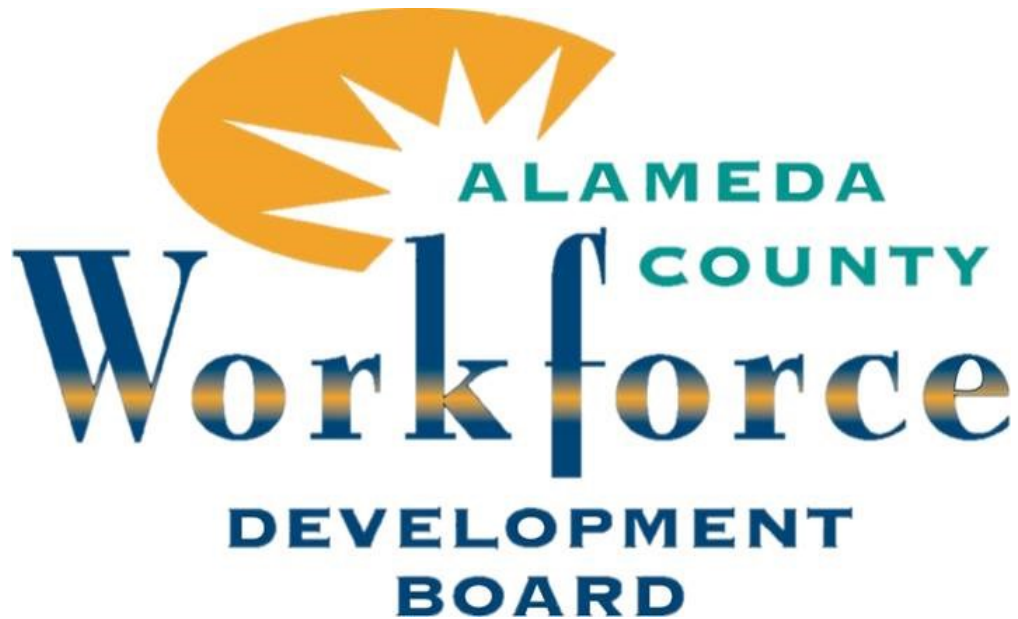


# **Systems and Strategies Committee**



(<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**

**August 20 2025  
9:30 A.M.**

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

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**MEETING NOTICE**  
**Wednesday, August 20, 2025**  
**9:30 A.M. – 11:30 A.M.**  
**Gail Steele Multi-Service Center**  
**24100 Amador Street, Hayward, CA 94544-1203**  
**California Poppy Conference Room, 2<sup>nd</sup> Floor**

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

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**AGENDA**

	<b>PAGE</b>
<b>I. CALL TO ORDER AND ROLL CALL</b>	
<b>II. PUBLIC FORUM</b>	
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.	
<b>III. ACTION ITEMS / PUBLIC HEARING</b>	
A. Selection of New Adult and Dislocated Worker Service Provider for PY 2025-2026	1
B. Amendment to the Workforce Innovation and Opportunity Act (WIOA) Training Policy	3
C. Department of Rehabilitation and America's Job Center of California (DOJ/AJCC) Collaboration Grant	4
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B. Indeed Job Search Academy Project Update	6
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B. Promising Futures Project Update	12
C. Healthcare Career Pathways Program Update	14
<b>VI. REPORT ITEMS</b>	
A. Local Area Performance Reports	15
B. Contract Performance Indicators Reports Adult/Dislocated Worker	19
<b>VII. MATTERS INITIATED BY COMMITTEE MEMBERS</b>	
<b>VIII. ANNOUNCEMENTS</b>	

**SYSTEMS AND STRATEGIES COMMITTEE MEMBERS:** Matt Kreutz (Chair); Doug Jones (Vice-Chair); Sumitra Angepat; Joslyn Buckner; Stacy Cooper Dent; Jamie Mather; 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:  
WEDNESDAY, NOVEMBER 12, 2025**

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

### **SELECTION OF NEW ADULT AND DISLOCATED WORKER SERVICE PROVIDER FOR PY 2025-2026**

#### **RECOMMENDATIONS:**

That the Systems and Strategies Committee (S&S) approve the following recommendations:

1. Select Lao Family Community Development, Inc. (Lao Family) as a Workforce Innovation and Opportunity Act (WIOA) Sub-Regional Career Services Provider (CSP) for service delivery to Adult and Dislocated Workers in the North Cities area;
2. Direct staff to negotiate a contract effective July 1, 2025-June 30, 2026, for WIOA Sub-Regional Career Services; and
3. Allow staff to apply the WIOA Formula funding allocation methodology to establish contract maximums.

#### **BACKGROUND:**

On September 12, 2024, the Alameda County Workforce Development Board (ACWDB) approved staff to release Request for Proposals (RFP) for the Comprehensive America's Job Center of California (AJCC) Operator and Career Services, Sub-Regional CSPs, and Targeted CSPs. However, the RFP seeking Sub-Regional CSPs did not yield the necessary bid submissions for service coverage in the North Cities, which is inclusive of Albany, Alameda, Berkeley, Emeryville, and Piedmont.

With no qualifying score for the North Cities, staff relaunched a procurement to support the goal of providing services in the North Cities, aligning with the ACWDB's previous approval of the sub-regional approach. However, the second procurement did not yield any responses for services in the North Cities.

#### **PROVIDER SELECTION**

The selection of Lao Family as a WIOA Career Service Provider is deemed as a non-competitive procurement as defined by the Code of Federal Regulations (CFR) 200.320(C), in that after soliciting several sources, competition is determined inadequate as evidenced by two failed procurements. As a federal program, WIOA requires specialized knowledge of requirements to effectively manage programs and remain in compliance with federal regulations.

Lao Family was selected due to their longstanding presence in and knowledge of career services within the North Cities. Lao Family has the required experience and success in the implementation of WIOA programming, as a current WIOA Career Service Provider for the Oakland Workforce Development Board. The one-year contract term will allow

staff additional time to procure services in the North Cities at a later date, while preventing a lapse of services to the North Cities sub-region.

## **FUNDING**

Staff have utilized contract maximums established at the quarterly May 8, 2025 ACWDB meeting, to determine final contract funding amounts.

## **PROGRAM SUMMARY**

<b>Organization</b>	<b>Service Area</b>	<b>Funding / # of participants</b>
Lao Family Community Development, Inc.	North Cities	<b>\$116,787</b> to serve <b>13 Adults, 8 Dislocated Workers</b>
<b>Lao Family Community Development, Inc.</b> will: <ol style="list-style-type: none"><li>1. Serve as Career Services Provider for the North Cities, leveraging existing partnerships with local community-based organizations, employers, adult schools, and internal community college departments, to best serve priority populations within the sub-region.</li><li>2. Incorporate staff within Berkeley Adult School to have a presence within ACWDB's local area.</li><li>3. Provide training opportunities to North Cities residents, ensuring alignment with the Industry Sector Occupational Framework (ISOF), and in response to local employer needs.</li></ol>		

For further information, contact Jennifer Victorica, Program/Financial Specialist, at [Jennifer.Victorica@acgov.org](mailto:Jennifer.Victorica@acgov.org) or at (510) 259-3841.

**ITEM III.B. – ACTION / PUBLIC HEARING**  
**AMENDMENT TO THE WORKFORCE INNOVATION AND OPPORTUNITY ACT**  
**(WIOA) TRAINING POLICY**

**RECOMMENDATIONS:**

That the Alameda County Workforce Development Board's (ACWDB) Systems and Strategies Committee approve the following amendments to the Workforce Innovation and Opportunity Act (WIOA) Training Policy:

1. Increase the per-participant training cap from \$5,000 to \$7,500; and,
2. Increase the per-participant training cap for occupational skills training combined with On-the-Job Training from \$7,500 to \$10,000.

**BACKGROUND:**

The current training cost cap per participant has been in place for a period that exceeds the last 15 years. As the cost of providing services continues to rise, staff are seeking to increase ACWDB's training cap to align with those increasing costs. WIOA frontline staff have acknowledged that the increased costs associated with training may require some participants to cover portions of training costs that are above current cost caps.

In program year 2025/2026, ACWDB has increased the training set-aside percentage from 20% to 30% in hopes that this modification will aid in meeting the state-mandated training expenditure requirement more easily – and to aid in the transition should WIOA reauthorization include a higher training expenditure requirement as was witnessed in the last attempt at reauthorization that went before congress.

In summary, the proposed increase could:

- Alleviate participant hardship due to high training costs;
- Aid the ACWDB in meeting the state-mandated training expenditure requirement; and,
- Position ACWDB to more easily adapt to the possibility of a higher training expenditure requirement in the future.

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

## **ITEM III.C. – ACTION**

### **DEPARTMENT OF REHABILITATION AND AMERICA’S JOB CENTER OF CALIFORNIA (DOR/AJCC) COLLABORATION GRANT**

#### **RECOMMENDATION:**

Authorize staff to release a request for quotation to support the implementation of the DOR/AJCC Collaboration grant which includes technical assistance, job placement assistance, and consultancy to support the grant.

#### **BACKGROUND:**

The Alameda County Workforce Development Board (ACWDB) received a grant award from the Department of Rehabilitation (DOR) in the amount of \$993,000 to address systemic-level challenges and improve workforce development services for individuals with disabilities through services and by shifting perceptions and narratives, therefore strengthening workforce partner coalitions and institutionalizing knowledge within the region. Funding will also be used to improve access to the Comprehensive America’s Job Center of California (AJCC) for individuals with disabilities. Over the course of two years, the project aims to serve 50 individuals with disabilities, or 25 per year, through co-enrollment efforts.

This initiative DOR/AJCC Collaboration aims to bring ACWDB’s Comprehensive and DOR together to facilitate co-case management through roundtable meetings and case conferencing that support the integration of AJCC and DOR services, fostering a more effective, efficient, and holistic system that meets participant needs. By enhancing services and integrating processes, individuals will be empowered with the knowledge, resources, and support they need to thrive.

Other strategies that will be incorporated include facilitating the establishment of a community of learning among AJCC staff, DOR, and key workforce partners, narrative change work, and employer engagement. By cultivating a culture of collaboration and information sharing, the workforce system will be reinforced. This project aims to bolster the core tenets of California’s Competitive and Integrated Employment (CIE) Blueprint to help more job seekers with disabilities achieve competitive wages within integrated settings with quality job employers. The organization selected will provide the technical support and job placement assistance to meet the initiative’s job placement goals, while also supporting the intended narrative shift as it relates to accessible employment opportunities for individuals with disabilities.

For additional information, please contact Jennifer Victorica, Program/Financial Specialist, at [Jennifer.Victorica@acgov.org](mailto:Jennifer.Victorica@acgov.org) or (510) 259-3841.

## **ITEM IV.A. – DISCUSSION**

### **ACWDB STRATEGIC PRIORITIES TWO-YEAR ACTION PLAN**

#### **BACKGROUND:**

As a result of Alameda County Workforce Development Board's (ACWDB) Strategic Priorities Two-Year Action Plan (Action Plan), the Systems and Strategies (S&S) Committee has two general "victory lane" goals:

- To increase strategic business engagement to modernize business practices; and,
- To develop or strengthen priority sector partnerships.

Toward that end, the S&S Committee has been assigned several tasks throughout the Action Plan period with anticipated victory achieved during quarter-ending September 30, 2026.

Since the development of the Action Plan, the S&S Committee has hosted presentations from:

- Representatives of three of the region's existing sector partnerships/industry association groups
- Juliet Moeur, Labor Market Researcher for the California Employment Development Department
- The Bay Region Center of Excellence highlighting priority jobs in the bay region

The committee engaged in dialogue about the "Business Hiring Needs" survey and discussed the concept of "Return on Investment" (ROI) metrics, specifically, sharing the importance of incorporating quality job aspects and determining the "value-add" of ACWDB services. These activities reflect the committee's earnest momentum toward accomplishing the strategic priority and "victory lane" goals.

#### **S&S COMMITTEE QUARTER 4 & 5 (APRIL-SEPTEMBER 2025) TASKS:**

Moving forward, the S&S Committee will have an opportunity to:

1. Identify key occupational shortages and assess short-term skills-based programs to fill the gaps;
2. Share ideas to support staff's efforts in researching employer resource pages from other local boards; and,
3. Continue to identify speakers from community colleges.

In support of quarter 4 and 5 goals, please be prepared to share quarter-aligned ideas at the S&S Committee meeting on August 20<sup>th</sup>, 2025.

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

## **IV.B. DISCUSSION**

### **INDEED JOB SEARCH ACADEMY UPDATE**

#### **BACKGROUND:**

The Alameda County Workforce Development Board (ACWDB), in partnership with Indeed Inc., launched the Indeed Job Search Academy (JSA) to expand access to free, virtual job search resources for job seekers. This initiative supports ACWDB's mission to provide both employers and job seekers with universal access to tools, services, and resources that help individuals achieve their employment goals.

JSA is a no-cost platform designed to help individuals strengthen their job search strategies and career readiness. The virtual program covers six key areas of the job search journey:

1. Job Search Strategy – Seven steps for a more efficient job search
2. Resume Writing – Tips to help job seekers stand out to employers
3. Interview Preparation – How to answer key questions and ace interviews
4. Offer Evaluation – How to evaluate job offers and negotiate salary
5. Career Direction – Tips for long-term career growth and success
6. Live Webinars – Practical job search tips and expert insight

To support the rollout of the JSA, ACWDB staff collaborated with Indeed to develop and launch a co-branded stand-alone landing page with links to the ACWDB website. This landing page features a custom collaboration logo and was thoughtfully integrated into the site after analyzing user behavior and identifying the most effective placement for accessibility and visibility. This dedicated page serves as a direct access point to the JSA platform and lays the foundation for broader engagement.

#### **UPDATE:**

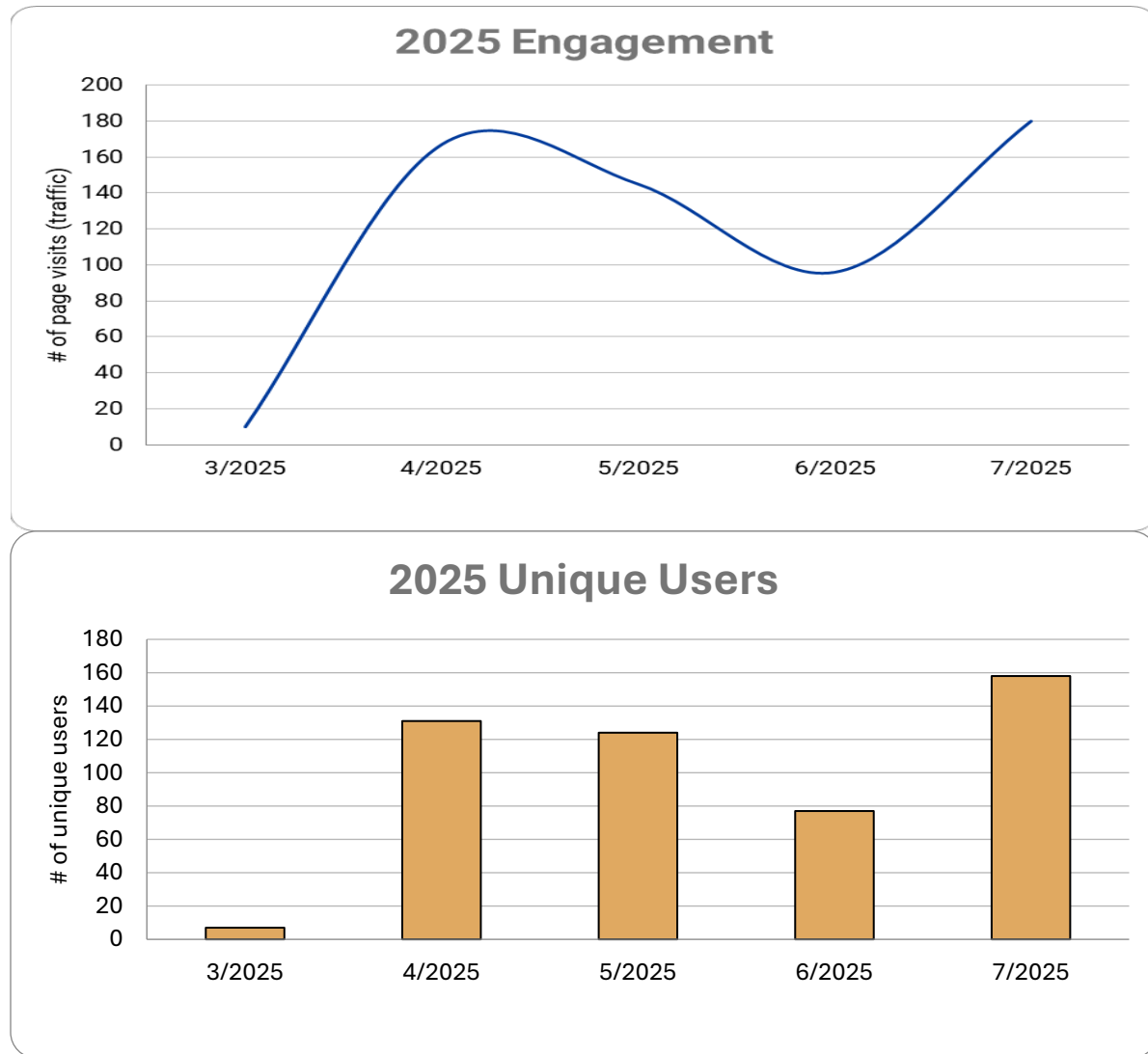
Since the launch of the JSA landing page and the formalization of the agreement with Indeed on January 1, 2025, ACWDB staff have actively promoted the platform through a variety of outreach efforts. A custom stand-alone ACWDB-Indeed landing page was created, featuring a co-branded logo and dedicated vanity URL, and is accessible through our website and mobile app. This page directs job seekers to the JSA platform, providing direct access to Indeed's job search resources and ACWDB's own job readiness tools.

Promotion of the JSA has included the following efforts:

- ACWDB social media posts
- Announcements to community partners
- Posts on the Alameda County Social Service's Agency website
- Presentations at provider meetings
- One-on-one support through career centers

Since launching in late March, the JSA has been visited by 497 unique users with a total of 598 visitors. Engagement peaked in July, with 158 unique users and 180 visits. The top three most clicked resources are: View Workshops (48%), Online Career Services (14%), and Job Search – Watch Now (9%), showing a strong preference for practical, self-paced tools.

While initial engagement was low in March, as expected during the ramp-up phase, June showed a brief dip followed by a strong recovery in July. This rebound was driven by a more targeted promotion strategy that emphasized specific content and workshop offerings. This momentum indicates growing awareness and user value, and continued outreach is expected to build further engagement through the fall.



### **NEXT STEPS:**

ACWDB staff will continue to monitor JSA engagement through user feedback, digital traffic data, and platform interaction metrics. With 497 unique users and growing interest in high-

demand content such as workshops and career services, staff will focus on refining outreach strategies to sustain and build engagement.

This partnership with Indeed remains a valuable, no-cost resource that supports job seekers both virtually and through ACWDB's job center network. The collaboration demonstrates how digital tools can enhance local service delivery and expand access to career readiness resources across Alameda County.

For more information about this initiative, please contact: Erron Christmas, Workforce Specialist by email at [Erron.Christmas@acgov.org](mailto:Erron.Christmas@acgov.org) or by phone at (510) 259-3864.

## **ITEM V.A. – INFORMATION**

### **MARINE TRADES AND WATER TRANSPORTATION CAREERS PROGRAM UPDATE**

#### **BACKGROUND:**

The Alameda County Workforce Development Board (ACWDB) is the regional project lead and fiscal agent for a state-funded High-Road Training Partnership grant. This multi-year regional initiative also includes the partnership of both the Oakland Workforce Development Board and Workforce Development Board of Contra Costa County. Collectively, the three boards are partnering with community-based organizations through six subcontracts to perform outreach, recruitment, and case management, to prepare job seekers for training and job placement into marine and maritime careers.

To date, the initiative has successfully launched and is approaching its adolescence. Thus far achieving some promising results including the launch of its first career pathway program, Marine Trades. The Marine Trades Program (MTP) was designed to be a short-term hands-on hard-skills training to meet the industry's need for entry-level workers. When a program graduate enters employment, they are not only earning a wage, but they are also continuing to gain professional experience and mastery of their craft. Which in essence is the very definition of a "learn-and-earn" model. The MTP graduation was recently held on Friday, July 25, 2025. The MTP has three successful cohorts, 65 participants have been served, 60 have graduated, and 41 placed into employment. This represents an impressive 93% graduation rate and a 70% placement rate (*given the recent graduation date this metric is expected to continue to increase over time*)!

The initiative continues to grow and gain recognition, support, and partnerships. For example, we have had the good fortune to host an elected official at every graduation. In cohort 3, at our most recent graduation, State Superintendent of Public Instruction, Tony Thurman, was the featured guest speaker. Similarly, beginning with cohort 2, Laney College generously contributed to the MTP by providing our participants with access to their campus, where participants receive supplemental instruction through career services workshops. We look forward to continuing to build up the MTP and developing new partnerships and opportunities for Alameda County participants.

Recruitment for cohort 4 of the MTP is currently underway. For additional information, you may contact Carmelo San Mames, Sr. Strategic Partnerships Coordinator through email [Carmelo.sanmames@acgov.org](mailto:Carmelo.sanmames@acgov.org).

#### **ATTACHMENTS:**

V.A.1.- Marine Trades Success Story

V.A.2.- Cohort 3 Graduation Invitation

# **Marine Trades Career Pathway**

## ***Cohort 2***

### **Participant Success Story**



Mr. Abraham Contreras was previously working at a Chinese fast-food chain. Akeele Carter is the Lead Instructor for Working Waterfront Coalition and a passionate changemaker. Ms. Carter walked-in for a meal and a fortune cookie, but it was Abraham's fortune that was about to change. Stressed out with personal challenges and with no clear path forward, that day presented a new pathway, a career pathway. In the time it took to complete her order, Akeele engaged, assessed and identified an underutilized talent. She left Abraham a business card and said, "call me if you're serious." Opportunity knocked and Abraham opened the door.

Today, Abraham is an alum of cohort 2. Cohort 2 started on February 3, 2025, which he successfully completed on April 11, 2025. Upon graduation, Abraham was employed at Bay Ship and Yacht, earning \$20 per hour. Within two months, he was promoted to Prop-Welder 1, where he is currently receiving additional training. As he continues the progression within this career pathway, he can expect additional wage increases, more professional responsibility, and continued on-the-job training. The MTP is an incredible new program that brings together numerous partnerships for which we are very grateful. With that in mind, Akeele, thank you for knocking on doors. Abraham, thank you for walking through open doorways. And to the collective team of the High-Road Training Partnership, thank you for being vessels of opportunity. Because the maritime industry is nothing without vessels.



**WHAT:** WORKING WATERFRONT COALITION'S  
GRADUATION OF THE  
MARINE TRADES TRAINING COHORT #3

**WHEN:** Friday, July 25, 2025  
5pm- 7pm  
(Graduation Ceremony & Reception Celebration)

**WHERE:** 182 PINTADO STREET  
(MARE ISLAND), VALLEJO, CA

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**SPECIAL GUEST SPEAKER:**  
**TONY THURMOND**  
**CALIFORNIA STATE SUPERINTENDENT OF PUBLIC INSTRUCTION**

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**Special thanks to the Workforce Development Boards:**  
**Alameda, Contra Costa, Oakland and Solano for supporting**  
**High Road Job Training in the Maritime sector**

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**Visit our website for more information about maritime industry**  
**training and career pathways: [waterfrontjobs.com](http://waterfrontjobs.com)**

## **ITEM V.B. - INFORMATION**

### **PROMISING FUTURES PROJECT UPDATE**

#### **BACKGROUND:**

After evaluating data on program outcomes for Workforce Innovation and Opportunity Act (WIOA) out-of-school youth (OSY) and young adult participants, Alameda County Workforce Development Board (ACWDB) staff acknowledged that there was a limited number of participants who had received and completed occupational skills training that would lead to an in-demand, industry-recognized certification.

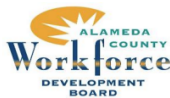
As a result, on December 9, 2022, the ACWDB approved a recommendation from the Youth Committee to program and execute \$185,000 in unobligated WIOA OSY funding to deliver occupational skills training and supportive services to OSY participants ages 16 to 24.

Two organizations exceeded the minimum qualifying score as part of the Solicitation for Proposal (SFP) process. ACWDB, during its December 14, 2023, OSY meeting, approved the authorization to use an additional \$185,000 in unobligated WIOA youth funding to also support the proposal with the second highest qualifying score under the Promising Futures SFP. This approval permitted the selection of two OSY providers.

Through the SFP, Love Never Fails (LNF) and the International Rescue Committee (IRC) were deemed competitive, and ACWDB approved the selection of both organizations. A minimum score of 75 points was required to be considered for award.

LNF and the IRC initiated their contract in March 2024, following a three-day ACWDB staff facilitated orientation. Both providers delivered occupational skills training to eligible WIOA OSY participants. LNF concentrated on the Information Technology and Technology Services sectors and related occupations, while IRC provided training in Early Childhood Education, Childcare, Information Technology/Technology Services, and Healthcare-related occupations (originally listed as Public Sector), throughout the contract term.

To allow the providers more time to execute performance under the contract and ensure effective utilization of the funds, ACWDB staff proposed a no-cost extension, requesting the County of Alameda Board of Supervisors to extend the contract through June 30, 2025. The performance grid below demonstrates the outcomes of each provider throughout the course of the full contract term.



**PROMISING FUTURES - Contract Performance Indicators Report**  
Workforce Innovation and Opportunity Act (WIOA) - Out-of-School Youth Funding  
Results-Based Accountability (RBA) Format

Alameda County Workforce Development Board (ACWDB)  
**AGGREGATE OF ALL PROMISING FUTURES PROVIDERS**  
PROJECT END REPORT (PERIOD: MARCH 01, 2024 THROUGH JUNE 30, 2025)

SERVICE PROVIDER:	INTERNATIONAL RESCUE COMMITTEE			LOVE NEVER FAILS		
	ACTUAL	GOAL	% of GOAL	ACTUAL	GOAL	% of GOAL
<b>HOW MUCH DID WE DO?</b>						
TOTAL # ENROLLMENTS (by 2/28/2025)	30	30	100.0%	50	50	100.0%
% IN TRAINING LEADING TO CREDENTIAL	77%	65.0%	117.9%	6.0%	40.0%	15.0%
<b>HOW WELL DID WE DO?</b>						
% RECEIVED WORK-BASED LEARNING ACTIVITIES	100.0%	90.0%	111.1%	100.0%	90.0%	111.1%
% RECEIVED CORE-SKILLS/LEADERSHIP ACTIVITIES	70.0%	90.0%	77.8%	82.0%	90.0%	91.1%
% RECORDED MEASURABLE SKILL GAINS (of those enrolled in trng)	79.2%	58.0%	136.5%	100.0%	58.0%	172.4%
<b>IS ANYONE BETTER OFF?</b>						
% YOUTH PLACEMENT ① (of closed cases)	28.6%	68.0%	42.0%	30.0%	68.0%	44.1%
% OF CREDENTIALS ATTAINED (of those enrolled in training)	50.0%	61.0%	82.0%	0.0%	61.0%	0.0%

① Youth Placement = Placement in Employment, Education, Advanced Training, or the Military

## **UPDATE:**

Overall, providers reported a positive experience working with the targeted youth population. Given the broad range of barriers recognized under WIOA, the majority of participants served through this project were refugees, immigrants, or youth impacted by human trafficking or intimate partner violence. Notably, the program successfully met its primary objective by delivering critical services to some of the most vulnerable and high-need youth during an especially challenging time in their lives.

Both providers effectively utilized the extended project period to build and strengthen relationships with employers and occupational training providers, particularly those offering programs in hospitality, small business development, financial literacy, and digital literacy. The services provided were highly beneficial to the target population, with both providers achieving 100% of their enrollment goals and making significant progress toward meeting additional performance outcomes.

Feedback from the service providers included the following key challenges and observations:

1. For both IRC and LNF, implementing the WIOA Youth program presented significant challenges, as it was their first time working with WIOA youth participants. Navigating the program's complex eligibility requirements proved particularly difficult and required a substantial learning curve for both providers.
2. The one-year timeframe was noted as a significant constraint, making it difficult to enroll participants, deliver training, and achieve measurable employment outcomes within that period.
3. The additional time granted allowed providers to meet 100% of their enrollment goals and demonstrate progress across other performance indicators, including increased credential attainment, measurable skill gains, and employment placements.
4. Although providers participated in multiple training sessions each quarter covering WIOA Youth eligibility, activity codes, program definitions, allowable costs, and program outcomes, challenges persisted with the accurate use of activity codes within the CalJOBS Management Information System (MIS).

Providers also received ongoing support from ACWD's Workforce Systems and Services Technicians (WSST) team and their assigned Program Liaison to assist with understanding budgeting requirements for each program, allowable costs, relevant activity codes, and required program outcomes. A future consideration or recommendation would be the need for a provider to assign dedicated WIOA staff to concentrate on accurate data entry and outcome tracking, which will help ensure compliance and enhance program performance in future similar projects.

For more information about this item, please contact Ayana Cruz Youth Program Specialist at [ayana.cruz@acgov.org](mailto:ayana.cruz@acgov.org) or by phone at 1-510-780-8861.

## **ITEM V.C. – INFORMATION**

### **HEALTHCARE CAREER PATHWAYS PROGRAM UPDATE**

#### **BACKGROUND:**

The Alameda County Workforce Development Board (ACWDB) has partnered with the Alameda County Area Agency on Adult and Aging (AAA) to implement the Healthcare Career Pathways (HCP) Certified Nursing Assistant (CNA) Training Program. ACWDB also partnered with Rubicon Programs, operator of the Eden Comprehensive America's Job Center of California (AJCC), to serve in the workforce and case management components of the initiative. HCP brings together key partners such as San Leandro Adult School and Empowered Aging to implement programming and attain the outcomes of the project.

The HCP program is a 12-week program delivered in a cohort-style model, which includes over 300 hours of classroom instruction and professional development, as well as a training lab, and clinical on-site work experience for 15 individuals per cohort. During training, participants have access to a network of key-partner staff supporting their progress and have access to supports that include but are not limited to childcare support, one-on-one career advisors, referrals to community resources, and access to financial support to cover transportation, training, clothing, or tool costs. Students are also offered a free lunch daily while on campus at the San Leandro Adult School.

The HCP Cohort four completed on June 30, 2025, with 10 graduates. Family and friends attended the ceremony and celebrated the graduates' accomplishments, with event speakers highlighting the fact that this program is the first step toward their new career, and the possibility of continuing their education to advance even further toward a career as a registered nurse.

Rubicon's involvement in this program has sunset as of June 30, 2025, reflecting the expiration of available funding granted through AAA. However, the program is ongoing through San Leandro Adult School and statewide HCP funding, with cohort five running through September. Across four cohorts, 52 out of 55 participants completed the program successfully. HCP partner staff are working to compile certification and employment information, with the support of an external survey partner, while offering continuous support towards these goals. A healthcare-focused job fair was held at the AJCC on August 13<sup>th</sup>, with members of the public and cohort graduates invited to seek CNA roles, as well as other roles within the healthcare sector.

For additional information, please contact Jennifer Victorica, Program/Financial Specialist, at [Jennifer.Victorica@acgov.org](mailto:Jennifer.Victorica@acgov.org) or (510) 259-3841.

## **ITEM VI.A. – REPORTS**

### **LOCAL AREA PERFORMANCE REPORTS** **YOUTH, ADULTS, AND DISLOCATED WORKERS** **ROLLING FOUR QUARTERS - ENDING 6/30/2025**

#### **BACKGROUND:**

The Alameda County Workforce Development Board (ACWDB) negotiates Local Area Performance (LAP) biennially with the State of California. LAP goals for program years (PY) 2024/2025 and 2025/2026 were negotiated on September 30, 2024. The performance goals are represented in the attached Local Area Performance Report.

Except for the Measurable Skill Gains, the LAP measures and actual attainments are not evaluated in real time. There is a minimum one-year look back at participants who completed Workforce Innovation and Opportunity Act (WIOA) funded services during previous quarters.

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

WIOA performance outcomes reflect that ACWDB service providers achieved at least 100% of their goals in the following categories:

- Median Earnings @ 2<sup>nd</sup> Quarter Post Exit
  - Youth = 101.7% of Goal
  - Adults = 103.5% of Goal
- Credential Attainment Rate by 4<sup>th</sup> Quarter Post Exit
  - Adults = 111.1% of Goal
- Measurable Skill Gains by Exit
  - Adults = 114.2% of Goal
  - Dislocated Workers = 123.0% of Goal

Although short of the negotiated performance goals, ACWDB service providers have achieved high levels of performance in the following measures:

- Median Earnings @ 2<sup>nd</sup> Quarter Post Exit
  - Dislocated Workers = 96.4% of Goal
- Credential Attainment Rate by 4<sup>th</sup> Quarter Post Exit
  - Youth = 97.8% of Goal
  - Dislocated Workers = 99.6% of Goal

Placement Rates for all three WIOA funding streams (Adults, Dislocated Workers, and Youth), has decreased significantly for this quarter (from the ninety percent range last quarter down to 46.7% for Youth, 60.3% for Adults, and 64.8% for Dislocated Workers). It appears that the low

real-time placement rates (from the Contract Performance Indicators Reports) experienced over the last couple of program years is finally catching up to be reflected in ACWDB's Local Area Performance reports (since these reports are focused on individuals who had exited the program in the two prior program years).

Based upon information provided by ACWDB's service provider staff, participants do not choose to share their job placement information once they obtain employment and discontinue WIOA services. To remedy this situation, ACWDB did publish an Incentive Payment Policy that would allow service providers to incentivize reporting of job placement information through a direct payment to former participants; but service providers would need to account for those incentive costs through their own budgets.

ACWDB staff continue to emphasize the importance of ensuring job placement for participants and engaging in retention strategies through follow-up services that ensure individuals remain employed or seek career advancement.

Please review the performance attainments on the attached report for a full representation of ACWDB's LAP outcomes for the rolling four quarters – ending June 30, 2025.

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

**ATTACHMENT:**

VI.A.1. – REPORT LAP PY 24-25 Rolling 4 Qtrs Ending 2025.06.30 (2 pages)

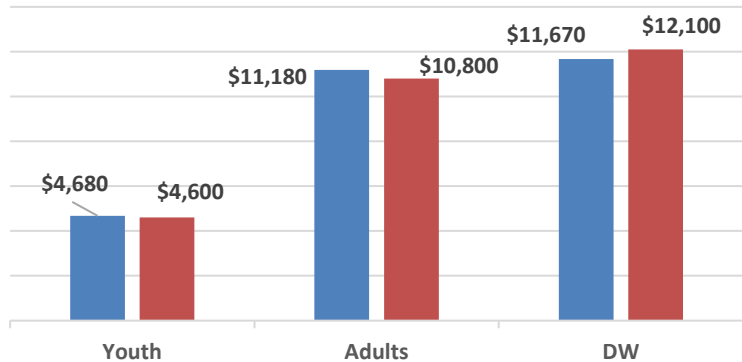
**LOCAL AREA PERFORMANCE REPORT**  
**WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) TITLE I PROGRAMS**  
**YOUTH, WIOA ADULTS, AND DISLOCATED WORKERS**  
**ROLLING FOUR QUARTERS - ENDING 6/30/2025**

<b>Funding Stream/Population:</b>	<b>In-School &amp; Out-of-School Youth</b>			<b>WIOA Adults</b>			<b>Dislocated Workers</b>		
<b>Population Description:</b>	Ages 16 through 24 with Barriers to Employment			Ages 18 and over; predominantly individuals with barriers to employment			Laid-off or terminated workers, eligible for UI, and unlikely to return to their prior occupation		
<b>CORE INDICATORS OF PERFORMANCE</b>	<b>Total Current Period</b>	<b>PY 24/25 Goals</b>	<b>% of Goal</b>	<b>Total Current Period</b>	<b>PY 24/25 Goals</b>	<b>% of Goal</b>	<b>Total Current Period</b>	<b>PY 24/25 Goals</b>	<b>% of Goal</b>
<b>Placement Rate 2nd Quarter Post Exit ①</b> Exited between 7/1/2023 and 6/30/2024	33.6%	72.0%	46.7%	39.2%	65.0%	60.3%	44.7%	69.0%	64.8%
<b>Placement Rate @ 4th Quarter Post Exit ①</b> Exited between 1/1/2023 and 12/31/2023	59.9%	68.0%	88.1%	52.7%	63.0%	83.7%	47.7%	68.0%	70.1%
<b>Median Earnings @ 2nd Quarter Post Exit</b> Exited between 7/1/2023 and 6/30/2024	\$4,680	\$4,600	101.7%	\$11,180	\$10,800	103.5%	\$11,670	\$12,100	96.4%
<b>Credential Rate</b> Exited between 1/1/2023 and 12/31/2023	63.6%	65.0%	97.8%	80.0%	72.0%	111.1%	66.7%	67.0%	99.6%
<b>Measurable Skill Gains ②</b> Exited between 7/1/2024 and 6/30/2025	67.6%	75.0%	90.1%	57.1%	50.0%	114.2%	61.5%	50.0%	123.0%

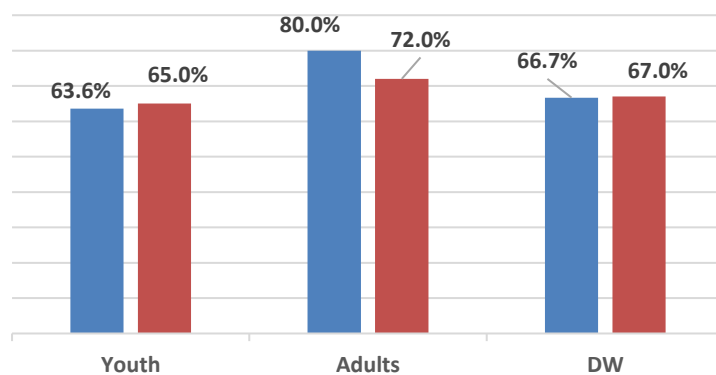
① Placement in Employment for Adults & Dislocated Workers; and Placement in Employment, Education, Advanced Training or the Military for Youth.

② Measurable Skill Gains track an individuals progress toward credential attainment.

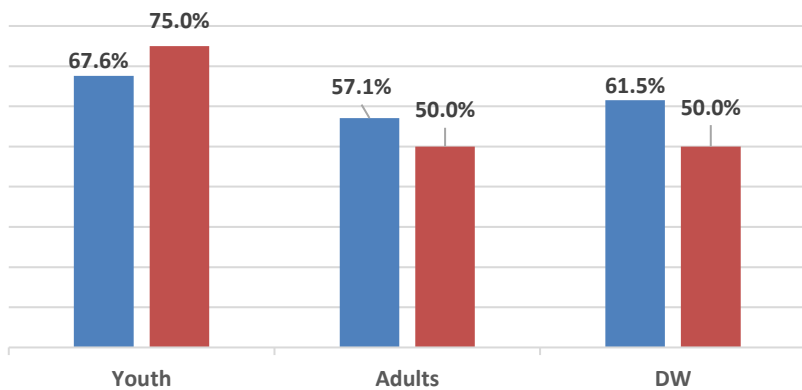
Median Earnings @ 2nd Qtr Post Exit



Credential Rate by 4th Qtr Post Exit



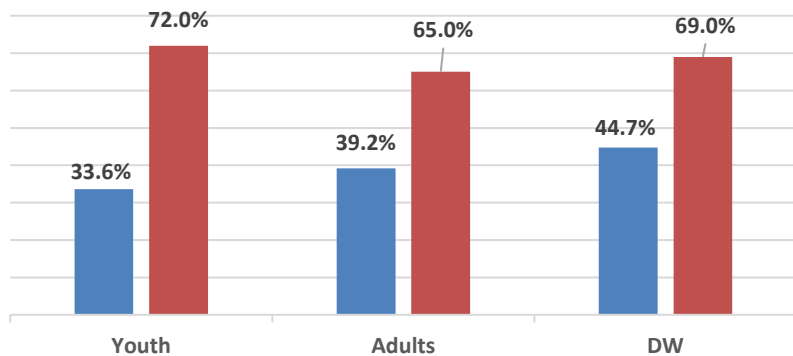
Measurable Skill Gains



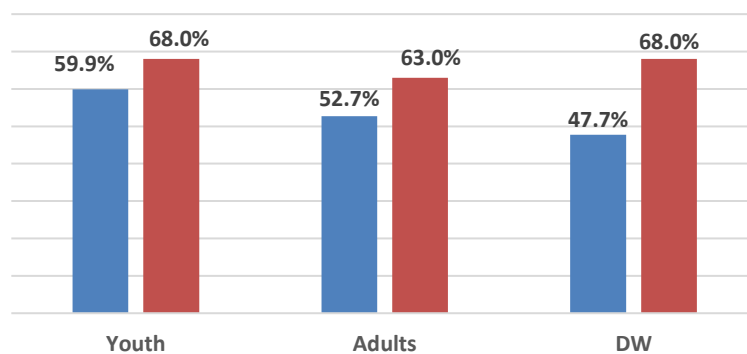
Is Anyone Better Off?

■ Actual ■ Goal

Placement Rate @ 2nd Qtr Post Exit



Placement Rate @ 4th Qtr Post Exit



## **ITEM VI.B. – REPORTS**

### **CONTRACT PERFORMANCE INDICATORS REPORTS (CPIR)**

#### **ADULTS AND DISLOCATED WORKERS**

**PY 2024/2025; QUARTER 4 (7/1/2024 THROUGH 6/30/2025)**

#### **BACKGROUND:**

The Alameda County Workforce Development Board's (ACWDB) Contract Performance Indicators Reports (CPIR) provide a method for staff, service providers, the community, and the board to stay informed about progress made toward attainment of contract performance goals.

ACWDB has contracted directly with two organizations to provide services to Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker participants. Rubicon Programs, Inc. operates the America's Job Center of California (AJCC) in the Eden Area, and Ohlone Community College leads the Career Services Collaborative (CSC) to provide access to WIOA services in the North Cities, Tri-Cities, and Tri-Valley sub-regions of ACWDB's local service delivery area. Performance is measured in the following categories:

- Number of New Enrollments	- Encumbrance of Training Funds
- Number of On-the-Job Training Enrollments	- % of Training within ISOF*
- % of Participants in Training with MSG**	- % of Participants in Training with Credentials
- % of Exited Participants with Employment	- % of Exited Participants with Employment in ISOF

\*ISOF=Industry Sector and Occupational Framework; \*\*MSG=Measurable Skill Gains

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

Both of ACWDB's Adult and Dislocated Worker Career Service Providers (CSP) exceeded their goals in the following areas:

- Enrollments (both Adult and Dislocated Worker funding streams)
- Training Fund Obligations (in both the Adult and Dislocated Worker funding streams)
- Employment within ACWDB's ISOF framework
- Recording of MSG for participants who received occupational skills training
- Training within ACWDB's ISOF framework

Credential attainment rates for participants who received training are either just below or exceeding goals for both CSPs and both funding streams. The Entered Employment Rate performance measure remains low for both service providers and across both funding streams.

Please review the attached reports for a full representation of performance attainments for program year 2024/2025.

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](mailto:mggarccia@acgov.org) or by phone at (510) 259-3802.

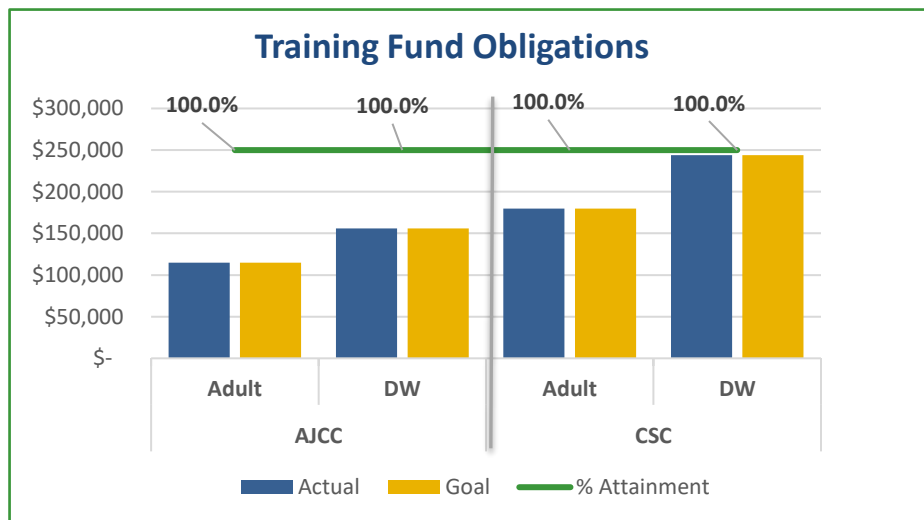
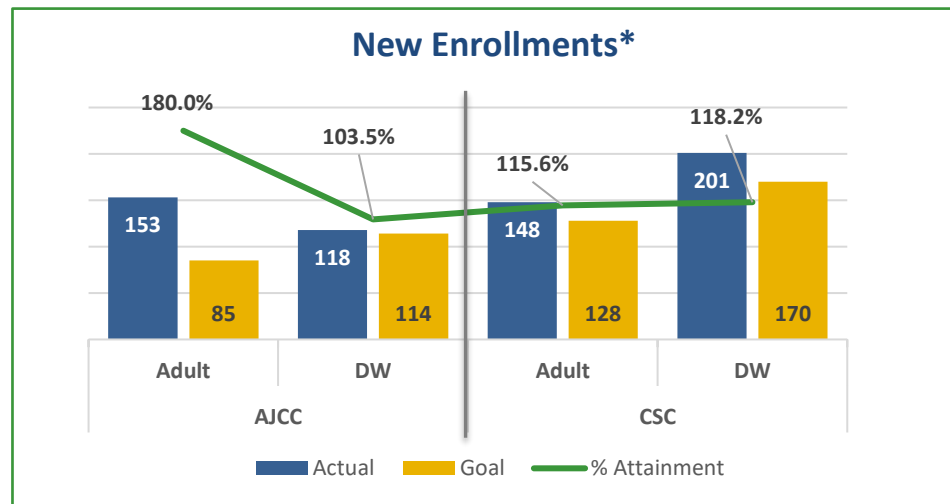
**ATTACHMENT:**

VI.B.1. – Ad DW CPIR PY24-25 Q4



**CONTRACT PERFORMANCE INDICATORS REPORT**  
**WIOA ADULT & DISLOCATED WORKER PROGRAMS**  
**PY 2024/2025; QUARTER 4 (7/1/2024 THROUGH 6/30/2025)**

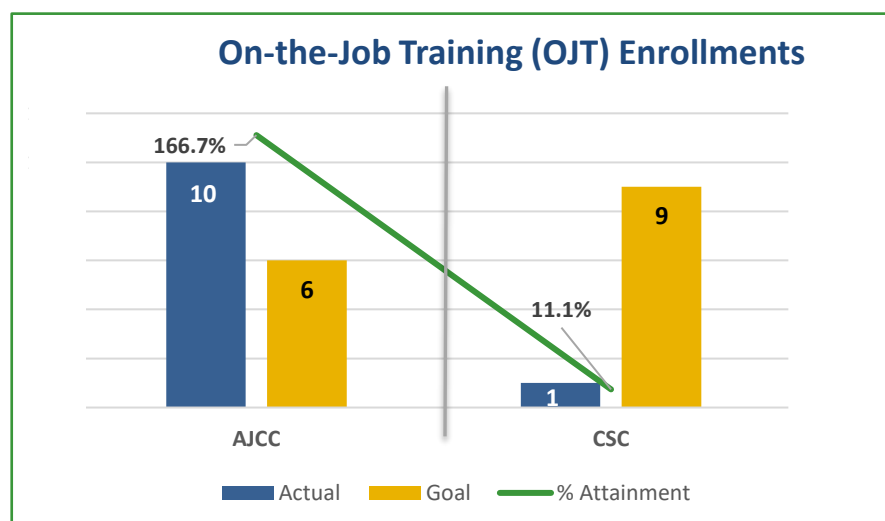
How Much  
Did We Do?



**\*NOTE: Contractors were allowed to carry-in 25% of their PY 24/25 enrollment goal.**

As a result, each provider received credit for carried-in participants from PY 23/24 as follows:

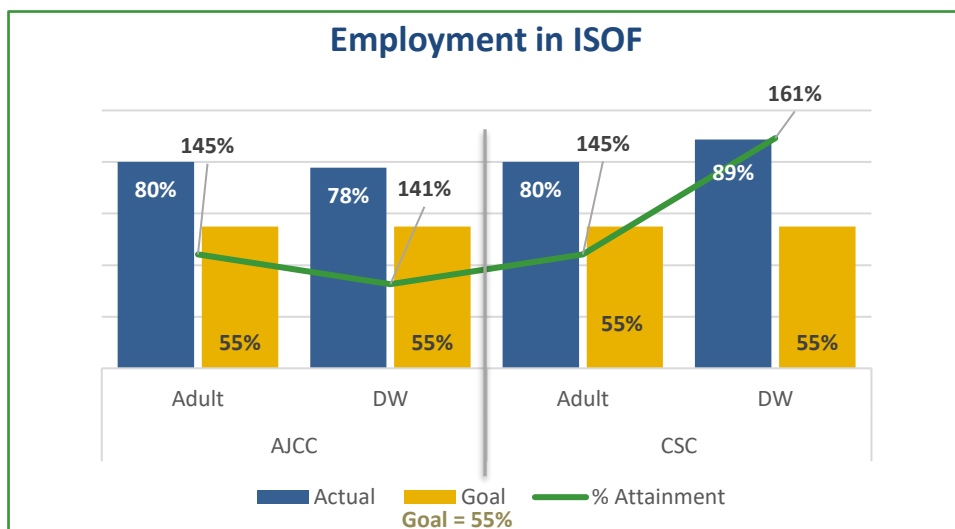
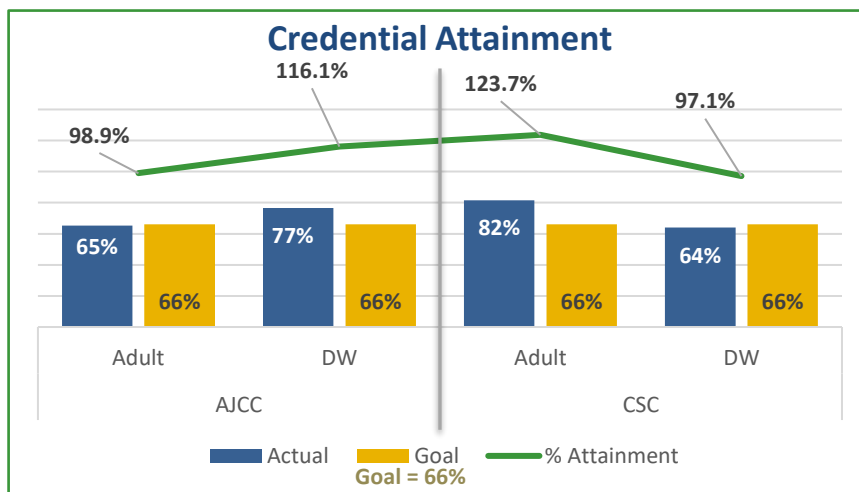
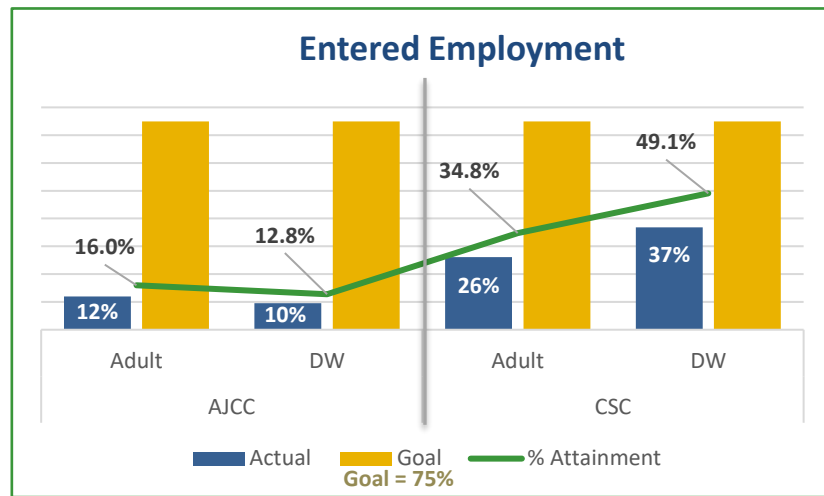
Carry-Ins	Adult	DW
AJCC	21	28
CSC	32	42



AJCC - America's Job Center of California

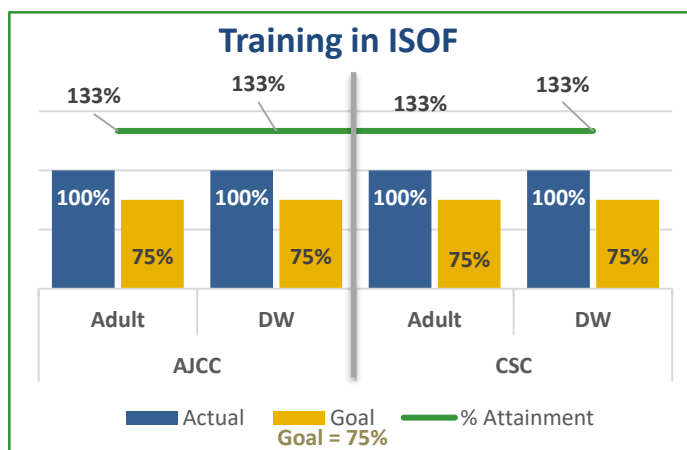
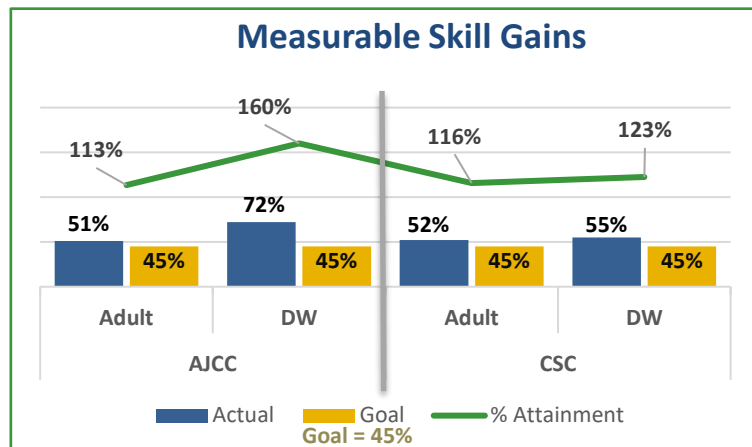
CSC - Career Services Collaborative

## Is Anyone Better Off



\*ISOF = ACWDB's Industry Sector and Occupational Framework - Identifying industry sectors and occupations that are projected to grow, offer livable wages, or are considered quality jobs with high road employers.

## How Well Did We Do?



### AGGREGATE OF ALL CAREER SERVICE PROVIDERS (WIOA Title I Adult & Dislocated Worker)

PY 2024/2025; 4TH QUARTER - JULY 01, 2024 THROUGH JUNE 30, 2025

FUND SOURCE:		ADULT			DISLOCATED WORKER		
PERFORMANCE MEASURES		ACTUAL	GOAL <sup>①</sup>	% of GOAL	ACTUAL	GOAL <sup>①</sup>	% of GOAL
<b>HOW MUCH DID WE DO?</b>							
# OF CARRY-IN ENROLLMENTS		53	53	100.0%	70	70	100.0%
# OF NEW ENROLLMENTS		248	160	155.0%	249	214	116.4%
<b>TOTAL ENROLLMENTS</b>		301	213	141.3%	319	284	112.3%
\$ TRAINING OBLIGATIONS (ITAs & OJTs)		\$294,532	\$294,532	100.0%	\$399,783	\$399,783	100.0%
# OJT ENROLLMENTS (Ad & DW) <sup>②</sup>		11	15	73.3%			
<b>HOW WELL DID WE DO?</b>							
% OF ITA ENROLLMENTS IN ISOF*		100.0%	75.0%	133.3%	100.0%	75.0%	133.3%
% OF OJT ENROLLMENTS IN ISOF* <sup>②</sup>		100.0%	75.0%	133.3%			
% RECORDED MEASURABLE SKILL GAINS (of those enrolled in trng)		51.6%	42.0%	122.8%	63.6%	42.0%	151.3%
<b>IS ANYONE BETTER OFF?</b>							
# ENTERED EMPLOYMENT (of closed cases)		19.0%	75.0%	25.4%	23.2%	75.0%	30.9%
# OF JOB PLACEMENTS WITHIN ISOF*		80.0%	55.0%	145.5%	83.2%	55.0%	151.3%
% THAT ATTAINED CREDENTIAL (of participants in training)		73.5%	65.0%	113.0%	70.3%	65.0%	108.2%