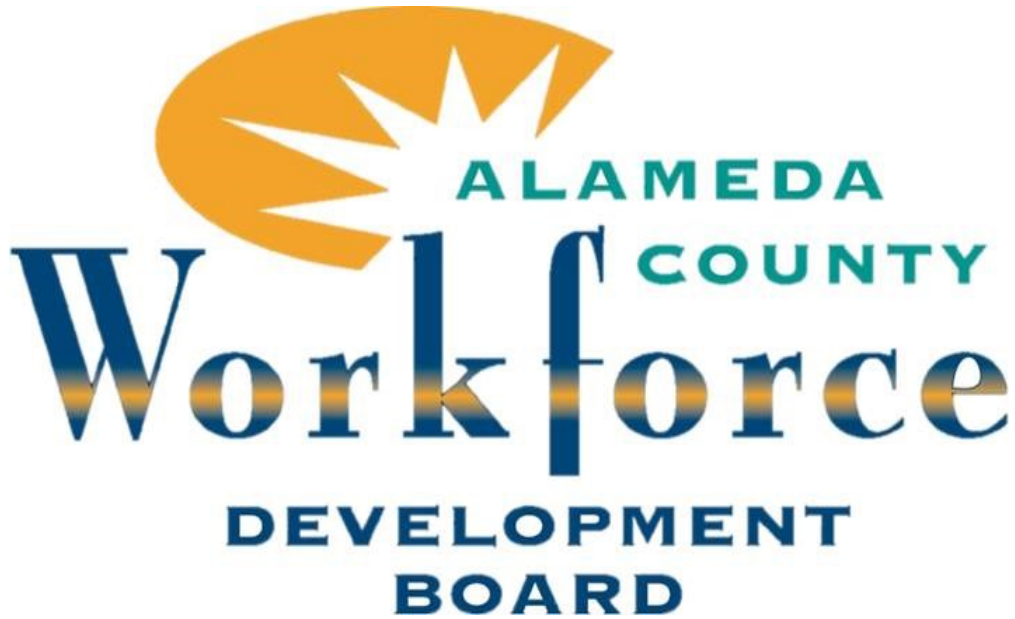


Systems and Strategies Committee



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

In partnership with the
BOARD OF SUPERVISORS

Serving the County of Alameda and the cities of
Alameda Albany Berkeley Dublin Emeryville Fremont
Hayward Newark Livermore Piedmont Pleasanton
San Leandro Union City

April 17, 2024
9:30 A.M.

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

**MEETING NOTICE
Wednesday, April 17, 2024
9:30 – 11:00 A.M.
Gail Steele Multi-Service Center
24100 Amador Street, 2nd Floor, Hayward, CA 94544-1203
California Poppy Conference Room, A&B**

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

AGENDA

		PAGE
I.	CALL TO ORDER AND ROLL CALL	
II.	PRESENTATION –Eden United Church of Christ – Eden Empowerment Hub Team, American Rescue Plan Act – Community Navigator	1
III.	PUBLIC FORUM	
	Members of the public may address the Committee regarding any of the Action Items, or public input at this time of the agenda. Speakers have a maximum of three minutes per person which must include the speaker’s name and organization.	
IV.	ACTION ITEMS / PUBLIC HEARING	
	A. Adult and Dislocated Worker Contract Renewal Recommendations for Program Year (PY) 2024/2025	2
V.	DISCUSSION ITEMS	
	A. Workforce Development Board Retreat and Action Plan	7
	B. Re-Entry Services Report for April 2024-April 2024	12
VI.	INFORMATION ITEMS	
	A. Metrix Online Learning Usage Report	15
	B. Carry-in Enrollment Allowance for PY 2023/2024	18
	C. The Story Behind the Numbers Report	20
VII.	MATTERS INITIATED BY COMMITTEE MEMBERS	
VIII.	ANNOUNCEMENTS	

SYSTEMS AND STRATEGIES COMMITTEE MEMBERS: Matt Kreutz (Chair); Doug Jones (Vice-Chair); Joslyn Buckner; Beth Cutter; Paul Reyes; Kennan Scott.

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

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

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

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

NEXT SYSTEMS AND STRATEGIES COMMITTEE MEETING: AUGUST 21, 2024

ITEM II. – PRESENTATION

EDEN UNITED CHURCH OF CHRIST – EDEN EMPOWERMENT HUB TEAM AMERICAN RESCUE PLAN ACT - COMMUNITY NAVIGATOR



Yuliana Wisler-León is a trained Marriage and Family Therapist specializing in community development and community-led approaches to solving complex problems. Passionate about fostering diversity, equity, inclusion, and belonging, Yuliana currently serves as the Director of the Newcomer Navigation Center at Eden United Church of Christ and is a part of the Eden Empowerment Hub Strategy Team. The Eden Empowerment Hub is a nascent organization dedicated to serving residents of the urban unincorporated communities of Alameda County via culturally-sensitive programs and services.

Yuliana oversees the implementation of Eden UCC's ARPA-funded workforce development community navigation program.

Yuliana Wisler-Leon can be reached at yliana@edenucc.com



As a part of the Eden Empowerment Hub team, Dayanna Montano works at Eden United Church of Christ as the Workforce Development Navigator for the Urban Unincorporated Communities of Alameda County. As a community navigator, her current focus is connecting residents of the unincorporated communities with the different organizations that are working with ARPA-funded programs. Being the bridge between the community and the various program partners has been very rewarding since many of the residents' experience barriers to access. Dayanna has helped build connections and trust between residents and service providers.

Dayanna is passionate about motivating and accompanying residents in their process towards finding skill-building and meaningful work opportunities that meet their needs.

Besides her current work. Dayanna has been a parent volunteer in the unincorporated communities for the past nine years, which makes her uniquely qualified to support residents in need.

Dayanna Montano can be reached at dayanna@edenucc.com

ITEM IV.A. – ACTION / PUBLIC HEARING

**ADULT AND DISLOCATED WORKER CONTRACT RENEWAL
RECOMMENDATIONS FOR PROGRAM YEAR (PY) 2024/2025**

RECOMMENDATIONS:

That the Systems and Strategies (S&S) Committee approve the following contract renewal recommendations for PY 2024/2025 for the Adult and Dislocated Worker programs:

1. Renew contracts with the following Adult and Dislocated Worker providers either with or without additional conditions based on whether contract renewal criteria are met for PY 2023/2024 by June 30, 2024:
 - a. **Career Services Collaborative (CSC):**
 - Ohlone Community College District
 - b. **Comprehensive America’s Job Center of California (AJCC):**
 - Rubicon Programs, Inc.
2. Apply Workforce Innovation and Opportunity Act (WIOA) Formula Funding Allocation Methodology as approved by ACWDB for PY 2024/2025;
3. Direct staff to negotiate contracts effective July 1, 2024, through June 30, 2025.

BACKGROUND:

Renewal criteria depend on performance at the end of the second and third quarters. Specifically, providers are required to meet 80% of certain performance measures by the end of December and 100% by the end of March in any given year. The following benchmark standards were adopted by the ACWDB on March 9, 2023, to ensure responsible stewardship and governance over the WIOA programs:

Performance Measure	Percent of Goal Met by 12/31/2023	Percent of Goal Met by 3/31/2024
Enrollments	80%	100%
Training Expenditures		
On-the-Job (OJT) Training Enrollments		
ITA and OJT enrollments in ISOF*	Shows significant progress by 3/31/2024	
Job Placements in ISOF*		
Job Placements at Closure		
Measurable Skills Gains (in training)		
Credential Attainments		
Submission of Monthly Invoice and Monthly Narrative Report	85% by the 25 th of each month	

*Industry Sector and Occupational Framework (AB 20-01 Attachment 1, AB 99)

For the Comprehensive AJCC, it must meet all criteria as specified above and an additional two criteria:

- a. Implements AJCC Certification improvement goals;
- b. Ensures implementation of the Mandated Partner Memorandum of Understanding.

PY 2023/2024 is the third year of the four-year procurement cycle that began in PY 2021/2022. ACWDB staff have and will continue to:

- 1. Provide regular and ongoing programmatic and fiscal technical support and guidance;
- 2. Regularly monitor the performance and operations of service provision and advise on systematic best practices;
- 3. Conduct programmatic and fiscal monitoring reviews.

Contingent upon contract performance attainments and the outcomes of programmatic and fiscal monitoring, providers will be subject to the following conditions:

Providers in the following categories:	Conditions:
Unresolved program and fiscal monitoring findings.	ACWDB staff will utilize submitted corrective action plans to monitor the resolution of deficiencies by June 30, 2024.
Failure to attain 100% of specified contract performance goals or achieve significant progress toward other contract performance goals by March 31, 2024.	25% of PY 2023/2024 funding will be held in reserve until 100% of specified performance goals are met, or until June 30, 2024. If providers fail to meet performance, they will forfeit a prorated amount of funding.

For additional information, contact Jennifer Victorica, Program/Financial Specialist-Adult/Dislocated Worker Programs, at Jennifer.Victorica@acgov.org.

ATTACHMENT:

IV.A.1. Program Progress Reports

PROGRAM PROGRESS REPORTS

1. Comprehensive America's Job Center of California (Operated by Rubicon Programs, Inc.)

Criteria	Outcome (% of goal)	
Program Monitoring Goal: No Findings/Findings Cleared	Findings: Case File review, Staffing	
Enrollment Goal: 80% of annual goal by 12/31/23 Goal: 100% of annual goal by 03/31/24	Adult 79.3% 108%	Dislocated Worker 67.8% 100%
OJT Enrollment Goal: 80% of annual goal by 12/31/23 Goal: 100% of annual goal by 03/31/24	Overall 33.3% 88.9%	
Training Obligations Goal: 80% of annual goal by 12/31/23 Goal: 100% of annual goal by 03/31/24	Adult 41.9% 71.3%	Dislocated Worker 41.0% 76.1%
Monthly Narrative Reports Goal: On-time submission at 85%	Received 100% on time	
Invoices Submission Goal: On-time submission at 85%	Received 42.8% on time	
AJCC Certification Goal: Implement improvement goals	Meets requirements	
ACWDB MOU Goal: Ensure implementation of the Mandated Partner Memorandum of Understanding	Meets requirements	
The goal for the next six (6) criteria is to show significant progress toward achieving the annual goals by March 31, 2024:		
% of ITA Enrollments in ISOF* December 31, 2023 March 31, 2024	133.3% 133.3%	
% of OJT Enrollments in ISOF* December 31, 2023 March 31, 2024	133.3% 133.3%	
% Entered Employment December 31, 2023 March 31, 2024	Adult 25.6% 48%	Dislocated Worker 35.9% 35.7%
% of Job Placements within ISOF* December 31, 2023 March 31, 2024	Adult 181.8% 131.3%	Dislocated Worker 155.8% 133.3%
% Credential Attainment December 31, 2023 March 31, 2024	Adult 15.2% 72.5%	Dislocated Worker 60.6% 78.8%

Measurable Skill Gains	Adult	Dislocated Worker
December 31, 2023	55.6%	55.6%
March 31, 2024	76.6%	95.2%

*Industry Sector and Occupational Framework (AB 20-01 Attachment 1, AB 99)

Rubicon Programs, Inc. has not met all required performance goals and is subject to Conditional Funding resulting in 25% of its funding being placed in reserve. If performance is not met by June 30, 2024, Rubicon Programs, Inc. will forfeit a prorated amount of funding from the amount reserved. Rubicon Programs, Inc. is recommended for contract renewal for the program year 2024-2025.

2. Career Services Collaborative (Led by Ohlone Community College District)

Criteria	Outcome (% of goal)	
Program Monitoring Goal: No Findings/Findings Cleared	Findings: Cleared	
Enrollment Goal: 80% of annual goal by 12/31/23 Goal:100% of annual goal by 03/31/24	Adult 92.6% 117%	Dislocated Worker 87.4% 114.1%
OJT Enrollment Goal: 80% of annual goal by 12/31/23 Goal:100% of annual goal by 03/31/24	Overall 7.7% 7.7%	
Training Obligations Goal:80% of annual goal by 12/31/23 Goal:100% of annual goal by 03/31/24	Adult 64.1% 74.5%	Dislocated Worker 78.2% 92.1%
Monthly Narrative Reports Goal: On-time submission at 85%	Received 86% on time	
Invoices Submission Goal: On-time submission at 85%	Received 86% on time	
The goal for the next six (6) criteria is to show significant progress toward achieving the annual goals by March 31, 2024:		
% of ITA Enrollments in ISOF* December 31, 2023 March 31, 2024	133.3% 133.3%	
% of OJT Enrollments in ISOF* December 31, 2023 March 31, 2024	133.3% 133.3%	
% Entered Employment December 31, 2023 March 31, 2024	Adult 52.6% 54.6%	Dislocated Worker 35.9% 35.7%
% of Job Placements within ISOF* December 31, 2023 March 31, 2024	Adult 145.5% 145.5%	Dislocated Worker 142.9% 153.4%

% Credential Attainment	Adult	Dislocated Worker
December 31, 2023	50.5%	60.6%
March 31, 2024	75.8%	78.8%
Measurable Skill Gains	Adult	Dislocated Worker
December 31, 2023	15.2%	28.7%
March 31, 2024	62.2%	76.1%

*Industry Sector and Occupational Framework (AB 20-01 Attachment 1, AB 99)

The Career Services Collaborative has not met all required performance goals and is subject to Conditional Funding resulting in 25% of its funding being placed in reserve. If performance is not met by June 30, 2024, the Career Services Collaborative will forfeit a prorated amount of funding from the amount reserved. The Career Services Collaborative is recommended for contract renewal for the program year 2024-2025.

ITEM V.A. – DISCUSSION

WORKFORCE DEVELOPMENT BOARD RETREAT AND ACTION PLAN

The Alameda County Workforce Development Board (ACWDB) held a Board Retreat on January 22, 2024, at the Las Positas Community College Campus in Livermore. The retreat was skillfully guided by the California Workforce Association (CWA). There were 11 Board members in attendance.

During the retreat, the members delved into insightful discussions and engaging activities focused on understanding the workforce system, community-centered workforce boards, and the guiding policies and provisions of the Workforce Innovation and Opportunity Act (WIOA).

CWA guided discussions leading Board members to identify socioeconomic challenges and economic opportunities in Alameda County. Board members were prompted to consider how their own resources and networks could support the work of the Board and they created a vision of success in achieving community-centered board status. This engagement inspired a sense of curiosity and a commitment to enhance their performance as Board Members.

The discussions centered on the current workforce landscape and strategies to overcome barriers, resulting in the development of five key strategic priorities:

- 1) Develop, grow, and strengthen priority sector partnerships.
- 2) Increase ACWDB awareness, knowledge, and visibility of strategic priorities.
- 3) Connect employer voice to education to increase inclusive job competitiveness.
- 4) Increase strategic business engagement to modernize business practices.
- 5) Improve equitable access to employment and careers by removing socioeconomic barriers.

Board members also established six commitments to guide their actions:

- 1) Do the work: prepare, show up, and participate
- 2) Prioritize, share resources and knowledge
- 3) Be curious and collaborative
- 4) Listen and ask questions
- 5) Support peers
- 6) Put egos aside and be vulnerable

These strategic priorities have been dispersed to board sub-committees based on their focus - and individual tasks have been scheduled by quarter with anticipated victory being achieved during quarter-ending September 30, 2026.

At this time, staff is requesting members review the priorities and tasks that have been assigned to this committee and offer suggestions and discussion to guide this work. There will be a need to identify those tasks that will be assigned as committee work – and those where staff can

support committee members. The goal being to propose a course of action that will be presented to the Executive Committee and the full board for approval.

SYSTEMS AND STRATEGIES (S&S) COMMITTEE ACTION PLAN:

Board members present at the Board Retreat on January 22, 2024 identified the following two strategic priorities that have a S&S Committee focus. A workgroup comprised of senior management staff, CWA, and the Board Chair generated a task schedule intended to achieve victory for these strategic priorities by September 30, 2026.

1. Develop, Grow, and Strengthen Priority Sector Partnerships:
2. Increase Strategic Business Engagement to Modernize Business Practices:

The following list is the proposed task schedule for S&S Committee:

Strategic Priority #1: Develop, Grow, and Strengthen Priority Sector Partnerships	
Quarter	Task
1 Jul-Sep '24	<ul style="list-style-type: none"> • Identify 1 or 2 priority sectors to focus efforts toward victory • Conduct and review training on Labor Market Information data
2 Oct-Dec '24	<ul style="list-style-type: none"> • Schedule presentations on identified sectors for committee meetings
3 Jan-Mar '25	<ul style="list-style-type: none"> • Identify and solicit input from sector experts • Convene stakeholders for planning sessions
4 Apr-Jun '25	<ul style="list-style-type: none"> • Identify occupational shortages and seek short-term, skill-based trainings to fill those gaps
5 Jul-Sep '25	<ul style="list-style-type: none"> • Invite speakers from community college career pathways programs for committee presentations
6 Oct-Dec '25	<ul style="list-style-type: none"> • Confirm/ensure that career service providers are supporting sector strategies
7 & 8 Jan-Jun '26	<ul style="list-style-type: none"> • Review ACWDB budget to determine availability of funds to support resource page for job seekers and employers on ACWDB website
9-Victory Jul-Sep '26	<ul style="list-style-type: none"> • Identify clear data points to measure attainment of victory for the identified priority sectors – and keep WDB members informed regarding progress made

Strategic Priority #2: Increase Strategic Business Engagement to Modernize Business Practices	
Quarter	Task
1 Jul-Sep '24	<ul style="list-style-type: none"> • No tasks this quarter as begin dates to address strategic priorities were staggered
2 Oct-Dec '24	<ul style="list-style-type: none"> • No tasks this quarter as begin dates to address strategic priorities were staggered
3 Jan-Mar '25	<ul style="list-style-type: none"> • Outreach to small businesses (possibly through California Employer's Association (CEA) survey) • Review CEA survey to establish appropriate questions

	<ul style="list-style-type: none"> NOTE: Work with CEA contingent upon contract extension
4 & 5 Apr-Sep '25	<ul style="list-style-type: none"> Research other local boards employer resource pages for possible content Review ACWDB budget to determine ability to fund webpage refresh and more employer content
6 Oct-Dec '25	<ul style="list-style-type: none"> Identify all employer incentives for hiring diverse workforce for inclusion on employer resource page
7 Jan-Mar '26	<ul style="list-style-type: none"> Identify and collect relevant resources and create webpage mock-up.
8 Apr-Jun '26	<ul style="list-style-type: none"> ACWDB's Business Service Unit (BSU) visits local chambers for outreach to small businesses
9-Victory Jul-Sep '26	<ul style="list-style-type: none"> Publish webpage for employers with all business resources Small business survey completed Board member participation in BSU visits

For additional information about this item, please contact Michele G. Garcia, Workforce Board System Administrator through email at MGGarcia@acgov.org or by phone at (510) 259-3802.

ATTACHMENT:

V.A.1. – DISC ACWDB Retreat Action Plan 2024

Alameda County WDB Action Plan 2024-2026

	Launch – Q1 (Jul-Sept '24)	Q2	Q3 (Jan-Mar '25)	Q4	Q5 (Jul-Sept '25)	Q6	Q7 (Jan-Mar '26)	Q8	Victory (Jul-Sept '26)
Sector Insights S&S	Identify 1-2 sector partnerships to grow or start new training Conduct and review training on Labor Market Information workforce data	Presentations on current 3 sectors	Cultivate sector experts Convening of stakeholders for planning sessions around selected industry sectors	Identify key occupational shortages and assess short term skills-based programs (where are the gaps)	Career pathways speakers from community colleges	Ensuring career centers are supporting sector strategies	More customized webpage for employer and job seeker resource portal Enhance ability to track sector data		Develop clear ROI data points for 3 identified sectors to inform WDB of progress
Outreach EXEC	Focus WDB member recruitment on priority sectors Develop ad hoc WDB development committee Staff to meet and discuss storytelling strategy	Fact sheet updated, possible slide deck developed Speaking opportunities identified and calendar Storytelling strategy presented to WDB	Bring WDB member to meet with County elected officials (quarterly)		Increase engagement at K-12 tables and increase partnerships				Success storytelling campaign launched Expanded awareness of the WDB work within industry, elected officials, and K-12
Bridging Gaps YC	Review work experience language for youth providers, consider requiring 50% of work experience enrollments be in ISOF	Youth service provider contracts amended for work experience emphasis		Recurring feedback from key industry sectors to education		Explore the possibility of developing an apprenticeship program			50% of youth workforce experience contracts are in ISOF sectors
Business Engagement Resources S&S			Small business outreach (CEA survey) Review CEA survey for appropriate questions (based on contract extension)	Research other local boards resource pages for employers Look at budget for website refresh – possible contractor. More customized website for job seekers		Identify all employer incentives for hiring diverse workforce on resource page	Identify/collect all relevant resource and create webpage mockup	Business Services Unit visits/WDB member to chambers for outreach to small business and resource page	Website/webpage available for employers that includes all business resources Small business survey completed WDB member participation in BSU visits
Barrier Removal & Increasing Access OE		Identify speakers to present on socio-economic challenges at upcoming WDB or Committee meetings	Invite Breaking Barriers funded CBOs to discuss partnerships around removing socio-economic barriers	Meet with 211 to explore adding referrals to WDB/AJCCs Look at budget for website refresh – possible contractor. More customized website for job seekers					Pick 1 barrier and develop an action plan to remove barrier Convening of providers and employers focused on chosen barrier

10

Alameda County WDB Action Plan 2024-2026

Acronym Key:

BSU: ACWDB's Business Services Unit (Responsible for managing services to Businesses through WIOA funding).

CBO: Community-Based Organizations

CEA: California Employers Association (Current contractor with ACWDB, provides resources for the areas employers)

EXEC: ACWDB's Executive Committee (sub-committee of the ACWDB)

ISOF: ACWDB's Industry Sector and Occupational Framework / Priority or Growing Local Industry Sectors

LMI: Labor Market Information

OE: ACWDB's Organizational Effectiveness sub-committee

S&S: ACWDB's Systems and Strategies sub-committee

YC: ACWDB's Youth sub-committee

WEX: Work Experience Opportunities

ITEM V.B. DISCUSSION

RE-ENTRY SERVICES REPORT FOR APRIL 2023 - APRIL 2024

BACKGROUND:

This report includes services and engagement activities targeted to the local area's returning citizens by the Alameda County Workforce Development Board's (ACWDB) Re-Entry Services Coordinator (RESC) and workforce system, during the span of April 2023, through April 2024. ACWDB's RESC works in partnership with the Probation Department's Community Corrections Partnership (CCP) committees and with the community re-entry network. These partnerships have addressed many of the challenges confronted by this targeted population when trying to re-establish themselves within our community.

The aim of the RESC is to advance opportunities for justice-impacted individuals. Workforce development, career technical education, and employment help to bolster community confidence and belonging. The RESC works to support the re-entry population in increasing transferable skills, confidence in skills/abilities, employer success, career development, and overall stability.

RE-ENTRY SERVICES AND ACTIVITIES:

Employer Engagement

ACWDB, along with dedicated re-entry providers, have reached out to many regional employers for input and engagement pertaining to a re-entry focused advisory council. The forthcoming advisory council is the result of the CCP meetings to ensure employers inform fair chance hiring strategies and efforts. Currently, several local employers have expressed interest in this endeavor. The goal is to establish the advisory council by June of 2024.

Re-Entry Job and Resource Fair

A planning community, comprised of several re-entry stakeholder groups, has been diligently meeting to plan the Alameda County Annual Re-Entry Job and Resources Fair. Last year the planning committee invited over 100 local and regional employers, with over 85 of those invited attending and participating. This year the goal is to invite 150 employers, in hopes of attracting 100 participating employers. The California Employers Association will also be in attendance and in support of the event.

Alameda County Sherriff's Department Engagement

In May 2023, ACWDB staff along with members from Alameda County's CCP committees met in person with Alameda County Sheriff Yesenia Sanchez. At this initial meeting, Sherriff Sanchez agreed to attend a series of subsequent meetings with this same group of community representatives to address various topics on service gaps at Santa Rita Jail (SRJ), clearance policies for approved service providers, and opportunities to hear/address SRJ resident needs. As appropriate, staff will provide updates on progress and outcomes.

RE-ENTRY ACTIVITIES TIMELINE:

Effective re-entry services include staff's participation in community activities and events which are highlighted below.

April 2023

- First in-person meeting with Sherrif Sanchez
- Second Annual Re-Entry Job Fair (facilitated simulation activity/tabled)
- Bay Area Manufacturing Summit (panelist)
- San Quentin Career Day

May 2023

- Second meeting with Sherriff Sanchez's leadership team

June 2023

- Tour of Santa Rita Jail

July 2023

- Prison to Employment (P2E) meeting with La Familia

September 2023

- Community Advisory Board (CAB) meeting (presented)
- Genesis Worship Center's Community Discussion on Violence Prevention
- Alameda County's Community Re-Entry Network in person meeting with Sherriff Sanchez
- Community Corrections Partnership Executive Committee (CCPEC)
- Eastmont Mall Job Fair (tabled)

October 2023

- Tour of Care Campus (ACPD funded housing program facilitated by Lao Family)
- Tour of Santa Rita Jail
- Grand opening of Rubicon's Center of Re-entry Excellence
- Making Connections Forum / Sponsored and facilitated by Supervisor Carson

November 2023

- Launch of the Returning Home Collaboration Grant film presentation
- Cypress Mandela Graduation
- Justice Rising Summit/ Chabot College
- Joint Community Corrections Partnership Executive Committee & Community Corrections Partnership (CCP) meeting

December 2023

- P2E meeting with La Familia

January 2024

- In person meeting with Sherriff Sanchez
- Merritt College Cardiac Technician launch

February 2024

- Meeting with Chris Miley, Chief of Staff to Sherriff Sanchez
- Facilitated Metrix Training proposal with Sheriff Sanchez's leadership team
- CCP Program and Services Subcommittee
- CCP Education Subcommittee
- CCP Workforce Development and Employment Subcommittee

March 2024

- Center of Re-entry Excellence Services Presentation
- In person meeting with Sherriff Sanchez
- Tour of Federal Correctional Institution Dublin Women's Facility

For further information, contact Charles H. Turner, Re-Entry Services Coordinator at 510-507-6591 or through email at charles.turner@acgov.org.

ITEM VI.A. – INFORMATION

METRIX ONLINE LEARNING

USAGE REPORT

BACKGROUND:

Since approximately 2014, the Alameda County Workforce Development Board (ACWDB) has contracted for online learning resources through the Metrix Online Learning platform. Contracted service providers assign duration-limited user licenses to their participants who may then engage in self-paced online learning opportunities in thousands of different career areas.

The Metrix Online Learning platform, provided by NY Wired, offers individuals the ability to engage in vocationally focused content virtually and at a pace that fits comfortably into their existing schedules. Based on a learning assessment, individuals are placed in a targeted pathway and receive a comprehensive training plan. Pathways are customized based on the individual's needs and employers' input. Some industry-recognized certifications are available for specific vocations usually with an additional cost. When certifications are not available within the system, the Metrix platform gears content toward successfully passing proctored examinations administered by external parties that will lead to industry-recognized certifications and credentials.

The Metrix Learning training course content is provided by Skillsoft, Amatrol, Medcom Trainex, and ProveIT.

Throughout the years, Metrix has adopted system enhancements to meet the need more fully for virtual and vocational training – and adapted the learning environment to include gamification elements that are more attractive to youth and young adult learners.

GAMIFICATION:

Beginning in 2021, Metrix launched the free Gamification (game-based) learning mobile app. With the Metrix Learning 1Huddle mobile app, learners can complete short training activities to advance levels as they try to earn the top score on the leaderboard. Job seekers are able to complete interactive training courses that will help them prepare for their next job, prepare for interviews, update their resume, or increase their digital and financial literacy while competing against other job seekers/learners. Job seekers can also play games to increase their skills in customer service, hospitality/food service, workplace technology including virtual meetings, and work-life balance. New games are added each month to keep job seekers/learners engaged - and in a recent survey of people who gained new skills by playing Metrix Learning games, 93% said they would recommend game-based learning to their peers.

INCUMBENT WORKER TRAINING:

ACWDB has been working along-side Metrix to develop and market an Incumbent Worker Training program intended to provide online resources through the Metrix Learning platform.

Trainings will be targeted toward employers who may require their workers to gain additional skills and knowledge due to new technologies or process being adopted at the worksite.

USAGE REPORT:

The attached reports reflect Metrix Online Learning platform usage during the current program year.

To obtain further information about this report, you may contact Michele G. Garcia, Workforce Board System Administrator. Michele may be reached through email at mggarccia@acgov.org or by phone at 510.259.3802.

ATTACHMENT:

VI.A.1.- Metrix Usage Report

ACWDB's Metrix Usage Report

PY 2023/2024 Quarter 3 (7/1/23 Through 3/31/2024)



Alameda County Usage Report

Program Year:	PY 23/24	PY 22/23
Dates:	7/1/23 - 3/31/2024	7/1/22 - 6/30/2023
Licenses Issued	826	272
New Registrations	293	280
Course Completions	1,028	1,163
Training Hours	1930:45:10	1679:16:38

Most Widely Sought Skill Tracks

Management 1
Salesforce
Discovering Your Strengths
Google Apps
Email Essentials
Excel 365: 101
Job Readiness 1
Management 2
Working with Difficult People
Artificial Intelligence Advanced

1Huddle Game Use

Registered 1Huddle Learners:	21
Total Learning Games Played:	316
Total Time Spent Playing Games:	9 hr, 28 min

Certifications - Over 50% Completion

AZ-104: Microsoft Azure Administrator
Certified Associate in Project Management (CAPM) [®] Exam - PMBOK [®] Guide - Seventh Edition-aligned
Certified Information Systems Security Professional (CISSP) 2021
CompTIA Security+ SY0-601
PMI-Agile Certified Practitioner (PMI-ACP)

Alameda County Certifications

Most Pursued Certifications
Project Management Professional (PMP) [®] - PMBOK [®] Guide (2021 Update)
Certified Business Analysis Professional (BABOK Guide 3.0-aligned)
Digital Marketing Associate
HRCI - Professional in Human Resources (PHR)
PMI-Agile Certified Practitioner (PMI-ACP)
MO-200: Microsoft Office Excel 2019
MO-100: Microsoft Word 2019
MO-300: Microsoft PowerPoint 2019
MS Excel 2016
Certified Associate in Project Management (CAPM) [®] Exam - PMBOK [®] Guide - Seventh Edition-aligned



ITEM VI.B. – INFORMATION
CARRY-IN ENROLLMENT ALLOWANCE FOR
PY 2023/2024

BACKGROUND:

Performance standards are key in the Workforce Innovation and Opportunity Act (WIOA) program. As a federally funded program overseen by the Alameda County Workforce Development Board (ACWDB), there is an inherent obligation to serve as a responsible steward over programs, services, and the resulting outcomes.

As the WIOA funds funnel down from the federal government through the states – and ultimately to the Local Workforce Development Areas (Local Areas), so do performance expectations. Each state negotiates performance goals with the Department of Labor (DOL) – and in turn, each Local Area negotiates performance goals with the state. The goals established through ACWDB negotiations with the state then inform performance goals established for ACWDB’s contract service providers.

ATTAINMENT OF PERFORMANCE GOALS FOR CONTRACTED SERVICE PROVIDERS:

Over the last several program years, contracted service providers have experienced some challenges meeting their contractual goals for number of individuals enrolled. Enrollment goals were refreshed each program year and service providers, who may be continuing to offer services to individuals who had been enrolled in prior program years, would have a requirement to recruit, enroll, and serve a new population of participants. Board staff researched best-practices with other Local Boards, and found that some do offer an allowance to cover the cost of service providers continuing to work with participants enrolled in prior years – as well as performing recruitment and intake activities to meet the requirement for new enrollments.

Adopting the allowance for carry-in enrollments assures continuous services for participants and takes into account the level of work that goes into continuous case-management for existing and new participants.

In an effort to give consideration to the level of work required to manage participants across program years, Adult, Dislocated Worker, and Out-of-School Youth service providers were allowed to carry-in 25% of their PY 2023/2024 enrollment goal from participants who were active and enrolled during the prior program year. As a result, these service providers received credit toward their PY 2023/2024 enrollment goals as follows:

PY 2023/2024 Carry-In Enrollment Allowance

WIOA Adult and Dislocated Worker Programs

	Adult	DW
AJCC	22	22
CSC	34	34

Out-of-School Youth

YOE	YON	YOT
La Familia	BYA	Ohlone
16	5	5

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

ITEM VI.C. - INFORMATION

THE STORY BEHIND THE NUMBERS REPORT

BACKGROUND:

Career Service Providers are required to submit a Monthly Narrative Report that provides qualitative information in support of the data from the Quarterly CalJOBS reports and other relevant information. This item represents a summary of the Monthly Narrative Reports and other highlighted information from program services offered from July 1, 2023, through February 29, 2024.

AJCC Operator	Geographic Sub-Region
Rubicon Programs, Inc.	Eden Area San Leandro, Hayward, Unincorporated areas of Castro Valley, Ashland, Fairview, Cherryland, and San Lorenzo

Program Highlights:

- Connected over 60 Workforce Innovation and Opportunity Act (WIOA)-enrolled individuals in training for dental assisting, welding, medical assisting, AI-powered Data analysis, AI digital marketing strategy, and truck driving, among other programs.
- Leveraged external funding to provide stipends to help WIOA-eligible participants financially support themselves while in WIOA-funded training.
- Facilitated employment for WIOA participants as Financial Managers, Child Social Workers, Teaching Assistants, Construction Laborers, Clinical Nurse Specialists, Medical Assistants, Executive Administrative Assistants, among other careers.
- Became a satellite site for the Center of Reentry Excellence (CORE) program, an Alameda County Probation Department-sponsored workforce and resource program for re-entry individuals.

Success Story:

“Julian” who was previously incarcerated, participated in On-the-Job Training (OJT) while enrolled in the program. This participant was offered supportive services and was able to gain the tools that were required for OJT participation and success. Through this opportunity, he was able to obtain carpentry skills and get connected to an employer that was able to hire him full-time at the conclusion of the OJT. Looking back on his experience, he considers himself a “reformed felon who turned his life around to become a productive member of society [by] using carpentry as [his] way back”.

Career Services Collaborative (CSC) Lead	Geographic Sub-Region
Ohlone Community College District	North Cities, Tri-Cities, Tri-Valley Alameda, Albany, Berkeley, Emeryville, Piedmont, Pleasanton, Dublin, Livermore, Unincorporated Sunol, Fremont, Newark, Union City

Program Highlights:

- Placed WIOA clients in employment in positions such as Budget Analyst, Personal Care Aide, Customer Service Representative, Software Quality Assurance Analyst/Tester, Nursing Assistant, Software Developer, and Postal Service Mail Carrier.
- Integrated Calendly online appointment scheduler for clients to meet with Career Coach and/or Program Specialist for enrollment, building upon virtual service availability.
- Connected WIOA participants to training programs in the following areas: Pharmacy Technician, Certified Medical Administrative Assistant, Class A Commercial Driving, Project Management, AI-Infused Quality Assurance, Cisco Networking Administrator, Data Science and Analytics, among many others.
- Hosted and tabled at various job fairs throughout the Tri-Cities, Tri-Valley, and North Cities, through both lead Ohlone College campuses and subcontractor sites, and hosted career readiness workshops including resume, interviewing, job search strategies, LinkedIn, and AI-related job search techniques (How to use Chat GPT for resume writing).

Success Story:

F.W. first visited a CSC Career Center after being laid off. With many years of analyst experience within the tech field, she was interested in further training in a variety of sought-after skills in Salesforce, SQL, Excel, and PowerBI. With help from her Career Advisor, the participant enrolled in Metrix online training and went on to access self-paced training modules while engaging in job search strategy workshops. The skills gained through Metrix and the workshops not only made F.W. more competitive in the job market, but also boosted her confidence during her job search. Thanks to the career services accessed, and the ongoing encouragement from her Career Advisor, F.W. was able to obtain a Sales Analyst position and remain in the Tech industry.

For more information, contact Jennifer Victorica, Program/Financial Specialist - Adult/Dislocated Worker Programs, at Jennifer.Victorica@acgov.org.