

**Workforce Innovation and Opportunity Act (WIOA)  
Local Plan  
Two-Year Modification  
Program Years 2021-2024**

**Local Workforce Development Area:**

Name: Monterey County Workforce Development Board (MCWDB)

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## Executive Summary

The Monterey County Workforce Development Board (MCWDB) Local Plan for 2021-2024 in accordance with the State Workforce Development Board is providing a two-year modification as required by the Workforce Innovation and Opportunity Act (WIOA). This Plan provides for operationalizing of the Regional Plan (Santa Cruz, San Benito, Monterey County WDBs) by delineating how individuals can access services through our local America's Job Center of California (AJCC) system. The two-year modification provides updates to what the original plan indicated the CWDB is doing in coordination with the partners to serve the populations in our local area.

The MCWDB is a division within the Monterey County Administrator's Office of Intergovernmental and Legislative Affairs Divisions.

The Local Plan is a WIOA requirement that aims to demonstrate operational alignment with the strategic objectives outlined in the accompanying Regional Plan, promote coordination with local partners, and showcase key service delivery strategies. This local plan explores the extent of braided resources, support provided to relevant workforce system partners, and strategic partnerships.

The 2021-2024 Local Plan takes a deeper dive into local operational systems and processes stemming from the vision outlined in the Regional Plan. The Local Plan covers a range of topics, with particular emphasis on CalFresh Employment and Training services; coordination with Local Child Support Agencies (LCSAs); alignment with Comprehensive Integrated Employment (CIE) Blueprint and serving those with developmental and intellectual disabilities; supporting frontline staff in digital fluency, distance learning, and cultural competencies; Rapid Response and Layoff Aversion Activities, Youth Workforce activities; and the fulfillment of AJCC Operator duties.

A key component of the Local Plan is the coordination and collaboration with local workforce partners to accomplish the visions laid out in the Regional Plan. The Local Plan highlights some of the key cooperative agreements and core partnerships defined under WIOA section 121, including WIOA Title II, WIOA Title III, WIOA Title IV, and Carl Perkins Technical Education.

The 2021-2024 Local Plan was developed with input and support from key stakeholders, ensuring that the vision and goals outlined in this plan are aligned with local partners.

## WIOA Core and Required Partner Coordination

***How Local Boards and AJCC partners will coordinate the services and resources identified in their MOU, as outlined in WSD18-12 (PDF), WIOA Memorandums of Understanding.***

The Monterey County Workforce Development Board (MCWDB) is a part of a national effort to provide quality employment and training services to job seekers and employers. The MCWDB collaborates with various county agencies and programs, schools, colleges and the business community as described in the WIOA Memorandum of Understanding.

The MCWDB's MOU with the partners has identified three priority areas to coordinate the services and resources in partnership with core partners of the AJCC delivery system. The priority areas include:

- 1. Employer Engagement** – The MCWDB seeks to increase engagement with employers to meet the workforce needs of priority sectors of the local and regional economies. The MCWDB strives toward employer engagement efforts that align job seeker services with industry needs and have increased focus on small employers and priority industry sectors. The MCWDB pilots common measures for all partners to use to track employer services and employer engagement activities. MCWDB partners also build on existing employer engagement efforts, such as the Slingshot Initiative, and LMI data systems to strengthen what works and avoid duplication of earn-and-learn models of training. These efforts include internships, customized training, incumbent worker training, and apprenticeships.
- 2. Aligning Career Pathways and Sector Strategies** – The MCWDB seeks to increase the number of individuals who obtain a marketable and industry-recognized credentials or degrees through the development of career pathways that align to regional sector strategies that create multiple entry and exit points for job seekers and align programs with in-demand industries and occupations. The MCWDB and its Business Services Team focus on convening employers in the priority industry sectors to better understand their needs. The MCWDB also works with community colleges and other training providers to develop and define a strategy for aligning training and education curricula with industry-valued credentials in each target sector. There is also emphasis on ensuring that these credentials are stackable and provide onramps to sector pathways. Additionally, the AJCCs coordinate with youth service providers to increase service for out-of-school and disconnected youth, to develop new work experience opportunities in the priority sectors that represent on-ramps into regional career pathways. The MCWDB continues to work on strategies to develop and test measures for the AJCCs to better track progress in reaching the goal of self-sufficiency for youth and adults. Some of these measures include tracking livable wages, retention rates, credential and skill attainment, customer satisfaction surveys of job quality, and the number of job placements.

- 3. System Alignment and Accountability** – This includes supporting system alignment, service integration, and continuous improvement. The MCWDB is working to identify ways to reduce duplication in service delivery and in fiscal operations by enhancing partner presence at the AJCCs and developing common customer flow protocols (intake, assessment, referral) to align the system with human-centered design principles. The AJCC’s partners will continue to build a stronger partnership to better serve hard-to-serve target populations in the area, especially those who are basic skills deficient and limited English populations. These partnerships will focus on ongoing discussions of co-location, streamlined intake and assessment, and resource sharing. The MCWDB will work collaboratively with its North Central Coast RPU partners to identify possible methods to minimize costs related to procurement, staff training, data systems, and evaluation tools through cost sharing. The MCWDB will also collaborate with its partners to ensure cross-training is offered to AJCC partner agencies, increase staff awareness of how to serve customers with special emphasis on customers who are unemployed, underemployed, low skilled, low-income, veterans, individuals with disabilities, youth, and other at-risk populations. By focusing efforts on these priorities and strategies, the MCWDB will make progress towards achieving its vision and promoting continuous improvement in its performance measures over time.

***How the Local Board and AJCC partners will work towards co-enrollment and/or common case management as a service delivery strategy, as outlined in WSD19-09 (PDF), Strategic Co-Enrollment – Unified Plan Partners.***

The MCWDB believes strong relationships with educational institutions are critical for many of the services the AJCC delivers on a regular basis. To facilitate the development of career pathways and co-enrollment, MCWDB makes sure there is regular communication between institutions. This helps coordinate education and workforce activities with secondary and postsecondary programs.

Across the North Central Coast Region, the MCWDB has worked with the local workforce development boards to align local area policies to include a commitment to co-enroll participants so that if a participant moves from one area to another with the North Central Coast RPU, they may receive uninterrupted services. The SB1 program is another commitment to co-enroll participants that the newly formed North Central Coast Region is involved in. The SB1 Program is a Tri-County apprenticeship preparation program designed for the construction industry that helps prepare applicants to enter and succeed in a registered apprenticeship program. This program is a grant awarded by the State California Workforce Development Board, supporting High Road Construction Careers.

The MCWDB strongly encourages its service providers to pursue co-enrollment in Title I youth services and Title II adult education programs that foster collaboration, educational persistence,

and provide a valuable steppingstone to occupational credentials and higher wages. Through referrals and/or co-enrollment, MCWDB's service providers work with its Title II adult education partners to develop additional credentialing benchmarks. This coordination ensures basic and occupational skills can be developed on a short timeline that quickly re-inserts participants into the labor force – even if only on a part-time basis – while continuing their education or training. Additionally, all core partner programs continue to develop and foster strong partnerships with the Department of Rehabilitation (DOR) to identify eligible customers for co-enrollment. Every effort is made to accommodate customer needs through adaptive services and accessible meeting space through the multiple satellite AJCC locations.

***How the Local Board and AJCC partners will facilitate access to services provided through the one-stop delivery system, including in remote areas, through the use of technology and other means.***

The MCWDB and AJCC partners developed mechanisms to offer services through the use of technology, in part due to the coronavirus pandemic requiring the AJCCs and partners to shutter their doors for walk-ins and appointments. Therefore, the MCWDB went out for RFQs to provide customers the opportunity to continue to access the services of the AJCCs and also be provided training where online training is possible. The following services continue to be provided after the AJCCs and partners re-opened doors to ensure the one-stop delivery system, including in remote areas, is being offered through the use of technology:

- Premier Virtual One Stop system offers interactive virtual Job Fairs.
- AJCC partners offers virtual one stop services and programs to all customers.
- MCWDB offers Business Engagement services online, including several grants to small businesses ranging from \$1,500 to \$10,000 to support their operations through the pandemic to remain open with substantial changes.

Phone and virtual appointments are also available to those interested. To set up appointments, customers only need to call the numbers that are readily accessible on the MCWDB website.

***How the Local Board and AJCC partners will coordinate workforce and education activities with the provision of appropriate supportive services.***

The MCWDB adopted a supportive services policy which establishes supportive service limitations, based on funding availability, for each enrolled WIOA Title I adult, dislocated

worker, and youth customer. This broad policy incorporates detailed supportive service requirements, including the development and retention of appropriate documentation of the need for, and provision of, supportive services. To facilitate the success of participants, the MCWDB continues its partnership with both program and education providers to offer supportive service to eligible individuals to remediate external barriers to employment such as transportation issues, childcare, and other appropriate supportive needs. Details of the supportive service strategy are included in the AJCC MOU through a matrix of service offerings that outline which partners provide services, including supportive services, and how customers might have access to the services offered in-house, remotely, or via brochure or handout. For more information, please see Appendix 2A.

***How the Local Board and AJCC partners will comply with WIOA Section 188 and applicable provisions of the Americans with Disabilities Act of 1990 regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, as outlined in Nondiscrimination and Equal Opportunity Procedures ([WSD17-01](#)).***

The MCWDB is committed to assisting individuals with disabilities and providing a barrier-free environment where individuals can seek and receive employment-related services. MCWDB will ensure that resources are available through the AJCC delivery system as required to assist individuals with disabilities. As also required, the AJCC delivery system is evaluated on a regular basis by an EEO officer to ensure its facilities are accessible to, and usable by, individuals with disabilities. Currently, the comprehensive AJCC and satellite locations are evaluated to be accessible to individuals with disabilities.

In addition, MCWDB has a new WDB member, Dr. Roxana Bloch from the Department of Rehabilitation, who also attends WIOA Partner meetings to provide perspective and additional guidance relating to best practices in serving individuals with disabilities.

## **State Strategic Partner Coordination**

***How the Local Board will coordinate with County Health and Human Services Agencies and other local partners who serve individuals who access CalFresh Employment and Training services.***

Aside from COVID-19-related collaborations that took on increased importance in recent years, the MCWDB continues a number of activities to reinforce cooperation between the agencies to assist those in underserved populations. For instance, the MCWDB held public comment and listening sessions to review and improve CalFresh Employment & Training for Individuals with Disabilities. The MCWDB continues to disburse WIOA funds to support and enhance training programs and services in the local area that are outside of the traditional funding sources like

CalWORKs, PELL Grants and Wagner/Peyser funds. The MCWDB also continues to work with the Monterey County Department of Social Services to maximize resources and enrollment opportunities within the CalFresh program. The AJCCs in Monterey County will also continue to work with local Community Based Organizations (CBOs) and other partners to better serve formerly incarcerated individuals, non-custodial parents, and those afflicted by the pandemic.

The referral system developed in the process of drafting the 2017-2020 Local Plan continues to ensure that there is integrated access and interaction of services and support. This means that local partners can refer and serve any individual in the system. It is important that customers are able to start in one system and flawlessly enter or transfer to other programs and partners. Monthly AJCC meetings continue to seek input and feedback in order to maximize the effectiveness of the system and increase efficiencies. Ongoing objectives including continuing to refine referral documents and processes, improve follow-up and regular communication, and increase overall collaboration.

As outlined in the RPU's 2021-2024 Regional Plan, sector pathways that provide "high road" jobs with living wages, upward mobility, and benefits will continue to receive particular attention and support. The MCWDB understands that placing individuals into low-paying jobs with no prospects of advancement merely extends the challenges customers face. The MCWDB continues to work with Social Services agencies and education providers to enhance and support entry into "high-road" pathways.

***How the Local Board will coordinate with Local Child Support Agencies and other local partners who serve individuals who are non-custodial parents.***

The COVID-19 pandemic has reinforced the importance of local and regional partnerships. The Bright Beginnings Early Childhood Development Initiative is a coalition of partners looking to provide coordinated support for emergency early childhood care and education. This county-wide initiative connects essential workers with the childcare they need and supports parents.

The MCWDB continues to rely heavily on feedback and input from the County Child Support Services Agency and relevant CBOs to better understand the opportunities to improve Child Support Services. The MCWDB continues to host monthly meetings with CBOs and faith-based organizations to discuss how to best serve program participants so that they may continue to advance in their professional careers while their child receives quality care. Once again, braided supports and integrated offerings are an essential component in the success of these programs.

The MCWDB and partners—including the Local Child Support Agency (LCSA) and Adult Education Block Grant (AEBG) partners—continue to hold meetings and work together to identify and connect noncustodial parents to resources available to them. The MCWDB's partnership with the LCSA also works to support unemployed, underemployed, and payment-delinquent non-custodial parents. A continued goal of this partnership is additional family law facilitators, who work with recently released individuals to access support services and return as contributing members to society. The LCSA and MCWDB partnership also works with Encompass Community Services, which provides assistance and support in finding employment

to parent groups and fathers.

The GEO Re-entry program is another collaborative effort between the LCSA and MCWDB. The GEO Re-entry programs work with justice-involved individuals in evidence-based treatment and supervision programs. The MCWDB-LCSA partnership provides support services for noncustodial parents to enter, remain, and advance in their current work or educational goals.

These goals are often geared towards entry into “high road” jobs, so individuals who successfully complete these programs are able to sustain themselves and their families.

The MCWDB-LCSA partnership continues to develop and enhance the referral and outreach processes. The introduction of referrals to LCSA has enhanced efficiency across support providers and expanded the offerings available through braided resources. In addition to referral systems supported by the MCWDB, the LCSA holds outreach programs within communities to encourage application and participation.



***How the Local Board will coordinate with Local Partnership Agreement partners, established in alignment with the Competitive Integrated Employment Blueprint, and other local partners who serve individuals with developmental and intellectual disabilities.***

The MCWDB works closely with the Department of Rehabilitation (DOR) to help improve opportunities for persons with disabilities and developmental disabilities. Much of the current partnership stems from an agreement outlined by the DOR and the State Board, which highlights four main policy priorities for the DOR. The four priorities are: services to youth, employer engagement, capacity building, and Competitive Integrated Employment (CIE). MCWDB works with the DOR to support all four of these priorities.

In 2018, the partnership agreement was adapted to require Local Boards and Regional Planning Units to include specific planning guidance in their regional and local plans. This strengthened partnership led to a number of changes, including co-location of DOR staff at AJCCs eight hours per month. This time is often spent providing training and updated guidance to better assist AJCC customers. The DOR also holds monthly meetings with AJCC staff to discuss strategies and opportunities for collaboration. This close partnership helps support capacity building and provide disability awareness training to a broader audience. This close partnership also results in a better integration of services and resources.

The MCWDB also works with the DOR to provide employer engagement services that include sharing information on employer incentives, requirements, and best practices for hiring individuals with disabilities. The DOR also provides input on Regional Plans, targeted industries, and prioritized careers, geared particularly towards youth and individuals with disabilities. The DOR also offers on-the-job trainings for customers with intellectual or developmental disabilities. The MCWDB continues to work with the DOR on Competitive Integrated Employment strategies through coordination with the AJCC, stakeholder meetings, and collaboration on regional strategy and policy.

***How the Local Board will coordinate with community-based organizations and other local partners who serve individuals who are English language learners, foreign born, and/or refugees.***

Community-based organizations (CBOs) play a large role in the MCWDB's efforts to serve individuals who are English language learners, foreign born, and/or refugees. Monterey County has five different WIOA Title II Adult Education and Literacy partners: the Gonzales Adult School, Monterey Adult School, Pacific Grove Adult School, Salinas Adult School, and Soledad Adult School. MCWDB also works with Hartnell College, Salinas Valley Adult Education Consortium, and Monterey Peninsula College on Carl Perkins Career Technology Education programs. As emphasized in the 2021-2024 Regional Plan, the mission of MCWDB and its partners is to help individuals get the necessary skills and education to attain high road jobs that pay living wages and offer upward career mobility within Monterey County.

The One Stop Operator continues to hold monthly meetings with Partners including Adult Education that works with English Language Learners. The partners continue to provide updates at the monthly meetings that discuss where ESL classes are being held, outreach for those qualifying for Youth programs, the training for cross-cultural Customer Service by partners, and others.

Local partners are often the best way of connecting to those in need. In this regard, MCWDB tries to work with as many CBOs, non-profits, and other organizations to develop a better sense of who is in need and what services are needed. For example, the undocumented community—which is typically comprised of individuals who are hesitant to reach out to local government—are primarily supported by three non-profits. By partnering with these non-profits and assisting them in their specific services—paid internships, GED attainment, and dependent support services—the MCWDB is able to assist populations that otherwise may go unnoticed and unserved.

The MCWDB also works with partner agencies to ensure that they are focusing on these historically underserved populations. The revamped referral process has led to the substantial improvement of the provision of interconnected resources among these populations. The MCWDB website also now includes a list of AJCC partner organizations and their partner programs.

## **WIOA Title I Coordination**

**Describe the strategies for staff preparation, training, and ongoing professional development to effectively respond to participant needs. It should also address the services, activities and administrative requirements established for Local Boards under WIOA Title 1, and include the following:**

***Training and/or professional development to frontline staff to gain and expand proficiency in digital fluency and distance learning.***

The MCWDB requires 45 hours per year of ongoing training and/or professional development for staff and partners' staff to ensure that customers continue to receive the utmost in professional service. The requirements of digital literacy and fluency are constantly changing in line with the ways in which one uses available technologies and how one gets the most out of them.

Therefore, improving the digital literacy of staff is key when it comes to ensuring that MCWDB can remain effective and efficient.

Since the beginning of the COVID-19 pandemic, the MCWDB has used technology to provide workforce services and has had a contract with Premier Virtual, LLC, for a multifunctional Software as a Service platform designed to allow users to conduct virtual job fairs and provide layoff aversion services, in addition to recruitments, staffing, hiring, and other online events. Business Services staff work with employers to provide educational and promotional videos and various types of events with differing levels of public interaction, and thus staff gains additional digital proficiency working with the platform. An agreement executed with Business U for a 100% remote business services certification program also provided training that increased staff and partner staff's proficiency in digital fluency and distance learning. Moreover, MCWDB encourages staff to take the Dynamic Works Professional Development Certification Training distance learning courses that are available to all staff.

The MCWDB is committed to providing frontline staff the necessary skills to stay competitive. Upskilling staff is an ongoing objective designed to ensure that staff are up to date on the technological skills needed to navigate our increasingly digital world.

Below is a list of the key areas we are looking at to boost the digital literacy of our staff, some of which are at least partially covered in our primary service provider's proprietary trainings. We anticipate that upcoming training will continue to be provided by qualified trainers in-person, via webinars, and, for the mandatory cybersecurity training that MCWDB's employees receive from the County's IT department, through Monterey County's Learning Management System.

- Communication and collaboration
  - Social media
  - Digital tools
  - Concepts around the digital era
  - Skills needed to optimize digital engagement.
- Cybersecurity and knowledge of possible security risks
  - How to reduce security risks
  - What to do in case of a cyberattack
  - How staff actions can cause risks
- The law and ethics
  - Sharing information via email
  - Discussing business or clients on social media
  - Issues surrounding confidentiality.

***Training and/or professional development to frontline staff to ensure cultural competencies and an understanding of the experiences of trauma-exposed populations.***

The MCWDB provides ongoing training and professional development to staff and partner's staff

on an ongoing basis to ensure customers receive the utmost in professional service. In late 2022, Business U provided a remote, 7-week Certified Business Engagement Professional (CBEP) training course to MCWDB's Business Services personnel to provide an opportunity for 14 MCWDB staff and partner staff members to receive this certification, which ensures appropriate cultural competencies while engaging with business owners and hiring managers.

In 2020, MCWDB initiated its WIOA University trainings for staff: a catalog of workforce professional trainings. WIOA staff and partners' staff are required to complete 45 hours of training annually. MCWDB has made the Dynamic Works Professional Development Certification Training courses available to all staff. The Foundations of Workforce Development Professional Certification contains 9 courses and a Final Certification Exam. These professional competency courses are developed around the National Association for Workforce Development Professionals (NAWDP) core competency defined areas. By the end of 2020, 37 MCWDB staff and partner staff had participated with a completion rate of 95%.

The MCWDB continues to work with its partners to ensure that cultural competence and understanding of the experiences of trauma-exposed populations are integrated into daily operations and execution of duties. WIOA programs are intended to mitigate barriers for individuals from marginalized populations; therefore, comprehensive training is provided to frontline partner staff to best work with individuals who have faced cultural barriers, including Diversity, Equity and Inclusion and Trauma-Informed Care. These trainings assist staff (1) to understand the need to support the behaviors, attitudes, and policies that come together in a unified system and that provides professionals with the toolkit to enable them to work effectively in cross-cultural situations, and (2) to understand the causes and symptoms of trauma, how they can relate to people in a trauma-aware manner and contribute to the healing process.

In 2020, MCWDB began providing Trauma Informed Care trainings with a three-part Social Emotional Learning Workshop on the therapeutic principles of trauma-informed care. The curriculum gives staff a new level of understanding about trauma to ensure that their work helps to support people on the road to recovery.

***How the Local Board will coordinate workforce investment activities carried out in the Local Area with statewide rapid response activities, as outlined in Rapid Response and Layoff Aversion Activities ([WSD16-04](#)).***

The primary purpose of Rapid Response is to enable affected workers to return to work as quickly as possible following a layoff, or to prevent layoffs altogether. To accomplish this, the MCWDB and its regional partners have applied for grants for Regional Plan Implementation (RPI)/Slingshot 2.0 through 5.0 to implement the regional plan; develop regional leadership; organize regional industry leaders and workforce, education, and economic development partners to attain scale and impact; and build the infrastructure necessary to maximize resources for the region. The goals of Slingshot 2.0 were to create a regional and uniform approach to Business Services alignment and regional sector analysis. By developing the regional system, the local system of businesses and employees have benefitted by having a region-wide uniform approach to supporting business with timely Rapid Response and layoff aversion activities. This uniformity has streamlined efficiency and assisted the timely provision of services.

The MCWDB also engages with the regional partners and statewide partners in quarterly meetings for roundtable discussion of best practices that are then brought back for implementation at the local level. The MCWDB and regional partners hold quarterly Business Engagement and Rapid Response meetings, though these meetings have transitioned to Zoom online conferences with participation from each local jurisdiction. At these conference meetings, the regional representatives discuss best practices, provide updates on how to deliver a common message, and participate in region-wide training.

By April 2020, the importance of the Rapid Response and Layoff Aversion Activities programs was clear based on the impacts of COVID-19 on businesses in Monterey County. Because the MCWDB programs offer services to employers and employees alike, employers can receive benefits that include on-the-job training (OJT) that is reimbursed up to 50% of cost, access to the CalJOBS system (including job postings and labor market information), and resources available to employees. Some employee benefits include access to a wide range of free online courses from top providers of Massive Open Online Courses (MOOCs) like Coursera and EdX, which hosts courses by Harvard, MIT, and others. Employees also have access to job readiness assessments and resume and interview preparation.

SkillUp Monterey is an initiative that provides access to over 5,000 online courses covering topics ranging from Microsoft Office to Leadership to Customer Service. SkillUp Monterey also includes access to career pathways tools and certification training, including IT Professional Certifications like COMPTIA and Amazon AWS Certified Developer. These resources and online trainings are available to residents of all ages who register and who are currently working with a career advisor.

***A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the Local Area. This includes how the Local Board will ensure that priority for adult career and training services will be given to recipients receiving public assistance, other low-income individuals, and individuals who are basic skills deficient, as outlined in WIOA Adult Program Priority of Service (WSD15-14).***

The MCWDB adopted the WIOA Adult Program Priority of Service policy to provide guidance to the AJCC delivery system partners on how to meet the priority of service requirements. The policy states that priority of service must be given to recipients of public assistance, low-income individuals, individuals who are basic skills deficient, or veterans and their eligible spouses.

Adults who receive services from WIOA-funded staff beyond self-service and information must be determined eligible, enrolled, and considered a participant for WIOA Title I services.

Individualized career services and training services must be given on a priority basis, regardless of funding levels. First priority is given to veterans and eligible spouses who are low-income, including recipients of public assistance or those who are basic skills deficient. Second priority is given to individuals who are low-income, including recipients of public assistance, or those who are basic skills deficient. Other eligible individuals who do not meet the aforementioned priorities may still be enrolled as participants in the WIOA adult program. Veterans and eligible spouses that are not low-income, recipients of public assistance, or basic skills deficient are not included in the required 51-percent priority of service calculation. Prior to the adoption of this policy,

Monterey County has had a long history of serving these special populations through its WIOA adult program.

Specific training programs were provided for MCWDB's adult and dislocated worker customers during the pandemic period to provide COVID-19 disaster assistance to Monterey County residents and to mitigate the massive damage in local State Parks from the wildfires of 2020. These programs were funded through WIOA National Dislocated Worker Grants (NDWG) to provide work experience, training, and employment to displaced individuals and others in need. MCWDB is again applying for an NDWG to assist the Local Area to recover from the storm damage and flooding brought by the serial atmospheric rivers of early 2023.

In addition, the MCWDB worked with its community partners, including Monterey Peninsula College, from mid-2021 through mid-2022 to develop and provide Community Health Worker (CHW) cohort training to 30 students, including 218 training/study hours and 40 internship hours, to help address the health care disparities within Monterey County that were only exacerbated during the COVID-19 pandemic. Since the CHW course had a waiting list, it is anticipated that additional CHW cohorts will be assembled and trained in the near future.

Since late 2022, MCWDB's Business Services team has been working with companies from emerging industries, including Bloom Energy, Tesla and Joby, to establish a recruiting pipeline, establish on-the-job training (OJT) programs, and provide Incumbent Worker Training (IWT) for existing workers to upgrade their skills. MCWDB staff is also working on an IWT project with Salinas Valley Memorial Hospital, Clinica de Salud del Valle de Salinas, and the Monterey County Health Department to provide community health worker training to existing staff.

In early 2023, MCWDB is working with its regional education and training partners to provide additional enrollments into occupational training courses at regional community colleges under the State's Regional Equity and Recovery Partnerships grant. It is anticipated that contracts will be executed with Cabrillo, Gavilan, Monterey Peninsula, and Hartnell colleges to provide training to individuals in welding, community health worker, phlebotomy, medical assisting, and other areas.

***A description and assessment of the type and availability of youth workforce investment activities in the Local Area, as outlined in WIOA Youth Program Requirements (WSD17-07). This includes any strategies regarding how to increase the digital literacy and fluency of youth participants, including youth with disabilities.***

The MCWDB has designed youth services to be completely integrated into the AJCC delivery system in Monterey County. Youth workforce development activities and services are provided through the AJCC delivery system utilizing WIOA and specialized grant project funds. Services are provided by Arbor E&T, LLC, dba Equus Workforce Solutions and Turning Point of Central California, Inc., as well as other workforce and community partners. All youth are given access to the AJCC delivery system that connects them with the full range of basic career services available in Monterey County. During the initial orientation and intake process, youth customers are asked to self-identify special needs and/or requirements to determine eligibility and priority of service. An intake assessment is used to assess language and accessibility needs, and steps are taken to ensure meaningful access is available to limited English proficient customers, including

determining the need to provide interpreting services.

Some AJCC service providers typically use the Comprehensive Adult Student Assessment System (CASAS), while others will administer the Test for Adult Basic Education (TABE), both of which help to identify basic skills deficiencies when the results are reviewed and used to assure that appropriate services are coordinated and provided to participants. To achieve alignment, Monterey County has transitioned its AJCC partners to using the CASAS as its primary standardized assessment instrument. WIOA eligible youth also participate in a comprehensive, objective assessment to identify their skills, aptitudes, career interests, and service needs. Age-appropriate assessment tools are used to fully engage youth in the process.

Based on the assessment results, an Individual Service Strategy (ISS) is developed. This ISS identifies short- and long-term goals and activities to support goal attainment. The ISS may also provide a career pathway strategy for the youth. Eligible youth are offered to choose from among 14 youth program elements. Local area youth service providers have the flexibility to determine what specific services a youth will receive based upon the youth's assessment and service strategy. However, it is the policy of the MCWDB to ensure that all 14 youth program elements are available to youth in Monterey County through its WIOA-funded youth programs and service providers.

The MCWDB is also committed to assisting individuals with disabilities--including youth--and providing a barrier-free environment where individuals can seek to receive employment related services. MCWDB will continue to ensure that resources are available through the AJCC delivery system as required for individuals with disabilities. As also required, the AJCC delivery system is evaluated on a regular basis by an EEO officer to ensure its facilities are accessible to, and usable by, individuals with disabilities. Currently, the comprehensive AJCC and satellite locations are evaluated to be accessible to individuals with disabilities.

Members who serve on the full MCWDB represent business, adult education, apprenticeship training programs, community colleges and other organizations with experience in youth activities, and community-based organizations. Together, these experts help to create policy and guidelines for the AJCC delivery system to follow to meet the needs of youth, especially those who have barriers to employment. MCWDB also works with the Department of Rehabilitation and other partner organizations with expertise in serving individuals with disabilities, including youth, to seek advice on improving service access and service delivery in the AJCC comprehensive and satellite locations.

To increase the number of career pathway programs in demand industries, the MCWDB has developed initiatives from past MCWDB retreats that focus on the workforce development, education, and training opportunities that define a career pathway. These revamped initiatives allow future workers to develop a foundation for advancement to higher paid jobs as they progress in their careers. As a result, the MCWDB has also championed the idea of formulating and implementing a speaker's bureau with a goal of connecting individuals from trades and businesses to talk with students to make them aware of future high-wage, high-demand career opportunities and the educational requirements, while promoting a "classroom-to-careers" mindset. This method of promoting career pathways worked well until the arrival of the pandemic.

In an effort to ensure continuous improvement of its WIOA programs, services and performance

management, the MCWDB has also taken the lead to administer regional grants to host North Central Coast RPU training sessions for all providers and workforce stakeholders. As needed, technical assistance is provided to selected providers to further develop staff capacity to work with specific industries and education to identify career pathways for youth and other target populations.

Among specific programs, the MCWDB and the Monterey Bay Collaborative offer a pre-apprenticeship program that provides participants with hands-on experience and health and safety certifications. The most recent cohort concluded in December 2022, with graduation scheduled for January 2023. This pre-apprenticeship program has been provided since 2015 through different funding streams, and the Monterey Bay Collaborative is expecting to offer a new, expanded program in mid-2023 with a significant increase in program offerings and hours of direct, hands-on experience in the classroom and in the field. The new program will offer transition opportunities to a number of apprenticeships, including Construction Laborers, Carpenters, Plumbers, Electricians, and Operating Engineers. Many of these occupations were identified as key occupations in target industry clusters in the 2021-2024 North Central Coast Regional Plan.

Along with skills and experience like blueprint reading, applied mathematics for construction, and green construction techniques, participants receive an OSHA 10-hour or 30-hour safety certification, a CPR and First Aid certification, and sexual harassment identification and prevention training.

This program is open to anyone with a high school diploma or GED, but women, racial and ethnic minorities, disadvantaged youth (ages 18-25), unhoused and low-income individuals, and the formerly incarcerated are given preference.

In a mid-2022 partnership with Facebook and Equus Workforce Solutions, the MCWDB provided an opportunity for 40 young adults to increase their digital literacy and fluency by participating in a 5-month program to learn about Facebook's platform, social media, and digital marketing, followed by an internship with a Monterey County small business needing social media and digital marketing support. To place the interns, the MCWDB worked with businesses that had received support during the COVID-19 pandemic under the Monterey County CARES Small Business Relief Program, or SBRP, in 2021.

The MCWDB also offers Monterey Cadre, a program for young adults ages 18 to 24 to participate and give back to the community while also fostering responsibility, leadership, and critical thinking. The 12-week program helps develop workplace skills such as coordination with others, confidence, teamwork, efficiency, and professionalism. The humanitarian projects help lay the foundation for more informed youth citizenship with the capacity to inspire and mobilize others. Other Cadre programs developed by MCWDB and funded by WIOA include Health Cadre (healthcare focus), Tech Cadre (IT focus), and Impact Cadre (Leadership Development focus). The MCWDB is also developing a Future Innovators entrepreneurial program for young adults interested in starting their own business.

***The entity responsible for the disbursement of grant funds as determined by the Chief Elected Official (CEO) or the Governor and the competitive process that will be used to award the sub-grants and contracts for WIOA Title I activities.***



Monterey County Workforce Development Board is the Local Fiscal Agent and the responsible entity for the disbursement of grant funds as determined by the Chief Elected Official, the Monterey County Board of Supervisors. MCWDB follows Monterey County and local procurement policies, which involve a Request for Proposal process to award subgrants and contracts for WIOA Title 1 activities.

***A description of how the AJCC Operator and/or the Career Services Provider roles are fulfilled within the Local Area as outlined in Selection of AJCC Operators and Career Services Providers (WSD19-13). This includes the name(s) and role(s) of all entities.***

The MCWDB follows the Monterey County and local procurement policies which involve a Request for Proposal (RFP) process to ensure fair and objective decision-making when awarding grant funds to qualified applicants. The competitive procurement process for awarding subgrants for WIOA Adult, Dislocated Worker, and Youth services is in accordance with the Office of Management and Budget (OMB) Uniform Administrative requirements, Cost Principles, and Audit Requirements for Federal Awards.

The MCWDB uses a competitive procurement process to select the One-Stop Operator of the local AJCC delivery system in accordance with WIOA section 121 (d)(2)(A). The MCWDB uses a similar competitive procurement process to award grants or contracts to youth service providers, in accordance with WIOA section 123(a).

The Local Board assures that it will continue to 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.

The current AJCC Operator and provider of Adult, Dislocated Worker, and North County Youth Program Services is:

Arbor E&T, LLC, dba Equus Workforce Solutions  
344 Salinas Street, Suite 201  
Salinas, CA 93901

MCWDB's South County Youth Program Services Provider is:

Turning Point of Central California, Inc.  
344 Salinas Street, Suite 201  
Salinas, CA 93901

## **Attachment 1 Cover Sheet**

1A: Stakeholder and Community Engagement Summary

1B: Public Comments Received that Disagree with Local Plan

1C: Signature Page

1D: Notice of Public Comment Period

## Stakeholder and Community Engagement Summary

The development of comprehensive Local and Regional Plans entails building broad and inclusive partnerships with regional and local entities in a variety of sectors. This includes engaging with employers, labor organizations, and community-based organizations, as well as *Workforce Innovation and Opportunity Act* core, required, and strategic program partners. This will ensure the inclusion of person-centered approaches to address multifaceted barriers to employment by utilizing input from the communities.

Stakeholders participating in the planning process should include, but are not limited to, employers, labor organizations, education partners, human services, and housing partners, as well as community-based organizations that provide services to target populations, such as justice-involved, English language learners, refugees, immigrants, youth, older adults, veterans, people with disabilities, and any other entities supporting historically unserved or underserved communities.

Using the template below, Regional Planning Units and Local Workforce Development Boards should provide a detailed description of how meaningful stakeholder involvement and community engagement was achieved when developing the Regional and Local Plans. This summary should be included as an attachment to both the Regional and Local Plans.

Mode of Outreach	Target of Outreach	Summary of Attendance	Comments
Public Presentation February 7, 2023	Public, Community Partners	Representatives from AJCC Partners, local service providers- Equus/Turning Point, EDD, CET, CBO's.	<ul style="list-style-type: none"> <li>• How do we meet the needs of the migrant and disabled population?</li> <li>• Does the State give guidance on how to help immigrants find employment (Not really)</li> <li>• How are remote areas served in Monterey County (contractors provide services at community centers, libraries, and pop-ups)</li> <li>• How do we support the disabled community (invitation to monthly partner meeting)</li> <li>• Youth program enrolls disabled participants</li> <li>• M. Magana - EDD will provide additional education on Priority of Service</li> <li>• Homeless vets/disabled vets often don't identify</li> </ul>

<p>2.13.23 thru 3.15.23 Public Comment Period</p>	<p>Public, Community, Partners</p>	<p>No public comment received</p>	<p>as veterans - A prior grant to house homeless vets provided information on the problems a vet can have with a bad discharge</p>
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**Public Comments That Disagree with the Local Plan**

**None**

## Signature Page

Instructions – The local CEO and Local Board chair must sign and date this form.

By signing below, the local CEO and Local Board chair request approval of Monterey County Workforce Development Board's 2021-24 Local Plan Two-Year Modification.

Local Workforce Development Board Chair



Signature

Erik Cushman

Name

Monterey County Workforce Development  
Board Chair

Title

3/23/23

Date

Local Chief Elected Official

Signature

Name

Title

Date

## Notice of Public Comment Period

### **NOTICE OF WORKFORCE INVESTMENT ACT (WIOA) REGIONAL AND LOCAL PLAN STAKEHOLDER AND COMMUNITY ENGAGEMENT SESSIONS**

The Monterey County Workforce Development Board (MCWDB) announces that it will hold via Zoom (1) a stakeholder and community engagement session to obtain input on proposed modifications to the 2021-24 WIOA Regional Plan for the workforce development boards of Monterey, Santa Cruz, and San Benito counties; and (2) an engagement session to obtain input on proposed modifications to the 2021-24 WIOA Local Plan.

#### **Regional Plan**

The North Central Coast Regional Planning Unit's Draft Four-Year Regional Plan Modification for 2021-2024 includes the Monterey, Santa Cruz, and San Benito County workforce development areas. This modification plan articulates the North Central Coast Region's efforts to align education, training services, and regional sector needs as required under WIOA.

#### **Local Plan**

The Monterey WDB's Draft Modification of the Local Plan reflects the current and future strategies that the WDB will use to address the continuing innovation of the workforce system. The modification includes Child Support Services, CalFresh Employment & Training, Individuals with Disabilities, English Language Learners, Foreign Born Individuals and Refugee Services.

Please access the 2021-24 Local and Regional Plan at: [www.montereycountywdb.org/](http://www.montereycountywdb.org/)

**Regional Plan Engagement Session: Tuesday, February 7, 2023, from 1:30 p.m. to 2:45 p.m.**

#### **Zoom Meeting**

<https://montereycty.zoom.us/j/94328928619?pwd=aTZjMVJJRDFmWW1KZ2pwb01TRkt3dz09>

Password: 573192

One tap mobile

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+1 669 219 2599 US (San Jose)

+1 929 205 6099 US (New York)

+1 312 626 6799 US (Chicago)

Meeting ID: 943 2892 8619

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**Local Plan Engagement Session: Tuesday, February 7, 2023, from 3:00 p.m. to 4:30 p.m.**

**Zoom Meeting**

<https://montereycty.zoom.us/j/96696213390?pwd=cFpwN3lNQ0grb2RGN0E1NUFrOEtrUT09>

Password: 591266

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