

Request for Approval to be Adult and Dislocated Worker Career Services Provider

1. What factors guided the Local Board's or administrative entity's decision to submit the application to be an Adult and Dislocated Worker Career Services Provider within the Local Area?

The workforce system must serve an increasing number of customers with diverse needs while functioning with reduced resources. In response, the following factors, makes the Local Board highly competent in its decision to be the Adult and Dislocated Worker Career Services Provider:

- The Local Board will leverage its institutional knowledge, experience, and achievement of performance outcomes as the Adult and Dislocated Worker Career Services Provider
- Continuity in services without any disruption
- Past experience and successful performance outcomes in serving target populations
- Existing relationships and partnerships with its core and mandatory partners

In addition, in response to current challenges the Local Board aims to increase the use of technology and adapt to future changes in the economic environment. The Local Board will increase efficiencies by investing in new technologies that ensure the workforce system has the tools to produce successful job-seeker/employer linkages through appropriate and intuitive job matching. The Local Board will capture occupational and industry data to strengthen employer services to increase employer/business engagement, investment and commitment.

2. How would participants be better served by the Local Board or administrative entity acting in this role rather than through the awarding of contracts?

The comprehensive workforce development best practices strategies of previous program years will guide efforts to better serve participants by the Local Board or administrative entity acting in this role rather than through the awarding of contracts, and get job seekers of Monterey County back to work.

The Local Board will continue to address the existing disconnect experienced by job seekers who are striving to attain family-sustaining jobs in the area. The following goals will drive the Local Board's workforce development strategy:

- Develop a competitive workforce by building upon existing workforce development programs and strategies to ensure our workforce has the employability and occupational skills and education necessary to meet the current and future needs of employers.
- Better connect job seekers with employers using the most advanced technology and proven strategies.
- Build a pipeline of talent ensuring that the educational system is placing individuals in career pathways that lead to jobs projected to be in demand and that pay family-sustaining wages.

3. Describe the Basic and Individualized Career Services the Local Board or administrative entity will provide as well as their past experience providing these services.

In accordance with WIOA guidelines, the Local Board has successfully fulfilled its' mission to strengthen the workforce system through innovation and alignment of services to promote individual and regional economic growth. The Local Board will continue to align its service delivery model whereby career services are divided into two categories:

- Basic Career Services
- Individualized Career Services

Basic Career Services will be available to all clients and will include the following services:

- Outreach, intake and orientation: Outreach, intake (including worker profiling), and orientation to information and other services available
- Eligibility for services: Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs;
- Initial assessment of skills levels, including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and support service needs;
- Labor exchange services, including access to job fairs and mini job fairs and access to information relating to local, regional, and national labor market areas
- Referrals to programs: Referrals to and coordination of activities with other programs and services, depending on client needs.
- Access to information on training services by program and provider.

Individualized Career Services will be made available if determined to be appropriate for an individual to obtain or retain employment, and will include the following services:

- Individual Employment Plan (IEP): Development of an individual employment plan to identify the participant's employment goals and objectives and to determine the appropriate combination of services for the participant to be successful in his/her job search.
- Career planning and counseling (no longer called case management): Provide individual counseling to determine barriers and needs, including career planning.
- Comprehensive assessment: Comprehensive and specialized assessments will be administered to determine the skill levels and service needs of adults and dislocated workers, to determine training options
- Training Services: Provide short-term prevocational services, including job readiness workshops, including the delivery of soft skill workshops to determine learning skills, communication skills, personal maintenance skills, and professional conduct services to prepare individuals for employment or training.
- Internships and work experience will be linked to careers
- English Language Acquisition
- Financial Literacy

4. Provide the Local Area's performance outcomes for each of the last three Program Years (PY 2013-14, 2014-15, 2015-16). Describe how these outcomes compare to other Local Areas in the Regional planning Unit (RPU). For single Local Area RPUs compare performance outcomes to other comparable Local Areas in the surrounding area.

Please see the attachment for the Local Area's performance outcomes for each of the last three Program Years (PY 2013-14, 2014-15, 2015-16), and how these outcomes compare to other Local Areas in the Regional planning Unit (RPU).

5. Provide evidence that the Local Board or the administrative entity is qualified to provide Adult and Dislocated Worker Services, including testimonials that speak to the effectiveness and efficiency with which the Local Board or administrative entity has provided or can provide those services. Attach supporting documentation.

The Monterey County WDB (Local Board) has over 15 program years of experience in administering Workforce Investment Act (WIA) or Workforce Innovation and Opportunity Act (WIOA), Adult and Dislocated Worker programs, serving approximately 1000 clients in a given program year. The locations served are Salinas, Monterey, Marina, King City, Castroville, Sand City, Greenfield, Gonzales, Soledad, and the unincorporated areas of Monterey County. The following are some of the highlights of the programs. (For details on performance measurements please see attachments)

Type and scope of services provided:

The Local Board was very successful in providing Adult and Dislocated Worker Program services to all eligible clients ages 18 and over. These enrolled clients were provided quality case management and connection to activities, including occupational skills for occupations in the Local Board's priority sectors: Agriculture, Manufacturing, Hospitality and Tourism, Healthcare and Retail. These services and activities increased clients' employment, retention and earnings capacity. These services were provided with a customer centered approach, looking first at what the customer's needs were, using competencies, such as cultural, aptitude, and/or language skills to meet those needs. The service delivery strategy outlined below further illustrates the scope of services provided:

- Job Seeker Readiness: Addressed and removed barriers
- Basic Skills Remediation: Provided access to programs and services to enable job seekers to achieve their career goals
- Workforce Education and Training as a viable option: Increased awareness and enhanced access to training programs that led to income mobility
- Job Development and Placement Services: Conducted recruitments for businesses and responded to market hiring needs in a rapid and flexible manner
- Follow-up services were made available to clients placed for a minimum of 12 months after placement.

Clients Served:

The client populations served were the unemployed, underemployed, the working-poor, individuals in homeless situations, and incumbent workers. The target populations served, included but were not limited to Veterans (and spouses), individuals on public assistance or low-income individuals, individuals with basic skills deficiencies (including English as a Second Language).

Monitoring Outcomes:

In the areas of administration, planning, monitoring, evaluation, and performance the Local Board demonstrated knowledge of the State CalJobs data system with precision and timely entry of information. System training and support were facilitated for program providers by the Local Board MIS staff, while ensuring on-going staff expertise and cooperation. All program outcomes were tracked and managed through CalJobs performance reporting systems.

The Local Board was monitored during the course of the program year in the areas of performance, compliance and progress by the Department of Labor and the State of California Employment Development Department. Monitoring was conducted to gauge outcomes, and/or adherence to any and all grant regulations and the Local Board adhered to a monitoring strategy in order to facilitate accuracy of data reported and collected. Participants' files and data systems were reviewed to ensure data integrity and continuous improvement of system operations; reduce the error rate; and ensure compliance with federal, state and local laws, transmittals, directives, policies, procedures and regulations.