

**Memorandum of Understanding
between the
Monterey County Workforce Development Board (County)
and the partners of the
America's Job Center of California / One-Stop Delivery System (Partners)**

I. Preamble

In accordance with Section 121(c) of the Workforce Innovation and Opportunity Act (WIOA), this Memorandum of Understanding (MOU) has been developed and executed between the Monterey County Workforce Development Board and the America's Job Center of California (AJCC) / One-Stop partners to establish an agreement concerning the operations of the AJCC / One-Stop delivery system.

The AJCC / One-Stop is a locally-driven system which develops partnerships and provides programs and services to achieve three main policy objectives established by the California Workforce Development Board's Strategic Plan, which includes the following:

- Foster demand-driven skills attainment
- Enable upward mobility for all Californians
- Align, coordinate, and integrate programs and services

These objectives will be accomplished by ensuring access to high-quality AJCC / One-Stops that provide the full range of services available in the community for all customers seeking the following:

- Looking to find a job
- Building basic educational or occupational skills
- Earning a postsecondary certificate or degree
- Obtaining guidance on how to make career choices
- Seeking to identify and hire skilled workers

II. Purpose

The purpose of this MOU is to establish a cooperative working relationship between the parties and to define their respective roles and responsibilities for the operation of the Monterey County AJCC / One-Stop delivery system, as required under the WIOA. This MOU also serves to establish the framework for providing services to employers, employees, job seekers, and others needing workforce services.

A. WIOA Section 121(c) requires that each Local Workforce Development Board (LWDB), with agreement from the Chief Elected Official (CEO), develop and enter into a MOU between the LWDB and the AJCC / One-Stop partners, with all the entities that serve as partners in the AJCC / One-Stop delivery system.

B. WIOA Section 121(b)(1)(A)(iii) mandates all entities that are required partners in a local area to enter into an MOU with the LWDB in the respective local area.

- C. WIOA Section 121(b)(1) identifies the federal programs and requires that the services and activities under each of those programs must be made available through each local area's AJCC / One-Stop delivery system. The entities that receive the federal funds for each of these programs and/or have the responsibility to administer the respective programs in the local area are required partners under WIOA.
- D. WIOA Section 121(b)(2) prescribes how entities that provide programs other than those required under WIOA Section 121(b)(1)(B) may participate in the local area's AJCC / One-Stop delivery system as "additional partners" and provide the services available under their programs through the AJCC / One-Stop delivery system.
- E. Per WIOA Section 121(b)(2)(A), both required and additional partners are included as parties to this MOU. Therefore, all entities that participate in the AJCC / One-Stop delivery system as partners, whether required or additional partners, must be parties to this MOU and must abide by the terms prescribed herein and by all applicable federal, state and local rules, plans and policies as applicable and authorized under the partner's program and in keeping with federal guidelines.
- F. WIOA Section 121(b)(1)(A)(iv) indicates that the requirements of each partner's authorizing legislation continue to apply under the AJCC / One-Stop delivery system and that participation in the AJCC / One-Stop delivery system is in addition to other requirements applicable to each partner's program under each authorizing law.
- G. The Department of Labor (DOL) is the federal agency responsible for the administration of the workforce development programs – including WIOA.
- H. The DOL recognizes the Monterey County Workforce Development Board as the agency responsible for the administration and oversight of the local workforce development and employment-related programs in Monterey County, including WIOA.

III. Local/Regional Vision Statement, Mission Statement, and Goals

- A. The vision and mission for the AJCC / One-Stop delivery system under WIOA is as follows:

The publicly funded workforce system envisioned by WIOA is quality-focused, employer-driven, customer-centered, and tailored to meet the needs of regional economies. It is designed to increase access to, and opportunities for, the employment, education, training, and support services that individuals need to succeed in the labor market, particularly those with barriers to employment. It aligns workforce development, education, and economic development programs with regional economic development strategies to meet the needs of local and regional employers, and provides a comprehensive, accessible, and high-quality workforce development system. This is accomplished by providing all customers access to a high-quality AJCC / One-Stop delivery system that connects them with the full range of services available in their communities, whether they are looking to find jobs, build basic educational or occupational skills, earn a postsecondary certificate or degree, or obtain guidance on how to make career choices, or are businesses and employers seeking skilled workers.

Under WIOA, partner programs and entities that are jointly responsible for workforce and economic development, educational, and other human resource programs collaborate to create a seamless customer-focused AJCC / One-Stop delivery system that integrates service delivery across all programs and enhances access to the programs' services. The AJCC / One-

Stop delivery system includes six core programs. The core partners and programs are as follows:

1. Title I Adult (CEO and LWDB);
2. Title I Dislocated Worker (CEO and LWDB);
3. Title I Youth programs (CEO and LWDB);
4. Title II Adult Education and Literacy programs (California Department of Education);
5. Title III Wagner-Peyser program (California Employment Development Department); and
6. Title IV Vocational Rehabilitation program (California Department of Vocational Rehabilitation).

Through the AJCC / One-Stop delivery system, these partner programs and their service providers ensure that businesses and job seekers – a shared client base across multiple programs identified above – have access to information and services that lead to positive employment outcomes.

Under WIOA, AJCC / One-Stop partners:

- Provide job seekers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages;
- Provide access and opportunities to all job seekers, including individuals with barriers to employment, such as individuals with disabilities, to prepare for, obtain, retain, and advance in high-quality jobs and high-demand careers;
- Enable businesses and employers to easily identify and hire skilled workers and to access other support, including education and training for their current workforce;
- Participate in rigorous evaluations that support continuous improvement of AJCC / One-Stop centers by identifying which strategies work better for different populations; and
- Ensure that high-quality integrated data inform decisions made by policy makers, employers, and job seekers.

B. The goals of the AJCC / One-Stop delivery system are to:

- Align goals with the State of California plan(s) applicable to AJCC / One Stop and partners:
 - Foster demand-driven skills attainment
 - Enable upward mobility for all people of Monterey County
 - Align, coordinate, and integrate programs and services
- Implement Customer-Centered design
- Set priority of service goals
- Serve individuals with barriers to employment

IV. Parties to the MOU

A. The Monterey County Workforce Development Board, with the agreement of the Chief Elected Official (Monterey County Board of Supervisors), has the mutual commitment and cooperation of the following AJCC / One-Stop partners agreeing to this MOU and becoming a part of the operations of the AJCC / One-Stop delivery system.

B. AJCC / One-Stop partners include local/regional representatives of the following required programs:

Memorandum of Understanding (MOU)
Workforce Innovation and Opportunity Act (WIOA)
Monterey County Workforce Development Board

- WIOA Title I Adult, Dislocated Worker, and Youth
- WIOA Title II Adult Education and Literacy
- WIOA Title III Wagner-Peyser
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- WIOA Title IV Vocational Rehabilitation
- Carl Perkins Career Technical Education
- Title V Older Americans Act
- Job Corps
- Native American Programs (Section 166)
- Migrant Seasonal Farmworkers (Section 167)
- Veterans
- Youth Build
- Trade Adjustment Assistance Act
- Community Services Block Grant
- Housing & Urban Development
- Unemployment Compensation
- Second Chance
- Temporary Assistance for Needy Families(TANF)/CalWORKs

C. The following attachment to this MOU, and hereby incorporated, lists the parties to the MOU and contact information.

- Reference Attachment A: Parties to the MOU

V. AJCC / One-Stop System Design

A. The characteristics identified below are designed to reflect elements that contribute to a high-quality AJCC / One-Stop delivery system. They demonstrate the spirit and intent of WIOA, and will strengthen the successful integration and implementation of partner programs in the AJCC / One-Stop delivery system. Each party to this MOU will cooperatively provide services to perform the following:

- Provide excellent customer service to job seekers, workers and businesses in the following ways:
 - Reflect a welcoming environment to all customer groups who are served;
 - Develop, offer, and deliver quality business services;
 - Improve the skills of job seeker and dislocated worker customers;
 - Create opportunities for individuals at all skill levels of experience;
 - Provide career services that motivate, support and empower customers; and
 - Value skill development.
- Reflect innovative and effective service design in the following ways:
 - Use an integrated and expert intake process for all customers entering the AJCC / One-Stop;
 - Design and implement practices that actively engage industry sectors;
 - Balance traditional labor exchange services with strategic talent development;
 - Ensure meaningful access to all customers;
 - Include both virtual and center-based service delivery; and
 - Incorporate innovative and evidence-based delivery models.
- Operate with integrated management systems and high-quality staffing as follows:

- Establish robust partnerships among partners;
- Organize and integrate services by function;
- Develop and maintain integrated case management systems;
- Develop and implement operational policies;
- Use common performance indicators;
- Train and equip AJCC / One-Stop staff including partner staff; and
- Staff the center with highly trained career counselors.

VI. Programs, Services and Activities

- A. WIOA Section 121(b)(1)(B) identifies the programs, services and related activities that must be provided through the AJCC / One-Stop delivery system in Monterey County. WIOA Section 121 (c)(2), requires this MOU to include a description of the services that will be provided through the Monterey County AJCC / One-Stop delivery system and the service delivery method(s) each partner will use to deliver the services.

This MOU also identifies the career services, training and employer services that each partner will provide to ensure that all parties' responsibilities are clearly identified herein. This MOU also includes a description of the local system; customers served, and services provided by each AJCC / One-Stop partner. This includes the three types of "career services" authorized under WIOA (basic career services, individualized career services and follow-up services) as well as training services and services provided to employers.

- B. The following attachments to this MOU, and hereby incorporated, list and describe the AJCC / One-Stop system customers; career services, training services and employer/business services; partners, shared services, and service delivery methods; coordination agreements between State Plan partners; shared customers; and customer service flow chart.

- Reference Attachment B: AJCC / One-Stop System Customers
- Reference Attachment C: Description of Services
- Reference Attachment D: Matrix of MOU Partners, Shared Services, and Service Delivery Methods
- Reference Attachment E: California Workforce Development Board Unified Strategic Workforce Development Plan - Coordination Agreements Between State Plan Partners
- Reference Attachment F: Customer Service Flow Chart (to be completed)

VII. Responsibility of AJCC / One-Stop Partners

- A. WIOA Section 121(b) lists the minimum responsibilities of all required partners under WIOA. For consistency, all AJCC / One-Stop partners will assume the responsibilities identified below, unless inconsistent with the federal law and regulations that authorize the partner program or as otherwise specified in this section.

- B. The AJCC / One-Stop partners agree to participate in joint planning, plan development, and modification of activities to accomplish the following:

- Continuous partnership building;
- Continuous planning in response to state and federal requirements;
- Responsiveness to local and economic conditions, including employer needs; and
- Adherence to common data collection and reporting needs.

- C. Make career services applicable to the partner program available to customers through the AJCC / One-Stop delivery system in accordance with Attachment D: Matrix of MOU Partners, Shared Services, and Service Delivery Methods of this MOU.
- D. Participate in infrastructure, operating, and cost-sharing activities as described in Section VIII. This includes funding Services and Operating Costs of this MOU and using a portion of funds made available to each partner's program to the extent not inconsistent with the federal law that authorizes each partner program to:
 - Create and maintain the AJCC / One-Stop delivery system; and
 - Provide career services per WIOA Section 134(c)(2).
- E. Remain a party to this MOU throughout the agreement period identified in Section XVI. Effective Dates and Term of MOU.
- F. Participate in the operation of the AJCC / One-Stop delivery system, consistent with the terms of the MOU and requirements of authorized laws per WIOA Section 121(b)(1)(B).
- G. Provide priority of service to veterans and covered spouses for any qualified job training program pursuant to the Jobs for Veterans Act as prescribed in 38 USC 4215.
- H. Comply with WIOA and all federal, state, and local laws, regulations, rules, policies and plans applicable to partners in their respective roles under this MOU and as consistent with the rules that govern each partner's respective program. Each partner expressly agrees to notify LWDB of any changes to the rules governing its respective program that impact the partner's performance under this MOU. LWDB will communicate the changes to the AJCC / One-Stop Operator and any other affected partners.
- I. Each partner must ensure compliance by its staff members who work in the AJCC / One-Stop with the LWDB policies and procedures. In the event of a conflict with a partner's personnel policies, the partner's policies will prevail.
- J. Use common practices and procedures, forms and documents, software systems or applications, and other forms of media as agreed to by all parties in the performance of the services, activities and functions that support the AJCC / One-Stop delivery system.
- K. Participate in capacity building and staff development activities in order to ensure that all partners and staff are adequately cross-trained. Training plans shall be developed with AJCC / One-Stop partners to ensure ongoing cross-training.

VIII. Funding of Services and Operating Costs

- A. All relevant parties to this MOU agree to negotiate and implement a cost sharing agreement by December 31, 2017, in accordance with the State of California Employment Development Department (EDD) Workforce Services Directive (WSD15-12).

- B. All relevant parties to this MOU agree to share in the operating costs of the AJCC / One-Stop delivery system, either in cash or through in-kind services. The cost of services, operating costs, and infrastructure costs of the system will be funded by AJCC / One-Stop partners through a separately negotiated cost sharing agreement based on an agreed-upon formula or plan.
- C. AJCC / One-Stop partners will ensure that the shared costs are supported by accurate data; the shared costs are consistently applied over time; and the methodology used in determining the shared costs are reflected in a separate cost sharing agreement that will be attached to this MOU, no later than December 31, 2017, per WSD15-12.

IX. Methods for Referring Customers

- A. Pursuant to WIOA Section 121(c)(2)(A)(iii), the parties agree that the referral of individuals between the AJCC / One Stop Operator and the partners, for the services and activities described in Attachment D: Matrix of MOU Partners, Shared Services, and Service Delivery Methods, will be performed to ensure a high quality customer service and customer centered focus as follows:
 - Ensure that intake and referral processes are customer-centered and provided by staff trained in customer service;
 - Ensure that general information regarding AJCC / One-Stop programs, services, activities and resources shall be made available to all customers as appropriate;
 - Describe how customer referrals are made electronically, through traditional correspondence, verbally or through other means determined in cooperation with partners and operators; and
 - Describe how each AJCC / One-Stop partner will provide a direct link or access to other AJCC / One-Stop partner staff that can provide meaningful information or services, through the use of co-location, cross training of AJCC / One-Stop staff, or real-time technology (two-way communication and interaction with AJCC / One-Stop partners that results in services needed by the customer).
- B. The following attachments to this MOU, and hereby incorporated, include a process and form for the referral of customers to services not provided on-site, and a flow chart of the referral process.
 - Reference Attachment G: Referral Process
 - Reference Attachment H: Referral Form

X. Access to Services for Individuals with Barriers to Employment

- A. The LWDB and the AJCC / One-Stop partners will operate a comprehensive AJCC / One-Stop, that provides universal access to the full range of career services, individualized, training and education, and employer services as outlined in Attachment C: WIOA Description of Services. This comprehensive AJCC / One-Stop is a physical location where job seekers and employers have access to the programs, services, and activities of all the required AJCC partners. A list of AJCC / One-Stop comprehensive and affiliate locations, and hereby incorporated is set forth in Attachment I: AJCC Locations/One-Stop Operators.

- B. As required by WIOA, each AJCC / One-Stop partner will provide access to their programs or activities, including making available applicable career services, in the comprehensive AJCC / One-Stop or other affiliate locations. Each AJCC/One-Stop partner will jointly administer programs at a single location to blend and braid program expertise and resources and more effectively leverage the system's existing resources to achieve positive outcomes for businesses and job seekers.
- C. As required by WIOA, the LWDB and the AJCC/One-Stop partners will provide access to services through the following methods:
- Co-location – Program staff from each partner will be physically present at the comprehensive AJCC / One-Stop or affiliate locations;
 - Cross information sharing – Staff physically present at the comprehensive AJCC / One-Stop or affiliate locations will be properly trained to provide information about all programs, services, and activities that may be available to the customer through other partners; or
 - Direct access through real-time technology – access will be provided through two-way communications and interactions between customers and AJCC / One-Stop partners that result in services being provided. Examples include the following:
 - Email or instant messaging;
 - Live chat via Skype or FaceTime;
 - Identification of a single point of contact for service delivery at each partner program; or
 - Establishment of an Internet portal linking all of the partners.
- D. As required by WIOA, the LWDB and the AJCC/One-Stop partners will ensure access to services to “individuals with a barrier to employment,” which means a member of one or more of the following populations:
- (A) Displaced homemakers
 - (B) Low-income individuals
 - (C) Indians, Alaska Natives, and Native Hawaiians, as such terms are defined in WIOA section 166
 - (D) Individuals with disabilities, including youth who are individuals with disabilities
 - (E) Older individuals
 - (F) Ex-offenders
 - (G) Homeless individuals (as defined in section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e–2(6)), or homeless children and youths (as defined in section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a (2))
 - (H) Youth who are in or have aged out of the foster care system
 - (I) Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers
 - (J) Eligible migrant and seasonal farmworkers, as defined in WIOA section 167(i)
 - (K) Individuals within 2 years of exhausting lifetime eligibility under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.)
 - (L) Single parents (including single, pregnant women)
 - (M) Long-term unemployed individuals
 - (N) Such other groups as the Governor involved determines to have barriers to employment.

- E. As required by WIOA Section 134(c)(E), the LWDB and the AJCC/One-Stop partners shall give priority of service to recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient when providing individualized career services and training services with WIOA adult funds.
- F. All parties to this MOU will ensure that their policies, procedures, programs, and services are in compliance with the Americans with Disabilities Act of 1990 and its amendments, in order to provide equal access to all customers with disabilities.
- G. The following attachments to this MOU, and hereby incorporated, include a “system map” and list that identifies the location of every comprehensive and affiliate AJCC / One-Stop within Monterey County, and a list of the AJCC / One Stop Operators.
 - Reference Attachment I: AJCC Locations and One-Stop Operators
 - Reference Attachment J: System Map (to be completed)

XI. Shared Technology and System Security

- A. WIOA emphasizes technology as a critical tool for making all aspects of information exchange possible, including client tracking, common case management, reporting, and data collection.

To implement information exchange, each AJCC / One-Stop partner agrees to:

- Comply with the applicable provisions of WIOA, the California Welfare and Institutions Code, the California Education Code, the federal Rehabilitation Act, and any other applicable statutes or requirements;
- Comply with the principles of common reporting and shared information through electronic mechanisms, including shared technology;
- Commit to share information to the greatest extent allowable under their governing legislation and confidentiality requirements;
- Maintain all records of the AJCC / One-Stop customers or partners (e.g. applications, eligibility and referral records, or any other individual records related to services provided under this MOU) in the strictest confidence, and to use them solely for purposes directly related to such services;
- Develop technological enhancements that allow interfaces of common information needs, as appropriate; and
- Understand that system security provisions shall be agreed upon by all partners.

XII. Confidentiality

- A. The AJCC / One-Stop partners agree to comply with the provisions of WIOA as well as the applicable sections of the Welfare and Institutions Code, the California Education Code, the Rehabilitation Act, and any other appropriate statute or requirement to assure the following:
 - All applications and individual records related to services provided under this MOU, including eligibility for services and enrollment and referral, shall be confidential and shall not be open to examination for any purpose not directly connected with the delivery of such services;
 - No person will publish, disclose use, or permit, cause to be published, disclosed or used, any confidential information pertaining to AJCC / One-Stop applicants, participants, or

customers overall unless a specific release is voluntarily signed by the participant or customer;

- The AJCC / One-Stop partner agrees to abide by the current confidentiality provisions of the respective statutes to which AJCC / One-Stop operators and other AJCC / One-Stop partners must adhere, and shall share information necessary for the administration of the program as allowed under law and regulation. The AJCC / One-Stop partners, therefore, agree to share client information necessary for the provision of services such as assessment, universal intake, program or training referral, job development or placement activities, and other services as needed for employment or program support purposes;
- Client information shall be shared solely for the purpose of enrollment, referral or provision of services. In carrying out their respective responsibilities, each party shall respect and abide by the confidentiality policies of the other parties;
- Each party will ensure that the collection and use of any information, systems, or records that contain personally identifiable information will be limited to purposes that support the programs and activities described in this MOU as part of the AJCC / One-Stop delivery system;
- Each party under this MOU shall ensure that access to software systems and files under its control that contain personally identifiable information will be limited to authorized staff members who are assigned responsibilities in support of the services and activities provided as part of the AJCC / One-Stop delivery system and who must access the information to perform those responsibilities. Each party expressly agrees to take measures to ensure that no personally identifiable information is accessible by unauthorized individuals; and
- Each party will maintain a current list of staff members who are authorized to access personally identifiable information and will identify the types of data and data sources that the authorized staff members will access. Partners will submit a copy of the list to the individual responsible for maintaining confidential records on behalf of the local area.

B. The following attachment to this MOU, and hereby incorporated, includes an authorized list of members to access personally identifiable information.

- Reference Attachment K: Authorized List of Members to Access PII (to be completed)

XIII. Non-Discrimination and Equal Opportunity

A. In accordance with the WIOA non-discrimination and equal opportunity provisions cited in Title VI of the Civil Rights Act of 1964, Section 188 of the WIOA, and California Government Code § 12920, 12940, and 12949 and the AJCC / One-Stop partners shall not unlawfully discriminate, harass or allow harassment against any employee, applicant for employment or AJCC / One-Stop applicant or customer on the basis of gender, race, color, ancestry, religion, national origin, veteran status, medical condition(s), age (40 or older), disability, political affiliation or belief, sexual orientation, marital status, or against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA financially assisted program or activity. In addition, sexual harassment is against the law and is grounds for filing a discrimination complaint.

B. All AJCC / One-Stop partners agree to comply with the provisions of the Fair Employment and Housing Act (Government Code Section 12990) and related, applicable regulations.

- C. All AJCC / One-Stop partners will assure compliance with the Americans with Disabilities Act of 1990 and its amendments, which prohibits discrimination on the basis of disability, as well as other applicable regulations and guidelines issued pursuant to the Americans with Disabilities Act.

XIV. Grievances and Complaints Procedure

- A. All AJCC / One-Stop partners agree to establish and maintain a procedure for grievance and complaints as outlined in WIOA. The process for handling grievances and complaints is applicable to both customers and partners. These procedures will allow the customer or entity filing the complaint to exhaust every administrative level in receiving a fair and complete hearing and resolution of their grievance. The partner further agrees to communicate openly and directly to resolve any problems or disputes related to the provision of services in a cooperative manner and at the lowest level of intervention possible.
- B. All AJCC / One-Stop partners shall comply with the Monterey County Workforce Development Board's #2005-10 – Grievance and Complaint Procedures policy and attachment located online at:
- 2005-10 Policy: [http://www.montereycountywib.org/policies/policies/MCWDB-Policy-2005-10-\(Rev%209-2015\).pdf](http://www.montereycountywib.org/policies/policies/MCWDB-Policy-2005-10-(Rev%209-2015).pdf)
 - 2005-10 Policy attachment: [http://www.montereycountywib.org/policies/policies/MCWDB-Policy-2005-10 Attachment-\(Rev%209-2015\).pdf](http://www.montereycountywib.org/policies/policies/MCWDB-Policy-2005-10 Attachment-(Rev%209-2015).pdf)

XV. American's with Disabilities Act and Amendments Compliance

- A. All AJCC / One-Stop partners agrees to ensure that the policies and procedures as well as the programs and services provided at the AJCC / One-Stop are in compliance with the Americans with Disabilities Act and its amendments. Additionally, partners agree to fully comply with the provisions of WIOA, Title VI and Title VII of the Civil Rights act of 1964, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972, 29 CRF Part 37, and all other regulations implementing the aforementioned laws.

XVI. Effective Dates and Term of MOU

- A. This MOU shall be effective on June 30, 2016. The term of this MOU shall be three years, from June 30, 2016 through June 29, 2019.
- B. This MOU shall be binding upon each party hereto upon execution by such party. The MOU will be reviewed not less than once every three years to identify any substantial changes that have occurred and amend and extend as appropriate.

XVII. Modifications, Revisions, Amendments

- A. This MOU and its attachments constitute the entire agreement between the parties and no oral understanding not incorporated herein shall be binding on any of the parties hereto. This MOU may only be modified, altered, or revised, as necessary, by mutual consent of the parties, by the issuance of a written amendment, signed and dated by the parties.

- B. All parties agree that amendments affecting one partner only, or specific partners only, need only be signed by authorized representatives of the Monterey County WDB, the CEO, and the affected partner(s). Amendments that will affect the responsibilities of all parties require the signatures of all parties. All amendments will involve the following process:

The party seeking an amendment will submit a written request to the Monterey County WDB that includes:

1. The requesting party's name;
2. The reason(s) for the amendment request;
3. Each section of this MOU that will require revision;
4. The desired date for the amendment to be effective; and
5. The signature of the requesting party's authorized representative.

If the request is approved, the Monterey County WDB will notify the remaining parties of the intent to amend and will provide each remaining party thirty (30) days from the date of the notice (unless another timeframe is specified in the notice) to review the anticipated amendment and to submit a response to the Monterey County WDB. Failure by a party to respond within the prescribed timeframe will be deemed that party's approval of the proposed amendment.

In the event that a remaining party has questions and/or concerns regarding the proposed amendment, the party must list its questions and/or concerns in writing and submit the list to the Monterey County WDB within the specified timeframe.

Monterey County WDB will review the listed questions and/or concerns and will issue a response within fifteen (15) days of receipt of the list. If the Monterey County WDB deems it necessary, the listed questions and/or concerns will be sent to all other parties and/or a meeting with all parties will be scheduled to discuss the proposed changes and to achieve consensus on a final amendment draft.

The final, approved amendment draft will be signed by authorized representatives of the affected partners and then submitted to the Monterey County WDB for the final signature.

Monterey County WDB will distribute copies of the fully executed amendment to all parties.

- C. This writing constitutes the entire agreement pertinent to Phase I of the MOU process among the parties with respect to each party's role and responsibility in the AJCC / One-Stop delivery system. All parties agree that any amendments to any applicable laws or regulations cited herein will result in the correlative modification of this MOU without necessitating a formal, written amendment.
- D. All parties agree to communicate details of any amendment to their respective staff members whose responsibilities may be impacted by changes and further agree to ensure that their respective staff members are referencing or utilizing the most current version of the MOU and attachments in the performance of responsibilities under this MOU.
- E. Amendments that will require the signatures of all parties must be executed no later than ninety (90) days prior to the end of the MOU period and amendments that require only the signatures of the LWDB, the CEO, and the affected parties must be executed no later than 45 days from the end of each current program year.

XVIII. Termination

- A. This MOU will remain in effect until the end date specified in Section XVI. Effective Dates and Term of MOU.
- B. The parties understand that implementation of the AJCC / One-Stop delivery system is dependent on the good faith effort of every partner to work together to improve services to the community. The parties also agree that this is a project where different ways of working together and providing services are being tried. In the event that it becomes necessary for one or more parties to cease being a part of this this MOU, said entity shall notify the other parties, in writing, 30 days in advance of that intention.

XIX. Administrative and Operations Management Sections

- A. **Acceptable Use of Premises** – During the term of this MOU, all partners to this MOU, and their employees and agents, shall use shared space of the AJCC / One-Stops for the sole purpose of conducting acceptable AJCC / One-Stop services as outlined herein.
- B. **Supervision/Day to Day Operations** – The day-to-day supervision of staff assigned to the comprehensive AJCC / One-Stop and/or affiliate locations will be the responsibility of the site supervisor(s). The original employer of staff assigned to the AJCC / One-Stops will continue to set the priorities of its staff. Any change in work assignments or any problems at the worksite will be handled by the site supervisor(s) and the management of the original employer. (Site supervisors to be identified on Attachment I: AJCC Locations/One-Stop Operators).

The office hours for the staff at the AJCC / One-Stop Locations will be established by the site supervisor(s) and the primary employer. All staff will comply with the holiday schedule of their primary employer and will provide a copy of their holiday schedule to the operator and host agency at the beginning of each program year. The hours of operations for all partners shall be posted at the comprehensive AJCC / One-Stop and affiliate locations, as appropriate.

Each AJCC/One-Stop partner is responsible for the discipline of its own employee(s), where warranted. When warranted, in its sole discretion, the LWDB may request that an AJCC/One-Stop partner institute appropriate disciplinary action of its employee(s). Disciplinary actions may result in removal of co-located staff from the AJCC / One-Stop Locations and each party will take appropriate action.

The County and the Partners respectively shall each be responsible for providing to, or on behalf of, its employee(s), all legally-required employee benefits. In addition, they shall comply with the following:

1. Evidence of Coverage: Prior to commencement of this Agreement, each party to this Agreement shall provide a “Certificate of Insurance” or proof of self-insurance certifying that coverage as required herein has been obtained. Individual endorsements executed by the insurance carrier shall accompany the certificate. In addition, each party upon request shall provide a certified copy of the policy or policies.

This verification of coverage shall be sent to the Monterey County’s Contracts/Purchasing Department, unless otherwise directed. Parties to this Agreement shall not receive a “Notice to Proceed” with the work under this Agreement until it has obtained all insurance

required and the County has approved such insurance. This approval of insurance shall neither relieve nor decrease the liability of the party.

2. Qualifying Insurers: All coverage's, except surety, shall be issued by companies which hold a current policy holder's alphabetic and financial size category rating of not less than A- VII, according to the current Best's Key Rating Guide or a company of equal financial stability that is approved by the County's Purchasing Manager.
 3. Insurance Coverage Requirements: Without limiting a party's duty to indemnify, each party shall maintain in effect throughout the term of this Agreement a policy or policies of insurance with the following minimum limits of liability:
 - a) Commercial general liability insurance, including but not limited to premises and operations, including coverage for Bodily Injury and Property Damage, Personal Injury, Contractual Liability, Broad form Property Damage, Independent Contractors, Products and Completed Operations, with a combined single limit for Bodily Injury and Property Damage of not less than \$1,000,000 per occurrence.
 - b) Workers' Compensation Insurance, if a party employs others in the performance of this Agreement, in accordance with California Labor Code section 3700 and with Employer's Liability limits not less than \$1,000,000 each person, \$1,000,000 each accident and \$1,000,000 each disease.
 - Reference Attachment A: Parties to the MOU
 - Reference Attachment I: AJCC Locations/One-Stop Operators
- C. **Dispute Resolution** – The parties agree to try to resolve policy or practice disputes at the lowest level, starting with the site supervisor(s) and staff. If issues cannot be resolved at this level, they shall be referred to the management staff of the respective staff employer and the operator, for discussion and resolution.
- Reference Attachment I: AJCC Locations/One-Stop Operators
- D. **Press Releases and Communications** – All parties shall be included when communicating with the press, television, radio or any other form of media regarding its duties or performance under this MOU. Participation of each party in press/media presentations will be determined by each party's public relations policies. Unless otherwise directed by the other parties, in all communications, each party shall make specific reference to all other parties.

The parties agree to utilize the AJCC logo developed by the State of California and the Local Board on buildings identified for AJCC usage when providing services or performing its duties pursuant to this MOU. This includes use of the AJCC logo on letterhead, envelopes, business cards, any written correspondence and fax transmittals pertaining to implementation of the terms of this MOU.

- E. **Hold Harmless/Indemnification/Liability** –The Partners shall indemnify, defend, and hold harmless the WDB and County, its officers, agents and employees from any claim, liability, loss, injury or damage arising out of, or in connection with, performance of this Agreement by the Partner and/or its agents, employees or sub-contractors, excepting only loss, injury or damage caused by the negligence or willful misconduct of personnel employed by the WDB or the County. It is the intent of the parties to this Agreement to provide the broadest possible coverage for the WDB and the County. The Partner shall reimburse the WDB and the County for all costs, attorneys’ fees, expenses and liabilities incurred with respect to any litigation in which the party is obligated to indemnify, defend and hold harmless the WDB and the County under this Agreement.

The WDB and the County shall indemnify, defend, and hold harmless the Partner to this Agreement, its officers, agents and employees from any claim, liability, loss, injury or damage arising out of, or in connection with, performance of this Agreement by the WDB or the County and/or its agents, employees or sub-contractors, excepting only loss, injury or damage caused by the negligence or willful misconduct of personnel employed by the Partner. It is the intent of the parties to this Agreement to provide the broadest possible coverage for the Partner. The WDB or the County shall reimburse the Partner for all costs, attorneys’ fees, expenses and liabilities incurred with respect to any litigation in which the WDB or the County is obligated to indemnify, defend and hold harmless the Partner under this Agreement.

- Reference Attachment A: Parties to the MOU

Signature Page Follows

Remainder of Page Intentionally Left Blank

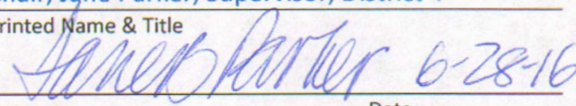
XXI. Attachments

Attachment A:	Parties to the MOU
Attachment B.1:	WIO Title I Customers
Attachment B.2:	WIOA Title II Customers
Attachment B.3:	WIOA Title III Customers
Attachment B.4:	WIOA Title IV Customers
Attachment B.5:	WIOA Title V Customers
Attachment C.1:	WIOA Title I Services
Attachment C.2a:	Salinas Adult School Services
Attachment C.2b:	Hartnell College Services
Attachment C.2c:	Soledad Adult School
C.3:	WIOA Title III Services
C.4:	WIOA Title IV Services
C.5:	WIOA Title V Services
Attachment D:	Matrix of MOU Partners, Shared Services, Service Delivery Methods
Attachment E:	CWDB State Plan – Partner Agreements
Attachment F:	Customer Service Flow Chart
Attachment G:	Referral Process
Attachment H:	Referral Form
Attachment I:	AJCC Locations and One-Stop Operators
Attachment J:	System Map
Attachment K:	Authorized List of Members to Access PII

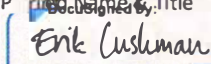
I. Authority and Signature Page

By signing below, each party agrees to the terms prescribed herein. Each individual signing this MOU warrants that he/she is authorized to execute this MOU on behalf of the entity that he/she represents. Each individual signing this MOU warrants that he/she is empowered to legally bind the entity he/she represents to the terms of this MOU.

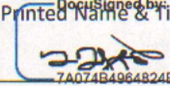
WIOA Title I
Adult, Dislocated Worker and Youth
Monterey County Board of Supervisors, Chief Elected Official

Chair, Jane Parker, Supervisor, District 4
Printed Name & Title

Signature Date 6-28-16


WIOA Title I
Adult, Dislocated Worker and Youth
Monterey County Workforce Development Board (WDB) Chairperson

Erik Cushman, Publisher, Monterey County Weekly
Printed Name & Title

Signature Date 6/15/2016

WIOA Title II
Adult Education and Family Literacy Act (AEFLA) and Carl Perkins Career Technical Education
Monterey Adult School

Dr. Daniel Diffenbaugh, Superintendent
Printed Name & Title

Signature Date 6/28/2016

WIOA Title II
Adult Education and Family Literacy Act (AEFLA) and Carl Perkins Career Technical Education
Pacific Grove Adult Education

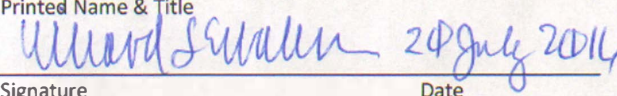
Barbara Martinez, Director/Principal
Printed Name & Title

Signature Date Principal PGAE 6/13/2016

WIOA Title II
Adult Education and Family Literacy Act (AEFLA) and Carl Perkins Career Technical Education
Mission Trails Regional Occupational Program (ROP) & Salinas Adult School

Sharon Albert, Director
Printed Name & Title

Signature Date 6/28/2016

WIOA Title II
Adult Education and Family Literacy Act (AEFLA) and Carl Perkins Career Technical Education
Hartnell College

Willard Clark Lewallen, Superintendent/President
Printed Name & Title

Signature Date 24 July 2016

WIOA Title II
Adult Education and Family Literacy Act (AEFLA)
and Carl Perkins Career Technical Education
Soledad Adult School

Jeff Lopez, Director/Principal

Printed Name & Title

Signature

Date

WIOA Title III
Wagner-Peyser, Veterans, Trade Adjustment
Assistance Act and Unemployment
Compensation
Employment Development Department

Rick Deraiche, Deputy Division Chief

Printed Name & Title

Rick Deraiche

6/13/2016

Signature

Date

WIOA Title III
Unemployment Insurance
Employment Development Department

Donald Owens, Division Chief

Printed Name & Title

Donald Owens

6/10/2016

Signature

Date

WIOA Title IV Vocational Rehabilitation
Department of Vocational Rehabilitation

Donna Hezel, District Administrator

Printed Name & Title

Donna Hezel

6/16/2016

Signature

Date

WIOA Title V Older Americans Act
Senior Community Service Employment Program
Goodwill Central Coast

Richard Cheatham, Workforce Development Director

Printed Name & Title

Richard Cheatham

6/28/2016

Signature

Date

CalWORKs / Employment Services
Monterey County Department of Social
Services

Elliott Robinson, Director

Printed Name & Title

Elliott Robinson

6/17/2016

Signature

Date

Community Services Block Grant
Monterey County Community Action Partnership

Margarita Zarraga, Program Manager

Printed Name & Title

Margarita Zarraga

6/17/2016

Signature

Date

Housing & Urban Development
Monterey County Housing Authority

Jean Goebel, Executive Director

Printed Name & Title
DocuSigned By:
Jean Goebel 6/28/2016
Signature Date

Job Corps
Job Corps

Naya Gordon, Project Director

Printed Name & Title
DocuSigned By:
Naya Gordon 6/28/2016
Signature Date

Native American Programs
Not Applicable

Not Applicable

Printed Name & Title
Signature Date

Migrant Seasonal Farmworkers
Center for Employment Training

Hermelinda Sapien, President/CEO

Printed Name & Title
DocuSigned By:
Hermelinda Sapien 6/28/2016
Signature Date

Second Chance
Not Applicable

Not Applicable

Printed Name & Title
Signature Date

Youth Build
Not Applicable

Not Applicable

Printed Name & Title
Signature Date

America's Job Center of California (AJCC) / One-Stop Required Partner	Local level Partner	MOU Signature	Contact
WIOA Title I Adult, Dislocated Worker and Youth	Monterey County Board of Supervisors, Chief Elected Official	<i>MOU Signature Authority</i>	Jane Parker, Chair Monterey County Board of Supervisors (831) 883-7570 district4@co.monterey.ca.us
	Monterey County Workforce Development Board (WDB) Chairperson	<i>MOU Signature Authority</i>	Erik Cushman Monterey County Weekly, Publisher (831) 394-5656 ext 125 erik@mcweekly.com
	Monterey County Workforce Development Board (WDB)		Joyce Aldrich WDB Executive Director (831) 759-6644 aldrichj@co.monterey.ca.us
WIOA Title II Adult Education and Family Literacy Act (AEFLA) and Carl Perkins Career Technical Education	Monterey Adult School	<i>MOU Signature Authority</i>	Dr. Daniel Diffenbaugh Superintendent 700 Pacific Street Monterey, CA 93940 pkdiffenbaugh@mpusd.k12.ca.us
	Pacific Grove Adult Education	<i>MOU Signature Authority</i>	Barbara Martinez Pacific Grove Adult Education, Director/Principal (831) 646-6580 bmartinez@pgusd.org
	Soledad Adult School	<i>MOU Signature Authority</i>	Jeff Lopez Soledad Adult School, Director/Principal (831) 678-6300 jlopez@soledad.k12.ca.us agarcia@soledad.k12.ca.us
	Salinas Adult School & Mission Trails Regional Occupational Program (ROP)	<i>MOU Signature Authority</i>	Sharon Albert Salinas Adult School & Mission Trails ROP, Director (831) 753-4209 sharon.albert@salinasuhdsd.org
	Salinas Adult School		Carvette McCalib Salinas Adult School (831) 796-6900 x1378 carvette.mccalib@salinasuhdsd.org
	Hartnell College	<i>MOU Signature Authority</i>	Willard Clark Lewallen Hartnell College, Superintendent/President (831) 755-6900 (Lucy Serrano) wlewallen@hartnell.edu
WIOA Title III Wagner-Peyser, Veterans, Trade Adjustment Assist Act a	California Employment Development Department (EDD)	<i>MOU Signature Authority</i>	Rick Deraiche EDD, Deputy Division Chief (831) 464-4370 Rick.Deraiche@edd.ca.gov
	California Employment Development Department (EDD)		Yuko Duckworth EDD, Employment Program Manager (831) 796-3632 yuko.duckworth@edd.ca.gov
Unemployment Compensation	California Employment Development Department (EDD) Unemployment Insurance (UI) Southern Operations	<i>MOU Signature Authority</i>	Donald Owens EDD, Division Chief (619) 336-5085 Donald.Owens@edd.ca.gov

America's Job Center of California (AJCC) / One-Stop Required Partner	Local level Partner	MOU Signature	Contact
WIOA Title IV Vocational Rehabilitation	California Department of Vocational Rehabilitation	<i>MOU Signature Authority</i>	Donna Hezel Department of Rehabilitation, District 408-277-9500 Donna.Hezel@dor.ca.gov
	California Department of Vocational Rehabilitation		Mimi Laurent Department of Rehabilitation, Team Manager (831) 769-8064 mlaurent@dor.ca.gov
Title V Older Americans Act	Senior Community Service Employment Program (SCSEP) / Goodwill Central Coast	<i>MOU Signature Authority</i>	Richard Cheatham Goodwill Central Coast, Workforce Services Director Monterey County (831) 287-2365 rcheatham@ccgoodwill.org
CalWORKs (Temporary Assistance for Needy Families) Employment and Benefits	Monterey County Department of Social Services, CalWorks Employment and Benefits	<i>MOU Signature Authority</i>	Elliott Robinson Dept of Social Services, Director (831) 796-4434 robinsonec@co.monterey.ca.us
	CalWorks Benefits		Barbara Verba CalWorks Community Benefits, Deputy Director (831) 755-4403 verbab@co.monterey.ca.us
	CalWorks Employment		Diana Jimenez CalWorks Employment Services (CWES), Program Manager (831)755-4457 djimenezdm@co.monterey.ca.us
Community Services Block Grant	Monterey County Community Action Partnership	<i>MOU Signature Authority</i>	Margarita Zarraga Monterey County Community Action Partnership, Program Manager (831) 755-8492 zarragam@co.monterey.ca.us
Housing & Urban Development	Monterey County Housing Authority	<i>MOU Signature Authority</i>	Jean Goebel Housing Authority, Executive Director (831) 775-5014 (Amanda, Assistant) jgoebel@hamonterey.org
	Monterey County Housing Authority		Vivian Brennand Housing Authority, Family Self-Sufficiency Supervisor (831) 775-5026 vbrennand@hamonterey.org
Job Corps	Job Corps	<i>MOU Signature Authority</i>	Naya Gordon Project Director, Salinas Job Corps Contact (510) 832-2549 naya@davis-pr.com
Native American Programs (Section 166)	No Local Level Partner	<i>MOU Signature Authority</i>	Not Applicable
Migrant Seasonal Farmworkers (Section 167)	La Cooperativa Campesina de California, the statewide association of agencies administering farm worker programs / Center for Employment Training	<i>MOU Signature Authority</i>	Hermelinda Sapien Center for Employment Training, Director (408) 287-7924 hsapien@CET2000.org

America's Job Center of California (AJCC) / One-Stop Required Partner	Local level Partner	MOU Signature	Contact
Second Chance Act (2007)	No Local Level Partner	<i>MOU Signature Authority</i>	Not Applicable
YouthBuild	No Local Level Partner		Not Applicable

Eligibility	In-School Youth	Out-of-School Youth	Adults	Dislocated Workers
General Eligibility				
Birth date/Age	Verify birth certificate, driver's license, passport, etc.	Verify birth certificate, driver's license, passport, etc.	Verify birth certificate, driver's license, passport, etc.	Verify birth certificate, driver's license, passport, etc.
Last 4 of SS#	Verify Social security card	Verify Social security card	Verify Social security card	Verify Social security card
U.S. Work Authorization	Satisfy documentation on Form I-9: www.uscis.gov	Satisfy documentation on Form I-9: www.uscis.gov	Satisfy documentation on Form I-9: www.uscis.gov	Satisfy documentation on Form I-9: www.uscis.gov
Selective Service Registration	Males only. Verify: https://www.sss.gov/	Males only. Verify: https://www.sss.gov/	Males only. Verify: https://www.sss.gov/	Males only. Verify: https://www.sss.gov/
Program Eligibility for Services				
Age	Age 14-21 years old	Age 16-24 years old	18 years or older	18 years or older
School Status	Attending secondary or post secondary	Not attending any school	N/A	N/A
Income Criteria	Low Income; meets Youth LLSIL guidelines: http://www.montereycountywib.org/policies/policies/MCWDB-Policy-2011-01_Attachment_2015-LLSIL.pdf	See line 12 below:	Meets Adult LLSIL guidelines: http://www.montereycountywib.org/policies/policies/MCWDB-Policy-2011-01_Attachment_2015-LLSIL.pdf	Unemployed
Eligibility Criteria				
	<i>Meets one or more of the following:</i>	<i>Meets one or more of the following:</i>	<i>Meets one or more of the following:</i>	<i>Meets one or more of the following:</i>
	<ol style="list-style-type: none"> Basic skills deficient An English language learner An offender Homeless Runaway Foster care or aged out of system Eligible for assistance under SS Act Out-of-Home placement Pregnant or parenting Disabled Requires additional assistance to enter or complete and educational program or secure or hold employment 	<ol style="list-style-type: none"> School Dropout Age of compulsory school attendance, but didn't attend school for at least the most recent school calendar qtr Subject to the juvenile or adult justice system Homeless Runaway Foster care or aged out of system Eligible for assistance under SS Act Out-of-Home placement Pregnant or parenting Disabled Requires additional assistance 	<ol style="list-style-type: none"> Priority of service: <ol style="list-style-type: none"> Veteran and/or Eligible Spouse Recipient of 3. Public Assistance Low Income Basic Skills Deficient 	<ol style="list-style-type: none"> Terminated or laid off, or has received a notice of termination or layoff, from employment and (B) (a) Is eligible for or has exhausted entitlement to unemployment compensation; or (b) Has been employed for a duration sufficient to demonstrate attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings OR having performed services for an employer that were not covered under a State unemployment compensation law; AND (C) Is unlikely to return to a previous industry or occupation. Terminated or laid off, or

Eligibility	In-School Youth	Out-of-School Youth	Adults	Dislocated Workers
		<p>to enter or complete and educational program or secure or hold employment</p> <p>12. Recipient of a secondary school diploma or equivalent who is a low-income individual and is either basic skills deficient or an English language learner</p>		<p>has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise.</p> <p>3. Proof that the individual is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days.</p> <p>4. Self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters.</p> <p>5. Proof that the individual is a displaced homemaker.</p> <p>6. Not been employed in a job that paid a wage defined by the local board as:</p> <ul style="list-style-type: none"> - a self-sufficient dislocated worker wage; or - leading to self-sufficiency; or - providing more than stopgap employment <p>7. Spouse of a member of the Armed Forces on active duty, and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member.</p> <p>8. Spouse of a member of the Armed Forces on active duty and who is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.</p>

	In-School Youth	Out-of-School Youth	Adults	Dislocated Worker
Performance Goals				
	1. Youth placed in employment, education, or training	1. Youth placed in employment, education, or training	1. Adults that entered employment	1. DW that entered employment
	2. Youth retained employment, education or training	2. Youth retained employment, education or training	2. Adults that retained employment	2. DW that retained employment
	3. Earnings for youth in employment	3. Earnings for youth in Employment	3. Earnings for adult in employment	3. Earnings for DW in employment
	4. Credential rate for youth in education or training	4. Credential rate for youth in education or training	4. Credential rate for adults in education or training	4. Credential rate for DW in education or training
	5. Skills gain while active in WIOA program	5. Skills gain while active in WIOA program	5. Skills gain while active in WIOA program	5. Skills gain while active in WIOA program

	In-School Youth	Out-of-School Youth	Adults	Dislocated Worker
General Eligibility				
Birth date/Age		Over the age of 18	Over the age of 18	Over the age of 18
Last 4 of SS#		n/a	n/a	n/a
U.S. Work Authorization		n/a	n/a	n/a
Selective Service Registration		n/a	n/a	n/a
Program Eligibility for Services				
Age		Age 18-24 years old	18 years or older	18 years or older
School Status		Not attending any school	N/A	N/A
Income Criteria		See line 12 below:	Meets Adult LLSIL guidelines: http://www.montereycountywib.org/policies/policies/MCWDB-Policy-2011-01_Attachment_2015-LLSIL.pdf	Unemployed
Eligibility Criteria				
	<i>Meets one or more of the following:</i>	<i>Meets one or more of the following:</i>	<i>Meets one or more of the following:</i>	<i>Meets one or more of the following:</i>
	1. Basic skills deficient 2. An English language learner 3. An offender 4. Homeless 5. Runaway 6. Foster care or aged out of system 7. Eligible for assistance under SS Act 8. Out-of-Home placement 9. Pregnant or parenting 10. Disabled 11. Requires additional assistance to enter or complete and educational program or secure or hold employment	1. School Dropout 2. Subject to the adult justice system 3. Homeless 4. Runaway 5. Foster care or aged out of system 6. Eligible for assistance under SS Act 7. Out-of-Home placement 8. Pregnant or parenting 9. Disabled 10. Requires additional assistance to enter or complete and educational program or secure or hold employment 11. Recipient of a secondary school diploma or equivalent who is a low-income individual and is either basic skills deficient or an English language learner	Priority of service: 1. Veteran and/or Eligible Spouse 2. Recipient of Public Assistance 3. Low Income 4. Basic Skills deficient 5. An English language learner 6. An offender or ex-offender 7. Homeless 8. Runaway 9. Foster care or aged out of system 10. Eligible for assistance under SS Act 11. Out-of-Home placement 12. Pregnant or parenting 13. Disabled 14. Requires additional assistance to enter or complete and educational program or secure or hold employment	1. Terminated or laid off, or has received a notice of termination or layoff, from employment and (a) Is eligible for or has exhausted entitlement to unemployment compensation; or (b) Has been employed for a duration sufficient to demonstrate attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings OR having performed services for an employer that were not covered under a State unemployment compensation law; AND (c) Is unlikely to return to a previous industry or occupation. 2. Terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise. 3. Proof that the individual is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days. 4. Self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general

	In-School Youth	Out-of-School Youth	Adults	Dislocated Worker
				economic conditions in the community in which the individual resides or because of natural disasters. 5. Proof that the individual is a displaced homemaker. 6. Not been employed in a job that paid a wage defined by the local board as: - a self-sufficient dislocated worker wage; or - leading to self-sufficiency; or - providing more than stopgap employment 7. Spouse of a member of the Armed Forces on active duty, and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member. 8. Spouse of a member of the Armed Forces on active duty and who is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.
	In-School Youth	Out-of-School Youth	Adults	Dislocated Worker
Performance Goals				
		1. Youth placed in higher education	1. Adults that entered employment	1. DW that entered employment
		2. Youth retained employment, education or training	2. Adults that retained employment	2. DW that retained employment
		3. Earnings for youth in Employment	3. Earnings for adult in employment	3. Earnings for DW in employment
		4. Credential (HSD/E*) rate for youth in education or training	4. Credential (HSD/E*) rate for adults in education or training	4. Credential rate for DW in education or training
		5. Skills gain while active in WIOA program	5. Skills gain while active in WIOA program	5. Skills gain while active in WIOA program

* High School Diploma/ Equivalency

	Wagner-Peyser	Veterans	Trade Adjustment Act	Youth Employment Opportunity Program (YEOP)
General Eligibility				
				At risk youth
U.S. Work Authorization	Satisfy documentation on Form I-9: www.uscis.gov	Satisfy documentation on Form I-9: www.uscis.gov	Satisfy documentation on Form I-9: www.uscis.gov	Satisfy documentation on Form I-9: www.uscis.gov
Program Eligibility for Services				
Age	n/a	n/a	n/a	15-25 years old
School Status	n/a	n/a	n/a	n/a
Program Eligibility Criteria	n/a	For Veterans Intensive Services provided by Disabled Veterans Opportunity Program (DVOP) staff; Must meet one of the categories	1. Qualify for Unemployment Insurance benefit or can provide proof for self-sufficiency while attending training. 2. The worker must have been determined to be adversely affected (i.e., received notification that he/she had a qualifying layoff on or after the impact date and before the termination date of a specific certification).	Youth who are at risk of not achieving their educational goals and who are current high school students; college students; high school dropouts; and/or at risk of dropping out from school. In addition, youth who fall under any of the characteristics below may also be found eligible: <ul style="list-style-type: none"> •Youthful offender •Poor literacy skills •Teen parent •Limited English skills •Foster or homeless youth •Gang member/associate •Member of a minority group •Economically disadvantaged •Youth with a disability

	Wagner-Peyser	Veterans	Trade Adjustment Act	Youth Employment Opportunity Program (YEOP)
Eligibility Criteria				
	<i>Meets one or more of the following:</i>	<i>Meets one or more of the following for the Veterans Intensive Services by DVOP (Disabled Veterans' Outreach Program) specialists:</i>	<i>Meets <u>all</u> of the following to receive the training benefits:</i>	<i>Meets one or more of the following:</i>
		<ol style="list-style-type: none"> 1. Disabled/special disabled (receiving VA compensation) 2. Recently separated service member and unemployed 3. Lacking high school diploma or equivalent certificate 4. Veteran age 18 to 24 years old 5. Eligible spouse with Significant Barriers to Employment (SBE) 6. Homeless 7. Released from incarceration (within last 12 months) 8. Low income 9. Gold card (post 9/11) 10. Eligible person <ol style="list-style-type: none"> a) Transitioning member of the Armed Forces who have participated in the Transition Assistance Program and have been identified as in need of intensive services. b) Members of the Armed Forces who are wounded, ill, or injured and receiving treatment in military treatment facilities or warrior transition units. c) The spouses or other family caregivers of such wounded, ill, or injured members of the Armed Forces. 	<ol style="list-style-type: none"> 1. Suitable work (which may include technical and professional employment) is not available for the worker in the foreseeable future, either in the commuting area or in an area in which the affected worker desires to relocate. 2. The worker would benefit from appropriate training. This means the worker must have the mental and physical capabilities to undertake, make satisfactory progress in, and complete the selected training. Upon completion of training program, the worker will be job ready. 3. There is reasonable expectation of employment following completion of training. This means, for that worker, given the job market conditions expected to exist at the time of the completion of the training program, there is, fairly and objectively considered, a reasonable expectation that the worker will find a job, using the skills and education acquired while in training. "A reasonable expectation of employment" does not require that employment opportunities for the worker be available, or offered, immediately upon the completion of the approved training. The worker must be willing to accept the prevailing wage for that occupation, and if the labor market is outside the normal commute area, be willing to relocate or travel the additional distance to accept work when training is completed. 4. The approved training is suitable for the worker and is reasonably available from governmental or private institutions as well as on the job training with the employer. First, emphasis should be on finding accessible training that is suitable for the worker within the worker's commuting area. Training at facilities outside the commuting area should be approved only if such training is not available in the area or the training to be provided outside the normal commuting area will involve fewer charges to TAA funds. 5. The worker is qualified to undertake and complete the training. Evaluation of the worker's personal qualification must include: The worker's physical and mental capabilities, 	Same as above.

	Wagner-Peyser	Veterans	Trade Adjustment Act	Youth Employment Opportunity Program (YEOP)
			Educational background, Work experience, Financial resources 6. Training is available at a reasonable cost. Training may not be approved at one provider when, all costs being considered, training is substantially similar in quality, content and results can be obtained from another provider at a lower cost within a similar time frame.	
	Wagner-Peyser	Veterans	Trade Adjustment Act	Youth Employment Opportunity Program
Performance Goals				
	Obtained employment	Obtained employment	Enter employment after the training completion	Youth placed in employment, education, or training
	Retained employment	Retained employment		Youth retained employment, education or training
	Earnings in employment	Earnings in employment		

WIOA Title IV: People With Disabilities – California Department of Rehabilitation	
General Eligibility	
Birth date/Age	Verify birth certificate, driver's license, passport, etc.
Last 4 of SS#	Verify Social security card
U.S. Work Authorization	Citizen or national of the U.S.; legal alien admitted for permanent residence (Alien Number A____); alien authorized by INS to work in the United States (Alien Number A____ or Admission Number _____), expiration of employment authorization, if any.
SSA Beneficiary	Documentation of SSI/SSDI benefits, Ticket to Work program participant
Program Eligibility for Services	
Age	Students in high school ages 16 -21 with IEP/504 plan; out-of-school youth 16-21; adults with disability, residing in California
Income Criteria	No income criteria.
Work Status	unemployed due to disability, or current employment unsuitable due to disability; legally authorized to work in the United States
ELIGIBILITY CRITERIA	
	<i>Meets the following:</i>
	Physical or mental disability substantially impedes ability to secure employment and services are required to prepare for, secure, retain or regain employment consistent with applicant’s unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice; be able to benefit from DOR services in terms of an employment outcome in an integrated setting. Recipients of Supplemental Security Income and/or Social Security Disability Income. Priority for services based on assessment of disability limitations in six general areas of functioning.
Performance Goals	
	1. Obtain chosen employment goal in competitive, integrated setting at same wage as non-disabled workers in same position.
	2. Employment consistent with unique strengths, resources, priorities, concerns, abilities and capabilities.
	3. Employment maintained at least 90 days, job performance satisfactory, and employment outcome mutually agreed as satisfactory.

WIOA Title V: Older Workers - Senior Community Service Employment Program (SCSEP)	
General Eligibility	
Birth date/Age	Verify birth certificate, driver's license, passport, etc.
Last 4 of SS#	Verify Social security card
U.S. Work Authorization	Satisfy documentation on Form I-9: www.uscis.gov
Program Eligibility for Services	
Age	At least 55
Income Criteria	Low Income; a family income of no more than 125% of the federal poverty level. For 2016: https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=8578 .
Work Status	Unemployed
ELIGIBILITY CRITERIA	
	<i>Meets the following:</i>
	Priority of service: 1. Veterans and qualified spouses 2. Individuals who are over 65 and have a disability 3. Individuals who have low literacy skills or limited English proficiency 4. Individuals who reside in a rural area 5. Individuals who are homeless or at risk of homelessness 6. Individuals who have low employment prospects 7. Individuals who have failed to find employment after using services through the American Job Center system.
Performance Goals	
	1. Program year Service Level.
	2. Program year Unsubsidized Placements.
	3. Program year Most in Need Characteristics.

Coordination of WIOA Funded Services

The types of career, training and employer/business services authorized under WIOA include:

1. Basic Career Services
2. Individualized Career Services
3. Follow-up Services
4. Training Services
5. Employer / Business Services

Basic Career Services

Basic career services include self-help services that require minimal staff assistance. These services must be made available to all job seekers and, at a minimum, must include the following services:

1. **Program Eligibility Determination:** This is the process of obtaining and documenting information about an individual's circumstances and comparing that information with the WIOA eligibility criteria to decide if the individual qualifies for participation;
2. **Outreach, Intake, and Orientation:** Outreach activities involve the collection, publication, and dissemination of information on program services available and which are directed toward jobless, economically disadvantaged, and other individuals. Intake is the process of collecting basic information, e.g., name, address, phone number, SSN, and all other required information to determine eligibility or ineligibility for a particular WIOA program. Orientation, whether offered in a group setting, one-on-one, or electronically, is the process of providing broad information to customers in order to acquaint them with the services, programs, staff, and other resources at the AJCC / One-Stop, affiliate, or self-service location;
3. **Initial Assessment:** For individuals new to the workforce system, initial assessment involves the gathering of basic information about skill levels, aptitudes, abilities, barriers, and supportive service needs in order to recommend next steps and to determine potential referrals to AJCC/One-Stop partners or other community resources;
4. **Job Search, Placement Assistance, and Career Counseling:** Job Search helps an individual seek, locate, apply for, and obtain a job. It may include but is not limited to: job finding skills, orientation to the labor market, resume preparation assistance, development of a job search plan, job development, referrals to job openings, placement services, job finding clubs, job search workshops, vocational exploration, relocation assistance, and re-employment services such as orientation, skills determination, and pre-layoff assistance. Placement Assistance is a service that helps people to identify and secure paid employment that matches their aptitude, qualifications, experiences, and interests. Career Counseling is a facilitated exploration of occupational and industrial information that will lead to a first, new, or a better job for the individual;
5. **Referrals:** The service involves referrals to and coordination of activities with other programs and services, including programs and services within the Job Center delivery system and, when appropriate, other workforce development programs;
6. **Workforce and Employment Labor Market Information and Statistics:** This activity includes the sharing of statistical data about employment levels, unemployment rates, wages and earnings, employment projections, jobs, training resources, and careers among partners;

Coordination of WIOA Title II Funded Services: Adult Education and Literacy Activities

Under the WIOA, the definition of “adult education and literacy activities” means programs, activities, and services that include:

1. Adult education (adult basic education [ABE] and adult secondary education [ASE] which includes high school diploma or its state-approved equivalency) ,
2. Literacy,
3. Workplace adult education and literacy activities,
4. Family literacy activities,
5. English language acquisition activities,
6. Integrated English literacy and civics education (IEL/CE),
7. Workforce preparation activities, or
8. Integrated education and training.

The types of education, career, training and employer/business services authorized under WIOA include:

1. Basic Educational Services
2. Individualized Educational Services
3. Follow-up Services
4. Training Services
5. Employer / Business Services

Basic Educational Services

Basic career services include self-help services that require minimal staff assistance. These services must be made available to all students and, at a minimum, must include the following services:

1. **Program Eligibility Determination:** This is the process of obtaining and documenting information about an individual’s circumstances and comparing that information with the WIOA eligibility criteria to decide whether the individual qualifies for participation.
2. **Outreach, Intake, and Orientation:** Outreach activities involve the collection, publication, and dissemination of information on program services available and directed toward immigrant, jobless, economically disadvantaged, and other individuals. Intake is the process of collecting basic information, e.g., name, address, phone number, and all other required information to determine eligibility or ineligibility for a program. Orientation, whether offered in a group setting, one-on-one, or electronically, is the process of providing broad information to customers in order to acquaint them with the services, programs, staff, and other resources at the Salinas Education Center (SEC)/Salinas Adult School (SAS) or its satellite classroom sites, at AJCC / One-Stop, or other community agencies.
3. **Initial Assessment:** For individuals new to SAS, initial assessment involves the gathering of basic information about basic reading and mathematical skill levels, aptitudes, abilities, barriers, and supportive service needs in order to recommend next steps and determine potential referrals to partners or community resources. (See pages 6 and 7 of this specific attachment for a sample of questions asked at intake or initial assessment.)
4. **Job Search, Placement Assistance, and Career Counseling:** SAS students have access to assistance in seeking, applying for and obtaining a job through the academic/career center and/or the Mission Trails

Regional Occupational Program (MTROP) enrollment specialist. Students may receive instruction or coaching on: job finding skills, orientation to the labor market, resume preparation assistance, development of a job search plan, job development, referrals to job openings, job search workshops, and vocational exploration.

5. **Referrals:** This involves referrals to and coordination of activities with other programs and services, including programs and services within the Job Center delivery system and, when appropriate, other workforce development programs and/or community agencies.
6. **Performance Information Relating to SAS Delivery System:** Collect and provide information on the school's recent performance measure outcomes.
7. **Supportive Services or Assistance and Referrals:** Collect and provide information relating to the availability of support services or assistance, and make appropriate referrals to those services and assistance, including: transportation, child care, dependent care, housing, or needs-related payments that are necessary to enable an individual to participate in employment and training activities.
8. **Financial Aid Assistance for Training and Education Programs:** Provide guidance to individuals in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

Individualized Educational Services: Academic and Career Counseling

Individualized educational services are available to all SAS enrolled students to determine appropriate supports in order for an individual to obtain academic success which is often required to obtain or retain employment. WIOA service providers may use recent previous assessments by partner programs to determine whether individualized educational services would be appropriate. These include the following services:

1. **Comprehensive and Specialized Assessments:** This involves a closer look at the skill levels and service needs of adult and dislocated worker individuals, which may include:
 - o Diagnostic testing and use of other assessment tools; and
 - o In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
2. **Individual Learning Plan (ILP):** This involves working with individuals to identify academic, career, civic, and personal goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her goals, including a list of and information regarding eligible training providers.
3. **Group Training and/or Individual Counseling:** Group sessions are educational in nature and may be presented by SAS staff, Mission Trails Regional Occupational Program (MTROP) staff, or other appropriate staff from institutions of higher learning or training (such as for pre-apprenticeship and apprenticeship programs). Individual counseling is limited to academic and career planning. Students are referred to other agencies or programs for specialized services.
4. **Career Planning:** Services include, but are not limited to, career/interest inventories, career exploration, educational and training requirements, as well as assistance in finding appropriate institutions for acquiring requisite skills.
5. **Short-term Prevocational Services:** This includes the development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare

individuals for unsubsidized employment or training, in some instances pre-apprenticeship programs may be considered as short-term pre-vocational services.

6. **Internships and Work Experience (linked to careers):** to be determined (TBD) as programs expand based on availability of sustained funding
7. **Workforce Preparation:** These are activities that help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education, or training, or employment. This is the focus of adult education.
8. **English language Acquisition and Integrated Education and Training Programs:** one of the basic services available through adult education and SAS

Follow-Up Services

The California Department of Education (CDE) incorporates the Core Performance Follow-up Survey system to track student outcomes in the areas of obtaining or retaining employment as well as transitioning to postsecondary education or training. Local providers are required to obtain Core Follow-Up Outcome Achievement information from their students and document the information in the TOPSpro® Enterprise system.

Training Services

If SAS or MTROP is unable to provide the necessary training for a student to achieve his/her goals, the student is referred to an appropriate agency or program (e.g., One-Stops). Examples of training services include:

1. **Occupational skills training, including training for nontraditional employment:** An organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate or advanced levels;
2. **Workplace training and cooperative education programs:** Programs that combine workplace training with related instruction which may include cooperative education programs;
3. **Private sector training programs:** TBD
4. **Skills upgrading and retraining:** Courses that prepare persons for entrance into a new occupation through instruction in new and different skills demanded by technological changes. These courses train incumbent workers in specific skills needed by that business or industry and that lead to potential career growth and increased wages. This includes courses that develop professional competencies that are particularly relevant to a vocational/occupational goal. It must be demonstrated that the training will result in the workers' acquisition of transferable skills or an industry-recognized certification or credential.
5. **Entrepreneurial training:** TBD as community demand and need indicate
6. **Job readiness training provided in combination with other training described above:** determined by evaluation of individual student's needs
7. **Adult education and literacy activities:** Services or instruction below the postsecondary level for individuals who are not enrolled or required to be enrolled in secondary school under state law and lack basic educational skills to enable the individuals to function effectively in society and on a job. Services include, but are not limited to, one-on-one instruction, coursework, or workshops that provide direction for the development and ability to read, write, and speak in English, compute, and solve problems, at levels of proficiency necessary to function in society or on the job; and
8. **Customized training:** TBD

Employer / Business Services

Employer / Business Services available through SAS in Monterey County include:

1. **Job listing services:** Posting job openings.
2. **Recruitment services:** Raising awareness of employers and job openings and attracting individuals to apply for employment at a hiring organization. Specific activities may include posting of employer announcements, provision of job applications, and hosting job fairs and mass recruitment events.
3. **Employer Advisory Council attendance:** SAS may attend Employer Advisory Council (EAC) meetings but also holds its own advisory council meeting on a biannual basis to gain community and stakeholder input so that SAS can ensure that it meets student and community needs.
4. **Promoting AJCC / One-Stop services:** Promote the programs and services of the AJCC / One-Stop delivery system through verbal, written, and/or electronic communication.
5. **Customized staff training:** SAS may be able to provide contextual/vocational English as a Second Language (ESL) for a business's employees at the employer's work site through contract or memorandum of understanding (MOU).

SAS 70 BARRIERS TO EMPLOYMENT QUESTION GUIDELINES

Start with open-ended questions so the student may freely disclose information:

Question	Barriers Question Applies To
<p>1. Tell me about your education. <i>Dígame sobre la educación que a recibido.</i></p>	<p><i>Low levels of literacy,</i></p>
<p>2. Tell me about your employment. <i>Dígame sobre su empleo.</i></p>	<p><i>Displaced Homemaker, Migrant or Seasonal Worker, Long Term Unemployed, Culture Barriers</i></p>
<p>(SHOW POVERTY GUIDELINES CHART)</p>	<p><i>Low income</i></p>
<p>3. Tell me about any financial assistance you receive? <i>Dígame sobre cualquier asistencia financiera que recibe.</i></p>	<p><i>CalWORKS (TANF), Distinguish which government assistance they are receiving: MediCal, Medicare, WIC, Social Security, Food Stamps, Healthy Families, Welfare, permanent disability, workers compensation, unemployment.</i></p> <p><i>Are they exhausting TANF within the next 2 years?</i></p>
<p>4. Tell me about your past and current living situation. <i>¿Ha sido criado por alguien mas que su mama o papa? ¿Ahora con quien vive?</i></p>	<p><i>Homeless, Foster Care, Single Parent,</i></p>
<p>5. Tell me about any difficulties you face? <i>Dígame sobre cualquieras dificultades que tiene.</i></p>	<p><i>Distinguish disabilities (visual, audio, orthopedic, or learning)</i></p> <p><i>Ex offender, English Language Learner.</i></p>
<p>6. Have you ever served in the U.S. Military? <i>¿Es veterano de los Estados Unidos?</i></p>	

Follow up with any question still unanswered, using the more specific questions, as follows:

1. (Displaced Homemaker) Have you provided unpaid services in your household and wish to work for an income outside the home? Are you having difficulty obtaining employment?

2. (Low Income) (Show chart with annual income and number of people in household.) Do you qualify as low income?

2016 Federal Poverty Guidelines

Persons in family Annual income

1	\$11,880
2	\$16,020
3	\$20,160
4	\$24,300
5	\$28,440
6	\$32,580
7	\$36,730
8	\$40,890

8+ add \$4160 per year for each additional person

3. (Disability) Do you have a physical disability (visual, audio, orthopedic)? Do you need accommodations with learning in class?

4. (Ex-Offender) Do you need help with employment due to legal problems?

5. (Homeless Individual, Homeless Children and Youths, or Runaway Youth) Do you have a permanent home?

6. (Foster Care Youth) Are you or have you been in foster care?

7. (English Language Learner) (Determine from student demographics—native language)

8. (Low Levels of Literacy) (Determine from years of school on demographics 3 years or less OR CASAS reading score below 180. This information will need to be entered later if the registration form is completed before taking the test.)

9. (Cultural Barriers) Do your customs make it hard for you to find a job?

10. (Migrant and Seasonal Farmworker Status) Are you a migrant farmworker? (If less than 22 years old refer to Out of School Youth program of Migrant Education.)

11. (Migrant and Seasonal Farmworker Status cont'd.) (if not migrant) Do you work in agriculture? Do you work less than 12 months a year?

12. (additional question for specific tracking and reporting) Do you receive CalWORKs?

13. (Exhausting TANF within 2 Years, including other government income information) Do you receive other government assistance (MediCal, Medicare, WIC, Social Security, Food Stamps, Healthy Families, Disability, Workman's Compensation, Welfare (TANF)? (Enter specific program information on registration form.)

14. (Single Parent) Are you a single parent?

15. (Long-term Unemployed) Have you been unemployed for more than 27 consecutive weeks?

16. (Additional question) Are you a U.S. Veteran?

17. (Additional question) Are you married or single?

18. (Additional question) How did you hear about our program?

Coordination of WIOA Title II Funded Services: Adult Education and Literacy Activities

The types of career, training and employer/business services authorized under WIOA include:

1. Basic Career Services
2. Individualized Career Services
3. Follow-up Services
4. Training Services
5. Employer / Business Services

Basic Career Services

Basic career services include self-help services that require minimal staff assistance. These services must be made available to all job seekers and, at a minimum, must include the following services:

1. **Job Search, Placement Assistance, and Career Counseling:** Hartnell College has a Career and Transfer Center that focuses on directing students toward careers and post-secondary education. Additionally, Career Technical Education programs have an advisory committee, which is tasked with providing career and educational information that helps build and strengthen programs. Employers provide individuals with job and internship placements. CalWORKs program counselor and staff assist students who are eligible for paid jobs/training opportunities either on campus or off campus and private agencies for employment. Throughout the academic year, the CalWORKs counselor provides career planning workshops, including interview techniques, resume writing, job search/exploration and dress for success workshops.

Individualized Career Services

Individualized career services must be made available to all job seekers if determined to be appropriate in order for an individual to obtain or retain employment. These services must be made available in all Job Centers. WIOA service providers may use recent previous assessments by partner programs to determine if individualized career services would be appropriate. These include the following services:

1. **Group Counseling and/or Individual Counseling, Mentoring:** Monthly group counseling meetings are held for students interested in health careers. Publicized group counseling sessions are focused on careers in nursing, allied health, and public health. Additionally, students can arrange individual counseling sessions and request employee mentorships. In other Career Technical Education programs, cooperative work experience is offered to students and workplace skills training is made available either through courses or faculty mentorship. The CalWORKs counselor provides one-on-one assessment to students to identify career options and develop classes or other career exploration activities to match their skills and meeting the educational requirements for needed for their career choice.
2. **Short-term Prevocational Services:** Hartnell College is a member of a 20 community college pioneer program that is implementing a statewide 21st century workplace skills curriculum aimed at developing the soft skills of incoming students. In addition, several counseling courses specifically focus on careers and job readiness.

3. **Internships and Work Experience (linked to careers):** Planned and structured internships and work experiences are arranged within the private for-profit sector, the nonprofit sector, or the public sector. Workforce experiences may be paid or unpaid, depending on the employee/employer relationship, as defined by the Fair Labor Standards Act (FLSA). Hartnell College provides employment training, subsidized work experience service for CalWORKs students. The CalWORKs counselor and staff work with students to identify job match for job skills and educational level needed for employment opportunities. Students gain valuable work experience, receive income while they learn and acquire workplace skills. Many of the career technical education programs require students to participate in an internship before the completion of the course of studies. For that cooperative work experience opportunities and educational goals are established in coordination between the student, instructor and a counselor. Students are expected to meet educational milestones by the end of the internship, which earns them college credit that counts toward a degree. Similarly, job shadowing and non-academic internships are available to students who want to experience professional workplaces, with a possibility of hiring.
4. **Workforce Preparation:** The core competencies of Hartnell College include acquisition of basic skills, namely: English, Math and Computer skills. Therefore, each degree or certificate requires students to achieve set educational standards in each of these basic skills categories. Furthermore, a vibrant ESL (English as a Second Language) program offers English language learners a scaffold approach to acquiring the written and spoken language. Through the Salinas Valley Adult Education initiative (AB104), Hartnell is working to offer a Building Trades pre-apprenticeship and farmworker basic education program, both of which offer an ESL and basic skills component.
5. **English language Acquisition and Integrated Education and Training Programs.** Hartnell College offers workforce and training programs that integrate English language acquisition modules and learning opportunities. In classroom and laboratory learning environments students practice and apply newly acquired English language skills necessary to achieve set educational and workforce preparation standards.

Training Services

1. **Occupational skills training, including training for nontraditional employment:** All career technical education programs at Hartnell College prepare students for careers and various levels from entry level to middle management. In addition, students have the option of only taking individual courses that allow them to develop specific skills that allow for job mobility and career development.
2. **On-the-job training (OJT), including registered apprenticeship:** Hartnell serves as the local educational agency (LEA) for the electrical apprenticeship JATC (Joint Apprenticeship and Training Committee) of IBEW Local 234. This includes ensuring that curriculum meets academic standards and is approved at the level of the California Community College Chancellor's Office (CCCCO). Additionally, all apprenticeship instructors have to meet the minimum qualifications set forth by CCCCCO; hence ensuring to students that instructors meet minimum educational standards. Many CalWORKs students are placed into entry level positions to gain on-the-job training and job skills. While students are working, the CalWORKs program will pay up to 75% of their hourly wage and the employer is responsible for the remaining 25%. During the work-study period (OJT), the student is successful and the employer will continue the student's employment as a regular employee.

3. **Skills upgrading and retraining:** Although Hartnell College offers associate degrees and certificates, a large number of students choose to take individual courses and not to follow a particular course of study. This is critical to the development of a workforce through rapid retraining for careers that do not require specific educational standards, but rely on skills acquisition.
4. **Adult education and literacy activities:** The only pre-secondary adult education program that Hartnell College offers in the High School Equivalency program, which is supported by a competitive grant from the US Department of Education. This program provides adults the opportunity to acquire a high school equivalency diploma through the general education development (GED) pathway and prepares them for college, as well as careers. The main thrust of this program is to offer immigrant and non-English speakers educational and career opportunities through the completion of a GED.

Employer / Business Services

Employer / Business Services available through the AJCC / One-Stop delivery system in Monterey County include:

1. **Recruitment services** – Raising awareness of employers and job openings and attracting individuals to apply for employment at a hiring organization. Specific activities may include posting of employer announcements, provision of job applications, and hosting job fairs and mass recruitment events. As an economically disadvantaged student, CalWORKs clients who are active in Welfare- to-Work plan are eligible for work-study positions on and off campus. Student's are made aware of positions throughout the district and other agencies (Job Bank and Career Fairs) related to their majors or training to gain valuable work experience.
2. **Promoting AJCC / One-Stop services** – CalWORKs program staff periodically promote program services at the Monterey County Social Services One Stop Center to potential clients using face to face, brochures and program intake application.
3. **Employer Needs Assessment** Hartnell College solicits hiring and talent needs input from industry groups. Information obtained is used for planning and operations of existing and potential academic programs and services. Data is obtained and assessed at regular intervals and when necessary.
4. **Customized staff training** – Hartnell College offers employers fee-based employee training/certification opportunities. These opportunities do not lead to college credit, but advance the skills and job understanding of employees. Unlike the publicly funded educational programs, customized training is tailored to the specific employer needs, including language, location and/or timing of the training. Specific memoranda and contracts are signed by all parties and costs are recovered from the employer(s).

Coordination of WIOA Title II Funded Services: Adult Education and Literacy Activities

Under the WIOA, the definition of “adult education and literacy activities” means programs, activities, and services that include:

1. Adult education (adult basic education [ABE] and adult secondary education [ASE] which includes high school diploma or its state-approved equivalency) ,
2. Literacy,
3. Workplace adult education and literacy activities,
4. Family literacy activities,
5. English language acquisition activities,
6. Integrated English literacy and civics education (IEL/CE),
7. Workforce preparation activities, or
8. Integrated education and training.
9. Citizenship Preparation Class

The types of education, career, training and employer/business services authorized under WIOA include:

1. Basic Educational Services
2. Individualized Educational Services
3. Follow-up Services
4. Training Services

Basic Educational Services

Basic career services include self-help services that require minimal staff assistance. These services must be made available to all students and, at a minimum, must include the following services:

1. **Outreach, Intake, and Orientation:** Outreach activities involve the collection, publication, and dissemination of information on program services available and directed toward immigrant, jobless, economically disadvantaged, and other individuals. Intake is the process of collecting basic information, e.g., name, address, phone number, and all other required information to determine eligibility or ineligibility for a program. Orientation, whether offered in a group setting, one-on-one, or electronically, is the process of providing broad information to customers in order to acquaint them with the services, programs, staff, and other resources at the Soledad Adult School (SAS) or its satellite classroom sites, at AJCC (America’s Job Center of California / One-Stop, or other community agencies.
2. **Initial Assessment:** For individuals new to SAS, initial assessment involves the gathering of basic information about basic reading and mathematical skill levels, aptitudes, abilities, and barriers. Students take the CASAS Appraisal for ESL, ABE/ASE then take the first pre test after filling out the Entry Form.
3. **Job Search, Placement Assistance, and Career Counseling:** SAS students have access to assistance in seeking, applying for and obtaining a job through the academic/One Stop /or the Mission Trails Regional Occupational Program (MTROP) enrollment specialist.
4. **Referrals:** This involves referrals to and coordination of activities with other programs and services, in South Monterey County. The United Way of Monterey County is a resource we use for referrals of services to our students.

5. **Performance Information Relating to SAS Delivery System:** Collect and provide information on the school's recent performance measure outcomes by reporting quarterly to CDE-AE office, CASAS, and Adult Education Block Grant (AEBG).

Individualized Educational Services: Academic and Career Counseling

Individualized educational services are available to all SAS enrolled students to determine appropriate supports in order for an individual to obtain academic success which is often required to obtain or retain employment. WIOA service providers may use recent previous assessments by partner programs to determine whether individualized educational services would be appropriate. These include the following services:

1. **Comprehensive and Specialized Assessments:** This involves a closer look at the skill levels and service needs of adult and dislocated worker individuals, which may include:
 - o Diagnostic testing and use of other assessment tools; and
 - o In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
2. **Individual Learning Plan (ILP):** This involves working with individuals to identify academic, career, civic, and personal goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her goals, including a list of and information regarding eligible training providers.
3. **Workforce Preparation:** These are activities that help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education, or training, or employment. This is the focus of adult education.

Follow-Up Services

The California Department of Education (CDE) incorporates the Core Performance Follow-up Survey system to track student outcomes in the areas of obtaining or retaining employment as well as transitioning to postsecondary education or training. Local providers are required to obtain Core Follow-Up Outcome Achievement information from their students and document the information in the TOPSpro® Enterprise system.

Training Services

If SAS or MTROP is unable to provide the necessary training for a student to achieve his/her goals, the student is referred to an appropriate agency or program (e.g., One-Stops). Examples of training services include:

1. **Occupational skills training, including training for nontraditional employment:** An organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate or advanced levels;
2. **Workplace training and cooperative education programs:** Programs that combine workplace training with related instruction which may include cooperative education programs;

3. **Adult education and literacy activities:** Services or instruction below the postsecondary level for individuals who are not enrolled or required to be enrolled in secondary school under state law and lack basic educational skills to enable the individuals to function effectively in society and on a job. Services include, but are not limited to, one-on-one instruction, coursework, or workshops that provide direction for the development and ability to read, write, and speak in English, compute, and solve problems, at levels of proficiency necessary to function in society or on the job; and

Employer / Business Services

Employer / Business Services available through SAS in Monterey County include:

1. **Job listing services:** Posting job openings.
2. **Recruitment services:** Raising awareness of employers and job openings and attracting individuals to apply for employment at a hiring organization. Specific activities may include posting of employer announcements, provision of job applications, and hosting job fairs and mass recruitment events.
3. **Employer Advisory Council attendance:** SAS may attend Employer Advisory Council (EAC) meetings but also holds its own advisory council meeting on a biannual basis to gain community and stakeholder input so that SAS can ensure that it meets student and community needs.
4. **Promoting AJCC / One-Stop services:** Promote the programs and services of the AJCC / One-Stop delivery system through verbal, written, and/or electronic communication.
5. **Customized staff training:** SAS may be able to provide contextual/vocational English as a Second Language (ESL) for a business's employees at the employer's work site through contract or memorandum of understanding (MOU). This has been achieved in the past with Hahn Smith and Hook Winery in Soledad.

SAS BARRIERS TO EMPLOYMENT

Students fill out the Entry form and SAS student registration. On the SAS registration form, we will include a section on barriers to employment. The barriers to employment will be aligned to WIOA requirements.

Coordination of WIOA Title III Funded Services provided by CA Employment Development Department

The types of career, training and employer/business services authorized under WIOA include:

1. Basic Career Services
2. Individualized Career Services
3. Follow-up Services
4. Training Services
5. Employer / Business Services

Basic Career Services

Wagner-Peyser: outreach to dislocated workers; intake, orientation, and initial assessment activities; referral to One-Stop system partners; provision of job searches information; labor exchange services; provision of labor market information (LMI); Veterans Service Navigator (VSN) assessments; conduct career and skills assessments; and provide information on complaint processes for discrimination & H2A.

California Training Benefits (CTB): Educate public and customers on CTB.

H2A Temporary Agriculture Program: Recruitments and job referrals; enter job order in CalJOBS; and screen for potential applicants.

Jobs for Veterans Grant: outreach to veterans/ eligible spouses & transitional service members; screen for priority of service; determine eligibility via Veteran Service Navigator (VSN) assessment; referral to partners/supportive services; and veteran hiring incentives.

Labor Market Information (LMI): LMI generated for regional economies, local areas, and California; and LMI products and data accessible to all customers on self-service website.

Personal Job Search Assistance (PJSA) Workshops: Conduct workshop; Report issues/attendance to UI; refer to AJCC (partner) services; Refer and provide supportive services information; assist with CalJOBS registration, and resume preparation and provision of UI forms.

Rapid Response (RR): participate as a member of the RR team for planning and provide info on EDD programs and services including Workshare, TAA/TRA and CTB services. UI resources are determined based on the event.

Trade Adjustment Assistance (TAA): Write petitions; conduct orientations; provide information at RR events; respond to TAA Frequently Asked Questions (FAQs); and provide practitioner training.

Work Opportunity Tax Credits (WOTC): Educate practitioner staff and employers; pre-certify job seekers; and provide practitioner training.

Worker Adjustment Retraining Notification (WARN) Act: Review WARN notice for potential TAA petitions; coordinate with local rapid response teams; and determine if rapid response event is necessary

Youth Employment Opportunity Program (YEOP): Provide financial aid information; conduct outreach and orientations; assist with CalJOBS registration; and lead workshops.

CalJOBS: Provide employer/client education & assistance with registration; resume development; case management; accessing job listings; conducting a job search; job referrals; running ad-hoc reports; customer relationship Management (CRM); Virtual Recruiter set up; facilitating labor exchange; marketing; and providing Help Desks.

MSFW: Conducting outreach and education (AJCC & agricultural fields); leading workshops to clients/ employers; and educating customers on the use of the UI EDD debit card.

National Dislocated Workers Grants: Run Query Management Facility (QMF) reports for the purposes of outreach; pre-screen potential participants; and mailings.

Individualized Career Services

Wagner-Peyser: Conduct job search workshops; assist with résumé preparation; conduct individual assessments provide career counseling; provide job coaching; share information on veteran hiring incentives; and share information on Work Opportunity Tax Credits (WOTC).

CTB: Streamline processing and assist customers to contact UI and resolving issues.

Fidelity Bonding: Educate clients and employers; provide individual assistance to process bonding; and assist with bonding paperwork.

LMI: Staff may generate occupational guides/profiles and reports on wage data; skills info and skills transference; in-demand occupations; education and licensing requirements; crosswalk occupation and education program offerings; ETPL certified training organization lists; and commute pattern data.

YEOP: Educational counseling, job placement assistance, case management, and workshops.

MSFW: Job search workshops, résumé preparation, individual assessment, career counseling, and job coaching.

Follow-Up Services

Not applicable.

Training Services

LMI: Training for Trainers and WIOA partners in evaluating in-demand industries/occupations; using LMI in policy/decision making; and navigating the LMI self-service website.

YEOP: Co-enrollment applicable partner programs and referral to training institutions.

MSFW: Co-enrollment and applicable partner programs and referral to training institutions.

TAA funding for training is limited to participants who are approved for training by TAA specialists.

Employer / Business Services

1. **Employer Advisory Council (EAC) coordination:** EAC provides low-cost, timely seminars on topics such as employment law, workforce development, and human resource practices through the local EACs; works with the EDD to promote regulations, policies, and procedures that are business friendly; provides links between employers, EACs and the EDD at the local and state level; notifies employers about pending legislation that may impact them; and provides employer representation on state-level panels, boards and advisory groups.
2. **CalJOBS assistance to employers:** Help with navigation, job posting, and employer registration.
3. **Help-Desk Employer assistance** (Truckee/El Centro)

4. **Targeted Recruitments:** Raise awareness of specific job openings and attracting individuals to apply for employment at a specific hiring organization. Activities may include posting of employer announcements, provision of job applications, and pre-screening applicants.
5. **Hiring Incentives:** Provide State and/or federally generated information on tax credit and/or incentive programs available to employers.
6. **Job Fairs:** Staff participation/attendance at local job fairs.
7. **Employer Seminars:** Provide information on topics of interest to employers such as services available in the community, federal laws and requirements and human resource practices.
8. **Employer Outreach** (Federal Contractors).
9. **Education on Services:** Inform employers of the programs and services of the AJCC / One-Stop delivery system through verbal, written, and/or electronic communication.
10. **Resume Retrieval & Screening:** Receiving and filling of job openings; searching resumes; and providing access to diverse labor pool.

Coordination of WIOA Funded Services with Unemployment Insurance (UI)

The types of career, training and employer/business services authorized under UI include:

6. Basic Career Services – see below
7. Individualized Career Services – not applicable to UI
8. Follow-up Services – not applicable to UI
9. Training Services – see below
10. Employer/Business Services – see below

Basic UI Services

EDD Unemployment Insurance Branch will provide services as outlined in the brief description below as listed in Section 121(b)(1)(B) of WIOA identifies all required partner programs in the local one-stop systems. The elements discussed in this section of the MOU are specific to the required Unemployment Insurance programs that are administered by the Employment Development Department (EDD), including:

- Trade Adjustment Assistance activities authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.);
- Programs authorized under State unemployment compensation laws (in accordance with applicable Federal law);
 - California Training Benefits (CTB)
 - Work Share
 - Trade Readjustment Allowance (TRA)
 - Reemployment Services & Eligibility Assessment (RESEA), Personalized Job Search Assistance (PJSA), and Initial Assistance Workshops (IAWs)

1. **Eligibility Determination:** The Data Consent Authorization Form (DCAF) is available for AJCC staff to complete and fax/mail to EDD. The form is signed by the claimant authorizing the partner to have access to confidential UI claim information (such as basic claim info and wages reported in previous quarters) for one year. The EDD UI Program accesses the DCAF via right-fax (email) or mail and completes the request within three business days upon receipt.
2. **Information and Assistance Regarding Filing Claims under Unemployment Insurance (UI) Programs:** The UI program is committed to making the Public Services Program (PSP) line available in the offices to provide real-time technology for providing meaningful access after an in-person attempts by cross-trained AJCC staff have been exhausted. Collect and provide information on filing claims for state benefit payments that protect individuals from economic insecurity while they look for work. Claims may be filed on-line or via telephone available at the AJCC / One-Stop located in Salinas. Including:
 - a. Establish feedback loops for reporting UI eligibility issues that may arise during interaction with the customer.
 - b. Provide specialized UI claim filing services in specific areas for migrant seasonal farm workers in the Salinas area.
 - c. Provide UI eligibility information to local WIOA service providers when the individual is unable to immediately provide their UI claim information from notices received or UI OnlineSM.

Training Services

1. **California Training Benefits (CTB) programs:** Consistent and meaningful collaboration and communication pathways within the CBT programs including a streamlined and expedited response time to determination requests sent to UI for CTB eligibility received from the local areas.
2. **Trade Adjustment Assistance (TAA):** Consistent and meaningful collaboration and communication pathways within the TAA program, including a streamlined and expedited response time to determination requests sent to UI for TAA eligibility received from the local areas.
3. **Cross Training AJCC Staff:** Coordinated participation of EDD trained staff, in agreed upon AJCCs, across the state, providing services, mentoring, and training to AJCC staff on methods for providing meaningful information to customers regarding access to UI program services and contingent upon available resources

Coordination of WIOA Title IV – Department of Vocational Rehabilitation Services (DOR)

The types of career, training and employer/business services authorized under WIOA include:

1. Basic Career Services
2. Individualized Career Services
3. Follow-up Services
4. Training Services
5. Employer / Business Services

Basic Career Services

Basic career services include self-help services that require minimal staff assistance. These services must be made available to all job seekers and, at a minimum, must include the following services:

1. **Program Eligibility Determination:** This is the process of obtaining and documenting information about an individual's circumstances and comparing that information with the eligibility criteria to decide if the individual qualifies for participation;
2. **Outreach, Intake, and Orientation:** Outreach activities involve the collection, publication, and dissemination of information on program services available and which are directed toward jobless, economically disadvantaged, and other individuals. Intake is the process of collecting basic information, e.g., name, address, phone number, SSN, and all other required information to determine eligibility or ineligibility for a particular DOR program. Orientation, whether offered in a group setting, one-on-one, or electronically, is the process of providing broad information to customers in order to acquaint them with the services, programs, staff, and other resources;
3. **Referrals:** The service involves referrals to and coordination of activities with other programs and services, including programs and services within the Job Center delivery system and, when appropriate, other workforce development programs;
4. **Workforce and Employment Labor Market Information and Statistics:** This activity includes the sharing of statistical data about employment levels, unemployment rates, wages and earnings, employment projections, jobs, training resources, and careers among partners;
5. **Performance and Program Cost Information on Eligible Providers of Training Services:** DOR collects and provides program cost information on eligible providers of training services by program and provider type for the purposes of assisting customers in making an informed choice in training provider selection; and
6. **Supportive Services or Assistance and Referrals:** DOR collects and provides information to customers relating to the availability of support services or assistance, and make appropriate referrals of customers to those services and assistance, including: transportation, child care, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in employment and training activities.

Individualized Career Services

Individualized career services must be made available to all job seekers if determined to be appropriate in order for

an individual to obtain or retain employment. These services must be made available in all Job Centers. WIOA service providers may use recent previous assessments by partner programs to determine if individualized career services would be appropriate. These include the following services:

1. **Comprehensive and Specialized Assessments:** This involves a closer look at the skill levels and service needs of adult and dislocated worker individuals, which may include:
 - o Diagnostic testing and use of other assessment tools; and
 - o In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
2. **Individualized Plan for Employment (IPE):** This involves working with individuals to identify their employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information regarding eligible training providers;
3. **Group Counseling and/or Individual Counseling, Mentoring:** group or individual coaching and support provided in the context of case management and career planning;
4. **Career Planning (e.g. Case Management):** a supportive and coordinated approach to support a seamless progression from one educational step to the next and across work-based training and education so an individual's efforts result in progress;
5. **Short-term Prevocational Services:** This includes the development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training; in some instances, pre-apprenticeship programs may be considered as short-term pre-vocational services; and
6. **Workforce Preparation:** These are activities that help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education, or training, or employment.

Follow-Up Services

Follow-up services must be provided as appropriate for participants.

Training Services

1. **Occupational skills training, including training for nontraditional employment:** An organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate or advanced levels;
2. **On-the-job training (OJT), including registered apprenticeship:** Training by an employer that is provided to a paid participant while engaged in productive work that is limited in duration, provides knowledge or skills essential to the full and adequate performance of the job, and reimburses the employer for the costs associated with training the OJT trainee. Employer reimbursement is based on off-setting a portion of the cost of training;
3. **Private sector training programs:** programs operated by the private sector that are designed to impart relevant knowledge, skills, and abilities to participants;

4. **Skills upgrading and retraining:** Courses that prepare persons for entry into a new occupation through instruction in new and different skills demanded by technological changes. These courses train incumbent workers in specific skills needed by that business or industry and that lead to potential career growth and increased wages. This includes courses that develop professional competencies that are particularly relevant to a vocational/occupational goal. It must be demonstrated that the training will result in the workers' acquisition of transferable skills or an industry-recognized certification or credential; and
5. **Job readiness training provided in combination with other training described above:** Training in job-seeking skills, resume or job application preparation, interviewing skills or other activities that may assist an individual to secure competitive employment.

Employer / Business Services

Employer / Business Services available through the DOR:

1. **Tax credit/incentive information** – Provide information on tax credit and/or incentive programs available to employers.
2. **Promoting AJCC / One-Stop services** – Promote the programs and services of the AJCC / One-Stop delivery system through verbal, written, and/or electronic communication.
3. **Customized staff training** – Providing training resources to enable employers to upgrade employee skills, introduce workers to new technology, or to help employees transition into new positions.

Coordination of WIOA Title V (SCSEPA) Funded Services

The types of career, training and employer/business services provided by SCSEP:

1. Basic SCSEP Services
2. Individualized Career Services
3. Follow-up Services
4. Training Services
5. Promotion of AJCC Employer / Business Services

Basic SCSEP Services

GENERAL: Enrolled participants are placed in paid training assignments (Community Service Assignments (CSA'S) at Public or private non-profit organizations or Governmental entities (aka Host Agencies). Participants are offered a free physical examination upon entry into the program and each year they are in the program. Eligible participants may be placed on a Waiting List pending Community Service Assignment. Participants usually work up to 20 hours per week and receive California state minimum wage. Limited fringe benefits are also provided.

ADDITIONAL PROGRAM SERVICES:

1. Program Eligibility Determination: This is the process of obtaining and documenting information about an individual's (**including referrals from partner agencies**) circumstances and comparing that information with SCSEP eligibility criteria to decide if the individual qualifies for participation;

2. Outreach, Intake, and Orientation: Outreach activities involve the collection, publication, and dissemination of information on program services available and directed towards seniors who may be eligible for SCSEP. **This includes informational handouts and/brochures about SCSEP.** Intake is the process of collecting basic information, e.g., name, address, phone number, SSN, and all other required information to determine eligibility or ineligibility for an individual's program. Orientation, whether offered in a group setting, one-on-one, or electronically, is the process of providing broad information to customers in order to acquaint them with the services, programs, staff, and other resources that SCSEP may provide;

3. Initial Assessment: Assessments are completed to obtain information about the participant's work history, skills and interests, talents, physical capabilities, need for supportive services, potential for performing community service assignments, and potential for transition to unsubsidized employment. **Seniors meeting program eligibility may be placed on the program's Waiting List in the event no suitable Community Service Assignment is available;**

4. Job Search, Placement Assistance, and Career Counseling: Job Search helps an individual seek, locate, apply for, and obtain a job. It may include but is not limited to: job finding skills, orientation to the labor market, resume preparation assistance, development of a job search plan, job development, referrals to job openings, placement services, job finding clubs, job search workshops, vocational exploration, relocation assistance, and re-employment services such as orientation, skills determination, and pre-layoff assistance. Placement Assistance is a service that helps people to identify and secure paid employment that matches their aptitude, qualifications, experiences, and interests. Career Counseling is a facilitated exploration of occupational and industrial information that will lead to a first, new, or a better job for the individual;

5. Referrals: This involves referrals to and coordination of activities with other programs and services, including programs and services within the America's Job Center delivery system and, when appropriate, other workforce

development programs. This includes referring SCSEP participants and others to America’s Job Center of California and the Virtual Job Center, CalJOBS (www.caljobs.ca.gov);

6. Supportive Services or Assistance and Referrals: Collect and provide information relating to the availability of support services or assistance, and appropriate referrals to those services and assistance, including: transportation;

Individualized Career Services

Individualized career services must be made available to seniors enrolled in SCSEP as per program directives and should be tailored to each individual to in order for an individual to obtain or retain employment. WIOA service providers may use recent previous assessments by partner programs to determine if individualized career services would be appropriate. These include the following services:

- 1. Comprehensive and Specialized Assessments:** This involves a closer look at the skill levels and service needs of adult and dislocated worker individuals, which may include:
 - Diagnostic testing and use of other assessment tools; and
 - In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- 2. Individual Employment Plan (IEP):** This involves working with individuals to identify their employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information regarding eligible training providers;
- 3. Group Counseling and/or Individual Counseling, Mentoring:** group or individual coaching and support provided in the context of case management and career planning;
- 4. Career Planning (e.g. Case Management);** a supportive and coordinated approach to support a seamless progression from one educational step to the next and across work-based training and education so an individual’s efforts result in progress;
- 5. Community Service Assignments (CSA) (linked to careers):** CSA’s are paid training assignments with Host Agencies which are to provide on the job experience to participants in SCSEP. CSA’s are arranged within the nonprofit sector or the public sector. Labor standards apply in any work experience setting where an employee/employer relationship, as defined by the Fair Labor Standards Act (FLSA), exists;

Follow-Up

Follow-up services must be provided as appropriate for participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment.

Promotion of AJCC Employer / Business Services

Employer / Business Services available through SCSEP in Monterey County include:

Promoting SCSEP and AJCC / One-Stop and partner services as appropriate – Promote the programs and services of the AJCC / One-Stop delivery system through verbal, written, and/or electronic communication with employers.

Memorandum of Understanding (MOU)
Workforce Innovation and Opportunity Act (WIOA)
Monterey County Workforce Development Board

As of June 2, 2016

MOU Partners Shared Services and Delivery Methods under WIOA	Board of Supervisors / Workforce Development Board	Monterey / Adult School	PG Adult School	Sallinas Adult School	Seaside Adult School	Monterey County Office of Education	Hartnell College	Monterey Peninsula College	Employment Development Dept	Employment Development Dept	Employment Development Dept	Employment Development Dept	Employment Development Dept	Vocational Rehabilitation	Senior Community Service Prog Goodwill Central Coast	Department of Social Services	Community Action Partnership	Housing Authority	Job Corps	Not In Local Area/No Provider	Center for Employment Training	Not In Local Area	Not In Local Area	
	WIOA Title I Adult, DW, Youth	WIOA Title II Adult Ed & Literacy	WIOA Title II Adult Ed & Literacy	WIOA Title II Adult Ed & Literacy	WIOA Title II Adult Ed & Literacy	WIOA Title II Adult Ed & Literacy	WIOA Title II Adult Ed & Literacy / Carl Perkins CTE	WIOA Title II Adult Ed & Literacy / Carl Perkins CTE	WIOA Title III Wagner-Peyser	Veterans	Trade Adjust Assist Act	Unemploy Insurance (UI) Benefits	Labor Market Info	WIOA Title IV	Title V Older Amer Act	CallWorks / Employment	Community Svcs Block Grant	Housing & Urban Dev	Job Corps	Native American Programs	Migrant Seasonal Farm Workers	Second Chance	Youth Build	
1. Basic Career Services (available to all job seekers)																								
1. Program eligibility determination	x ^{PT}			+x ^{ES}					+x ^{PT}	x ^{PT}	x ^{PT}	X		X	X							X		
2. Outreach, intake, and orientation to information available through the Job Center	x ^{PT}			+x ^{PT}					+x ^{PT}	x ^{PT}	x ^{PT}	X		X	*X	X	BH	*X				X		
3. Initial assessment of skill levels, including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and support service needs	x ^{PT}	*X	*X	+x ^{PT}	*X				x ^{PT}	x ^{PT}	x ^{PT}				*X	*X						X		
4. Job search, placement assistance and career counseling	x ^{PT}			+x ^{ES}			x ^{CC}		x ^{PT}	x ^{PT}	x ^{PT}				*X	*X		*X						
5. Referrals and coordination of activities with other programs and services	x ^{PT}	*X	*X	+x ^{PT}					x ^{PT}	x ^{PT}	x ^{PT}		X	*X	X	T	*X					X		
6. Workforce and employment labor market information and statistics	x ^{PT}								+x ^{PT}	x ^{PT}	x ^{PT}		X									X		
7. Performance and program cost information on eligible providers of training services	x ^{PT}										x ^{PT}											X		
8. Performance information relating to the Job Center delivery system	x ^{PT}										x ^{PT}													
9. Supportive services or assistance and referrals to those services and assistance	x ^{PT}	*X		+x ^{PT}	*X				x ^{PT}	x ^{PT}	x ^{PT}			X	*X	*X	T	*X				X		
10. Financial aid assistance for training and education programs not provided under WIOA	x ^{PT}			BH			x ^{CC}				x ^{PT}	x ^{PT}												
11. Information and assistance regarding filing claims under UI programs	x ^{PT}			BH					x ^{PT}	x ^{PT}	x ^{PT}	X												
2. Individualized Career Services (available to all job seekers if determined to be appropriate in order for an individual to obtain or retain employment)																								
1. Comprehensive and Specialized Assessments of skill levels and service needs of adults and dislocated workers	x ^{PT}	*X	*X	+x ^{ES}	*X									X		*X						X		
2. Development of an Individual Employment Plan (IEP) to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals	x ^{PT}			+x ^{ES}							x ^{PT}	x ^{PT}		X	*X	*X		*X				X		
3. Group counseling and/or individual counseling and mentoring	x ^{PT}			+x ^{ES}			x ^{CC}		+x ^{PT}	x ^{PT}				X		*X	BH	*X						
4. Career planning (e.g. case management)	x ^{PT}			+x ^{ES}							x ^{PT}	x ^{PT}		X		*X		*X						
5. Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training	x ^{PT}	X	X	x ^{ES}	x ^{PT}		x ^{CC}							X		*X	BH	*X						
6. Internships and work experience that are linked to careers	x ^{PT}			TBD	*X		x ^{CC}									*X	BH	*X						
7. Workforce preparation activities that help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education, or training, or employment	x ^{PT}	X	*X	x ^{ES}	x ^{PT}		x ^{CC}				x ^{PT}			X		*X		*X						
8. Financial literacy services	x ^{PT}			x ^{ES}													BH	*X				X		
9. Out-of-area job search and relocation assistance	x ^{PT}										x ^{PT}													
10. English language acquisition and integrated education and training programs	x ^{PT}	X	X	x ^{ES}	x ^{PT}		x ^{CC}															X		

MOU Partners Shared Services and Delivery Methods under WIOA	Board of Supervisors / Workforce Development Board	Monterey Adult School	PG Adult School	Salinas Adult School	Solestar Adult School	Monterey County Office of Education	Hartnell College	Monterey Peninsula College	Employment Development Dept	Employment Development Dept	Employment Development Dept	Employment Development Dept	Employment Development Dept	Vocational Rehabilitation	Senior Community Service Prog Goodwill Central Coast	Department of Social Services	Community Action Partnership	Housing Authority	Job Corps	Not in Local Area/No Provider	Center for Employment Training	Not in Local Area	Not in Local Area	
3. Training Services (may be available to qualified participants and must be linked to in-demand employment opportunities in Monterey County)																								
1. Occupational skills training, including training for nontraditional employment	X ^{FT}		TBD				X ^{CC}							X									* X	
2. On-the-job training (OJT), including registered apprenticeship	X ^{FT}		TBD				X ^{CC}							X	X									
3. Incumbent worker training in accordance with WIOA §134(d)(4)	X ^{FT}		TBD																					* X
4. Workplace training and cooperative education programs	X ^{FT}		TBD													* X		BH						* X
5. Private sector training programs	X ^{FT}		* X											X										* X
6. Skills upgrading and retraining	X ^{FT}	* X	* X	X ^{ES}	* X		X ^{CC}							X	X									* X
7. Entrepreneurial training	X ^{FT}																							* X
8. Transitional jobs in accordance with WIOA §134(d)(5)	X ^{FT}																							* X
9. Job readiness training provided in combination with other training described above	X ^{FT}		* X	X ^{ES}	* X									X	X	* X		* X						* X
10. Adult education and literacy activities	X ^{FT}	X	* X	X ^{ES}	X ^{FT}		X ^{CC}									* X								* X
11. Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training	X ^{FT}																	BH						
4. Employer Services																								
1. Job listing services	X ^{FT}		* X	* X					X ^{FT}	X ^{FT}									* X					X
2. Rapid Response and Layoff Aversion services	X ^{FT}								* X ^{FT}			X												
3. Employer information and referral (was Seminars on appropriate business related topics)	X ^{FT}		X	TBD					X ^{FT}										* X					
4. Recruitment services	X ^{FT}			* X			X ^{CC}		X ^{FT}															
5. Tax credit/incentive information	X ^{FT}								X ^{FT}	X ^{FT}				X		X		* X ^{PT}						
6. Employer Advisory Council attendance	X ^{FT}			TBD					X ^{FT}	X ^{FT}														X
7. Promoting AJCC / One-Stop services	X ^{FT}			* X	X ^{ES}		X ^{CC}		X ^{FT}	X ^{FT}				X	X			* X						X
8. Employer Needs Assessment	X ^{FT}						X ^{CC}																	
9. Customized staff training	X ^{FT}		X	TBD			X ^{CC}		X ^{FT}					X		X ^{CC}								
5. America's Job Center of California / One-Stop Collaboration Services																								
1. Co-locate staff on agreed upon scheduled basis at AJCC/One-Stop	X ^{FT}			* X ^{PT}	X ^{FT}				X ^{FT}	X ^{FT}	X ^{FT}			X	* X									X
2. Staff to greet and direct clients to programs and services in AJCC/One-Stop	X ^{FT}														* X									X
3. Performance measures and data collection to achieve WIOA outcomes	X ^{FT}		X	TBD	X ^{FT}																			* X
4. Develop and implement customer satisfaction surveys	X ^{FT}	* X		* X	* X																			* X
5. Promotion and research	X ^{FT}																							X
6. Informational literature creation	X ^{FT}			* X																				* X
7. Videotaping mock interviews for job search	X ^{FT}															X								X
8. Cross training for partner staff, as appropriate	X ^{FT}		TBD	X ^{ES}					* X ^{PT}			X	X	X	X	X								* X
10. System security and client confidentiality	X ^{FT}			* X					X ^{FT}	X ^{FT}	X ^{FT}			X	X	X								X
11. Develop and maintain fiscal structure and facilities maintenance plans	X ^{FT}				* X											X								X
12. Provide electronic access via kiosks in designated areas				TBD												TBD								
13. Technology development and sharing (access to database info)	X ^{FT}																							X

Legend of Service Delivery Methods:

- X^{FT} - Use if Full Time Staff available; onsite @ Salinas AJCC / One-Stop location
- X^{PT} - Use if Part Time Staff available; onsite @ Salinas AJCC / One-Stop location
- *X^{FT} or *X^{PT} - Add an asterisk to indicate if services or specific commitments are limited (i.e. activities, customers served, location, etc.)
- *E - Use if services are ONLY available via electronic connectivity or automated kiosk system
- X^{CC} - Use if customer must be enrolled as a Community College student to receive services
- T - Use if services are ONLY available via telephone
- BH - Use if information on services are ONLY available via brochure / handout

Appendix H: Coordination Agreements Between State Plan Partners

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**California Department of Rehabilitation, California Workforce Development Board,
Working Group Partnership Agreement**

1. Partners California Department of Rehabilitation (CDOR), California Workforce Development Board (CWDB), agree that the CWDB and DOR will partner to achieve the policy objectives of the state plan:
 - Fostering demand-driven skills attainment. Workforce and education programs need to align program content with the state’s industry sector needs so as to provide California’s employers and businesses with the skilled workforce it needs to compete in the global economy.
 - Enabling upward mobility for all Californians, including populations with barriers to employment. Workforce and education programs need to be accessible for all Californians and ensure that everyone has access to a marketable set of skills and able to access the level of education necessary to ensure economic self-sufficiency and security.
 - Aligning, Coordinating, and Integrating Programs and Services to economize limited resources while also providing the right services to clients, based on each client’s particular and potentially unique needs so as to facilitate skills-attainment.
2. Partners CWDB and DOR agree that identified DOR priorities (the matrix) will inform areas of the State plan to be drafted by the CWDB.
3. DOR will draft a Title IV appendix to the State plan in areas not required in Title I, but required of the State’s Vocational Rehabilitation program.
4. DOR will vet its compliance appendix with relevant stakeholders in addition to the public comment process envisioned for the State plan. The appendix developed by DOR will be available to the CWDB before October 23, 2015 to release for public comment with the draft State Plan on October 23, 2015. The Unified State plan and DOR compliance appendix will inform the content of each other.
5. CWDB and DOR will work together to implement both WIOA program strategies and the DOR program priorities for the state plan, through a value-added partnership in which each partner contributes on the basis of its programmatic expertise.
6. The State Board and DOR recognize that not all WIOA program strategies are appropriate for all DOR consumers and that DOR services are individualized and geared to the needs of the consumer.

7. DOR and CWDB recognize that the ability to implement WIOA program strategies and DOR priority policies are contingent on resources, and the development and continued support of ongoing partnerships at the state, local, and regional levels,
8. CWDB and DOR will communicate both jointly, and individually with their local counterparts (local workforce development boards and DOR district offices) on the need to partner to collectively implement WIOA program strategies and DOR program priorities. This communication will occur using joint letters, and when appropriate, relevant policy directives.
9. The nature of regional and local partnerships, partner responsibilities, and the specific manner in which partners will braid resources and coordinate service delivery to implement the WIOA Program Strategies and DOR Program Priorities, will vary according to the types of agreements worked out between Local Workforce Development Boards and DOR Districts.
10. Working with DOR, CWDB will issue “tiered” policy guidance that identifies, and alternatively, requires, recommend, or encourages the adoption of best practices and model partnerships at the local and regional level to facilitate the implementation of WIOA program strategies and DOR priority policies.
11. Partners CWDB and DOR agree that an memorandum of understanding (MOU) will be updated between each DOR district and the corresponding LWDB concerning the operation of the one-stop delivery system in the local area including: services to be provided, funding sources and mechanisms, methods of referral between one stop operator and one stop partners, methods to ensure needs of individuals with disabilities are addressed and duration of the MOU.
12. CWDB will draft local and regional guidance and DOR will provide technical assistance, through staff or referrals to local resources, to the LWDBs that will ensure a level of one stop accessibility for individuals with disabilities that is consistent with state and federal requirements pertaining to accessibility. DOR and CWDB will provide a consistent message to both LWDBs and DOR district offices concerning State policy on these matters.
13. DOR and CWDB staff will work jointly to assess the level of partnership in one stops and current compliance with known future regulatory requirements regarding access to services for individuals with disabilities. These requirements include providing services to job seekers through co-location, cross –training, or direct access through real-time technology. This information gathered from the assessment will be used to insure that all districts and LWDBs are on a path to compliance with all State and federal laws. DOR

will be consulted by LWDBs regarding Corrective Action Plans for hard to resolve concerns.

14. CWDB and DOR agree that areas in the State plan concerning students with disabilities will be discussed in a Youth workgroup consisting of partners serving in and out of school youth to take place prior to September 15, 2015.
15. The CWDB and DOR will provide support, technical assistance/professional development, through staff or referrals to local resources, and linkages to community based organizations/regional centers providing services to individuals with disabilities to local, and where appropriate, regional partnerships implementing the WIOA Program Strategies and DOR Program Priorities. DOR and CWDB will provide information to locals on best practices and model partnerships using both policy research and information from the field. Pending available resources, DOR may provide directly or refer to other available resources disability expertise and technical assistance to inform service provision.
16. The DOR will provide access to the Talent Acquisition Portal (DOR consumers only), Schedule A, and the LEAP program to qualified job seekers with disabilities. The local WDB's will provide access to CalJOBS labor exchange website and other services.
17. DOR will provide access to Vocational Rehabilitation services including training, self-advocacy training, assessments, career counseling/exploration; OJT/work experience; benefits planning; job placement services and assistive technology for eligible individuals with disabilities.
18. DOR will provide a single point of contact for AJCC business services staff and employers requesting assistance with section 503 federal contracting hiring compliance. Additionally, DOR will provide training to AJCC business services staff on Section 503 federal contracting hiring compliance.
19. CWDB and DOR and other partners will work together to identify methods to share data and develop a common outcomes reporting system.

DOR Policy Priorities and WIOA Program Strategies

Services to Youth:

DOR Priority -- Physical, programmatic and electronic access for youth with disabilities including the following:

- Access to one stop career services and WIOA Title 1 Youth program (WIOA Strategies: Integrated Service Delivery and Braided Resources, Providing Supportive Services) (Planning Guidance Tier: Required)
 - Vehicle: One Stop MOU and Certification requirements, Local Planning Guidance
- Access to training and education programs, including career pathways, internships, apprenticeships (WIOA Strategies: Career Pathways, Earn and Learn)(Planning Guidance Tier: Required)
 - Vehicle: DOR staff working locally and regionally with LWDB staff and training and education providers to increase co-enrollment opportunities of DOR consumers with local training and education providers based on alignment of needs, desires, capacities
- DOR outreach to youth with disabilities through AJCCs and cross training of DOR staff on other services to be provided through AJCCs (Planning Guidance Tier: Required)
 - Vehicle: One Stop MOU and Certification requirements, Local Planning Guidance; additionally DOR and CWDB will ensure cross-training of frontline staff in the AJCCs; finally, the DOR will provide the LWDBs linkages to DOR's youth programs.

Employer Engagement:

DOR Priority -- Collaborative employer outreach and engagement and marketing of employer incentives and strategies for the hiring of individuals with disabilities, including section 503 hiring requirements

- Participation in Employer Engagement efforts at the local level through AJCCs and through LWDB business services strategies required under WIOA local plan requirements (WIOA Strategies: Integrated Service Delivery and Braided Resources; Sector Strategies) (Planning Guidance Tier: Required)

- Vehicle: Local Planning Guidance
- Participation in Employer Engagement efforts at the regional level (WIOA Strategies: Integrated Service Delivery and Braided Resources; Sector Strategies, Organizing Regionally) (Planning Guidance Tier: Recommended)
 - Vehicle: Regional Planning Guidance. WIOA regional plans requirements do not require core program participation at the regional level. Local plans require the adoption of business services strategies. CWDB recommends that regional employer engagement efforts by LWDBs at the regional level include a DOR representative to help make employers aware of incentives and strategies for the hiring of individuals with disabilities.
- Participation in Employer Engagement efforts at the State level (WIOA Strategy Sector Strategies).
 - Vehicle: facilitated access to employers engaged in statewide sector strategies initiatives
- Information on Sector Strategies, Career Pathways, Labor Market Information (WIOA Strategy Sector Strategies, Career Pathways)
 - Vehicle: CWDB will ensure that DOR has access to and participation in the regional WIOA plans and programs which detail targeted sectors, prioritized career pathways, and regional labor market analyses. This will include consideration for individuals and youth with disabilities.

Capacity Building:

DOR Priority: Capacity building and professional development for the purpose of ensuring program, physical, and electronic access, including disability awareness training to increase employment opportunities for individuals with disabilities

- WIOA Program Strategies: Integrating service delivery and braiding resources
 - Vehicle: One Stop Design and Certification requirements, Local Planning Guidance; additionally DOR and CWDB will ensure resources for cross-training of frontline staff in the AJCCs (Planning Guidance Tier: Required)

Competitive Integrated Employment:

DOR Priority: Development of integrated employment opportunities, skill attainment strategies and supportive services to assist individuals with Developmental Disabilities or Intellectual Disabilities (DD/ID).

- (WIOA Program Strategy: Providing supportive services, and Utilizing "earn-and-learn strategies")
- DOR district staff will designate a point of contact for the LWDBs to provide linkages to service providers of consumers with ID/DD (Planning Guidance Tier: Required).
 - Vehicle: DOR district staff will partner with the LWDBs to outreach employers and partners to develop strategies to achieve Competitive Integrated Employment opportunities for consumers with ID/DD (Planning Guidance Tier: Required).
- DOR will provide disability expertise and CIE technical assistance to the LWDBs, partners, and employers (Planning Guidance Tier: Recommended).
 - Vehicle: DOR and CWDB state executive staff will work collaboratively to ensure resources for cross-training of frontline staff in the AJCCs (Planning Guidance Tier: Required)
 - Vehicle: DOR district staff will provide supportive services (i.e., job coaching) to consumers with ID/DD (Planning Guidance Tier: Required).
 - CWDB recommends that LWDBs at the local level support the efforts of DOR representative to recruit and refer individuals with disabilities and engage employers. (Planning Guidance Tier: Recommended)
 - DOR will provide, as a resource, the CIE blueprint available in 2016.

Temporary Assistance for Needy Families (TANF)-Working Group Agreement on Career Pathways and Subsidized Employment Partnerships, CDSS, CWDA, CWDB, CCCCCO

Participants

CWDB Staff: Dan Rounds, Robin Purdy, Angel Garcia

CDSS Staff: Damien Ladd, Angela Velloso, David Van Gee, Larry Lewis, William Belon,

CWDA Staff: Erin Horgan

CWD Staff: Nancy O'Hara (Yolo), Deborah Burch (Sacramento), Judy Needham (Yolo), Mark Marquez (Yolo), Sherry Alderman (Sonoma), Tracy Bryan (Yuba), Sherry Alderman (Sonoma), Deborah Mills (L.A.)

CCCCO Staff: Jason Orta (Student Services)

CCC CalWORKs Staff: Lily Hunnemedler-Bergfelt (Santa Rosa Junior College), Ramona Cobian (Sacramento City College)

1. Partners County Welfare Directors Association (CWDA), California Workforce Development Board (CWDB), and the California Department of Social Services (CDSS) agreed that the CWDB, CDSS, and CWDA will promote the building of career pathways programs and partnerships geared toward supporting TANF recipients including, but not limited to the California Community College CalWORKs programs at the local, and, where appropriate, the regional level, and will communicate both jointly, and individually with their local counterparts on the benefits of these programs, using joint letters, and when appropriate, relevant policy directives.
2. The nature of career pathways partnerships, partner responsibilities, and the specific manner in which partners will braid resources and coordinate service delivery, will be determined locally, and possibly regionally, depending on agreements between human services, local workforce development boards (LWDBs), community colleges, and any adult education providers who are involved with local agreements pertaining to career pathways.
3. Partnership agreements, in those jurisdictions where career pathway programs are coordinated with partners, should specify in the Memorandum of Understanding for One-Stop Services which services are provided by which entities, which partner funds those services, and how service provision is coordinated so as to facilitate seamless entry, exit, and movement along the career pathway. For example, partners will need to specify how they will coordinate assessment, the provision of supportive services (such as ancillary, childcare, transportation services), barrier removal services, the payment of

tuition/and or training costs, job readiness training, subsidized employment, and job placement.

4. The role of CWDB, CDSS, and the CWDA is to provide support for and technical assistance to local, and where appropriate, regional partnerships entered into to facilitate the development of sector based career pathways programs specifically geared toward TANF recipients. State agencies will help facilitate the initiation and implementation of career pathways programs by providing information to locals on best practices and model partnerships using both policy research and information from the field. The Local Workforce Development Board (LWDB) will provide information pertaining to prioritized sectors and prioritized career pathways under regional Workforce Innovation and Opportunity Act (WIOA) workforce planning. County Welfare Departments (CWDs) that have successful subsidized employment partnerships with LWDBs and community colleges will serve as templates for other CWDs to develop and/or expand subsidized employment programs. CWDs that have successful subsidized employment partnerships with local community college CalWORKs programs may also be used as templates for other county welfare departments to develop and/or expand subsidized employment programs as community college CalWORKs programs can utilize work study funds, job placement, and job development resources to aid in these efforts. Additionally, the expertise of practitioners at the local level will inform the technical assistance provided by the state.
5. For the purposes of developing the local and regional plans, the CWDB will work at the State level to apply for grants to fund local promising practices and issue local and regional planning guidance that recommends that LWDBs work with all core and required partners to develop the WIOA local and regional plans and the design of the local one-stop system. CWDA and CDSS will reinforce directives where appropriate.

TANF-Working Group Agreement on One Stop Partnerships, CDSS, CWDB, CWDA, CCCCCO

Participants

CWDB Staff: Dan Rounds, Robin Purdy, Angel Garcia

CDSS Staff: Damien Ladd, Angela Vellos, David Van Gee, Larry Lewis, William Belon,

CWDA Staff: Erin Horgan

CWD Staff: Nancy O'Hara (Yolo), Deborah Burch (Sacramento), Judy Needham (Yolo), Mark Marquez (Yolo), Sherry Alderman (Sonoma), Tracy Bryan (Yuba), Sherry Alderman (Sonoma), Deborah Mills (L.A.)

CCCCO Staff: Jason Orta (Student Services)

CCC CalWORKs Staff: Lily Hunnemeder-Bergfelt (Santa Rosa Junior College), Ramona Cobian (Sacramento City College)

1. Partners CWDA, CWDB, and CDSS agreed that baseline federal rules for mandatory partnership at one stops would be communicated to county welfare departments and local workforce development boards through policy directives distributed by the State oversight departments: CWDB-EDD will distribute for Title 1; CDSS will distribute for TANF. A joint letter to locals reflecting this same information will also be issued from CWDB, CWDA, and CDSS.
2. CWDA, CWDB, and CDSS staff will work jointly to assess the level of partnership and current compliance with known future regulatory requirements. This information will be used to insure that all counties and LWDBs are on a path to compliance.
3. CWDA, CWDB, and CDSS staff will work jointly to identify models of TANF one stop partnership that go beyond baseline federal expectations, as well as the purpose of these partnerships, and the manner in which these partnerships elevate service delivery so as to improve client outcomes. The information gleaned from this analysis will be used to inform local and regional planning guidance and will be combined with baseline compliance rules to provide locals information on how to not only comply with baseline federal requirements, but also to develop programs that serve client needs.
4. Local and regional planning guidance, supported by policy directives issued by CDSS and CWDB-EDD, will communicate both baseline one stop partnership rules as well as recommended best practices that go beyond minimum standards and will encourage the adoption of these practices.
5. Partners CWDA, CWDB, and CDSS, with the support of the California Community Colleges Chancellor's Office, encourage one stops to collaborate with community college CalWORKs Programs at the local community colleges. Community college CalWORKs programs, which are funded by Proposition 98 and TANF funds, have many years of experience administering education and training programs and specialized

support services for CalWORKs students. These many years of experience include collaborations with local county human services departments and local workforce investment boards. California Education Code 79204 refers to the coordination and partnership between community college CalWORKs program and CWDs and local workforce development boards. Though not a mandatory partner in the one stops, partners CWDA, CWDB, and CDSS, believe that one stops could leverage best practices developed between colleges and CWDs including co-location at colleges along with collaborations in the areas of subsidized employment and the provision of wrap-around services.

Title II and CWDB Working Memorandum of Understanding Regarding One-Stop Partnerships

CWDB Staff: Dan Rounds, Robin Purdy, Carlos Bravo

CDE Staff: Christian Nelson, Carolyn Zachry

CCCCO Staff: Debra Jones

1. Partners California Department of Education (CDOR), California Workforce Development Board (CWDB), and California Community College Chancellor's Office (CCCCO) agree to partner to achieve the policy objectives of the state plan:
 - Fostering demand-driven skills attainment. Workforce and education programs need to align program content with the state's industry sector needs so as to provide California's employers and businesses with the skilled workforce it needs to compete in the global economy.
 - Enabling upward mobility for all Californians, including populations with barriers to employment. Workforce and education programs need to be accessible for all Californians and ensure that everyone has access to a marketable set of skills and able to access the level of education necessary to ensure economic self-sufficiency and security.
 - Aligning, Coordinating, and Integrating Programs and Services to economize limited resources while also providing the right services to clients, based on each client's particular and potentially unique needs so as to facilitate skills-attainment.
2. CDE will draft a Title II Appendix to the State plan which meets the "program specific plan requirements" delineated in Section 102(b)(2)(D) of WIOA.
3. CWDB, CDE, CCCCCO will work together, as appropriate, to implement WIOA program strategies through a value-added partnership in which program partners contribute on the basis of their programmatic expertise. The WIOA strategies are as follows: sector strategies, career pathways, organizing regionally, providing supportive services, "earn and learn", integrating service delivery and braiding resources, and creating cross-system data capacity.
4. Partners CDE, CCCCCO, and CWDB agree that baseline federal rules for Title 2 mandatory partnership at One-Stops will be communicated to local and regional partners, including both Title 2 providers, and local workforce development boards through policy

directives distributed by CDE, CWDB, and CCCO. A joint letter to local service providers reflecting this same information will also be issued from CWDB, CDE, and CCCO. At a minimum partnerships must provide for access to Title 2 programs through the AJCCs by means of co-location, cross-training, or direct access through real-time technology.

5. CDE, CCCO, and CWDB staff will work jointly to assess the level of partnership and current compliance with regulatory requirements pertaining to mandatory one stop partnership. This information will be used to ensure that Title 2 providers and LWDBs are on a path to compliance with federal rules requiring mandatory participation in one stops by all core programs.
6. WIOA requires program alignment of core programs. CDE, CCCO, and CWDB staff will work jointly to identify and recommend best practices and model partnerships that encourage program alignment and coordination beyond the minimum federally required standards pertaining to one stops.
7. CWDB will issue local and regional planning guidance, supported, when appropriate, by policy directives issued by CDE, CCCO, and CWDB, that identifies and recommends best practices and model partnerships that encourage program alignment and coordination beyond minimum federally required standards. Communication to local and regional providers will encourage the adoption of these best practices and the forming of model partnerships, not only by Title 2 providers, but also other Adult Education Block Grant Consortia members.
8. The nature of regional and local partnerships, partner responsibilities, and the specific manner in which partners will braid resources and coordinate service delivery to implement the WIOA Program Strategies, best practices, and model partnerships will vary according to the types of agreements worked out between Local Workforce Development Boards, Adult Education Providers, Community Colleges, Local Educational Agencies, and relevant Community Based Organizations.
9. Adult Education Block Grant consortia will be required to participate in WIOA regional planning efforts and help those with basic skills deficiencies achieve sufficient skills to participate in the regional career pathway programs that are emphasized in the WIOA Unified State Plan.

Title II Planning Workgroup Agreement (Career Pathways)

Participants

CWDB Staff: Dan Rounds, Robin Purdy, Carlos Bravo

CDE Staff: Christian Nelson, Carolyn Zachry

CCCCO Staff: Debra Jones

Unified State Plan and EL-Civics - Partners California Department of Education (CDE), California Workforce Development Board (CWDB), and California Community College Chancellor's Office (CCCCO) agree to partner to achieve the career pathways strategy of the State Plan:

- Section 102 of WIOA requires the Governor of a state to submit a four-year unified state plan that incorporates all the requirements under the law. Although the actual term career pathway does not appear in the text of this state plan section, the law requires states to describe how they will implement Title II sections 223 and 231. As described above, both of these AEFLA sections have required career pathway components, see 223 – State Leadership Activities and 231 – Grants to Adult Education Providers. Therefore, descriptions of a state's plan for implementing career pathway programming are a required component of the unified state plan. Also, the unified state plan requires a description of the state's EL-Civics program, which as described below, has changed significantly and has strong implications for career pathway programming.
- Section 243 of Title II continues the EL-Civics grant program, and for the first time, specifies work and employment related goals for the program. Specifically, section 243 says:
 - *(c) Goal.--Each program that receives funding under this section shall be designed to—*
 - *(1) prepare adults who are English language learners for, and place such adults in, unsubsidized employment in in-demand industries and occupations that lead to economic self-sufficiency; and*
 - *(2) integrate with the local workforce development system and its functions to carry out the activities of the program.*
- This new mandated work-related content is a significant change from current practice and has direct implications for the development and implementation of career pathway programming for English language learners.

Purpose - One of the four purposes mandated for Title II includes the attainment of a secondary school diploma and the transition to postsecondary school “through career pathways”.

- o SEC. 202. PURPOSE.

It is the purpose of this title to create a partnership among the Federal Government, States, and localities to provide, on a voluntary basis, adult education and literacy activities, in order to—

- o (3) assist adults in attaining a secondary school diploma and in the transition to postsecondary education and training, including through career pathways;
- o CDE will agree to provide policy guidance that seeks to coordinate the Adult Basic Education Consortium and Carl D. Perkins grants, with WIOA Services funded under Title I and provided through the America’s Job Center of California system to prepare job seekers for career pathways by providing adult education and literacy activities and supportive services. The nature of partnerships, partner responsibilities, and the specific manner in which partners will braid resources and coordinate service delivery to implement the WIOA Program Strategies will be determined locally between Workforce Development Boards, adult education consortiums and school districts and be required elements in the local/regional planning guidance.
 - o WIOA Program Strategies: Building of career pathways programs, Providing supportive services, Integrating service delivery and braiding resources
 - o Vehicle: Regional Planning Guidance
- o CDE and CCCC will agree to provide policy guidance that seeks to coordinate the Carl Perkins Vocational Education Act grants which provide career technical education and career pathways in demand occupations and provides services and support to special populations and individuals with barriers to employment in k-14 system, with the local and regional Workforce Development Boards and the America’s Job Centers of California.
 - o WIOA Program Strategies: Building of career pathways programs, Providing supportive services, Integrating service delivery and braiding resources

Vehicle: Regional Planning Guidance

- o CDE will agree to provide policy guidance that seeks to coordinate and leverage high school to college and career programs integrating academic and occupational skill attainment and combining classroom instruction with work-based learning, with WIOA Services funded under Title I to prepare high school students for career pathways in in-demand sectors. The nature of partnerships, partner responsibilities, and the specific manner in which partners will braid resources and coordinate service delivery to implement the WIOA Program Strategies will be determined locally between Workforce Development Boards, adult education consortiums and school districts and be required elements in the local/regional planning guidance.
 - o WIOA Program Strategies: Building of career pathways programs, Providing supportive services, Integrating service delivery and braiding resources

Vehicle: Regional Planning Guidance

State Leadership - Career pathways is mentioned as both a required activity (Sec. 223 (a)(1)(A)) and a permissive activity for state adult education agencies to address as they provide services using WIOA state leadership funds to WIOA grantees. As a required activity, states must use their leadership funds (15% of their total state award) for a number of activities including the development of career pathways. As a permissible activity, states may use leadership funds to develop specific content and models for career pathways (Sec. 223 (a)(2)(D)).

- The CWDB and CDE will provide support, technical assistance/professional development to regional partnerships implementing the WIOA Program Strategies. CDE and CWDB will provide information to locals on best practices and model partnerships using both policy research and information from the field and provide assistance in developing curriculum and work-based learning opportunities to promote career pathways.
 - WIOA Program Strategies: Building of career pathways programs, Integrating service delivery and braiding resources
- Corrections Education - Similar to previous law, adult education funds shall be used to provide educational programs for incarcerated individuals and other institutionalized individuals. Funds under this section of WIOA (Sec. 225 (b)(5)) must be used for five purposes including the development and implementation of career pathways as well as integrated training.

- o CWDB, CDE and CCCCCO agree to provide policy guidance that seeks to coordinate funding for corrections education, including WIOA Title I and II, CDCR, AB2060, AB109, Juvenile Court Schools, Community Schools and Adult Re-entry programs designed to provide basic education, life skills, and job readiness skills for incarcerated youth and adults, youth engaged in court schools and adults re-entering the community from state prison or county correctional facilities. The nature of partnerships, partner responsibilities, and the specific manner in which partners will braid resources and coordinate service delivery to implement the WIOA Program Strategies will be determined locally.
 - o WIOA Program Strategies: Building of career pathways programs, Providing supportive services, Integrating service delivery and braiding resources

Grants to Adult Education Providers - The ability for a grantee (local provider) to provide career pathway programming is one of the 'considerations' that the state adult education agency must make when reviewing and approving grantees (Sec. 231 (e)(10)).

National Leadership Activities - The USDOE Office of Career, Technical, and Adult Education (OCTAE) receives funding under the WIOA law to provide leadership focused activities to adult education state agencies and other adult education entities. Under this section of the law (Sec. 242(c)(2)(C)(iv)), developing and promoting career pathways is a permissible leadership activity.

Youth Partnership Agreement, CWDB, DOR, CDSS, CDE, CCCCCO

WIOA provides opportunities to develop partnerships among a broad network of education, workforce, social service, and adult/youth justice programs serving youth populations. State level partnerships between California Workforce Development Board (CWDB), California Department of Rehabilitation (DOR), California Department of Social Services (CDSS), California Department of Education (CDE), and California Community Colleges Chancellor's Office (CCCCO) as well as local youth service providers will be leveraged to achieve the youth policy objectives of the State plan:

- Fostering demand-driven skills attainment. Workforce and education programs need to align program content with the state's industry sector needs so as to provide California's employers and businesses with the skilled workforce it needs to compete in the global economy.
 - Enabling upward mobility for all Californians, including populations with barriers to employment. Workforce and education programs need to be accessible for all Californians and ensure that everyone has access to a marketable set of skills and able to access the level of education necessary to ensure economic self-sufficiency and security.
 - Aligning, Coordinating, and Integrating Programs and Services to economize limited resources while also providing the right services to clients, based on each client's particular and potentially unique needs so as to facilitate skills-attainment.
1. Partners identified agree that youth priorities as specified in WIOA will inform areas of the State plan to be drafted by the CWDB.
 2. Additionally, partner DOR will draft a Title IV appendix to the State plan in areas not required in Title I, but required of the State's Vocational Rehabilitation program in regards to in school youth (ISY) with disabilities including but not limited to:
 - Assurance that state will report on number of students with disability who are receiving pre-employment transition services
 - Strategies for coordination with employers on transition services for youth and students with disabilities
 - Results of the comprehensive statewide needs assessment, which shall include the transition needs of both youth with disabilities and students with disabilities

- A separate assessment of the needs of individuals with disabilities for transition and pre-employment transition services
 - Identify strategies for methods used to improve/expand VR services for students with disabilities
 - Section entitled "Services for Students with Disabilities" which describes the strategies to address the results of the needs assessment and providing pre-employment transition services
 - Construction clause stating that nothing in this part shall be construed to reduce the obligation under Individuals with Disabilities Education Act (IDEA) for local educational agencies to provide/pay for transition services that are required to ensure a FAPE (Free Appropriate Public Education.)
3. DOR will vet its compliance appendix youth section with relevant stakeholders in addition to the public comment process envisioned for the State plan. The appendix developed by DOR will be available to the CWDB before October 23, 2015 to release for public comment with the draft State Plan on October 23, 2015. The Unified State plan and DOR compliance appendix will inform the content of each other.
 4. CWDB and partners will work together to implement both WIOA program strategies and youth program priorities for the State plan, through a value-added partnership in which each partner contributes on the basis of its programmatic expertise.
 5. The nature of regional and local partnerships, partner responsibilities, and the specific manner in which partners will braid resources and coordinate service delivery to implement the WIOA Program Strategies and youth program priorities, will vary determined by local youth service provider programs and grant requirements.

OUT OF SCHOOL YOUTH (OSY)

1. Partners will provide individual and joint guidance from their respective agencies to encourage local recruitment and service delivery collaboration efforts between American Job Centers of California (AJCCs), County Welfare Departments (CWDs), Local Education Agencies (LEAs), foster care and justice systems for youth entering or exiting partner programs to help enable Local Workforce Development Boards (LWDBs) to increase access for OSY with barriers to high quality workforce services.
 - a. To reach Vehicle: One Stop memorandum of understanding (MOU) and certification requirements, Local Planning Guidance; additionally CWDB will ensure cross training of frontline staff in the AJCCs.

IN SCHOOL YOUTH (ISY)

1. Partners CDE, CCCCCO and CWDB will provide guidance and technical assistance to regional LWDBs and relevant Career Pathway grants, when appropriate to establish regional collaborative relationships and partnerships with business entities, community organizations, and local institutions of postsecondary education and develop and integrate standards-based academics with career-relevant industry-themed pathways and work-based learning opportunities that are aligned to high-need, high-growth, or emerging regional economic sectors

2. The CDE Special Education Division and DOR will make local guidance available to encourage LEAs and DOR district offices to work in collaboration with AJCCs staff to develop work opportunities for ISY with disabilities, when applicable.
 - a. To reach Vehicle: One Stop MOU and certification requirements, local planning guidance; additionally CWDB will ensure cross training of frontline staff in the AJCCs.

TECHNICAL ASSISTANCE AND PROFESSIONAL DEVELOPMENT

1. CWDB will draft local and regional guidance regarding WIOA youth programs to LWDBs and in collaboration with partner programs provide technical assistance, through staff or referrals to local resources to the LWDBs to ensure physical, programmatic, and electronic accessibility for all youth.

2. The CWDB and partners will provide support, technical assistance/professional development, and linkages to community based organizations (CBOs) providing services to youth according to each partner's technical expertise.

3. Partners agree to collaborate to develop a menu of best practices and model partnerships for youth programs utilizing both policy research and information from the field that will be available to locals.

4. CWDB and partners will communicate both jointly and individually with their local counterparts LWDBs, CWDs, LEAs, community colleges, justice systems, and DOR district offices on the necessity to partner locally to collectively implement WIOA youth policy objectives and program strategies. This communication will occur using individual written guidance, joint letters, and/or when appropriate, relevant policy directives.

5. With input from partners, CWDB will issue “tiered” policy guidance to the LWDBs that identifies, and alternatively, requires, recommend, or encourages the adoption of best practices and model partnerships at the local and regional level to facilitate the implementation of WIOA program strategies and youth policy priorities.

EMPLOYER ENGAGEMENT

1. Partners will engage in collaborative employer outreach and engagement and marketing of employer incentives and strategies for the hiring of youth.
 - Participation in Employer Engagement efforts at the local level through AJCCs and through LWDB business services strategies required under WIOA local plan requirements (WIOA Strategies: Integrated Service Delivery and Braided Resources; Sector Strategies) (Planning Guidance Tier: Required)
 - Participation in Employer Engagement efforts at the regional level (WIOA Strategies: Integrated Service Delivery and Braided Resources; Sector Strategies, Organizing Regionally) (Planning Guidance Tier: Recommended)
 - Participation in Employer Engagement efforts at the State level (WIOA Strategy Sector Strategies).

WORK BASED LEARNING ACTIVITIES

1. Partners agree to support the integration of work-based learning activities in all youth programs that involve interactions with industry professionals that include career awareness, career exploration, career preparation and career training activities such as “earn and learn” programs.
 - Career Awareness: Youth build awareness of the variety of careers available and begin identifying areas of interest.
 - Career Exploration Youth explore career options to provide motivation and inform career decision-making.
 - Career Preparation Youth apply learning through practical experience and interaction with professionals from industry and the community in order to extend and deepen classroom work and support the development of college- and career-readiness knowledge and skills (higher-order thinking, academic skills, technical skills, and applied workplace skills).

- Career Training: Youth train for employment in a specific field and range of occupations.

CAREER PATHWAYS

1. Partners agree through leveraging local resources to align education, employment, training, and supportive services to provide opportunities for career exploration and guidance, continued support for educational attainment, opportunities for skills training in in-demand industries and occupations, to prepare for youth to enter a career pathway or enrollment in post-secondary education.
2. The CWDB agrees to collect research and invest in demonstrations projects relating to meeting the education and employment needs of youth to add to the a menu of state and national best practices for career pathways that align with the skill needs of industries in the economy of the State or region.
3. Partners will promote the building of career pathways programs and partnerships geared toward supporting programs that serve youth including, but not limited to community college, foster youth, adult and juvenile justice, social service, and educational programs at the local, and, where appropriate, the regional level. Partners will communicate both jointly, and individually with their local counterparts on the benefits of these programs, using individual written guidance, joint letters, and/or when appropriate, relevant policy directives.
4. The nature of career pathways partnerships, partner responsibilities, and the specific manner in which partners will braid resources and coordinate service delivery, will be determined locally or regionally, depending on agreements between human services, LWDBs, community colleges, juvenile/adult justice programs, and any youth service providers who are involved with local agreements pertaining to career pathways.
5. For the purposes of developing the local and regional plans, the CWDB will issue local and regional planning guidance that recommends that LWDBs work with relevant agencies to develop local partnerships. The CWDB will ensure through local and regional planning guidance that partners are consulted in the development of local and regional WIOA plans which detail targeted sectors, prioritized career pathways, and regional labor market analyses.

ONE STOP ACCESS

1. Partners agree to work collaboratively at the state, regional, and local level to build capacity and increase professional development for one stops staff for the purpose of

ensuring programmatic, physical, and electronic access, and increase employment opportunities for youth. Additionally, partners will support Local Boards to promote best practices in physical and programmatic accessibility, including: facilities, programs, services, technology and materials

2. Partners will work jointly to identify models of one stop partnerships that support youth programs, as well as the purpose of these partnerships, and the manner in which these partnerships elevate service delivery so as to improve client outcomes. To ensure the WIOA youth vision of supporting an integrated service delivery system and framework, partners and local areas will leverage other Federal, State, Local, and philanthropic resources to support in-school and out-of-school youth.

Customer Service Flow Chart

The Monterey County Workforce Development Board (MCWDB) will be completing the competitive procurement process for a One-Stop Operator in early 2017. At that time, the Operator will begin working with system partners and parties to this MOU and a Customer Services Flow Chart for the AJCC is an anticipated early deliverable.

MCWDB also plans to update this MOU prior to the expiration of the three-year term of this MOU to reflect the results of the Operator's implementation of this MOU and any changes resulting from the WIOA Final Rule issuance as well as to include the aforementioned deliverable.

Referral Process

To promote a smooth and seamless referral process for all customers of the Monterey County America’s Job Center of California (AJCC) / One-Stop delivery system, partners are encouraged to provide accurate and timely assistance to customers through the development of a service delivery strategy that results in quality service and positive outcomes in the development of a skilled workforce. The following process will be utilized to dictate the procedures to be executed in order to provide the best possible service and assistance to all customers.

Welcome Customer:	Process
<p>Greet the Customer</p> <ul style="list-style-type: none"> ▪ Walk-in ▪ Phone ▪ Website 	<p>Overview: Welcome customer, conduct a basic oral assessment, collect initial registration data and connect the individual to AJCC / One-Stop partner or outside resource based upon customer need.</p> <p>Walk-in:</p> <ul style="list-style-type: none"> ▪ Greet and customer and ask what brings them to the AJCC ▪ Customer completes sign-in sheet (name, date, reason for visit) ▪ Refer customer to AJCC. Staff will provide brief orientation to services and refer customer to appropriate related service(s) ▪ Provide brochure on AJCC and One-Stop system partner services ▪ Encourage customer to access UI services via staff, telephone, or internet ▪ Provide resource information to customers not interested in AJCC / One-Stop system services ▪ Use Referral Form to refer customers to services not provided on-site <p>Phone:</p> <ul style="list-style-type: none"> ▪ Provide customer with brief introduction to AJCC / One-Stop system services and schedule orientation appointment. Advise customer to bring right to work documentation to AJCC prior to orientation appointment ▪ Provide resource information (via phone) to customers not interested in AJCC / One-Stop system partner services <p>Website: Advise customer on how to access the CalJOBS system to register at https://www.caljobs.ca.gov.</p> <p>One-Stop Operator MOU Implementation Activities:</p> <ul style="list-style-type: none"> ▪ Create sign-in sheet with check list of “reasons for visit” ▪ Create check list of what to bring for right to work documentation ▪ Create brochure to include brief description of all AJCC / One-Stop system partners, locations, contact info, website, and hours of operation. ▪ Post partner brochures and handouts in all Monterey County AJCC comprehensive and affiliate locations ▪ Post workshop information

Referral Form

REFERRALPROCESS: The originating agency is to both (1) transmit the referral form to the receiving agency and (2) give a copy of the form to the customer with instructions to present the form to the receiving agency at the time a face-to-face contact is made. After assisting the customer, the receiving agency is to complete the referral results section of this form and return a copy to the originating agency that initiated the service referral. If the originating agency does not receive a copy of the referral form within 21 days, it shall contact the receiving agency to determine the outcome of the referral and document the outcome on this form.

APPLICANT:	
Date of referral:	
Customer name:	
SS# (last 4):	
Address, City, State, Zip:	
Phone number:	
Customer is currently receiving:	<input type="checkbox"/> TANF/CalWorks <input type="checkbox"/> WIOA Basic Career Services <input type="checkbox"/> WIOA Individualized Services <input type="checkbox"/> WIOA Follow-Up Services <input type="checkbox"/> WIOA Training Services <input type="checkbox"/> WIOA Employer/Business Services <input type="checkbox"/> Other, please specify:

AGENCY REFERRED TO: <i>(Receiving Agency)</i>
Name of agency referred to:
Contact person:
Phone number:
Address, City, State, Zip:
Purpose of referral:
Services to be provided:

REFERRED BY: <i>(Originating Agency)</i>
Name of referring agency:
Contact person:
Phone number:
Address, City, State, Zip:

REFERRAL RESULTS:
Did the customer report to the agency? <input type="checkbox"/> Yes <input type="checkbox"/> No <i>(If no, return this form back to the originating agency.)</i>
Date customer was seen on:
The following action was taken:

AJCC / One-Stop Operator			
Monterey County local workforce development area has a consortium model made up of three local level partners: The County’s Economic Development Department - Office for Employment Training (OET), Monterey County Department of Social Services(DSS) and California Employment Development Department (EDD).			
Contact		Contact	
Dave Spaur, Economic Development Department 831-755-5387 168 W. Alisal Street Salinas, CA 93901 spaurd@co.monterey.ca.us		Elliott Robinson, Dept. of Social Services Director 831-755-4434 Main Street Salinas, CA 93901 robinsonec@co.monterey.ca.us	
		Yuko Duckworth, Region Manager CA Employment Development Department 831- 638-3324 730 La Guardia Street Salinas, CA 93906 yuko.duckworth@edd.ca.gov	
AJCC Comprehensive Location	Physical Address	Site Supervisor(s)	Hours of Operation & Phone Number
SALINAS	Salinas Airport Business Park 730 La Guardia St. Salinas, CA 93905	Economic Development Department – OET Supervisor: Name: Rod Powell Title: Workforce Program Manager Agency: Monterey County Economic Development Dept Office of Employment & Training Division Phone: (831) 796-3248 Email: powellr@co.monterey.ca.us EDD Site Supervisor(s): Name: Yuko Duckworth/ James Dion (Alternate) Title: Employment Program Manager Agency: Employment Development Department Phone: (831)-796-3632 / (831) 464-6369 Email: yuko.duckworth@edd.ca.gov or James.dion@edd.ca.gov	Hours: Mon-Fri, 8am-5pm, except legal holidays. Phone: (831) 796-3600
AJCC Satellite Locations	Physical Address	Site Supervisor	Hours of Operation & Phone Number
MARINA	MBEST 3180 Imjin Rd #102 Marina, CA 93933	Name: Rod Powell Title: Workforce Program Manager Agency: Monterey County Economic Development Dept Office of Employment & Training Division Phone: (831) 796-3248 Email: powellr@co.monterey.ca.us	Hours: Mon/Tues/Thur, 10am-Noon & 1-5pm. Call ahead before arriving. Phone: (831) 337-43320
KING CITY	Towne Square Shopping Center 200 Broadway St, Ste. 62 King City, CA 93930	Name: Rod Powell Title: Workforce Program Manager Agency: Monterey County Economic Development Dept Office of Employment & Training Division Phone: (831) 796-3248 Email: powellr@co.monterey.ca.us	Hours: Wed, 10am-Noon & 1-4pm; and Fri, 10am-Noon. Phone: (831) 386-6801
KING CITY	King City Library 402 Broadway King City, Ca 93930	Name: Rod Powell Title: Workforce Program Manager Agency: Monterey County Economic Development Dept Office of Employment & Training Division Phone: (831) 796-3248 Email: powellr@co.monterey.ca.us	Hours: Fri, 1-4pm. Call ahead before arriving. Phone: (831)385-3677

System Map

The Monterey County Workforce Development Board (MCWDB) will be completing the competitive procurement process for a One-Stop Operator in early 2017. At that time, the Operator will begin working with system partners and parties to this MOU and a System Map for the one-stop system that reflects the partners in the local area is an anticipated early deliverable.

MCWDB also plans to update this MOU prior to the expiration of the three-year term of this MOU to reflect the results of the Operator's implementation of this MOU and any changes resulting from the WIOA Final Rule issuance as well as to include the aforementioned deliverable.

Form is provided as an example. Specific data to populate the list will be collected and maintained by the One-Stop Operator as part of the MOU implementation activities as detailed in section XII of the MOU.

America's Job Center of California (AJCC) / One-Stop Required Partner	Contact
WIOA Title I Adult, Dislocated Worker and Youth	TBD
WIOA Title II Adult Education/Literacy and Carl Perkins Career Technical Education	TBD
WIOA Title III Wagner-Peyser, Veterans, Trade Adjustment Assistance Act and Unemployment Compensation	TBD
WIOA Title IV Vocational Rehabilitation	TBD
Title V Older Americans Act	Goodwill Central Coast – Senior Community Service Program (SCSEP) Richard Cheatham Bill O'Brien Nancy Ralston
Job Corps	TBD
Native American Programs (Section 166)	TBD
Migrant Seasonal Farmworkers (Section 167)	TBD
YouthBuild	N/A
Community Services Block Grant	TBD
Housing & Urban Development	TBD
Second Chance	TBD
Temporary Assistance for Needy Families/CalWORKs	TBD