding needs to sustain start-up time period if we are to offer more with south and central.

Department's Response:

Strained funding is a concern for many entities and agencies offering training and workforce development programs. Securing ongoing dedicated funding for Adult School programs and operation, is beyond ACWDB's purview.

Employer engagement and identification has been a general concern from stakeholders. Several groups are interested in connecting with employers in an intentional way, that leads to employment opportunities for job seekers.

ACWDB will explore how we play a role in providing traction with our employer-facing groups and strategies, so that other partners have opportunities to identify employers in the broader workforce system.

Lastly, adult school students may initiate WIOA eligibility to determine if they qualify for WIOA training programs. Once enrolled, WIOA provides access to training and may provide some relief to financial hardships that these students may face. ACWDB's Two-Year Modified Local Plan places emphasis on co-enrollment strategies, and this also includes the co-enrollment of adult school participants.

Local Board Assurances

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

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

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

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

SIGNATURE PAGE

Instructions

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

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

**Local Workforce Development Board
Chair**

Dr. Jennifer Ong, OD.
Signature

Dr. Jennifer Ong, OD
Name

Board Chair
Title

3/14/19
Date

Local Chief Elected Official

Richard Valle
Signature

RICHARD VALLE
Name

PRESIDENT OF THE BOARD OF SUPERVISORS
OF ALAMEDA COUNTY, CALIFORNIA
Title

7/26/19
Date

Approved as to Form

DONNA R. ZIEGLER, County Counsel

By Victoria Wu

Print Name VICTORIA WU

