



## A G E N D A

### Orange County Workforce Development Board Executive Committee Meeting

November 18, 2021

8:40 A.M.

[workforce.ocgov.com](http://workforce.ocgov.com)

**\*Pursuant to Government Code Section 54953(e)(1), as amended by AB 361, this meeting will be held by zoom. Members of the public may observe and address the meeting telephonically. To attend the meeting via teleconference please call:**

**Dial (for higher quality, dial a number based on your current location):**

**US: +1 720 707 2699 or +1 253 215 8782 or +1 346 248 7799 or +1 646 558 8656 or +1 301 715 8592 or +1 312 626 6799**

**Webinar ID: 843 0893 2887 (once you enter this code, you should be automatically connected to the call; you will remain on the line until the meeting begins).**

**Link to the meeting:** <https://us02web.zoom.us/j/84308932887>

**\*\*In compliance with the Americans with Disabilities Act, those requiring accommodation for this meeting should notify the Orange County Community Services office 72 hours prior to the meeting at (714) 480-6500.**

**The Board encourages your participation. If you wish to speak you may do so during Public Comment. To speak during Public Comment, press \*9 following the Chair's invitation from the public to speak. Once acknowledged and prompted by the Chair, you may begin to speak. Except as otherwise provided by law, no action shall be taken on any item not appearing in the agenda. When addressing the Council, please state your name for the record prior to providing your comments.**

This agenda contains a brief description of each item to be considered. Except as provided by law, no action shall be taken on any item not appearing in the agenda. Members of the public that wish to send comments or speak on an item(s) may send a completed Speaker Request Form(s) identifying the items and send them to [OCCSAdvisoryCouncilsBoards@occr.ocgov.com](mailto:OCCSAdvisoryCouncilsBoards@occr.ocgov.com) prior to the beginning of the meeting. To speak on a matter not appearing in the agenda, but under the jurisdiction of this Advisory Board, you may do so during Public Comments. Speaker request forms must be sent prior to the beginning of the meeting, the reading of the individual agenda items and/or the beginning of Public Comments. When addressing the Committee, it is requested that you state your name for the record. Address the Committee as a whole through the Chair. Comments to individual Members or staff are not permitted. Speakers are limited to three (3) minutes.

Materials/handouts can be requested up to 72 hours in advance of the meeting by visiting <https://www.occommunityservices.org/cid/oc-workforce-development-board>.

*This WIOA Title I financially assisted program or activity is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. TDD/TTY users, please call the California Relay Service (800) 735-2922 or 711. If you need special assistance to participate in this program, please contact 714-480-6500 at least 72 hours prior to the event to allow reasonable arrangements to be made to ensure program accessibility.*

**AGENDA:**

1. CALL TO ORDER: Chair Teri Hollingsworth
2. PLEDGE OF ALLEGIANCE
3. BOARD MEMBER ROLL CALL: OC Community Services Representative
4. PUBLIC COMMENT:  
At this time, members of the public may address the Executive Committee regarding any items within the subject jurisdiction, provided that no action is taken on off-agenda items unless authorized by law. (Comments shall be limited to three (3) minutes maximum).

**ACTION ITEM(S):**

5. STIPEND POLICY
6. SELF-SUFFICIENCY POLICY
7. WIOA YOUTH PROGRAM REQUIREMENTS POLICY
8. WIOA YOUTH PROGRAM – PARTICIPANT ELIGIBILITY REQUIREMENTS POLICY
9. INCIDENT REPORTING OF WASTE, FRAUD AND ABUSE POLICY
10. ADULT AND DISLOCATED WORKER PROGRAM ELIGIBILITY POLICY  
*Recommendation: Approve policies listed in items 5-10 for submission to the OC Workforce Development Full Board for review and final approval.*

**INFORMATION ITEM(S): COMMITTEE CHAIR UPDATES**

11. BUSINESS SERVICES COMMITTEE
12. YOUTH COMMITTEE
  - A. PERFORMANCE
    - i. READY SET OC QUARTER 1
    - ii. SUMMER TRAINING AND EMPLOYMENT PROGRAM FOR STUDENTS (STEPS) QUARTER 1
13. ONE-STOP OVERSIGHT COMMITTEE
  - A. PERFORMANCE
    - i. ONE-STOP OPERATOR QUARTER 1
    - ii. TITLE I CAREER SERVICES QUARTER 1
    - iii. AB1111 QUARTER 1
    - iv. VETERANS EMPLOYMENT RELATED ASSISTANCE PROGRAM (VEAP)
    - v. NATIONAL DISLOCATED WORKER GRANT (NDWG) – ON-THE-JOB TRAINING

**DISCUSSION ITEM(S):**

14. OPEN DISCUSSION  
*At this time, members of this Committee may comment on agenda or non-agenda matters provided that NO action may be taken on off-agenda items unless authorized by law.*

## **ADJOURNMENT**

DISCLAIMER: No member of the Orange County Workforce Development Board (OCWDB) shall sign a letter or make a statement purported to represent the position of OCWDB as a body. Letters or verbal statements of support or opposition on any issue shall only be made or signed by the Chair of OCWDB and shall be submitted to the Board for approval. The policy of the Board of Supervisors does not allow OCWDB or its Chair to sign a letter of position on any matters pertaining to legislation. OCWDB members may write personal letters or speak as individuals stating personal positions but may not do so as representing the position or opinion of OCWDB.



**DYLAN WRIGHT**  
DIRECTOR  
OC COMMUNITY RESOURCES

**CYMANTHA ATKINSON**  
ASSISTANT DIRECTOR  
OC COMMUNITY RESOURCES

**JULIE LYONS**  
DIRECTOR  
ADMINISTRATIVE SERVICES

**ANDI BERNARD**  
DIRECTOR  
OC ANIMAL CARE

**JULIA BIDWELL**  
DIRECTOR  
OC HOUSING & COMMUNITY  
DEVELOPMENT

**RENEE RAMIREZ**  
DIRECTOR  
OC COMMUNITY SERVICES

**TOM STARNES**  
DIRECTOR  
OC PARKS

**JULIE QUILLMAN**  
COUNTY LIBRARIAN  
OC PUBLIC LIBRARIES

# OC Community Resources

[Date]

**To:** WIOA and Other Subrecipients of the Orange County  
Workforce Development Area

**From:** Carma Lacy  
Director of Workforce Development

**Subject:** Stipend Policy  
Information Notice No. 21-OCWDB-XX  
Supersedes Information Notice No. 15-OCWDB-05

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## PURPOSE

This policy provides guidelines to Service Providers for the distribution of stipends plan to WIOA program participants.

## REFERENCES

- Workforce Innovation and Opportunity Act (WIOA) Public Law 113-128, Section 129
- USDOL, Training and Employment Guidance Letter (TEGL) 21-16, *Third WIOA Title I Youth Program Guidance* (March 2, 2017)

## EFFECTIVE DATE

This policy is effective immediately upon issuance.

## BACKGROUND

WIOA allows the payment of stipends to youth who achieve established and measurable goals as a result of program participation. Stipends are expected to reward youth for attainment of WIOA performance outcomes and/or key benchmarks toward those outcomes and encourage youth to remain in activities throughout program duration. Since WIOA Youth programs are driven by performance outcomes, stipends encouraging successful program completion are beneficial to youth, WIOA Youth Service Providers, and the local region.

## POLICY AND PROCEDURES

Service Providers shall use the guidelines provided herein when awarding stipends to youth participants. Stipends may be allowed for participants enrolled in County-approved WIOA Earn & Learn Programs. Providing stipends is an option for each Service Provider and is not required. Service Providers are strongly encouraged to be strategic when providing stipends to youth to ensure the best utilization of stipends based upon budget constraints.



WORKFORCE & ECONOMIC  
DEVELOPMENT DIVISION  
1300 SOUTH GRAND  
BLDG. B, FIRST FLOOR  
SANTA ANA, CA 92705  
PHONE: 714.480.6500  
FAX: 714.834-7132

A stipend is a fixed regular small payment made to a WIOA youth and special grant/initiative participants during his/her Earn & Learn enrollment to encourage participation in the activity (seat/participation time payments). Stipends are allowed only when there is no employee-employer relationship.

Online Earn & Learn programs are allowable as long as participation/seat time can be verified. A participant may not be awarded a stipend if already in paid activities including, work experience, OJT, and internships.

### Guidelines

1. Stipends are limited in hours and rates; WIOA Earn & Learn programs must **not exceed thirty (30) hours per week** and must **not exceed \$450.00 per week**;
2. Stipends may not exceed \$15.00/hour.
3. All Earn & Learn programs are based on schedules determined and approved by the County;
4. All stipend payments must be relevant to the results of the objective assessment of each participant's ISP;
5. All stipend details must be recorded in the participant's Stipend Log, including activity attended, participant's actual time in the activity, the funding source used, the issuing case manager's signature, and the participant's acknowledgement of receipt;
6. Appropriate activity code for stipends shall be entered in CalJOBS<sup>SM</sup>, updated during the participation in the program, and closed on the actual end date of the service;
7. Participant records (ISP/Case Notes/Stipend Log) and financial records pertaining to stipend payments must be made available for review by local, state, and federal monitors and must meet financial management standards in WIOA including enough information to provide:
  - A comparison of actual expenditures with the budgeted amounts of each contract.
  - Support for accounting records to ensure proper charging of costs and cost allocation.

### Payment of Stipends

Payment must be based on actual (seat) time of participant in the activity as documented in attendance records. Stipend payments are based on terms approved by the County to include, date, time, stipend rates, location and training provided for each Earn & Learn program.

Stipend payment are to be paid at a minimum of every two weeks using a consistent system for all program participants.

Though stipends are not considered payroll and income tax is not to be withheld by the Service Provider, they are considered miscellaneous compensation for the participant and count as taxable income for the participant. Stipends are not considered income for WIOA eligibility purposes. Stipend payments must be in compliance with cost principles in 2 CFR part 200.

### Documentation

Attendance in the activity must be documented and maintained in the participant's file. The attendance records must be signed by the participant and verified by the appropriate staff before payment can be made. Attendance records must be kept for each Earn and Learn program.

Case file documentation includes:

1. Attendance records

2. ISPs and case notes
3. Stipend Log

**ACTION**

Bring this policy to the attention of all staff and relevant parties.

**INQUIRIES**

If you have any questions regarding this policy, please contact your Contract Administrator at 714-480-6500.

**ATTACHMENTS**

Attachment I: Stipend Log



### WIOA YOUTH STIPEND LOG

Name:

Date	Amount Paid	Hours Attended	Activity	Funding Source	Youth Signature	Case Manager Signature



**DYLAN WRIGHT**  
DIRECTOR  
OC COMMUNITY RESOURCES

**CYMANTHA ATKINSON**  
ASSISTANT DIRECTOR  
OC COMMUNITY RESOURCES

**JULIE LYONS**  
DIRECTOR  
ADMINISTRATIVE SERVICES

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OC PARKS

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COUNTY LIBRARIAN  
OC PUBLIC LIBRARIES

# OC Community Resources

[Date]

**To:** WIOA Subrecipients of the Orange County  
Workforce Development Area

**From:** Carma Lacy  
Director of Workforce Development

**Subject:** Self-Sufficiency Policy  
Information Notice No. 21-OCWDB-XX  
Supersedes Information Notice No. 20-OCWDB-01

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## PURPOSE

The purpose of this policy is to provide guidance and establish the self-sufficiency standard for Workforce Innovation Opportunity Act (WIOA) Adults and Dislocated Workers.

## REFERENCES

- WIOA (Public Law 113-128)
- WIOA Section 134(c)(3)(A)(i) and 134(d)(1)(A)(x)
- Title 20 CFR 680.210

## EFFECTIVE DATE

This policy is effective immediately upon issuance.

## BACKGROUND

In accordance with WIOA individuals (employed and unemployed) who receive training must be unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services alone. Additionally, they must be in need of training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment. Under WIOA sec. 134(d)(1)(A)(x) local areas have the flexibility to adjust the State standard for economic self-sufficiency for local considerations.

## POLICY AND PROCEDURES

The Orange County Workforce Development Board (OCWDB) has adopted a self-sufficiency model that is to be utilized in determining eligibility for WIOA Adult and Dislocated Worker customers in need of training services. The intent of training enrollment is for a WIOA Adult and/or Dislocated Worker who is unemployed or underemployed and not earning a self-sufficient wage to enroll in training services in order to obtain or retain employment that leads to self-sufficiency.



**WORKFORCE & ECONOMIC  
DEVELOPMENT DIVISION**  
1300 SOUTH GRAND  
BLDG. B, FIRST FLOOR  
SANTA ANA, CA 92705  
PHONE: 714.480.6500  
FAX: 714.834-7132



OCWDB has determined that one of the following measures, whichever is greater, must be used to establish self-sufficiency:

1. Four hundred percent (400%) of the Federal Poverty Levels (FPL) as determined by the United States Department of Health and Human Services (HHS).
2. Living wage levels as determined by the MIT Living Wage Calculator at <https://livingwage.mit.edu/>.

The self-sufficiency guidelines referenced in this policy will be communicated annually by OCWDB to Service Providers by memo and posted on the OCWDB Policies and Procedures page found at <https://workforce.ocgov.com/oc-workforce-development-board/about-oc-workforce-development-board/policies-and-procedures>. The hourly rate is based off an annual full-time (2080 hour) work schedule. HHS and MIT historically revise the poverty guidelines and living wage levels during the first quarter of the calendar year.

### **ACTION**

Bring this policy to the attention of all staff and all relevant parties.

### **INQUIRIES**

If you have any questions regarding this policy, please contact your Contract Administrator at 714-480-6500.



**DYLAN WRIGHT**  
DIRECTOR  
OC COMMUNITY RESOURCES

**CYMANTHA ATKINSON**  
ASSISTANT DIRECTOR  
OC COMMUNITY RESOURCES

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# OC Community Resources

[Date]

**To:** WIOA Subrecipients of the Orange County  
Workforce Development Area

**From:** Carma Lacy  
Director of Workforce Development

**Subject:** 100% and 400% Federal Poverty, 70% Lower Living  
Standard Income Level (LLSIL) and MIT Living Wage

The Federal Poverty and 70 Percent Lower Living Standard Income Level (LLSIL) guidelines determine low-income status and self-sufficiency standards for WIOA applicants and participants and are as follows:

Persons in Family/Household	100% Annual Poverty Guidelines (as of 1/13/21)	6 Month Amount
1	\$12,880	\$6,438
2	\$17,420	\$8,712
3	\$21,960	\$10,980
4	\$26,500	\$13,248
5	\$31,040	\$15,522
6	\$35,580	\$17,790
7	\$40,120	\$20,058
8	\$44,660	\$22,332

**Federal Poverty:** For families/households with more than 8 persons, add \$4,540 annually for each additional person.

Persons in Family/Household	70% LLSIL Annual Guidelines (as of 4/30/20)	6 Month Amount
1	\$11,908	\$5,954
2	\$19,513	\$9,756
3	\$26,791	\$13,396
4	\$33,073	\$16,537
5	\$39,027	\$19,514
6	\$45,648	\$22,824
7	\$52,269	\$26,135
8	\$58,890	\$29,445

**LLSIL:** For families/households with more than 8 persons, add \$6,621 annually for each additional person.



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<b>Self-Sufficiency – Poverty Guidelines</b>			
<b>Persons in Family/Household</b>	<b>400% Annual Poverty Guidelines (as of 1/13/21)</b>	<b>Monthly</b>	<b>Hourly</b>
1	\$51,520	\$4,293	\$24.77
2	\$69,680	\$5,807	\$33.50
3	\$87,840	\$7,320	\$42.23
4	\$106,000	\$8,833	\$50.96
5	\$124,160	\$10,347	\$59.69
6	\$142,320	\$11,860	\$68.42
7	\$160,480	\$13,373	\$77.15
8	\$178,640	\$14,887	\$85.88

**Federal Poverty:** For families/households with more than 8 persons, add \$12,077 annually for each additional person.

<b>Self-Sufficiency – MIT Living Wage Calculator</b>				
<b>Persons in Family/Household</b>		<b>Total Household</b>		
		<b>Annual</b>	<b>Monthly</b>	<b>Hourly</b>
1 Adult	0 Children	\$46,675	\$3,890	\$22.44
	1 Child	\$94,348	\$7,862	\$45.36
	2 Children	\$116,168	\$9,681	\$55.85
	3 Children	\$154,232	\$12,853	\$74.15
2 Adults (1 working)	0 Children	\$70,928	\$5,911	\$34.10
	1 Child	\$85,301	\$7,108	\$41.01
	2 Children	\$93,579	\$7,798	\$44.99
	3 Children	\$108,326	\$9,027	\$52.08
2 Adults (both working)	0 Children	\$70,928	\$5,911	\$34.10
	1 Child	\$100,922	\$8,410	\$48.52
	2 Children	\$124,842	\$10,403	\$60.02
	3 Children	\$155,210	\$12,934	\$74.62

\*Hourly wage is based on an annual full-time (2080 hour) work schedule



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OC COMMUNITY RESOURCES

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COUNTY LIBRARIAN  
OC PUBLIC LIBRARIES

# OC Community Resources

[Date]

To: WIOA Youth and Other Subrecipients of the Orange County  
Workforce Development Area

From: Carma Lacy  
Director of Workforce Development

Subject: WIOA Youth Program Requirements Policy  
Information Notice No. 21-OCWDB-XX  
Supersedes Information Notice No. 17-OCDB-11

## PURPOSE

This policy provides guidance and establishes procedures regarding the Workforce Innovation and Opportunity Act (WIOA) Youth program, including the out-of-school (OS) youth and work experience minimum expenditure requirements.

## EFFECTIVE DATE

This policy is effective immediately upon issuance.

## REFERENCES

- WIOA (Public Law 113-128)
- Title 2 Code of Federal Regulations (CFR) Part 200: "Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards" (Uniform Guidance)
- Title 2 CFR Part 2900: "Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards" (Department of Labor [DOL] Exceptions)
- Title 20 CFR Part 681: "Youth Activities under Title I of the WIOA"
- Title 20 United States Code (U.S.C.) Section 1401: "Definitions"
- USDOL, Training and Employment Guidance Letter (TEGL) 21-16, *Third WIOA Title I Youth Formula Program Guidance* (March 2, 2017)
- USDOL, TEGL 8-15, *Subject: Second Title I WIOA Youth Program Transition Guidance* (November 17, 2015)
- USDOL, TEGL 23-14, *WIOA Youth Program Transition* (March 26, 2015)
- USDOL, TEGL 19-14, *Vision for the Workforce System and Initial Implementation of the WIOA* (February 19, 2015)
- TEGL 13-09, *Contracting Strategies That Facilitate Serving the Youth Most In Need* (February 16, 2010)
- California Education Code (EC) Sections 47612.1, 58500, and 66010



WORKFORCE & ECONOMIC  
DEVELOPMENT DIVISION  
1300 SOUTH GRAND  
BLDG. B, FIRST FLOOR  
SANTA ANA, CA 92705  
PHONE: 714.480.6500  
FAX: 714.834-7132

- California Unemployment Insurance Code Section 14209
- Workforce Services Directive WSD17-07, *WIOA Youth Program Requirements* (January 16, 2018)

## **Background**

The WIOA Section 129 introduces key investments in Out-of-School (OS) youth and work experience. Specifically, it increases the minimum OS youth expenditure rate from 30 percent under WIA to 75 percent under WIOA and introduces a 20 percent work experience expenditure requirement. Additionally, it added new program elements, increasing the number of required youth program elements from 10 under WIA to 14 under WIOA.

On August 19, 2016, the DOL issued the WIOA Final Rules. Among other things, the WIOA Final Rules establish a poverty rate of 25 percent for a youth living in a high poverty area, allow Local Boards to directly provide youth services, allow for youth work experiences education and work components to be provided sequentially, and clarify youth program eligibility.

## **Policy and Procedures**

### **Out-of-School (OS) Youth**

The WIOA shifts the primary focus of youth formula funds to support the educational and career success of OS youth. As a result of this shift, the cost per participant under WIOA may increase as many OS youth require more intensive and costly services. Consequently, fewer participants might be served under the WIOA youth program due to the more intensive and costly services for the increased emphasis on the OS youth population.

### **OS Young Adult Expenditure Requirement**

Service Providers must spend at least 75 percent of their WIOA youth formula allocation on youth workforce investment activities for OS youth. The OS youth expenditure rate is calculated after subtracting funds spent on administrative costs.

### **Recruiting OS Youth**

Youth outreach and recruitment are among the limited instances in which WIOA youth funds may be expended on costs related to individuals who are not yet participants. However, youth program services may not be provided until a formal eligibility determination being made.

### **Work Experience & Expenditure Requirement**

The WIOA places a priority on providing youth with occupational learning opportunities through work experience. OCWDB Service Providers must expend 30 percent of their WIOA youth formula allocation on work experience (WEX) activities (rather than the 20 percent required under WIOA). Leveraged resources cannot be used to fulfill any part of the 30 percent minimum work experience expenditure requirement. The work experience expenditure rate is calculated after subtracting funds spent on administrative costs. Additionally, the expenditure rate is not applied separately for IS youth and OS youth.

### **In-School (IS) Youth**

Service Providers should identify resources and/or establish partnerships with youth providers that can provide services to IS youth. Local Boards, in collaboration with youth standing committees, may consider leveraging resources and establishing partnerships to continue serving IS youth that are cost effective, and reach more students.

## Permissible Use of Youth Funds

### 1. Individual Training Accounts for OSY

In order to enhance individual participant choice in their education and training plans and provide flexibility, Service Providers may use youth funds for Individual Training Accounts (ITA) for OS youth between the ages of 16 to 24. When using youth funds for ITAs, only training providers listed on the I-TRAIN platform can be used. See OCWDB Individual Training Account (ITA) Policy for additional information.

### 2. Braiding Funds

Braiding funds is the process of using different funding streams to support different needs for the same participant while maintaining documentation to support the charging and allocations of cost to the separate funds. Local Areas may use braided funds to provide more comprehensive services to participants and maximize partner resources available to assist youth. Braiding funds must meet the following criteria:

- The cost to each funding stream is tracked, documented, and allocated based on the proportional benefit.
- The cost benefits two or more programs in proportions that can be determined without undue effort or cost.
- The youth meets the eligibility requirements for each program from which they are receiving funds.

An example is when the WIOA Title I youth program and the WIOA Title II adult education program is used to serve eligible youth. The WIOA Title I resources can provide career guidance, work experiences, and leadership development, while the WIOA Title II resources can provide adult education and literacy activities.

### 3. Stipends

Service Providers may provide stipend payments to youth participants enrolled in County-approved WIOA Earn & Learn Programs. See OCWDB Stipend Policy for additional guidance.

## Program Elements

The Youth Program includes 14 program elements. Service Providers are not required to provide all 14 required elements to each participant and have the flexibility to determine which specific services a youth will receive based upon the youth's assessment and service strategy. However, Service Providers must ensure that all 14 program elements are available to all youth.

Attachment I is a list of the 14 youth program elements, identifies which program elements relate to one another, lists the DOL Participant Individual Record Layout (PIRL) data element, and provides federal citations where the program element requirements are described. In addition, the program elements are hyperlinked to the WorkforceGPS Youth Connections corresponding webpage. The Youth Connection webpage provides additional materials and resources to help service providers deliver youth services.

## Program Element 1 – Tutoring, Study Skills Training, Instruction, and Dropout Prevention Services

Tutoring, study skills training and instruction that lead to a high school diploma or its equivalent, including a recognized certificate of attendance or similar document for individuals with disabilities. These services focus on providing academic support, helping a youth identify areas of academic concern, assisting with overcoming learning obstacles, and providing tools and

resources to develop learning strategies. Services Providers may provide tutoring, study skills training, and instruction in a one-on-one or group setting, through resources and workshops.

This element also includes secondary school dropout prevention strategies that keep a youth in school and engaged in formal learning or training. These activities include, but are not limited to, tutoring, literacy development, active learning experiences, after-school opportunities, and individualized instruction.

### **Program Element 2 – Alternative Secondary School Services or Dropout Recovery Services**

Alternative secondary school services that assist youth who have struggled in traditional secondary school education are reported under this program element. These services include, but are not limited to, basic education skills training, individualized academic instruction, and English as a Second Language training.

This element also includes dropout recovery services aimed at getting youth who have dropped out of secondary education back into a secondary school or alternative secondary school/high school equivalency program. Examples of these services include credit recovery, counseling, and educational plan development. While there is some overlap with dropout prevention strategies (program element 1), the activities within both program elements are provided with the goal of helping youth re-engage and persist in education that leads to the completion of a recognized high school equivalent.

### **Program Element 3 – Paid and Unpaid Work Experience**

Work experience is covered in detail in OCWDB Work Experience Policy.

### **Program Element 4 – Occupational Skills Training**

Occupational skills training is an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupation fields at entry, intermediate, or advanced levels. Service Providers must give priority consideration to training programs that lead to recognized postsecondary credentials that align with in-demand industry sectors or occupations in the region.

Occupational skills training must meet the following criteria:

1. Be outcome-oriented and focused on an occupational goal specified in the individual service strategy;
2. Be of sufficient duration to impart the skills needed to meet the occupational goal;
3. Lead to the attainment of a recognized postsecondary credential.

### **Program Element 5 – Education Offered Concurrently with Workforce Preparation and Training for a Specific Occupation**

This program element reflects an integrated education and training model. Additionally, it describes that workforce preparation activities, basic academic skills, and hands-on occupational skills training are to be taught within the same time frame and connected to training in a specific occupation, occupational cluster, or career pathway. While programs developing basic academic skills, which are included as part of alternative secondary school services and dropout recovery services, workforce preparation activities that occur as part of a work experience, and occupational skills training can all occur separately and at different times (and are counted under separate program elements), this program element refers to the

concurrent delivery of these services which make up an integrated education and training model.

### **Program Element 6 – Leadership Development Opportunities**

This program element encourages responsibility, confidence, employability, self-determination, and other positive social behaviors. Positive social behaviors include the following:

1. Exposure to postsecondary educational possibilities.
2. Community and service-learning projects.
3. Peer-centered activities, including peer mentoring and tutoring.
4. Organizational and teamwork training
5. Training in decision-making such as determining priorities and problem solving.
6. Citizenship training, including life skills training such as parenting and work behavior training.
7. Civic engagement activities which promote quality of life in a community
8. Other leadership activities that place youth in a leadership role such as serving on the Standing Youth Committee.

### **Program Element 7 – Supportive Services**

Supportive services are services that enable an individual to participate in WIOA activities. Supportive services include, but are not limited to, the following:

1. Linkages to community services.
2. Assistance with transportation.
3. Assistance with child care and dependent care.
4. Assistance with housing.
5. Needs-related payments.
6. Assistance with educational testing.
7. Reasonable accommodations for youth with disabilities.
8. Legal aid services.
9. Referrals to health care.
10. Assistance with work attire and work-related tools including eyeglasses and protective eye gear.
11. Assistance with books, fees, school supplies, and other necessary items for student enrolled in postsecondary education classes.
12. Payments and fees for employment and training-related application, tests, and certifications.

Refer to OCWDB Supportive Services Policy for additional information.

### **Program Element 8 – Adult Mentoring**

Adult mentoring must last at least 12 months and may take place both during the program and following the youth's exit from the program. Service Providers may use group mentoring and electronic mentoring, but at a minimum, the youth program must match the youth with an individual mentor with whom the youth interacts on a face-to-face basis. Case managers may serve as adult mentors in areas where adult mentors are sparse; however, Service Providers are strongly encouraged to find adult mentors who are not case managers.

### **Program Element 9 – Follow-up Services**

Follow-up services for youth may include supportive services, adult mentoring, financial literacy education, services that provide labor market and employment information about in-demand industry sectors, and activities that help youth prepare for and transition to postsecondary



education and training. These activities must occur after the exit date in order to count as follow-up services. Service Providers must document in the case file that the program elements were provided as follow-up services post exit. Refer to OCWDB Follow-up Services Policy for additional information.

### **Program Element 10 – Comprehensive Guidance and Counseling**

This program element provides individualized counseling to participants and may include drug and alcohol abuse counseling, mental health counseling, and referral to partner programs. Youth Service Providers may directly provide counseling. When a youth is referred for counseling services that they are unable to provide, the Service Provider must coordinate with the referred counseling organization to ensure continuity of service.

### **Program Element 11 – Financial Literacy Education**

Financial literacy education includes information and activities such as creating budgets, setting up checking and saving accounts, managing spending, understanding credit reports, and protecting against identity theft. Service Providers are to utilize the Federal Deposit Insurance Corporation (FDIC) Money Smart financial education program. Refer to OCWDB Financial Literacy Policy for additional information.

### **Program Element 12 – Entrepreneurial Skills Training**

This program element helps youth develop the skills associated with starting and operating a small business. Such skills may include the ability to take initiative, creatively seek out and identify business opportunities, develop budgets and forecast resource needs, understand various options for acquiring capital and the trade-offs associated with each option, and communicate effectively and market oneself and one's ideas. Approaches to teaching youth entrepreneurial skills may include the following:

1. Entrepreneurship education that provides an introduction to the values and basics of starting and running a business, such as developing a business plan and simulations of business start-up and operation.
2. Enterprise development which provides supports and services that incubate and help youth develop their own businesses, such as helping youth access small loans or grants and providing more individualized attention to the development of viable business ideas.
3. Experiential programs that provide youth with experience in the day-to-day operation of a business.

### **Program Element 13 – Services that Provide Labor Market and Employment Information**

These services provide labor market and employment information about in-demand industry sectors or occupations available in the region. Services may include career awareness, career counseling, and career exploration. Career counseling provides advice and support in making decisions about what career path to take and may include providing information about resume preparation, interview skills, potential opportunities for job shadowing, and the long-term benefits of postsecondary education and training. In addition to connecting youth to self-service labor market information (LMI) tools, Service Providers should share and discuss state and local LMI with youth participants.

### **Program Element 14 – Postsecondary Preparation and Transition Activities**

This program element prepares IS youth and OS youth for postsecondary education after attaining a high school diploma or its recognized equivalent. Activities include exploring

postsecondary education options such as registered apprenticeships, technical training schools, community colleges and four-year colleges and universities. Additional services may include, but are not limited to, the following:

1. Preparing youth for the SAT/ACT
2. Assisting with college admission applications
3. Searching and applying for scholarships and grants
4. Filling out financial aid applications
5. Connecting youth to postsecondary programs

### **Program Design**

The WIOA enhances the youth program design through an increased emphasis on individual participant needs by adding new components and incorporating career pathways to the objective assessment and individual service strategy. Additionally, the WIOA requires that the individual service strategy be directly linked to one or more of the performance indicators. A program design framework is an essential step to help Service Providers develop comprehensive service strategies based upon individual needs. A program design framework consists of an objective assessment, an individual service strategy, case management, and follow-up services that lead toward successful outcomes for youth participants.

### **Assessment Requirements**

The WIOA youth program design requires an objective assessment of academic levels, skill levels, and services needs of each participant, which includes a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes, supportive service needs, and developmental needs. Assessments must also consider a youth's strengths rather than just focusing on areas that need improvement. Services Providers are to use any of the following assessment tools when completing the initial assessment: Test of Adult Basic Education (TABE), Comprehensive Adult Student Assessment Systems (CASAS), Basic English Skills Test (BEST), or Massachusetts Adult Proficiency Test (MAPT). ACT WorkKeys, will be used for enrollment requirements only and is not intended to measure Educational Functioning Levels (EFL) for performance. Service Providers may also use previous basic skills assessment results if such previous assessments have been conducted with the past six months. See OCWDB WIOA Youth Initial Assessment & Individual Service Plan (ISP) Policy for further guidance.

In addition to the initial assessment, a career assessment can help youth understand how a variety of their personal attributes affect their potential success and satisfaction with different career options and work environments. Service Providers may provide career assessments through the WIOA youth program staff and/or through referrals to national and community-based partners and resources.

### **ACTION**

Bring this policy to the attention of all affected staff and all relevant parties.

### **INQUIRIES**

If you have any questions regarding this policy, please contact your Contract Administrator at 714-480-6500.

### **ATTACHMENTS**

Attachment I: Youth Program 14 Elements



## ATTACHMENT I YOUTH PROGRAM 14 ELEMENTS

WIOA Youth Program Element	Relates to or Overlaps with Other Program Element(s)		Program Description Citation
1. <a href="#">Tutoring, study skills training, instruction, and dropout prevention</a>	Program elements 2 and 4	1402	TEGL 21-16
2. <a href="#">Alternative secondary school services or dropout recovery services</a>	Program element 1	1403	TEGL 21-16
3. <a href="#">Paid and unpaid work experiences</a>		1205,1405	Title 20 CFR Sections 681.600, 681.590, 681.480 and TEGL 21-16
4. <a href="#">Occupational skills training</a>	Program element 1	1300,1302,1303, 1306, 1307, 1308	Title 20 CFR Sections 681.540, 681.550 and TEGL 21-16
5. <a href="#">Education offered concurrently with workforce preparation and training for a specific occupation</a>	Program elements 2, 3, and 4	1407	Title 20 CFR Section 681.630 and TEGL 21-16
6. <a href="#">Leadership development opportunities</a>		1408	Title 20 CFR Sections 681.520, 681530 and TEGL 21-16
7. <a href="#">Supportive services</a>		1409	Title 20 CFR Section 681.570 and TEGL 21-16
8. <a href="#">Adult mentoring</a>		1410	Title 20 CFR Sections 681.490 and TEGL 21-16
9. <a href="#">Follow-up services</a>	Program elements 7, 8, 11, 13, and 14	1412	Title 20 CFR Section 681.580 and TEGL 21-16
10. <a href="#">Comprehensive guidance and counseling</a>		1411	Title 20 CFR Section 681.510 and TEGL 21-16
11. <a href="#">Financial literacy education</a>		1206	Title 20 CFR Section 681.500 and TEGL 21-16
12. <a href="#">Entrepreneurial skills training</a>		1413	Title 20 CFR Section 681.560 and TEGL 21-16
13. <a href="#">Services that provide labor market information</a>		1414	Title 20 CFR Section 651.10 and TEGL 21-16
14. <a href="#">Postsecondary preparation and transition activities</a>		1415	TEGL 21-16



**DYLAN WRIGHT**  
DIRECTOR  
OC COMMUNITY RESOURCES

**CYMANTHA ATKINSON**  
ASSISTANT DIRECTOR  
OC COMMUNITY RESOURCES

**JULIE LYONS**  
DIRECTOR  
ADMINISTRATIVE SERVICES

**ANDI BERNARD**  
DIRECTOR  
OC ANIMAL CARE

**JULIA BIDWELL**  
DIRECTOR  
OC HOUSING & COMMUNITY  
DEVELOPMENT

**RENEE RAMIREZ**  
DIRECTOR  
OC COMMUNITY SERVICES

**TOM STARNES**  
DIRECTOR  
OC PARKS

**JULIE QUILLMAN**  
COUNTY LIBRARIAN  
OC PUBLIC LIBRARIES

# OC Community Resources

[Date]

**To:** WIOA and Other Subrecipients of the Orange County  
Workforce Development Area

**From:** Carma Lacy  
Director of Workforce Development

**Subject:** WIOA Youth Program - Participant Eligibility Requirements  
Information Notice No. 21-OCWDB-XX  
Supersedes Information Notice No. 17-OCDB-12

## PURPOSE

This policy provides guidance to the Service Providers of the Orange County Workforce Development Board (OCWDB) regarding the participant eligibility requirements of the Workforce Innovation and Opportunity Act (WIOA) Youth Program.

## EFFECTIVE DATE

This policy is effective immediately upon issuance.

## REFERENCES

- Workforce Innovation and Opportunity Act (WIOA) of 2014 (Public Law 113-128, 203)
- Title 20 C.F.R. Part 675.300, 681 and 683
- 29 U.S.C. 3102(36)(A)
- USDOL, Training and Employment Guidance Letter (TEGL) 21-16, *Third WIOA Title I Youth Program Guidance* (March 2, 2017)
- USDOL, TEGL 8-15, *Second Title I WIOA Youth Program Transition Guidance* (November 17, 2015)
- TEGL 23-14, *WIOA Youth Program Transition* (March 26, 2015)
- TEGL 19-14, *Vision for the Workforce System and Initial Implementation of the WIOA* (February 19, 2015)
- TEGL 26-13, *Same-Sex Marriage* (June 18, 2014)
- California Education Code (EC) Sections 47612.1, 58500, 66010
- 42 U.S.C. 11434a(2), 20 U.S.C. 6399
- Workforce Services Directive (WSD)18-03, *Pathway to Services, Referral, and Enrollment* (August 29, 2018)
- WSD17-07, *WIOA Youth Program Requirements* (January 16, 2018)
- WSD16-18, *Selective Service Registration* (April 10, 2017)
- Violence Against Women Act of 1994 (34 U.S.C. 12473(6) section 41403(6))



WORKFORCE & ECONOMIC  
DEVELOPMENT DIVISION  
1300 SOUTH GRAND  
BLDG. B, FIRST FLOOR  
SANTA ANA, CA 92705  
PHONE: 714.480.6500  
FAX: 714.834-7132

## **Background**

Title I of WIOA outlines an integrated service delivery system and provides a framework through which states and local workforce development areas (local areas) can leverage other federal, state, local, and philanthropic resources to support in-school and out-of-school youth. The WIOA youth program is designed to provide services, employment, and training opportunities to those who can benefit from and who need such opportunities. Meeting the eligibility criteria for a WIOA-funded program does not entitle an individual to receive program elements and services. All elements must be made available to the eligible youth population, whether funded by WIOA or other resources, but the decision on whether to provide a specific service to a youth participant must be based upon the individual's needs, appropriateness for the service, and funding availability.

## **Definitions**

**Adult Education** – Academic instruction and education services below the post-secondary level that increases an individual's ability to read, write, and speak in English and perform mathematics or other activities necessary for the attainment of a secondary school diploma or its recognized equivalent; transition to post-secondary education and training; and obtain employment.

**Alternative school** – An alternative school is a type of school designed to achieve grade-level (K-12) standards and meet student needs. Examples of alternative schools include, but are not limited to, continuation, magnet, and charter schools. If the youth participant is attending an alternative school at the time of enrollment, the participant is considered to be in-school.

**Attending School** – An individual is considered to be attending school if the individual is enrolled in secondary or postsecondary school. If a youth is between high school graduation and postsecondary education, the youth is considered an In-School (IS) youth if they are registered for postsecondary education, even if they have not yet begun postsecondary classes. However, if the youth registers for postsecondary education, but does not follow through with attending classes, the youth is considered Out-of-School (OS) youth if the eligibility determination is made after youth decided not to attend postsecondary education. Youth on summer break are considered IS youth if they are enrolled to continue school in the fall.

**Basic skills deficient** - A youth who has English reading, writing, or computing skills at or below the eighth grade level, based on a generally accepted standardized test, or a youth or adult who is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual's family, or in society.

**Charter school** - Public, nonprofit, nonsectarian, tuition-free schools operating independently of a school district, but under contract with a Sponsor that has been approved by the California Department of Education (CDE).

**English language learner (ELL)** - An individual who has limited ability in reading, writing, speaking, or comprehending the English language, and whose native language is a language other than English or who lives in a family or community environment where a language other than English is the dominant language.

Family – Two or more persons related by blood, marriage (including same-sex marriages), or decree of court, who are living in a single residence and are included in one or more of the following categories:

- A married couple (including same-sex spouses), and dependent children;
- A parent or guardian and dependent children; or
- A married couple (including same-sex spouses). Consistent with, the definition of “marriage” includes same-sex spouses, and the terms “husband” and “wife” are to be interpreted in a gender-neutral manner to include same-sex spouses.

Homeless child or youth - An individual who lacks a fixed, regular, and adequate nighttime residence and includes the following:

- Children and youths who are sharing the housing of other persons due to loss of housing, economic hardship, or a similar reason; are living in motels, hotels, trailer parks, or camping grounds due to the lack of alternative adequate accommodations; are living in emergency or transitional shelters; or are abandoned in hospitals;
- Children and youths who have a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings;
- Children and youths who are living in cars, parks, public spaces, abandoned buildings, substandard housing, bus or train stations, or similar settings; and
- Migratory children (as such term is defined in) who qualify as homeless for the purposes of this part because the children are living in one of the previously mentioned circumstances.

Homeless individual - An individual who lacks a fixed, regular, and adequate nighttime residence and includes:

- An individual who:
  - Is sharing the housing of other persons due to loss of housing, economic hardship, or a similar reason;
  - Is living in a motel, hotel, trailer park, or campground due to the lack of alternative adequate accommodations
  - Is living in an emergency or transitional shelter;
  - Is abandoned in a hospital; or
  - Is awaiting foster care placement.
- An individual who has a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings; or
- Migratory children who qualify as homeless because the children are living in circumstances listed above.

Individual with a disability - An individual who:

- Has a physical or mental impairment that substantially limits one or more major life activities of such individual;
- Has a record of such an impairment; or
- Is regarded as having such impairment.

Low income individual - An individual who:

- Receives, or in the past six months has received, or is a member of a family that is receiving or in the past six months has received, assistance through the

supplemental nutrition assistance program (SNAP), temporary assistance for needy families (TANF), or supplemental security income (SSI), or State or local income-based public assistance;

- Is in a family with total family income that does not exceed the higher of –
  - The poverty line; or
  - 70 percent of the lower living standard income level.
- Is a homeless individual or homeless child or youth;
- Receives or is eligible to receive a free or reduced-price lunch under the Richard B. Russell National School Lunch Act (42 U.S.C. 1751 et seq.), (does not include students in school districts participating in the Community Eligibility Provision (CEP) Healthy, Hunger-Free Kids Act of 2010);
- Is a foster child on behalf of whom the State or local government payments are made; or
- Is an individual with a disability whose own income meets the eligibility income requirement of clause (2) but who is a member of a family whose income does not meet this requirement.

Not Attending School – An individual who is not attending a secondary or post-secondary school. In addition, individuals enrolled in the following programs would be considered an OS youth for eligibility purposes:

- WIOA Title II Adult Education, YouthBuild, Job Corps, high school equivalency program, or dropout re-engagement programs.
  - Exception: Youth attending high school equivalency programs funded by the public K-12 school system who are classified by the school system as still enrolled in school are considered In-School Youth (ISY)
- Non-credit bearing post-secondary classes only
- A charter school program that provides instruction exclusively in partnership with WIOA, federally-funded YouthBuild programs, federal Job Corps training or instruction, or California Conservation Corps or a state certified local conservation corps.).

Offender – An adult or juvenile subject to any stage of the criminal justice process or an adult or juvenile who requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or convictions or for whom services under WIOA may be beneficial or who requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction.

Participation - The point at which the individual has been determined eligible for youth program services, has received an assessment, and has received or is receiving at least one program element and the point at which the individual is to be included in calculations for performance measures.

Post-secondary School – California community colleges, and accredited public and private universities.

School – Any secondary or post-secondary school. These include, but are not limited to: traditional K-12 public and private (e.g., continuation, magnet, charter, and home) schools.

**School Dropout** – An individual who is no longer attending any school and who has not received a secondary school diploma or its recognized equivalent. This term does not include individuals who dropped out of post-secondary school.

**Secondary School** – A nonprofit institutional day or resident school, including a public secondary charter school, that provides secondary education, as determined under state law, except that the term does not include any education beyond grade 12.

## **Policy and Procedures**

### **Youth Eligibility Criteria**

Local areas implementing WIOA Youth services must ensure that participant eligibility for such services and participant school status is accurately determined based on the following requirements. Each eligibility factor must be verified in accordance with the policy on source documentation for WIOA programs.

### **Out-of-School Youth Eligibility**

In order to receive services as an OS youth, an individual must meet the following eligibility criteria:

1. Not attending any secondary or postsecondary school (not including Title II Adult Education, YouthBuild, Job Corps, high school equivalency programs [exceptions in definitions], non-credit bearing postsecondary classes, dropout reengagement programs or charter schools with federal and state workforce partnerships). Youth attending high school equivalency programs funded by the public K-12 school system who are classified by the school system as still enrolled in school are an exception; they are considered ISY.
2. Age 16-24 years old at time of enrollment; and,
3. One or more of the following barriers:
  - A school dropout;
  - A youth who is within the age of compulsory school attendance but has not attended school for at least the most recent complete school year calendar quarter. (Note: If the school does not use school year quarters, calendar quarters shall be used)
  - A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and is either basic skills deficient or an English language learner
  - An offender;
  - A homeless individual or a runaway;
  - An individual who is in foster care or has aged out of the foster care system or who has attained 16 years of age and left foster care for kinship guardianship or adoption, a child eligible for assistance under the Social Security Act, or in an out-of-home placement;
  - An individual who is pregnant or parenting (custodial and non-custodial parent including non-custodial fathers);
  - An individual with a disability; or,
  - A low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment

A youth participant's eligibility is determined at intake; therefore, the youth remains eligible for youth services until exited. For example, an individual who is an OS youth at time of enrollment



and is subsequently placed in a GED program at an adult school, or any school, is still considered an OS youth. Additionally, an individual who is an OS youth and between the ages of 16-24 at the time of enrollment, and is now beyond the age of 24, is still considered an OS youth until exited.

### **In-School Youth Eligibility**

In order to receive services as an IS youth, an individual must meet the following eligibility criteria:

1. Attending school, including secondary and post-secondary school;
2. Age 14-21 years old (A youth with disabilities who is in an individualized education program at the age of 22 may be enrolled as an IS youth)
3. Low income individual; and,
4. Meets one or more of the following barriers:
  - Basic skills deficient;
  - An English language learner;
  - An offender;
  - A homeless individual or a runaway;
  - An individual who is in foster care or has aged out of the foster care system or who has attained 16 years of age and left foster care for kinship guardianship or adoption, a child eligible for assistance under the Social Security Act, or in an out-of-home placement;
  - Pregnant or parenting (custodial and non-custodial parent including non-custodial fathers);
  - Individual with disability; or,
  - An individual who requires additional assistance to complete an educational program or secure and hold employment.

A youth participant's eligibility is determined at intake; therefore, the youth remains eligible for youth services until exited. For example, an individual who is an IS youth and between the ages of 14-21 at the time of enrollment, and is now beyond the age of 21, is still considered an IS youth until exited.

### **Low-Income**

Under WIOA, a youth who receives or is eligible to receive a free or reduced lunch under the Richard B. Russell National School Lunch Act, is considered to be low-income. While the free/reduced lunch low-income category primarily applies to IS Youth, OS youth may also qualify as low income if the youth is a parent living in the same household as a child who receives or is eligible to receive free or reduced-price lunch based on their income level. However, not all youth who receive a free or reduced priced lunch automatically qualify as low income for the WIOA youth program eligibility. In areas where a school district subsidizes all student meals under the Hunger-Free Kids Act of 2010, the Local Area must base low-income status on an individual student's eligibility to receive free or reduced-price lunch or on the youth's ability to meet one of the other low-income categories under WIOA.

A youth living in a high-poverty area is automatically considered to be a low-income individual. A high-poverty area is a Census tract or county that has a poverty rate of at least 25 percent as set every 5 years using American Community Survey (ACS) 5-Year data. ACS 5-Year data is available on the U.S. Census website.

## Calculating Income

For income calculation purposes, if an individual is not living in a single residence with other family members that individual is not considered a member of a family. When determining a youth's eligibility based on low-income status, Service Providers must do the following:

- Include Unemployment Insurance as income.
- Include child support payments as income.
- For IS youth with a disability, consider only the youth's own income rather than their family's income.

An Income Worksheet (Attachment I) must be completed and placed in the participant's file, if applicable.

## Low-Income Exception

The WIOA maintains a 5 percent low-income eligibility exception where 5 percent of youth participants meet all eligibility requirements except for the low-income provision. However, because not all OS youth are required to be low-income, the 5 percent low-income exception under WIOA is calculated based on the 5 percent of youth enrolled in a given program year who would ordinarily be required to meet the low-income criteria. The 5 percent low-income exception may include OS youth eligible as a recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and is either basic skills deficient or an English language learner or a low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment, IS youth, or a combination of both, not to exceed 5 percent of all WIOA youth participants served for a given program year. Service Providers must obtain approval from the Orange County Director of Workforce Development prior to enrolling participants under the 5 percent low-income exception. This low-income exception is to be used as a last resort.

## Requires Additional Assistance & 5 Percent Limitation for In-School Youth

Under WIOA, no more than 5 percent of IS youth enrolled in a given program year may be found eligible based solely on meeting the criterion, "requires additional assistance." Service Providers must obtain approval from the Orange County Director of Workforce Development prior to enrolling participants under the 5 percent limitation. For eligibility and documentation requirements for "requires additional assistance", see OCWDB WIOA Documentation Requirements Policy.

## Barriers

### 1. Dropout Barrier

Providers must verify a youth's dropout status at the time of program enrollment. If a youth has not received a high school diploma or a recognized equivalent and is not attending any school at the time of eligibility determination, he or she is considered a dropout and is an OSY. A dropout only includes an individual who is currently a secondary school dropout at the time of enrollment and does not include a youth who previously dropped out of secondary school but subsequently returned.

A youth receiving alternative secondary school services at the time of enrollment is not a dropout. A youth who is an OSY at the time of enrollment and is subsequently placed in alternative secondary school services (or any school) remains an OSY. Additionally, a youth who has stopped attending postsecondary education is not a dropout for the purposes of youth program eligibility.

## 2. Basic Skills Deficient Barrier

In assessing basic skills, local programs must use assessment instruments that are valid and appropriate for the target population. The local program must also provide reasonable accommodation in the assessment process, if necessary, for people with disabilities.

### **General Program Eligibility Criteria**

In addition to the preceding policy requirements that apply to eligibility for Youth Program services, the following general program eligibility criteria apply to the WIOA Youth Program:

- Citizenship Status verification
- Selective Service registration
- Age

### **Selective Service Eligibility**

Male youth participants who are 18 years of age and older and have fulfilled registration requirements of the Military Selective Service Act (MSSA) are eligible to participate in WIOA-funded programs and services. OCWDB Selective Service Registration Policy provides further guidance on this requirement.

If a male reaches his 18th birthday during WIOA program participation, he must register for selective service to continue receiving WIOA youth program services. A male youth applicant who is 18 years old or older who has not registered for the selective service or who is unwilling to register will be denied any WIOA program services.

### **Veterans and eligible spouses**

Veterans and eligible spouses must be given priority for services in all WIOA programs. It is imperative that Service Providers identify these individuals as soon as they contact the program and give them priority of service.

### **Co-Enrollment with Other Programs**

Young Adults may participate in both the WIOA youth program and the adult program at the same time if they are eligible and appropriate for both. The determination of the appropriateness for co-enrollment is based on the participant's service needs, career readiness, occupational skills, prior work experience, and employability. If such concurrent enrollment occurs, the local area must track expenditures separately by program.

Youth may not be co-enrolled in the WIOA dislocated worker program because any youth meeting the eligibility for the dislocated worker program would have already successfully attained a job and would most likely be more appropriately served under the dislocated worker program.

Youth who are eligible under both programs may enroll concurrently in the WIOA youth program and program services under WIOA Title II.

### **Out-of-School Priority**

For any program year, not less than 75 percent of the youth funds available shall be used to provide youth workforce investment activities for OSY.

### **Registration**

Youth who receive services under WIOA Title I must be *registered* and must be a participant.

*Registration* is the process for collecting information to support a determination of eligibility. It is also the point at which performance accountability information begins to be collected. For an individual to be registered into a WIOA program, the following must occur:

1. The individual must complete the application/eligibility determination process;
2. The individual must provide the documentation required to substantiate his/her eligibility; and
3. Appropriate activity code for the individual is entered into the CalJOBS<sup>SM</sup> system.

### **Documentation**

Service Providers shall ensure proper documentation of participant eligibility determination which shall be kept in the participant files and available anytime for inspection and review by local, State and Federal monitors. Self-attestation cannot be used to document eligibility data elements of right-to-work, selective service, and age. Documenting eligibility with self-attestation is a method of last resort when no other source of documentation can be found or accessed. Self-attestation can also be used to clarify documentation that is considered insufficient by itself. Refer to OCWDB WIOA Documentation Requirements Policy for more information regarding documentation.

### **Data Management**

Service Providers shall ensure that accurate participant eligibility information is reflected in the CalJOBS<sup>SM</sup>.

### **ACTION**

Bring this policy to the attention of all staff and relevant parties.

### **INQUIRIES**

If you have any questions regarding this policy, please contact your Contract Administrator at 714-480-6500.

### **ATTACHMENTS**

Attachment I: Income Worksheet

**WIOA Income Calculation Worksheet**

Eligibility Date:  Need Income From:

Name:

Calculation Method:  Straight Pay or Salary  Year -To- Date Method  
 Average Pay  Intermittent  
 Homeless  Foster Child  
 Individual with a Disability (must verify income)

Month	#####	#####	#####	#####	#####	#####	Total
-------	-------	-------	-------	-------	-------	-------	-------

<b>Participant</b>							
<i>Participant Name</i>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

<b>Family Members</b>							
Name							
Relationship (age)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
							\$0.00
							\$0.00
							\$0.00
							\$0.00
							\$0.00
							\$0.00
							\$0.00
<b>Total</b>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

<i>Title I Inclusions (see tab B for full list)</i>							
Soc Sec Retirement							\$0.00
Pensions							\$0.00
Worker Comp							\$0.00
Alimony							\$0.00
Interest and dividends							\$0.00
Veterans Payment							\$0.00
Soc Sec Disability Ins							\$0.00
Net Rental Income							\$0.00
Other:							\$0.00
<b>WIOA Eligibility Total</b>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

**WIOA Title I Eligibility**

Family size\*:  Annualized total gross income (x2): \$0.00  
 Max. family income for family size: \$12,060.00

\*See tab A for full definition

Low income: Yes  No

**CERTIFICATION:** I attest that all information provided above is true to the best of my knowledge and that there is no intent to commit fraud.

Staff Interviewer Signature & Date \_\_\_\_\_ Staff Reviewer Signature & Date \_\_\_\_\_

## NO ACTION TAKEN BY THE ONE-STOP OVERSIGHT COMMITTEE DUE TO NO QUORUM



**DYLAN WRIGHT**  
DIRECTOR  
OC COMMUNITY RESOURCES

**CYMANTHA ATKINSON**  
ASSISTANT DIRECTOR  
OC COMMUNITY RESOURCES

**JULIE LYONS**  
DIRECTOR  
ADMINISTRATIVE SERVICES

**ANDI BERNARD**  
DIRECTOR  
OC ANIMAL CARE

**JULIA BIDWELL**  
DIRECTOR  
OC HOUSING & COMMUNITY  
DEVELOPMENT

**RENEE RAMIREZ**  
DIRECTOR  
OC COMMUNITY SERVICES

**TOM STARNES**  
DIRECTOR  
OC PARKS

**JULIE QUILLMAN**  
COUNTY LIBRARIAN  
OC PUBLIC LIBRARIES

# OC Community Resources

[Date]

**To:** WIOA and Other Subrecipients of the Orange County  
Workforce Development Area

**From:** Carma Lacy  
Director of Workforce Development

**Subject:** Incident Reporting of Waste, Fraud and Abuse Policy  
Information Notice No. 21-OCWDB-XX  
Supersedes Information Notice No. 13-OCWDA-01

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## PURPOSE

This policy provides the guidance and establishes the procedures for reporting allegations of criminal fraud, program abuse, or criminal conduct involving grantees or other entities and Service Providers receiving federal funds through the Employment Development Department (EDD) to the EDD Compliance Review Office (CRO).

## EFFECTIVE DATE

This policy is effective immediately upon issuance.

## REFERENCES

- Title 2 Code of Federal Regulations (CFR) Part 200: Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance) Section 200.113
- Title 20 CFR Section 683.620
- DOL Training and Employment Guidance Letter (TEGL) *Employment and Training Administration (ETA) Grant Recipient Responsibilities for Reporting Instances of Suspected Fraud, Program Abuse and Criminal Conduct* (July 12, 2012)
- EDD Workforce Services Directive 20-12, *Incident Reporting* (May 11, 2021)

## BACKGROUND

Information and complaints involving criminal fraud, waste, abuse or other criminal activity must be reported immediately to the Department of Labor's (DOL) Incident Reporting System through the Employment Development Department (EDD) Compliance Review Office (CRO). Service Providers may become aware of actual, potential, or suspected fraud; gross mismanagement or misuse of program funds; conduct violation; violations of regulations; and abuse in WIOA programs. Complaints of a noncriminal nature are to be handled according to OCWDB's Program Grievance and Complaint Policy. For information on complaints alleging discrimination



WORKFORCE & ECONOMIC  
DEVELOPMENT DIVISION  
1300 SOUTH GRAND  
BLDG. B, FIRST FLOOR  
SANTA ANA, CA 92705  
PHONE: 714.480.6500  
FAX: 714.834-7132

under WIOA Section 188 and/or Title 29 CFR Part 38, see OCWDB Nondiscrimination and Equal Opportunity Policy.

## **Definitions**

**Complaint** – Allegations of criminal activity and serious misconduct incidents and allegations of fraud, waste, and abuse concerning federally-funded grants, contracts, programs and operations, and dangers to the public health and safety.

**Emergency** – A situation involving imminent health or safety concerns, or the imminent loss of funds exceeding an amount much larger than \$50,000 (e.g., \$500,000).

**Employee/Participant Misconduct** – Actions occurring during or outside work hours that reflect negatively on OCWDB or Employment Development Department or its mission including, but not limited to: conflict of interest or the appearance of conflict of interest involving outside employment, business and professional activities; the receipt or giving of gifts, fees, entertainment, and favors; misuse of federal property; and, misuse of official information and such other activities as might adversely affect the confidence of the public in the integrity of the Government as well as serious violations of federal and state laws.

**Fraud, Misfeasance, Nonfeasance or Malfeasance** – Any alleged deliberate action which may be in violation of federal statutes and regulations. This category includes, but is not limited to, indications of bribery, forgery, extortion, embezzlement, theft of participant checks, kickbacks from participants or contractors, intentional payments to a contractor without the expectation of receiving services, payments to ghost enrollees, misuse of appropriated funds, and misrepresenting information in official reports.

**Gross Mismanagement** – Actions or situations arising out of management ineptitude or oversight and leading to a major violation of the legislative process, regulations, or contract/grant provisions. Such actions or situations have the potential to severely hamper accomplishment of program goals, waste government resources, and jeopardize future support for a particular project. This category includes, but is not limited to, unauditible records, unsupported costs, highly inaccurate fiscal reports or program reports, payroll discrepancies, payroll deductions not paid to the Internal Revenue Service, and lack of good internal control procedures.

**Misapplication of Funds** – Any alleged deliberate use of funds, assets or property not authorized or provided for by legislation or regulations, grants, or contracts. This category includes, but is not limited to, nepotism, political patronage, use of participants for political activity, ineligible enrollees, conflict of interest, failure to report income from federal funds, violation of contract/grant procedures, and the use of federal funds for other than specified purposes. An incident report should be filed when there appears to be an intent to misapply funds rather than merely for a case of minor mismanagement.

## **Policy and Procedures**

All Service Providers must promptly report all allegations of WIOA-related fraud, abuse, and other criminal activity to OCWDB and the EDD Compliance Review Office (CRO). Service Providers have a responsibility to be alert for instances of fraud, abuse, and criminal activity committed by staff, contractors, or program participants and to report all instances. Each Service Provider is to designate a staff member who will be responsible for reporting

allegations. Service Provider must post instructions for staff and the general public on how to report fraud, waste or abuse. These instructions shall include to the County of Orange Fraud Hotline.

### Reporting

A Service Provider must report an alleged incident within **one working day** of detection.

1. Complete a written Incident Report (Attachment I) that contains sufficient information to provide a clear, concise report of each incident. Reports must include a statement of all facts, known at the time, as well as any known or estimated loss of WIOA funds resulting from the incident.
2. Submit Incident Report to the OCWDB Program Manager, EDD Compliance Review Office at [PACBCROIncidentReports@edd.ca.gov](mailto:PACBCROIncidentReports@edd.ca.gov), and the County of Orange Fraud Hotline at 1-714-834-3608. Upon receipt of a Service Provider Incident Report, OCWDB will also file a report with the County of Orange Fraud Hotline.
3. Allegations considered to be of an emergency nature may be reported by telephone to the EDD Compliance Resolution Unit Supervisor at 1-916-654-8354 and followed immediately thereafter by the written Incident Report.
4. EDD CRO may need to contact the reporting entity for clarification or additional details.
5. Service Providers may also report allegations directly to the US Department of Labor's (DOL) Office of Inspector General (OIG) or by calling the OIG Hotline at 1-800-347-3756, if deemed appropriate.
6. Any facts subsequently discovered by the Service Provider must be forwarded in a supplemental Incident Report (using Attachment I).
7. Documentation related to the incident report must be maintained in the Service Provider's files for a period of three years from the date of submission of the final expenditure report of the funding year.
8. The reporting entity may be contacted by OCWDB, CRO, or OIG to take appropriate actions to recover misspent funds or to contain its financial liability.

OCWDB will report the outcome of any criminal, civil, or administrative proceedings according to 41 U.S. Code 2313 to the Federal Awardee Performance and Integrity Information System (FAPIIS).

If a Service Provider suspects fraud, waste, or abuse by a staff person, contractor, or program participant and immediate action is necessary to prevent further financial loss or enable recovery of funds or property, the Service Provider has the responsibility to take any action it deems appropriate, including contacting the local law enforcement agency. Any immediate action taken or planned by the reporting entity must be included on the associated Incident Report.

Reporting entity may remain anonymous. If a reporting entity considers that their position will be compromised by reporting information through an Incident Report, the complainant may submit the report directly to the OIG. The OIG Hotline should not be used for resolving employee grievances, Equal Employment Opportunity complaints, labor disputes, or other personnel concerns.



**ACTION**

Bring this policy to the attention of all staff and relevant parties.

**INQUIRIES**

If you have any questions regarding this policy, please contact your Contract Administrator at 714-480-6500.

**ATTACHMENTS**

Attachment I: Incident Report

Orange County Workforce Development Board  
INCIDENT REPORT  
(Fraud, Waste, and/or Abuse)

- 1. **Type of report**     Initial     Supplemental     Final     Other (specify):
- 2. **Type of Incident**     Conduct Violation     Criminal Violation     Program Violation
- 3. **Allegation against**     Contractor     Program Participant     Other (specify):

Provide identifying information (name, position, telephone number, etc):

- 4. **Location of incident** (Include complete name(s) and addresses of organizations(s)/individuals involved)

- 5. **Date and time of incident/discovery**

- 6. **Source of complaint**     Audit     Contractor     Program Participant     Public  
 Investigative Law Enforcement Agency (specify)  
 Other (specify)

Provide name and telephone number so additional information can be obtained.

- 7. **Contacts with law enforcement agencies** (specify names and agency contacted and results)

- 8. **Details of incident**

- 9. **Amount of known or estimated loss of WIOA funds**

- 10. **Contact information**

Name:

Phone:

Organization:

Address:



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DIRECTOR  
OC COMMUNITY RESOURCES

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OC PUBLIC LIBRARIES

# OC Community Resources

[Date]

**To:** WIOA Subrecipients of the Orange County  
Workforce Development Area

**From:** Carma Lacy  
Director of Workforce Development

**Subject:** Adult and Dislocated Worker Program Eligibility Policy  
Information Notice No. 21-OCWDB-XX  
Supersedes Information Notice No. 17-OCDB-08

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## PURPOSE

This policy provides guidance for establishing participant eligibility for the Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker Programs.

## EFFECTIVE DATE

This policy is effective immediately upon issuance.

## REFERENCES

- Workforce Innovation and Opportunity Act (WIOA) Public Law 113-128
- Title 20 CFR Part 680
- 38 U.S.C. 4213
- TEGL 19-14, *Vision for the Workforce System and Initial Implementation of the WIOA* (February 19, 2015)
- TEGL 19-16, *Guidance on Services provided through the Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act (WIOA) and the Wagner-Peyser Act Employment Service (ES), as amended by title III of WIOA, and for Implementation of the WIOA Final Rules* (March 1, 2017)
- Workforce Services Directive (WSD)15-14, *WIOA Adult Program Priority of Service* (November 29, 2016)
- WSD14-4, *WIA Title I Eligibility* (September 25, 2014)

## BACKGROUND

WIOA states that individuals are considered registered and participants when they have received a Workforce Innovation and Opportunity Act (WIOA) service other than self-service or information-only activities and have satisfied all applicable programmatic requirements for the provision of services, such as eligibility determination.



WORKFORCE & ECONOMIC  
DEVELOPMENT DIVISION  
1300 SOUTH GRAND  
BLDG. B, FIRST FLOOR  
SANTA ANA, CA 92705  
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FAX: 714.834-7132

## **Definitions**

**Substantial layoff** – A layoff that is 1) conducted by a company which has or is in the process of laying off at least one third of its local workforce or at least 50 employees, or 2) one for which a Worker Adjustment and Retraining Notification (WARN) has been issued within the 12 months preceding the layoff.

**Sufficient attachment to the workforce** - Unsubsidized employment with the same employer for 13 consecutive weeks within the last 52 weeks.

## **Policy and Procedures**

Basic career services shall be provided to customers of the Orange County One-Stop delivery system. If determined that individualized career services or training services are needed for an individual to obtain or retain employment that leads to economic self-sufficiency, these services must be made available. Provision of these services will require eligibility determination and registration.

Registration is the process for collecting information to support a determination of eligibility. It is also the point at which performance accountability information begins to be collected. For an individual to be registered into a WIOA program, the following must occur:

1. The individual must complete the application/eligibility determination process;
2. The individual must provide the documentation required to substantiate his/her eligibility; and
3. Appropriate activity code for the individual is entered into the CalJOBS system.

For adults and dislocated workers, registration occurs the first day on which the individual actually begins receiving staff-assisted basic, career, or training services, or subsidized employment.

## **Adult Program Eligibility**

1. 18 years or older
2. U.S. work authorization
3. Selective Service Registration, if male applicant (Refer to OCWDB Selective Service Registration Policy for guidance)
4. Must demonstrate need for individualized career services or training services to obtain/retain employment that leads to self-sufficiency.
5. Determine Priority of Service Status - Established at the time of eligibility determination for WIOA Title I Adult registrants and does not change during the period of participation. Refer to OCWDB Priority of Service Policy and OCWDB 70 Percent LLSIL and Poverty Guidelines Policy for additional guidance.

When past income is an eligibility determinant for Federal employment or training programs, any amounts received as military pay or allowances by any person who served on active duty, and certain other specified benefits must be disregarded for the veteran and for other individuals for whom those amounts would normally be applied in making an eligibility determination. Military earnings are not to be included when calculating income for veterans or transitioning service members for this priority.

### **Dislocated Worker Eligibility**

1. U.S work authorization
2. Selective Service Registration, if male applicant
3. Meets the definition of “dislocated worker” below

An individual must meet one of the following category requirements to be eligible for the Dislocated Worker program.

#### Category 1

The individual:

1. Has been terminated or laid off, or has received a notice of termination or layoff, from employment; AND
2. (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 was not covered under a State unemployment compensation law; AND
3. Is unlikely to return to a previous industry or occupation. Documentation to support that an individual is “unlikely to return” may include an invitation to or participation in an Initial Assistance Workshop (IAW), Personalized Job Search Assistance (PJSA), or Reemployment Services and Eligibility Assessment (RESEA).

#### Category 2

The individual:

1. Has been 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;
2. Is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; or
3. For purposes of eligibility to receive services other than training services, career services, or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close.

#### Category 3

The individual was 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;

#### Category 4

The individual is a displaced homemaker who has been providing unpaid services to family members in the home and:

1. (a) Has been dependent on the income of another family member but is no longer supported by that income; or  
(b) Is the dependent spouse of a member of the Armed Forces on active duty and whose family income is significantly reduced because of a deployment or a service-connected death or disability of the member; and
2. Is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

Category 5

The individual:

1. Is the 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; OR
2. Is the spouse of a member of the Armed Forces on active duty and is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

Category 6

The individual is an eligible dislocated worker (meets the general WIOA eligibility criteria and one of the five criteria listed above) who, since dislocation and prior to application, has not been employed in a job that paid a wage defined as:

1. A self-sufficient dislocated worker wage; or,
2. Leading to self-sufficiency; or
3. Providing more than stopgap employment

For dislocated workers, priority of service status and income determination is not required for eligibility or services.

**Documentation**

Subrecipients shall ensure proper documentation of participant eligibility determination which shall be kept in the participant files and available anytime for inspection and review by local, State and Federal monitors. Self-attestation cannot be used to document eligibility data elements of right-to-work, selective service, and age. Documenting eligibility with self-attestation is a method of last resort when no other source of documentation can be found or accessed. Self-attestation can also be used to clarify documentation that is considered insufficient by itself. See OCWDB WIOA Documentation Requirements Policy for additional information.

**Data Management**

Subrecipients shall ensure that accurate participant eligibility information is reflected in CalJOBS according to the OCWDB CalJOBS Participant Reporting Timeline Policy.

**ACTION**

Bring this policy to the attention of all staff and all relevant parties.

**INQUIRIES**

If you have any questions regarding this policy, please contact your Contract Administrator at 714-480-6500.

# BUSINESS SOLUTIONS COMMITTEE

**Employer Surveys**

**November 2, 2021**

Presented By: Tamico Thomas

County of Orange



# SURVEY QUESTIONS

Item #11

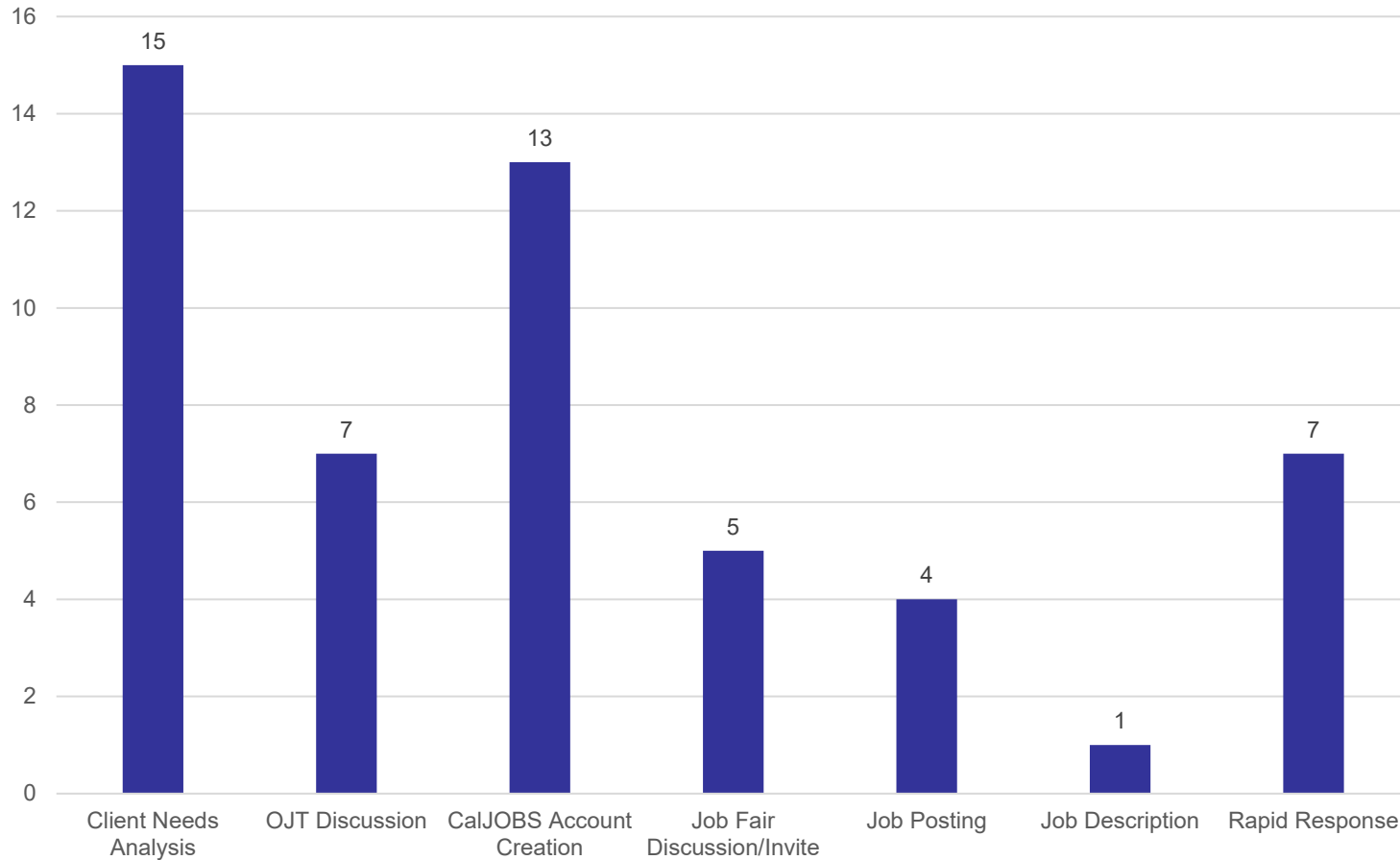
1. Which resources did Business Solutions assist you with?
  - a. Job Fairs
  - b. On-the-Job Training
  - c. Job Postings
  - d. Candidate Searching
  - e. Rapid Response / Layoff Aversion
  - f. Customized Training Program
  - g. Incumbent Worker Training
  - h. CalJOBS Assistance / Account Creation
  - i. Resource Room
  - j. Job Description Creation/ Revision
  - k. Meeting Room Use
  - l. Labor Market Information
  - m. Other
2. How would you rate the resource assistance provided to you by Business Solutions?
  - a. 1-5
3. How would you rate the customer service provided to you?
  - a. 1-5
4. How likely are you to use Business Solutions again?
  - a. 1-5
5. Please provide any additional feedback to better explain your answers above.





# SERVICES PROVIDED

Chart Title



# Q1 SUMMARY OF SURVEY INVITATIONS Item #11

Customer Groups	# Surveys	# of Responses
Employers engaged through Business Services in-house	40	0



# Job Fair Update

District 3 with Supervisor Wagner

Date: October 6, 2021

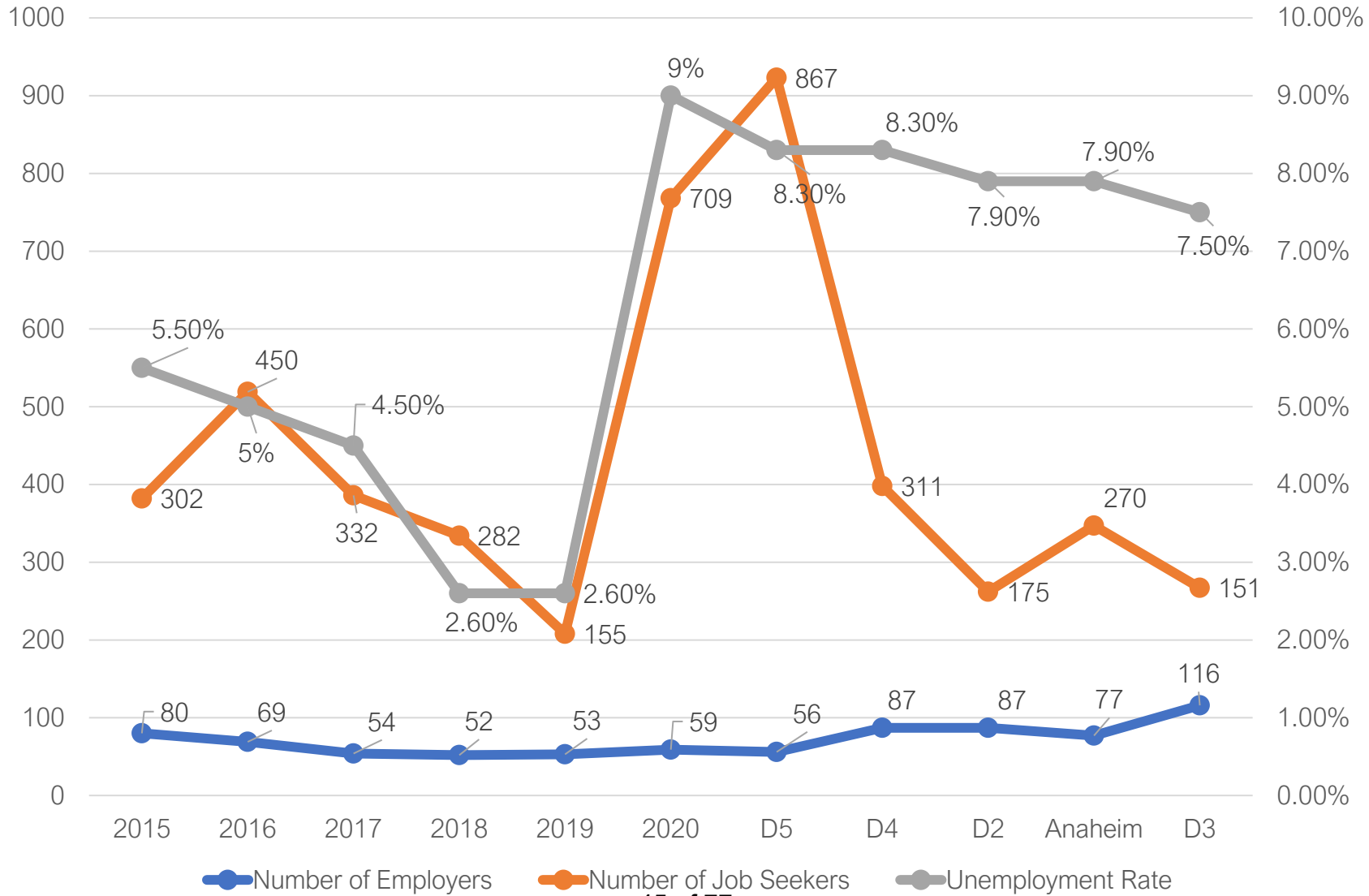
Location: Irvine Valley College

Number of Employers: 116

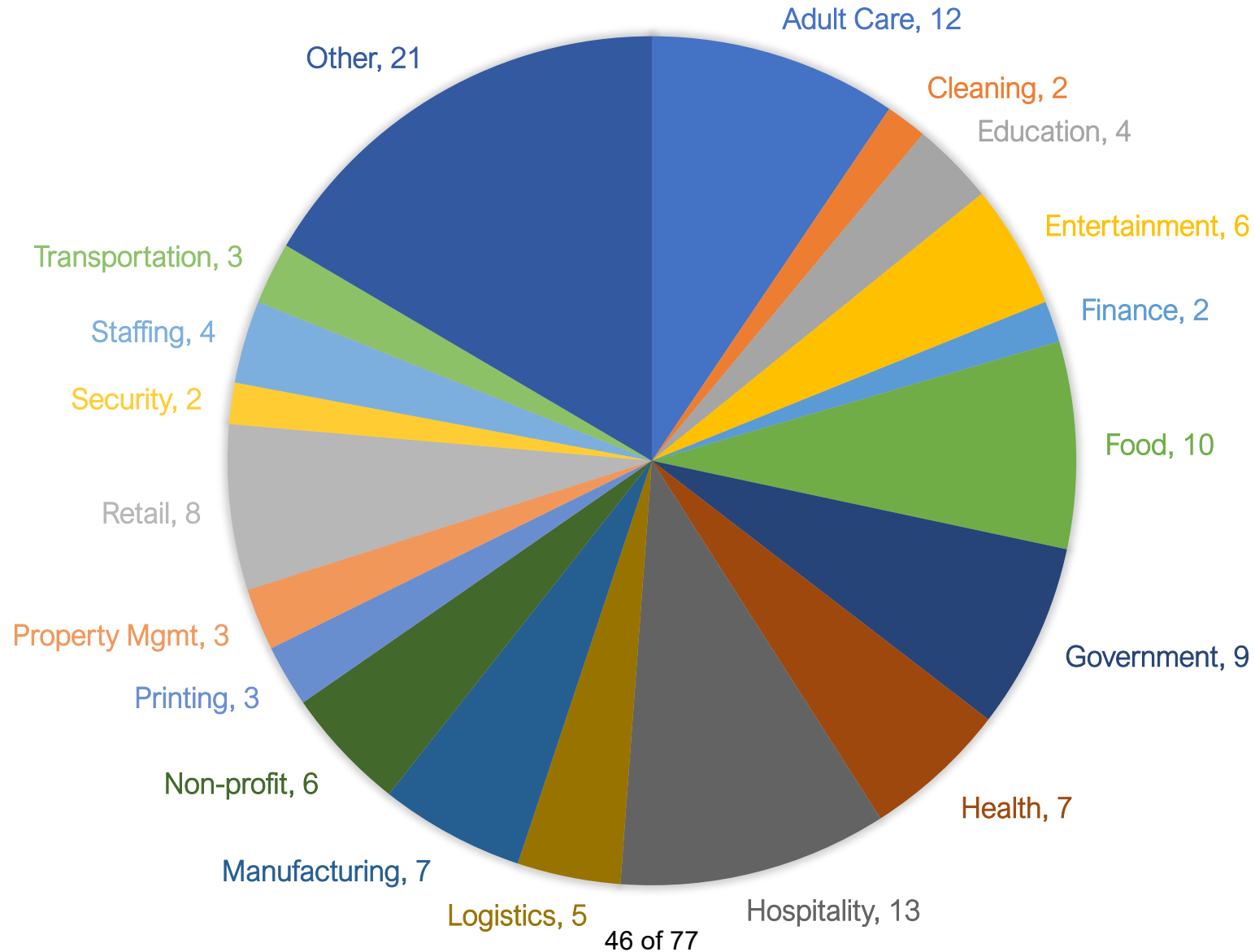
Number of Job Seekers: 151



# Job Fair Participation



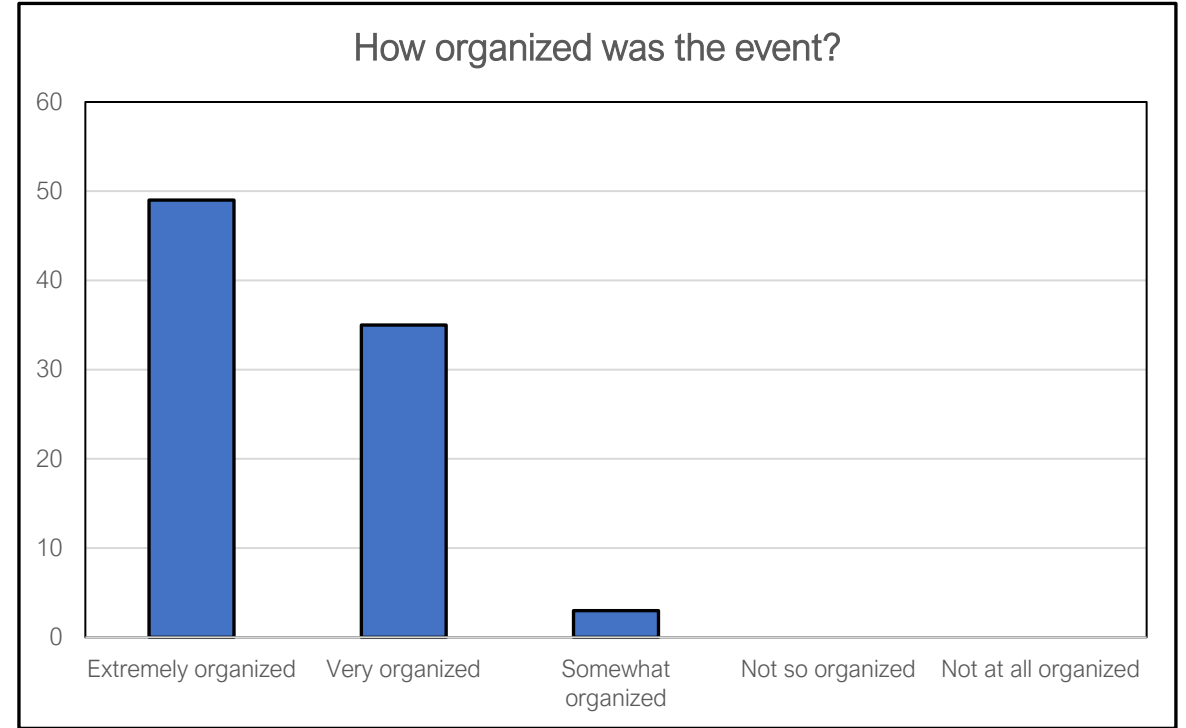
# Employers by Industry



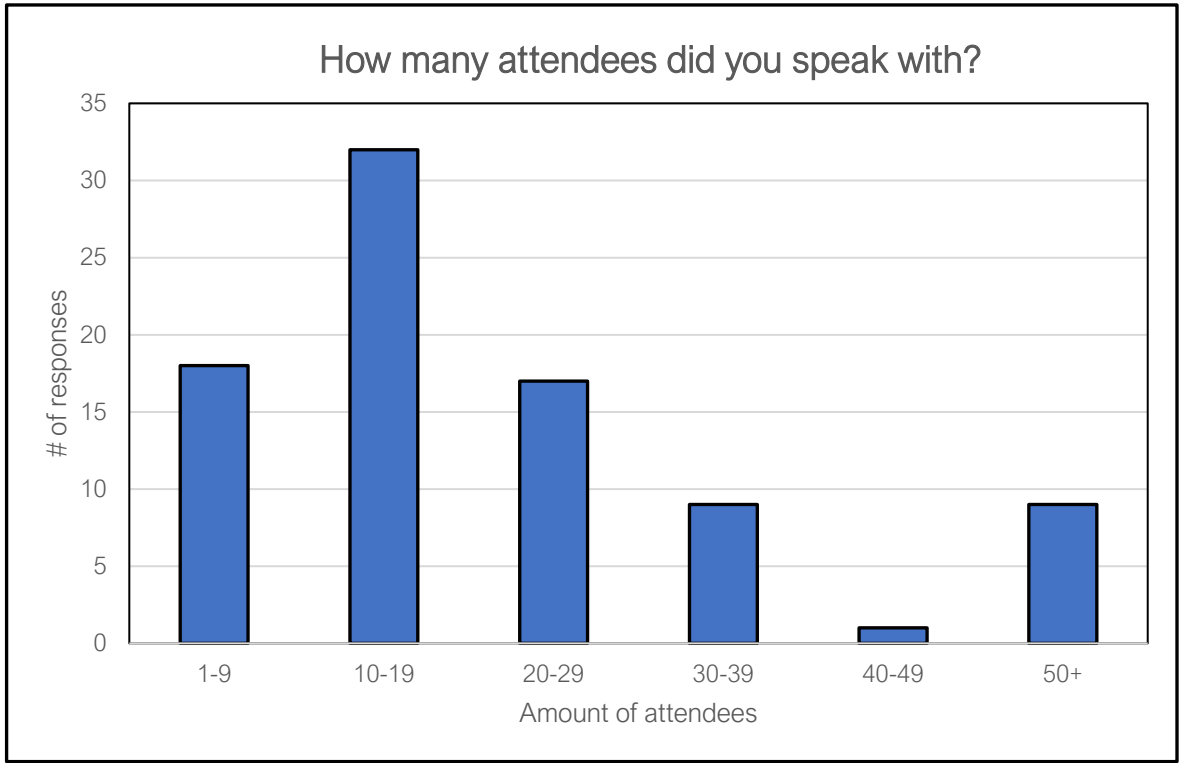
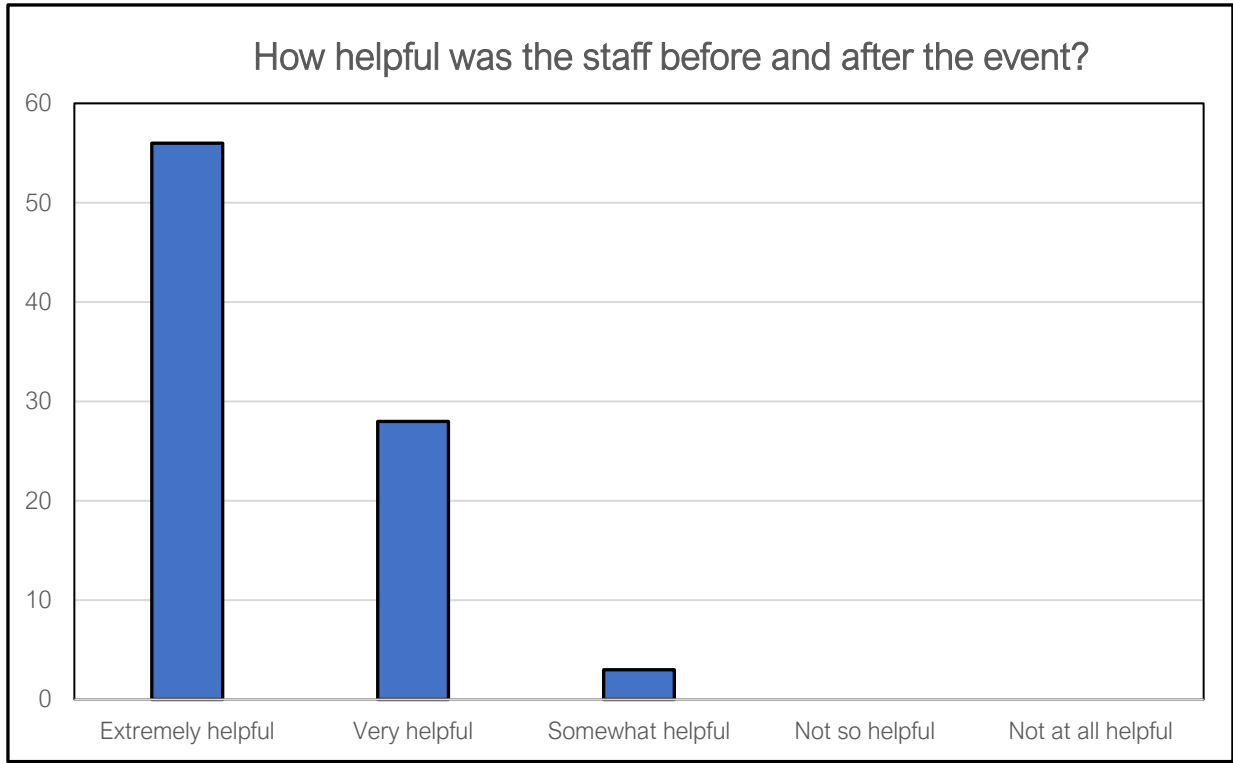
- Other:**
- Cosmetology
  - HVAC
  - Plumbing
  - Fitness
  - Cybersecurity
  - Landscaping
  - Fencing
  - Alarms
  - Retirement Community
  - Web Design
  - Solar Energy
  - Medical Tech
  - Law

# Employer Survey Results

## 85 Employers Responded

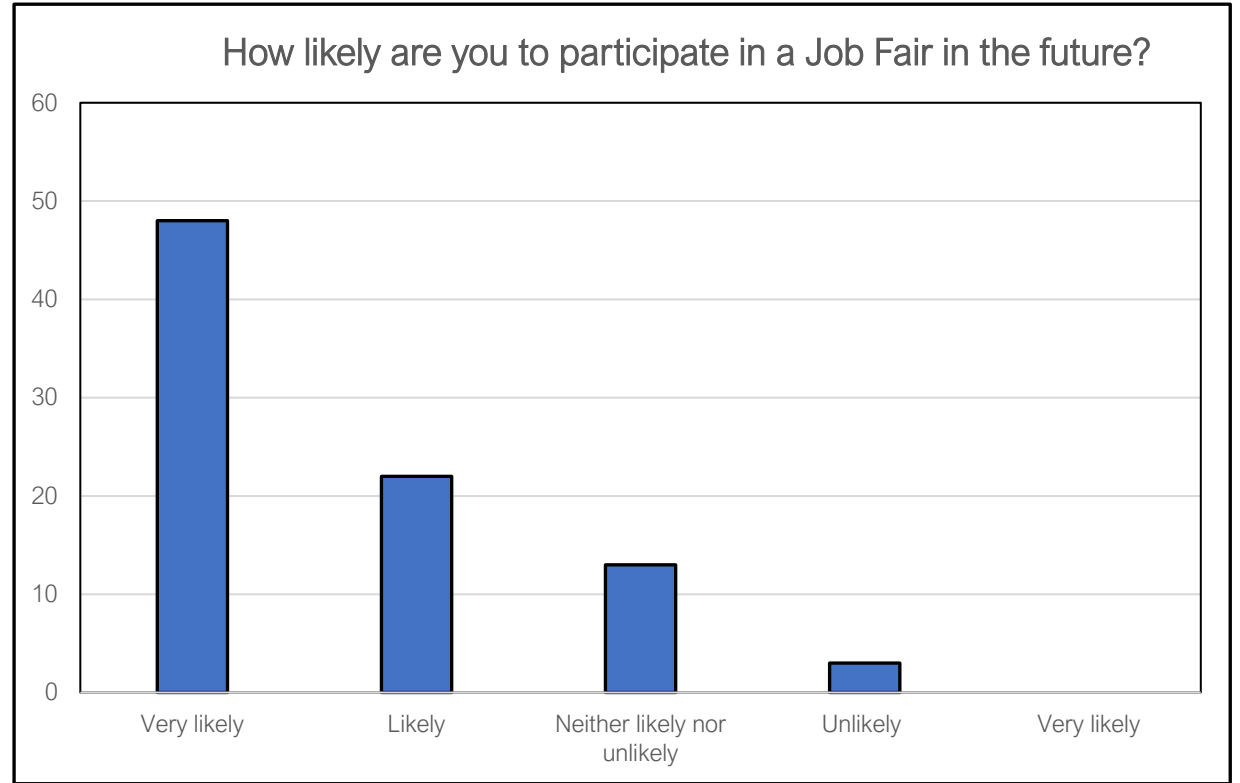
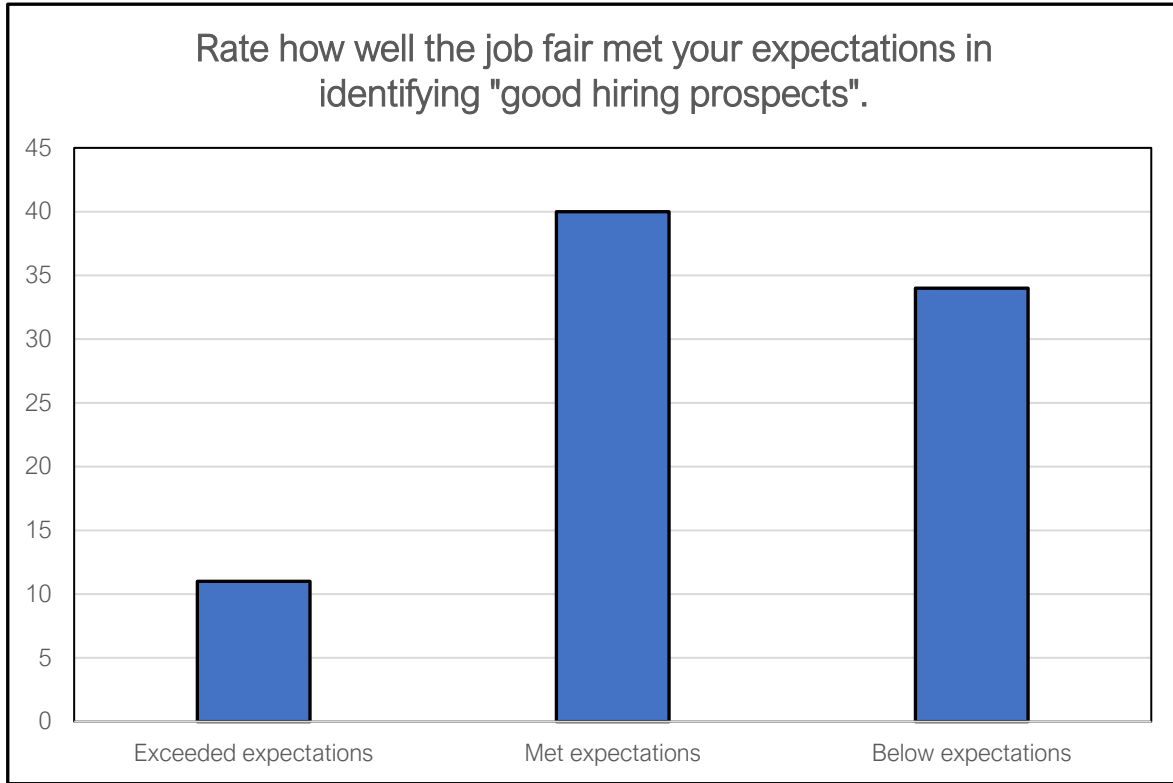


# Employer Survey Results

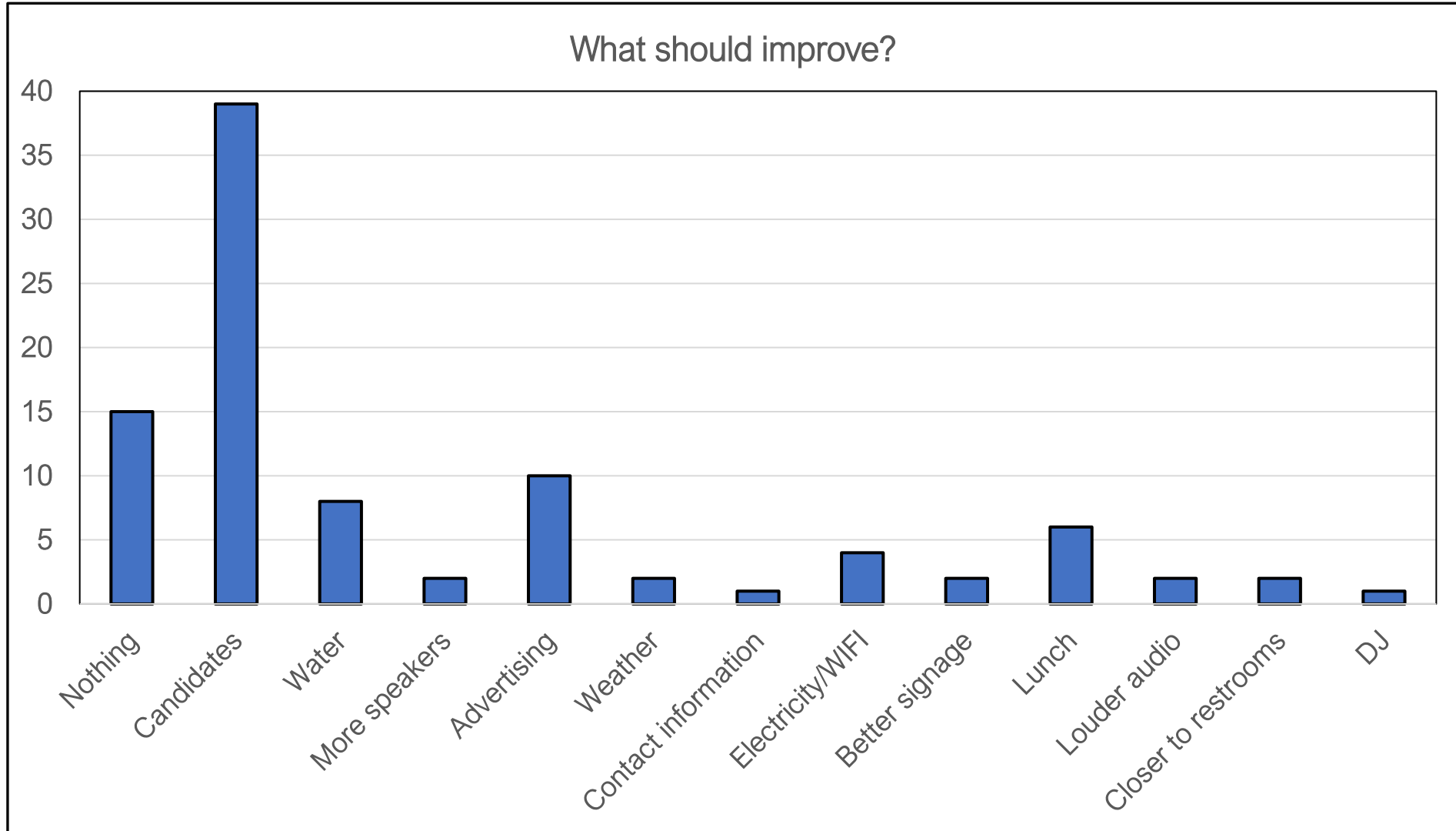




# Employer Survey Results

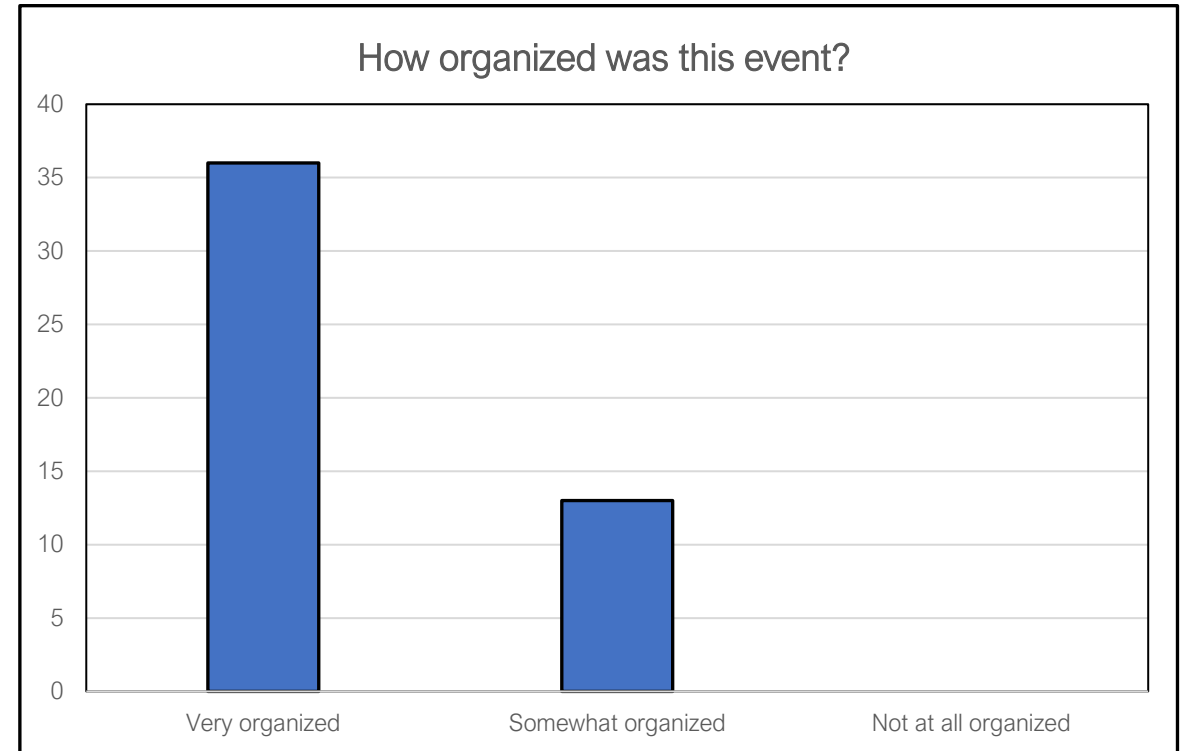
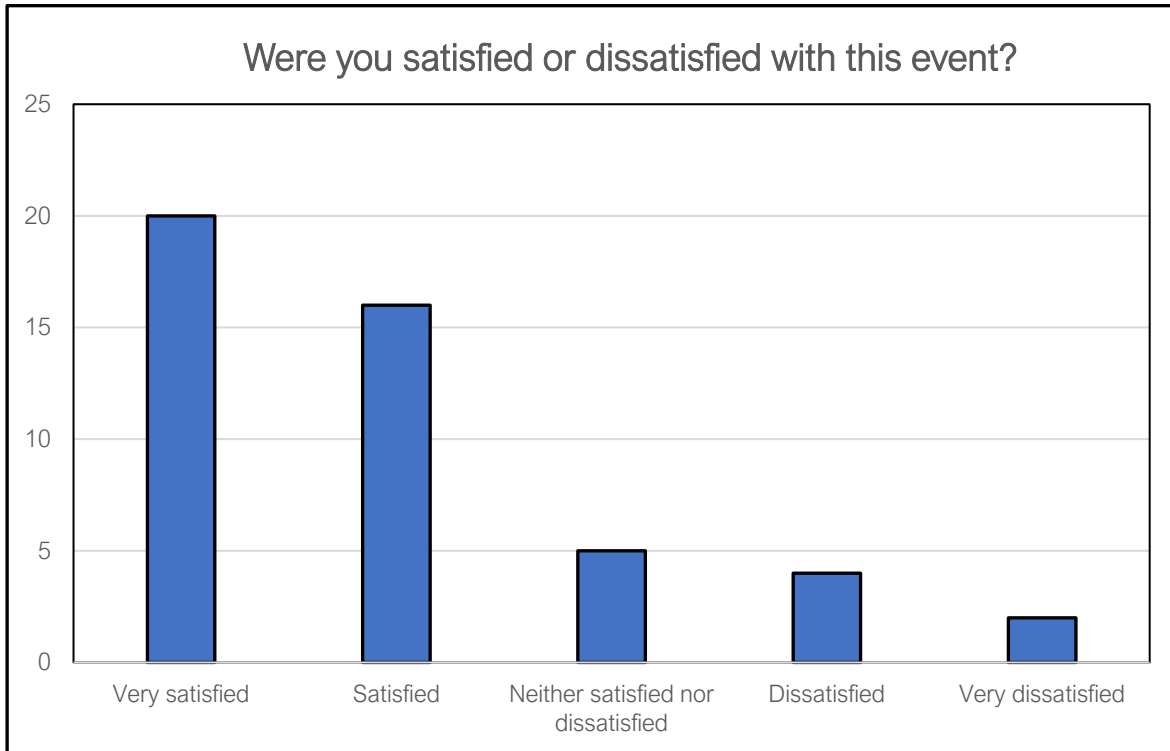


# Employer Survey Results

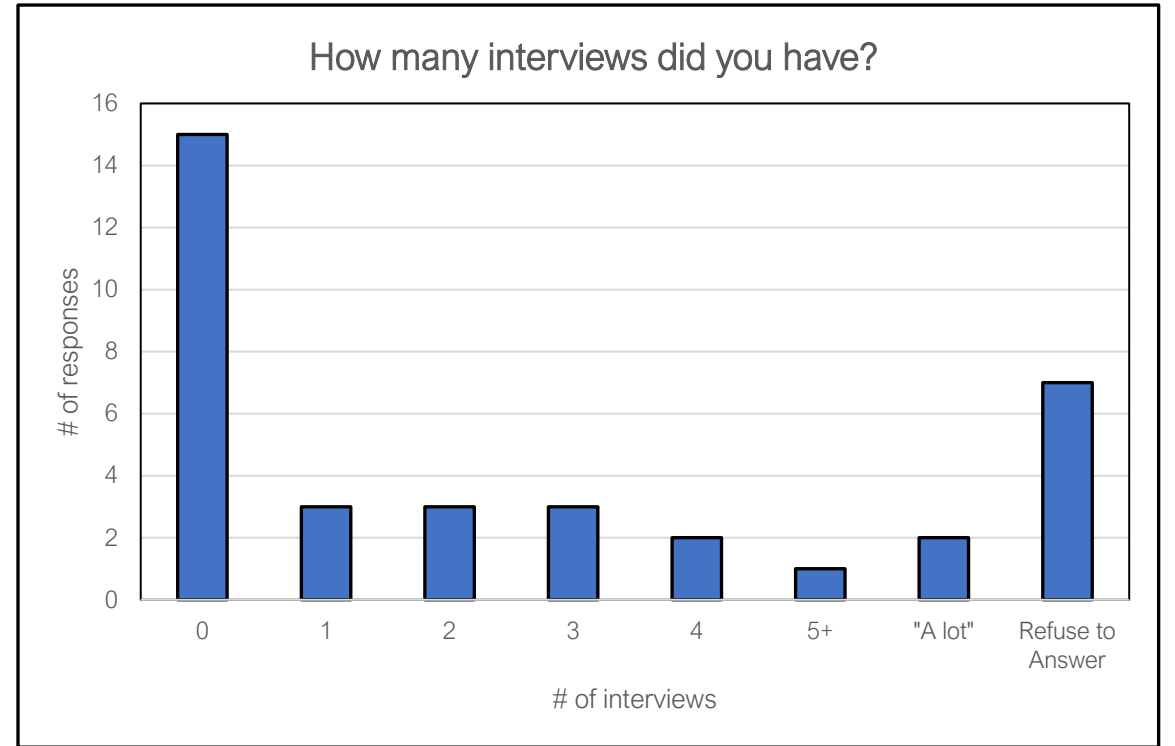


# Job Seeker Survey Results

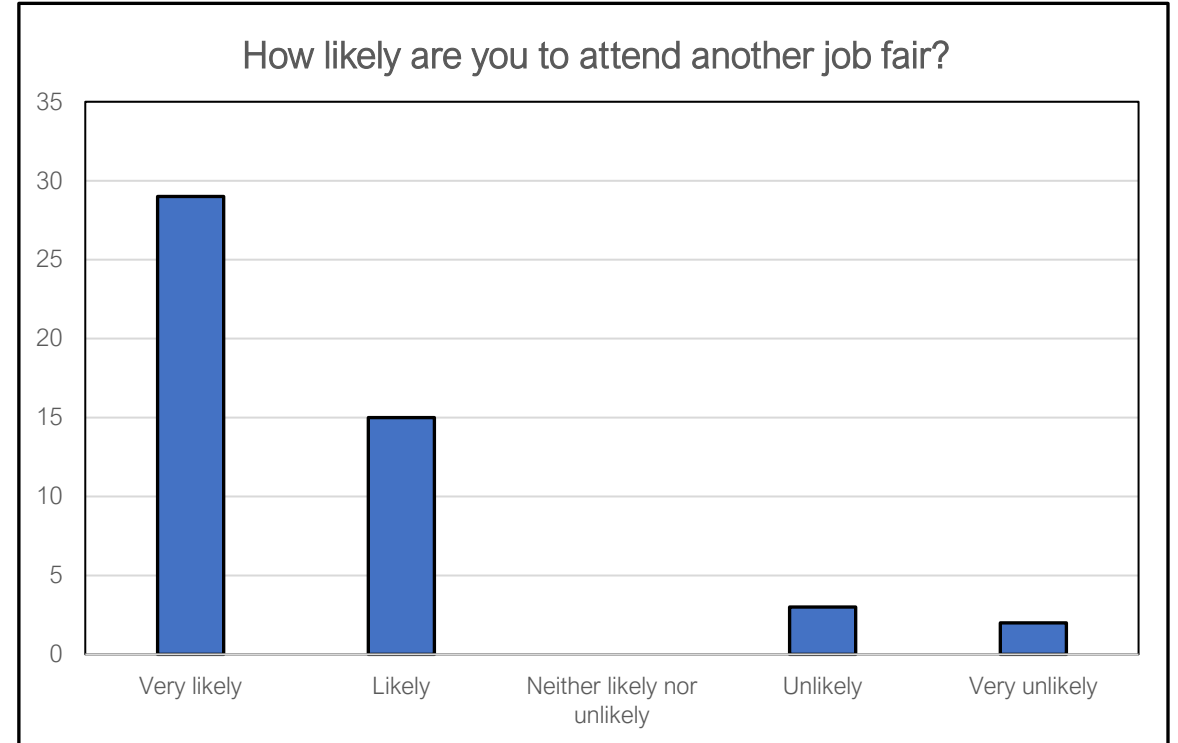
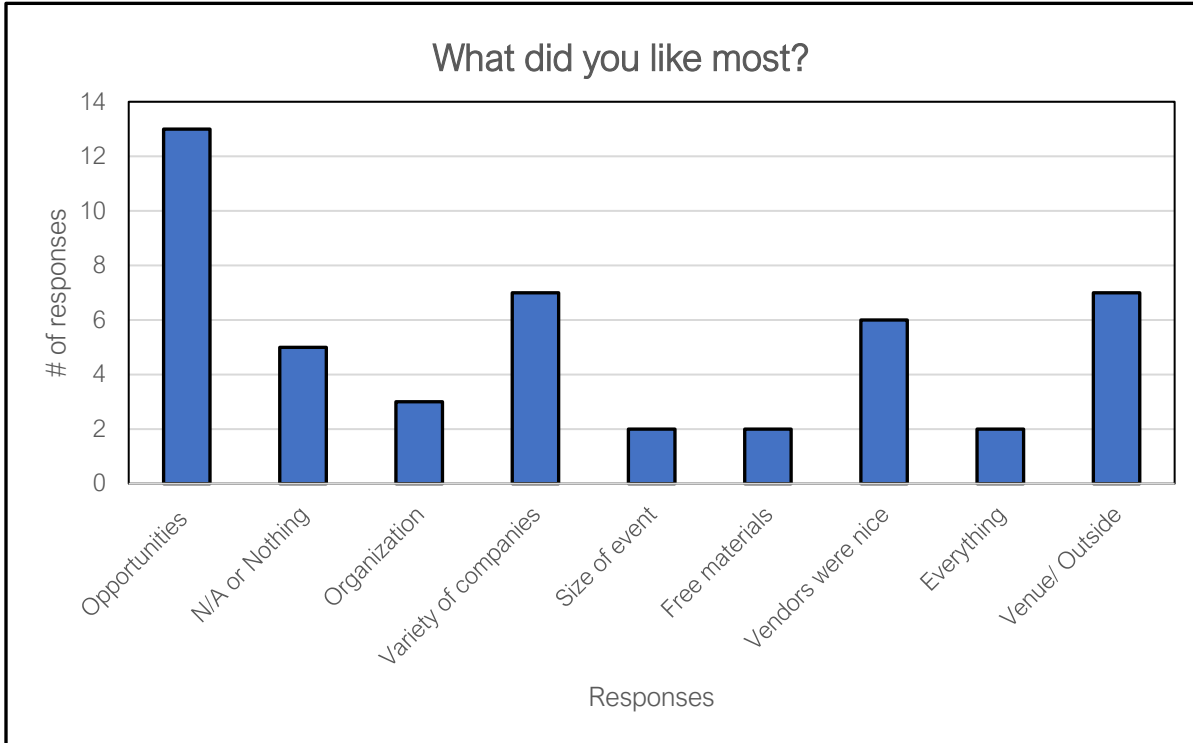
## 49 Job Seekers Responded



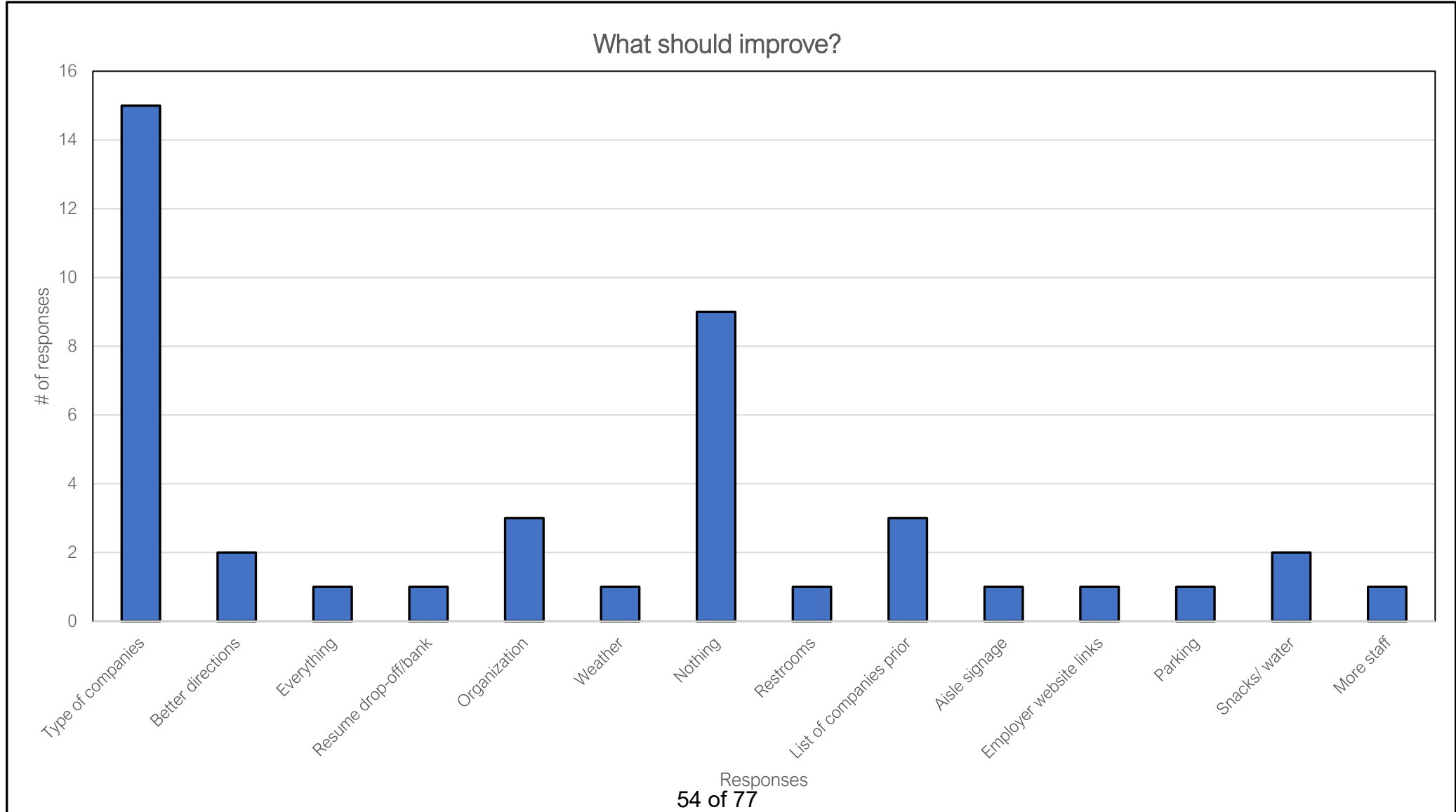
# Job Seeker Survey Results



# Job Seeker Survey Results



# Job Seeker Survey Results







Item #11

# Thank You



## ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

### Performance Report

Quarter 1

July 1, 2021 through September 30, 2021

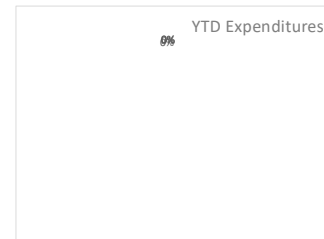


Status:	Open
Service Provider:	City of La Habra
Contract Obligation:	\$545,229.00
Contract Number:	MA-012-20011848
Contract Period:	07/01/2021 - 06/31/2022

Program Name:	Ready SET OC WIOA Youth
Funding Stream:	WIOA Youth In-School
Leverage Budget:	\$10,000.00
Total YTD Leverage:	0
% of Total Leverage:	

#### Fiscal Activities

Cost Category	Budget	Q1 Jul '21 - Sept '21	YTD Expenditures	Balance	% Utilized
Direct Program Costs	\$ 410,184.84	\$ -	\$ -	\$ 410,184.84	0%
Administrative (cost)	\$ 54,522.00	\$ -	\$ -	\$ 54,522.00	0%
Supportive Services	\$ 15,000.00	\$ -	\$ -	\$ 15,000.00	0%
Work Experience	\$ 65,522.16	\$ -	\$ -	\$ 65,522.16	0%
<b>TOTAL</b>	<b>\$ 545,229.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 545,229.00</b>	<b>0%</b>



#### Program Activities | Contract Performance Measures

Performance Category	Contracted Goal	Q1 Jul '21 - Sept '21	YTD	% of Performance
New Enrollments	114	8	8	7%
Carry Forward / Follow-Up	36	55	55	153%
Median Earnings of Participant Employment Placements	\$4,000.00	\$1,800.63	\$1,800.63	45%
Youth Education, Military, Apprenticeship, or Trade Placements	116	1	1	1%
Attainment of Degree/Certificate	105	0	0	0%
Literacy/Numeracy Gain (in program skills gain)	75	0	0	0%
Retention with the Same Employer/ Education	105	1	1	1%
Work Experience	75	35	35	47%
Program Exit	38	2	2	5%

#### Program Participation

Trainings	# of Participants	
	Q1 Jul '21 - Sept '21	YTD
<b>Participated in their first class/workshop/training:</b>		
Within 1 week of program enrollment	8	8
Between 2 and 4 weeks of program enrollment	0	N/A
Between 1 and 2 months of program enrollment	0	N/A
More than 2 months since program enrollment	0	N/A
Not yet engaged in a service	0	N/A
<b>Training (Please specify type of training completed):</b>		
ITA'S		
OJT		

## ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

### Performance Report

Quarter 1

July 1, 2021 through September 30, 2021



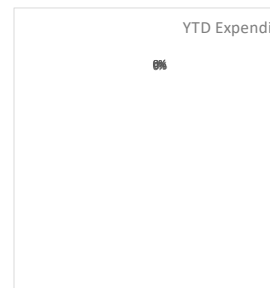
Overseeing job seekers, youth and business programs and services.

Status:	Open
Service Provider:	City of La Habra
Contract Obligation: \$	1,635,686.00
Contract Number:	MA-012-20011848
Contract Period:	07/01/2021 - 06/31/2022

Program Name:	Ready SET OC WIOA Youth
Funding Stream:	WIOA Youth Out-of-School
Leverage Budget: \$	10,000.00
Total YTD Leverage:	0
% of Total Leverage:	

#### Fiscal Activities

Cost Category	Budget	Q1		YTD Expenditures	Balance	% Utilized
		Jul '21 - Sept '21				
Direct Program Costs	\$ 888,432.16			\$ -	\$ 888,432.16	0%
Administrative (cost)	\$ 163,568.00			\$ -	\$ 163,568.00	0%
Supportive Services	\$ 41,447.31			\$ -	\$ 41,447.31	0%
Individual Training Account (ITA)	\$ 58,500.00			\$ -	\$ 58,500.00	0%
On-the-Job Training (OJT)	\$ 52,860.00			\$ -	\$ 52,860.00	0%
Work Experience	\$ 430,878.53			\$ -	\$ 430,878.53	0%
<b>TOTAL</b>	<b>\$ 1,635,686.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 1,635,686.00</b>	<b>0%</b>



#### Program Activities | Contract Performance Measures

Performance Category	Contracted Goal	Q1		YTD	% of Performance
		Jul '21 - Sept '21			
New Enrollments	334	62		62	19%
Carry Forward / Follow-Up	116	106		106	91%
Median Earnings of Participant Employment Placements	\$4,000.00	\$2,075.88		\$2,075.88	52%
Youth Education, Military, Apprenticeship, or Trade Placements	347	2		2	1%
Attainment of Degree/Certificate	315	0		0	0%
Literacy/Numeracy Gain (in program skills gain)	225	2		2	1%
Retention with the Same Employer/ Education	315	0		0	0%
Work Experience	225	32		32	14%
Program Exit	113	6		6	5%

#### Program Participation

Trainings	# of Participants	
	Q1 Jul '21 - Sept '21	YTD
<b>Participated in their first class/workshop/training:</b>		
Within 1 week of program enrollment	62	62
Between 2 and 4 weeks of program enrollment	0	N/A
Between 1 and 2 months of program enrollment	0	N/A
More than 2 months since program enrollment	0	N/A
Not yet engaged in a service	0	N/A
<b>Training (Please specify type of training completed):</b>		
ITA'S	6	6
OJT	0	0

## ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD



### Performance Report

**Quarter 1**

July 1, 2021 - September 30, 2021

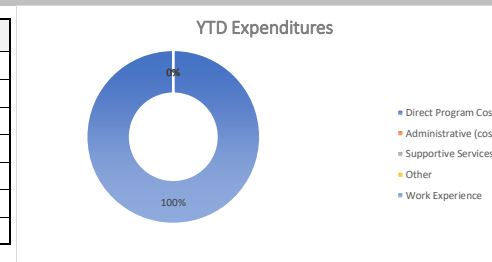
Status:	Open
Service Provider:	Goodwill Industries of Orange County
Contract Obligation:	314,00.00
Contract Number:	MA-012-20012068
Contract Period:	06/29/2020 - 06/30/2022

Program Name:	STEPS 2021
Funding Stream:	WIOA Title I   Foundation for California Community Colleges (Foundation)/DOR
Leverage Budget:	
Total YTD Leverage: \$	-
% of Total Leverage:	0%

#### Fiscal Activities

Cost Category	Original Budget	Revised Budget	YTD Expenditures	Balance	% Utilized
Direct Program Costs	\$ 142,544.00	\$ 97,070.00	\$ 8,096.75	\$ 88,973.25	8%
Administrative (cost)	\$0	\$0	\$ -	\$ -	0%
Supportive Services	\$ 3,456.00	\$ -	\$ -		0%
Other	\$ -	\$ -			n/a
Work Experience	\$ 168,000.00	\$ -	\$ -	\$ -	0%
Current Expenditures					n/a
<b>TOTAL</b>	<b>\$ 314,000.00</b>	<b>\$ 97,070.00</b>	<b>\$ 8,096.75</b>	<b>\$ 88,973.25</b>	<b>8%</b>

We revised the budget from \$314,000 to \$97,070 on 04/30/2021.



#### Program Activities | Contract Performance Measures

Performance Category	Contracted Goal	Q1 for July 1, 2021 - September 30th, 2021	YTD	% of Performance
New Enrollment: STEPS	50	12	48	96%
New Enrollment: WIOA- ISY	50	0	3	6%
Median Earnings of Participant Employment Placements	\$4,000	-	\$ -	0%
Youth Education, Military, Apprenticeship, or Trade Placements	70	0	0	0%
Attainment of Degree/Certificate	70	0	0	0%
Businesses Servicing as Worksites	35	16	18	29%
Literacy/Numeracy Gain	50	0	0	0%
Retention with the same Employer	60	0	0	0%
Completion of Soft Skills/ Job-Readiness Training	100	2	44	44%
Work Experience	100	10	29	58%
Program Exit	N/A	3	36	

#### Program Participation

Trainings	YTD
<b>Participated in their first class/workshop/training:</b>	n/a
Within 1 week of program enrollment	25
Between 2 and 4 weeks of program enrollment	6
Between 1 and 2 months of program enrollment	0
More than 2 months since program enrollment	0
Not yet engaged in a service	2
<b>Training (Please specify type of training completed):</b>	n/a
<b>Vocational Training</b>	4
<b>ITA'S</b>	1
<b>OJT</b>	0

# ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD



Overseeing job seekers, youth and business programs and services.

## Performance Report

Quarter 1

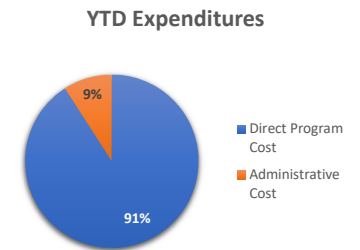
July 1, 2021 through September 30, 2021

Status:	Open
Service Provider:	America Works of California, Inc.
Contract Obligation:	\$1,403,000.00
Contract Number:	20-28-0073-OSO
Contract Period:	07/01/2021 - 06/31/2022

Program Name:	One-Stop Operator
Funding Stream	IA Adult & Dislocated Worker Programs
Pay for Performance	\$110,000.00

### Fiscal Activities

Cost Category	Budget	Q1		YTD Expenditures	Balance	% Utilized
		Jul '21 - Sept '21	Jul '20 - Sept '20			
Direct Program Cost	\$ 1,275,454.55	\$ 306,471.35	\$ 306,471.35	\$ 306,471.35	\$ 968,983.20	24%
Administrative Cost	\$ 127,545.45	\$ 30,647.13	\$ 30,647.13	\$ 30,647.13	\$ 96,898.32	24%
Training	N/A	\$ -	\$ -	\$ -	\$ -	
<b>TOTAL</b>	<b>\$ 1,403,000.00</b>	<b>\$ 337,118.48</b>	<b>\$ 337,118.48</b>	<b>\$ 337,118.48</b>	<b>\$ 1,065,881.52</b>	<b>24%</b>



### Program Activities | Contract Performance Measures

Performance Category	Contracted Goal	Q1 Jul '20 - Sept '20	YTD	% of Performance
First Time Visitors	N/A	1117*	1117*	
Virtual Training	N/A	452	452	
On-Site Training	N/A	377	377	
ACT WorkKeys	N/A	0*	0	

\*This number has been updated since we last submitted this report. We received conflicting data from VOS Greeter and had to verify with the state.

\*4 people attended the ACT Workkeys Orientation; however, no participants were enrolled during this quarter.

### Program Participation

Trainings	# Participants	
	Q1 Jul '21 - Sept '21	YTD
<b>Participated in their first class/workshop/training:</b>		
Within 1 week of program enrollment		
Between 2 and 4 weeks of program enrollment		
Between 1 and 2 months of program enrollment		
More than 2 months since program enrollment		
Not yet engaged in a service		

## ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

## Performance Report



Empowering Orange County job-seekers, youth and businesses.

Quarter 1

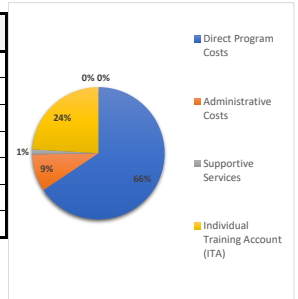
July 1, 2021 through September 30, 2021

Status:	Open
Service Provider:	Managed Career Solutions, SPC.
Contract Obligation:	\$900,000.00
Contract Number:	18-28-0062-OS
Contract Period:	07/01/2021 - 06/31/2022

Program Name:	Adult Career Services - North
Funding Stream:	WIOA Title I - Adult Career Services
Leverage Budget:	\$270,000.00
Total YTD Leverage:	0
% of Total Leverage:	

## Fiscal Activities

Cost Category	Budget	Q1	YTD Expenditures	Balance	% Utilized
		Jul '21 - Sept '21			
Direct Program Costs	\$ 520,000.00	\$ 82,040.44	\$ 82,040.44	\$ 437,959.56	16%
Administrative Costs	\$ 90,000.00	\$ 11,365.22	\$ 11,365.22	\$ 78,634.78	13%
Supportive Services	\$ 20,000.00	\$ 1,524.92	\$ 1,524.92	\$ 18,475.08	8%
Individual Training Account (ITA)	\$ 225,720.00	\$ 30,086.75	\$ 30,086.75	\$ 195,633.25	13%
On-the-Job Training (OJT)	\$ 17,280.00	\$ -	\$ -	\$ 17,280.00	0%
Work Experience/Transitional Jobs (WEX)	\$ 27,000.00	\$ -	\$ -	\$ 27,000.00	0%
<b>TOTAL</b>	<b>\$ 900,000.00</b>	<b>\$ 125,017.33</b>	<b>\$ 125,017.33</b>	<b>\$ 774,982.67</b>	<b>14%</b>



## Program Activities | Contract Performance Measures

Performance Category	Contracted Goal	Q1 Jul '21 - Sept '21	YTD	% of Performance
New Enrollments	400	44	44	11%
Carry Forward / Follow-Up	144	144	144	100%
Target Population	472	177	177	38%
Employment Placements (2nd Qtr After Exit)	411	19	19	5%
Median Earnings of Participant Employment Placements	\$6,600.00	\$7,054.80	\$7,054.80	107%
Attainment of Degree/Certificate	335	1	1	0%
Literacy/Numeracy Gain (in program skills gain)	419	5	5	1%
Retention with the Same Employer (4th Qtr After Exit)	314	49	49	16%
Co-enrollment into WIOA services	N/A	1	1	
Staff/providers trained on serving individuals with disabilities	N/A			
Program Exit	411	18	18	4%

## Program Participation

Trainings	# of Participants	
	Q1 Jul '21 - Sept '21	YTD
<b>Participated in their first class/workshop/training:</b>		
Within 1 week of program enrollment	50	50
Between 2 and 4 weeks of program enrollment	2	2
Between 1 and 2 months of program enrollment	0	0
More than 2 months since program enrollment	0	0
Not yet engaged in a service	0	0
<b>TOTAL</b>	<b>52</b>	<b>52</b>
ITA'S	8	8
OJT	1	1
WEX	0	0

## ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD



Empowering Orange County job-seekers, youth and businesses.

### Performance Report

Quarter 1

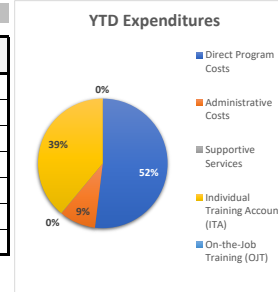
July 1, 2021 through September 30, 2021

Status:	Open
Service Provider:	Managed Career Solutions, SPC.
Contract Obligation:	\$800,000.00
Contract Number:	18-28-0062-OS
Contract Period:	07/01/2021 - 06/31/2022

Program Name:	Adult Career Services - South
Funding Stream:	WIOA Title I - Adult Career Services
Leverage Budget:	\$240,000.00
Total YTD Leverage:	0
% of Total Leverage:	

#### Fiscal Activities

Cost Category	Budget	Q1		YTD Expenditures	Balance	% Utilized
		Jul '21	Sept '21			
Direct Program Costs	\$ 459,240.00	\$ 64,260.00	\$ 64,260.00	\$ 394,980.00	14%	
Administrative Costs	\$ 80,000.00	\$ 11,247.46	\$ 11,247.46	\$ 68,752.54	14%	
Supportive Services	\$ 23,760.00	\$ 52.64	\$ 52.64	\$ 23,707.36	0%	
Individual Training Account (ITA)	\$ 195,720.00	\$ 48,162.00	\$ 48,162.00	\$ 147,558.00	25%	
On-the-Job Training (OJT)	\$ 17,280.00	\$ -	\$ -	\$ 17,280.00	0%	
Work Experience/Transitional Jobs (WEX)	\$ 24,000.00	\$ -	\$ -	\$ -	0%	
<b>TOTAL</b>	<b>\$ 800,000.00</b>	<b>\$ 123,722.10</b>	<b>\$ 123,722.10</b>	<b>\$ 652,277.90</b>	<b>15%</b>	



#### Program Activities | Contract Performance Measures

Performance Category	Contracted Goal	Q1		YTD	% of Performance
		Jul '21	Sept '21		
New Enrollments	400	33	33	33	8%
Carry Forward / Follow-Up	72	72	72	72	100%
Target Population	473	117	117	117	25%
Employment Placements (2nd Quarter After Exit)	413	33	33	33	8%
Median Earnings of Participant Employment Placements	\$6,600.00	\$13,231.54	\$13,231.54	\$13,231.54	200%
Attainment of Degree/Certificate	337	1	1	1	0%
Literacy/Numeracy Gain (in program skills gain)	421	10	10	10	2%
Retention with the Same Employer (4th Quarter After Exit)	316	44	44	44	14%
Co-enrollment into WIOA services	N/A	0	0	0	
Staff/providers trained on serving individuals with disabilities	N/A	0	0	0	
Program Exit	413	16	16	16	4%

#### Program Participation

Trainings	# of Participants	
	Q1	YTD
	Jul '21 - Sept '21	
<b>Participated in their first class/workshop/training:</b>		
Within 1 week of program enrollment	20	20
Between 2 and 4 weeks of program enrollment	4	4
Between 1 and 2 months of program enrollment	2	2
More than 2 months since program enrollment	0	0
Not yet engaged in a service	0	0
<b>TOTAL</b>	<b>14</b>	<b>14</b>
ITA's	14	14
OJT	0	0
WEX	0	0

## ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD



Empowering Orange County job-seekers, youth and businesses.

### Performance Report

Quarter 1

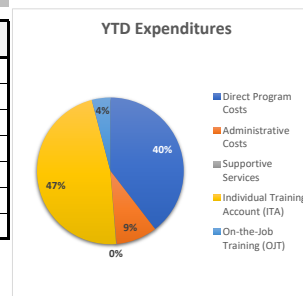
July 1, 2021 through September 30, 2021

Status:	Open
Service Provider:	Managed Career Solutions, SPC.
Contract Obligation:	\$950,000.00
Contract Number:	18-28-0062-OS
Contract Period:	07/01/2021 - 06/31/2022

Program Name:	Dislocated Worker Career Services - North
Funding Stream:	WIOA Title I - Adult Career Services
Leverage Budget:	\$285,000.00
Total YTD Leverage:	\$0.00
% of Total Leverage:	

#### Fiscal Activities

Cost Category	Budget	Q1 Jul '21 - Sept '21	YTD Expenditures	Balance	% Utilized
Direct Program Costs	\$ 544,000.00	\$ 85,226.37	\$ 85,226.37	\$ 458,773.63	16%
Administrative Costs	\$ 95,000.00	\$ 19,580.86	\$ 19,580.86	\$ 75,419.14	21%
Supportive Services	\$ 26,000.00	\$ 174.28	\$ 174.28	\$ 25,825.72	1%
Individual Training Account (ITA)	\$ 239,220.00	\$ 101,587.92	\$ 101,587.92	\$ 137,632.08	42%
On-the-Job Training (OJT)	\$ 17,280.00	\$ 8,820.00	\$ 8,820.00	\$ 8,460.00	51%
Work Experience/Transitional Jobs (WEX)	\$ 28,500.00	\$ -	\$ -		
<b>TOTAL</b>	<b>\$ 950,000.00</b>	<b>\$ 215,389.43</b>	<b>\$ 215,389.43</b>	<b>\$ 706,110.57</b>	<b>23%</b>



#### Program Activities | Contract Performance Measures

Performance Category	Contracted Goal	Q1 Jul '21 - Sept '21	YTD	% of Performance
New Enrollments	600	44	44	7%
Carry Forward / Follow-Up	159	159	159	100%
Target Population	N/A			
Employment Placements (2nd Quarter After Exit)	655	63	63	10%
Median Earnings of Participant Employment Placements	\$8,855.00	\$10,457.59	\$10,457.59	118%
Attainment of Degree/Certificate *	563	2	2	0%
Literacy/Numeracy Gain (in program skills gain)	639	14	14	2%
Retention with the Same Employer (4th Quarter After Exit)	479	108	108	23%
Co-enrollment into WIOA services	N/A	0	0	
Staff/providers trained on serving individuals with disabilities	N/A			
Program Exit	655	25	25	4%

#### Program Participation

Trainings	# of Participants	
	Q1 Jul '21 - Sept '21	YTD
<b>Participated in their first class/workshop/training:</b>		
Within 1 week of program enrollment	44	44
Between 2 and 4 weeks of program enrollment	0	0
Between 1 and 2 months of program enrollment	0	0
More than 2 months since program enrollment	0	0
Not yet engaged in a service	0	0
<b>TOTAL</b>	<b>44</b>	<b>44</b>
ITA's	16	16
OJT	1	1
WEX	0	0

## ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

### Performance Report

Quarter 1

July 1, 2021 through September 30, 2021



Empowering Orange County job-seekers, youth and businesses.

Status:	Open
Service Provider:	Managed Career Solutions, SPC.
Contract Obligation:	\$850,000.00
Contract Number:	18-28-0062-OS
Contract Period:	07/01/2021 - 06/31/2022

Program Name:	Dislocated Worker Career Services - South
Funding Stream:	WIOA Title I - Adult Career Services
Leverage Budget:	\$255,000.00
Total YTD Leverage:	\$0.00
% of Total Leverage:	

#### Fiscal Activities

Cost Category	Budget	Q1 Jul '21 - Sept '21	YTD Expenditures	Balance	% Utilized
Direct Program Costs	\$ 478,008.00	\$ 66,613.59	\$ 66,613.59	\$ 411,394.41	14%
Administrative Costs	\$ 85,000.00	\$ 20,715.30	\$ 20,715.30	\$ 64,284.70	24%
Supportive Services	\$ 31,992.00	\$ 1,077.92	\$ 1,077.92	\$ 30,914.08	3%
Individual Training Account (ITA)	\$ 212,220.00	\$ 139,461.50	\$ 139,461.50	\$ 72,758.50	66%
On-the-Job Training (OJT)	\$ 17,280.00	\$ -	\$ -	\$ 17,280.00	0%
Work Experience/Transitional Jobs (WEX)	\$ 25,500.00	\$ -	\$ -	\$ -	0%
<b>TOTAL</b>	<b>\$ 850,000.00</b>	<b>\$ 227,868.31</b>	<b>\$ 227,868.31</b>	<b>\$ 596,631.69</b>	<b>27%</b>

#### Program Activities | Contract Performance Measures

Performance Category	Contracted Goal	Q1 Jul '21 - Sept '21	YTD	% of Performance
New Enrollments	600	33	33	6%
Carry Forward / Follow-Up	100	100	100	100%
Target Population	N/A			
Employment Placements (2nd Quarter After Exit)	617	45	45	7%
Median Earnings of Participant Employment Placements	\$8,855.00	\$10,632.31	\$10,632.31	120%
Attainment of Degree/Certificate *	531	0	0	0%
Literacy/Numeracy Gain (in program skills gain)	602	19	19	3%
Retention with the Same Employer (4th Quarter After Exit)	452	81	81	18%
Co-enrollment into WIOA services	N/A	0	0	
Staff/providers trained on serving individuals with disabilities	NA			
Program Exit	617	19	19	3%

#### Program Participation

Trainings	# of Participants	
	Q1 Jul '21 - Sept '21	YTD
<b>Participated in their first class/workshop/training:</b>		
Within 1 week of program enrollment	12	12
Between 2 and 4 weeks of program enrollment	9	9
Between 1 and 2 months of program enrollment	1	1
More than 2 months since program enrollment	0	0
Not yet engaged in a service	10	10
<b>TOTAL</b>	<b>32</b>	<b>32</b>
<b>ITAS</b>	<b>6</b>	<b>6</b>
<b>OJT</b>	<b>0</b>	<b>0</b>
<b>WEX</b>	<b>0</b>	<b>0</b>

Notes:



## ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

### Performance Report

Quarter 1

July 1, 2021 through September 30, 2021

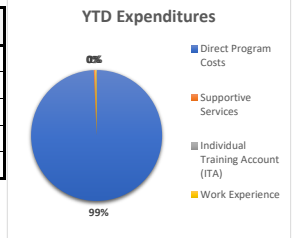


Status:	Open
Service Provider:	Goodwill Industries of Orange County
Contract Obligation:	\$375,080.00
Contract Number:	19-28-0071-SP
Contract Period:	06/01/2020 - 03/31/2022

Program Name:	AB1111 Breaking Barriers to Employment Initiative
Funding Stream:	CA Workforce Development Board
Leverage Budget:	\$250,000.00
Total YTD Leverage:	\$129,898.18
% of Total Leverage:	52%

#### Fiscal Activities

Cost Category	Budget	Q1		YTD Expenditures	Balance	% Utilized
		Jul '21	Sep '21			
Direct Program Costs	\$ 318,872.00	\$ 32,273.94	\$ 204,475.04	\$ 114,396.96	64%	
Supportive Services	\$ 4,500.00	\$ -	\$ 616.98	\$ 3,883.02	14%	
Individual Training Account (ITA)	\$ 2,000.00	\$ -	\$ -	\$ 2,000.00	0%	
Work Experience	\$ 49,708.00	\$ -	\$ 770.00	\$ 48,938.00	2%	
<b>TOTAL</b>	<b>\$ 375,080.00</b>	<b>\$ 32,273.94</b>	<b>\$ 205,862.02</b>	<b>\$ 169,217.98</b>	<b>55%</b>	



#### Program Activities | Contract Performance Measures

Performance Category	Contracted Goal	Q1 Jul '21 - Sep '21	YTD	% of Performance
New Enrollments	75	9	43	57%
Employment Placements	56	10	10	18%
Completion of Soft Skills/VPSA training	72	9	43	60%
Co-enrollment into WIOA services	60	10	20	33%
Staff/providers trained on serving individuals with disabilities	50	0	25	50%
Work Experience	25	0	4	16%
Program Exit	72	1	1	1%

#### Program Participation

Trainings	# of Participants	
	Q1 Jul '21 - Sep '21	YTD
<b>Participated in their first class/workshop/training:</b>		
Within 1 week of program enrollment	1	7
Between 2 and 4 weeks of program enrollment	9	43
Between 1 and 2 months of program enrollment	0	0
More than 2 months since program enrollment	0	0
Not yet engaged in a service	0	3
<b>TOTAL</b>	<b>10</b>	<b>53</b>
ITA's	N/A	N/A
OJT	N/A	N/A
Vocational Training	N/A	N/A

## Quarterly Performance Report (QPR)

Subrecipient	Orange County Workforce Development Board/ Workforce & Economic Development Division		
Subrecipient Code	ORA	ELL, DEA OR VEAP (PY)	VEAP
Quarter Covered	July- September 2021	Grant Code(s)	1225
Project Contact	Eric Ensley	Email	eric.ensley@occr.ocgov.com

The Quarterly Performance Report (QPR) details project activities conducted during each quarter that contribute to project goals. The EDD Project Management (PM) Team uses the information shared in the QPR to assess project progress, identify and share best practices, and identify any technical assistance needs. The QPR must be submitted no later than 20 days following the end of the quarter on the following dates:

Time Period	Due Date
April thru June	July 20
July thru September	October 20
October thru December	January 20
January thru March	April 20

*If the QPR due date falls on a state holiday or weekend, the day before becomes the new due date for the report.*

## Activities and Services For This Quarter

### 1. Participant Reporting

Activity	Total New This Reporting Period	Cumulative Total to Date	Cumulative Planned to Date (From Exhibit B)	Performance % (Actual/Planned)
Total Enrollment	16	24	70	34%
Entered Soft Skill Training/ Job Readiness Training	10	10	48	21%
Entered Occupational Skills Training	6	6	36	17%
Entered Work Based Learning/Training	0	0	30	0%
Attained Certificate	1	1	6	17%
Entered Unsubsidized Employment	0	0	0	0%
Median Hourly Wage	0	0	0	0%
<p><b>Additional Comments on Participant Reporting (Description of services provided, type of training, industry sector, etc. Include any relevant details on delays to achieving planned numbers, if applicable).</b></p> <p>During the Second Quarter (July- September 2021), the VEAP project experienced increases in participant enrollment. VEAP Project staff conducted 76 program eligibility screenings this report period with most significant inquiries during the month of September.</p> <p>Many participants reported opportunities to return to work after a previous lay-off due to the impact of the COVID 19 pandemic. VEAP's project focus is engaging Veteran's with significant barriers as well as transitioning military members separating within 180 days from active duty.</p> <p>During this report period, VEAP Participant's actively engaged in numerous soft skills training sessions through the OC One stop as well as obtained referrals to OC Behavior Health Services for stress and crisis management intervention services for those participants identifying homelessness or at risk of homelessness.</p> <p>Six VEAP Participants attended training through co-enrollment with the WIOA Title I provider or leveraged career enhancement training in technology through entitlements of the Veterans Administration Chapter 31 Veterans Readiness and Education as well as in demand health care worker training through Futuro Health.</p>				

2. Describe the following activities and services that occurred during the reporting period including what work was done and how it relates to the services and activities proposed in Exhibit A: Project Narrative and Exhibit I: Project Work Plan, and any other goals of the project.

Activities/Services Provided	Description
Participant Outreach	<p>During Quarter 2 (July – September 2021), the VEAP Project staff has increased co-location activities at the OC One Stop to meet Veterans where they seek employment services.</p> <p>VEAP Staff’s engaged capacity building opportunities with EDD Disabled Veterans Outreach Program coordinators to collaborate and serve veterans with disabilities who require additional career supportive services, such as enhanced job coaching and interviewing.</p>
Project Partnerships (development, enhancement, engagement, commitment)	<p>VEAP Project staff has developed community partner relationship with Veterans Village and Volunteers of America’s Supportive Services for Veterans and Families that provide a point of referral for veterans in transitional housing seeking career services.</p> <p>Partnership development with UMass Global, a newly I-Train registered training provider of Information Technology has training in CompTIA A+ Part I &amp; CompTIA A+ Part II, CompTIA Cloud+, MTA Software Development and Windows Server Administrator.</p> <p>Additional partnership development with Futuro Health has increased opportunities and access for VEAP Participants interested in the healthcare worker industry.</p> <p>VEAP has developed a community partnership with supported access to the construction trades apprenticeship by collaborating with Helmets to Hardhats to assist VEAP participants interested in the construction industry.</p>

<p>Enrollment, Intake, and Assessment</p>	<p>Enrollment, intake and assessment opportunities are lower than projected compared to the increased number of eligibility interviews. During this report period, OC VEAP continues to average 23 inquiries monthly however actual determinations to participate in the program remains low.</p> <p>VEAP skills assessments are provided solely by the Test for Adult Basic Education (TABE) in lieu of CASAS I. Implementation of the TABE as an initial skills assessment tool has been beneficial to VEAP participants to obtain an accurate reflection of their proficiency in relatable business sector skills coupled with their transferrable military service skills. The TABE measure has shown to better align participants aptitudes to guide career determinations or develop basic skills deficiencies that may present a barrier to long term career growth.</p>
<p>Co-Enrollment (WIOA Title I-IV, CalWORKS, CalFresh, other)</p>	<p>Co-enrollment with WIOA Title I provider has increased due to ongoing collaboration however many of VEAP's enrolled participants are most interested to return to work for economics enhancement and growth.</p>
<p>Program Services (Intensive Case Management, Integrated Resource Teams, Supportive Services, Referrals)</p>	<p>During the report period July- September 2021, most enrolled participants have indicated an increase desire for income and often seek to obtain a "job for right now" focus as a result of the end of expanded unemployment insurance due to COVID 19.</p> <p>As a consequence of the end to the expanded Unemployment Insurance, VEAP staff have actively provided more intensive case management for resume development, job coaching, and interviewing to ensure participants are job ready.</p> <p>Opportunities to integrate resource teams and partnerships with homeless service providers has provided VEAP staff time to devote to career development planning and referring participants to appropriate housing services for those identifying housing as a barrier to employment stability.</p>

<p>System Change/Alignment (Plans, MOUs, policy, procedures, data sharing, blending and braiding resources, sustainability)</p>	<p>VEAP staff has streamlined our co-enrollments of referred participants from the OC One Stop. The ability to make referrals through Caljobs facilitates a tracking process and follow up with the One Stop operator as well as WIOA Title I case managers that produce referrals to allow VEAP Staff to develop an initial career plan with the participant based on the interest, aptitude and values in the industry sector they seek for a career.</p>
<p>Staff, Project Team, Stakeholder Training/Capacity Building</p>	<p>VEAP staff continues capacity building and partnership development to expand service delivery options to participants. Building a network bridge to housing service providers such as Volunteers of America has provided access supportive housing services to more vulnerable populations of homeless veterans with significant barriers to employment so that the participants may clearly focus opportunities to workforce reintegration.</p>
<p>Business/Employer Engagement</p>	<p>VEAP staff continues to engage with Orange County Business Solutions to connect with employers seeking to hire veterans as well potential opportunities to co-enroll with WIOA Title I dislocated workers on a pathway to on the job training.</p>
<p>Other – Describe</p>	<p>None</p>

## Expenditures and Matching Funds For This Quarter

### 3. Expenditure Reporting

Planned Expenditures to Date *From Exhibit E: Funding and Expenditure Plan	Actual Expenditures to Date	Performance % (Actual/Planned)
\$55,000	\$60,011.79	109%
Planned Matching Funds to Date *From Exhibit E: Funding and Expenditure Plan	Actual Matching Funds to Date	Performance % (Actual/Planned)
\$127,398	\$5,011.79	4%
<p>Additional Comments on Expenditures (Include a summary of how grant funds were spent, how matched funds supported the project, and explanation of any delays to meeting planned expenditures).</p> <p>During this report period, planned expenditures were increased to engagement with participants on intensive career management services. Many VEAP participants sought assistance for immediate job placement and support due to the loss of expanded unemployment insurance. VEAP staff devoted increased supportive employment case management services to help guide participants in their development of a attainable career goal plan with a focus on tailored military transferrable skills that apply to in demand industry sector employment.</p>		

## Successes and Challenges For This Quarter

4. **Best Practices/Lessons Learned:** Detail any notable achievements made, obstacles encountered and overcome, identified best practices, lessons learned, and/or ongoing challenges.

VEAP's notable achievements are community engagement and capacity building among new partnerships that serve veterans. VEAP continues to expand communications and collaborate with existing partnership for opportunities to leverage resources and service delivery.

5. **Participant Success Stories:** Detail any notable participant success stories including relevant information about the services strategies utilized, barriers overcome, participant challenges and accomplishments, training completions, job placements, and any other positive outcomes. Do not include any Personally Identifiable Information (PII).

No individual Participant success stories to report during this report period however as previously noted many VEAP participants as a result of service related injuries continues navigate toward career changes and workforce reintegration in spite of some behavior health and crisis challenges that may present as barriers.

6. **Technical Assistance:** Detail any technical assistance that would support or accelerate project efforts.

No Technical assistance to note this report period.

7. **Materials:** Please list and attach any event flyers, press releases, news clips, project photos, and/or any other materials that illustrate grant activities and successes.

None this Report period.



## 2020 COVID-19 EMPLOYMENT RECOVERY (ER) NDWG (Grant Code 1194)

### Quarterly Report

Please complete this cumulative quarterly report form and email the Project Manager by the 20th of the month, following the close of the reporting period. For each section, indicate if there are no changes to report in comparison to the previous reporting period and provide a reason for the lack of changes.

Project Operator:	County of Orange/OCDB/CID		
Name:	Rhonda Miller	Email:	<a href="mailto:rhonda.miller@occr.ocgov.com">rhonda.miller@occr.ocgov.com</a>
Position Title:	Business Solutions Manager	Telephone:	714-480-6432
Date of Report:	10/20/2021	Reporting Period:	9/30/2021
<i>(End date of Reporting Period 00/00/0000)</i>			

I. Participant Performance Factor	Plan	Actual in CalJOBS <sup>SM</sup>	% of Plan
Total Participant Enrollments in the 2020 COVID-19 ER NDWG	78	2	2.56%
Receiving Career Services - Basic			0.00%
Receiving Career Services - Individualized			0.00%
Receiving Career Services - Follow-up			0.00%
Enrolled in Training			0.00%
Enrolled in Work-Based Training (WBT)	78	2	2.56%
Receiving Supportive Services			0.00%
Exited NDWG Services			0.00%
Entering Employment at Exit			0.00%
Entering WBT-Related Employment at Exit			0.00%
II. Total Project Operator Expenditures	Plan	Actual in CalJOBS <sup>SM</sup>	% of Plan
Career Services - Basic			0.00%
Career Services - Individualized			0.00%
Career Services - Follow-up			0.00%
Training			0.00%
Work-Based Training (Does <u>not</u> calculate into total expenditures.)	\$17,568		0.00%
Supportive Services			0.00%
Other (All costs not reflected elsewhere; indirect costs, contracts, etc.)	\$1,947	\$3,819	196.15%
Admin (10.0% of total Expenditures max)	\$1,212	\$1,093	90.18%
<b>Total Expenditures</b>		\$4,912	
Total Project Allotment			
Percent of Allocation Expended		0.00%	

### III. 2020 COVID-19 ER NDWG Project Status Narrative

#### Activities

Provide a description of all 2020 COVID-19 ER NDWG activities that were provided during this reporting period:

- services supported by the 2020 COVID-19 ER NDWG;
- key activities completed;
- performance improvement efforts being undertaken to meet goals for the performance year if projected goals are not currently being met; and
- additional activities performed by both the your agency and your Partners, if applicable.

On August 25, Business Solutions participated in the SBDC Small Business Clinic, a program offered in collaboration with the city of Tustin to bring assistance and support to small business owners. The OC Business Solutions had an exhibitor table at the event. Prior to the businesses scheduled appointments, Business Solutions presented OJTs to 12 SBDC business consultants, answered questions, and provided details. As the small businesses arrived, they spoke with the Business Solutions Manager while they waited for their meeting time. Business Solutions engaged with 20-35 small businesses at the event.

On September 14, the Business Solutions Manager was invited to participate in an event with the Placentia Chamber of Commerce and Orange County Supervisor Doug Chaffee to have a table and present and educate participating small businesses on Business Solutions offerings, including OJTs. Over 30 small businesses were exhibiting. At the event, the Business Solutions Manager was able to connect multiple businesses with the Small Business Development Center, and the Entertainment app to attend their next orientation, both valued partners.

On September 29, the Small Business Development Center Small Business Growth Summit took place with 150 small businesses in multiple sectors attending. OC Business Solutions had a table at the event and the Business Solutions Manager was invited to speak during a 45-minute breakout session to present OJTs, bringing awareness and education of OJTs to the small business community. Over 30 business owners attended the breakout session and were highly engaged, particularly as they would qualify for the 90% OJT reimbursement for businesses with less than 50 employees.

#### **Supportive and Specialized Services**

If supportive services or specialized participant services are being offered, provide:

- a description of the type(s) of services offered in the quarter;
- how they were delivered; and
- how they contributed to a participant's ability to fully participate in grant-funded activities.

None to report at this time.

#### **Timeline**

Utilize the timeline in the grant's Statement of Work to identify all major program activities for the reporting quarter:

- paint a picture of project flow that includes start and end dates, schedule of activities, and projected outcomes;
- include any challenges or concerns the project has encountered that may have affected or slowed grant progress of the timeline/work plan and how the project intends to resolve them; and
- describe the next steps or key areas of emphases planned for the project in the next quarter.

Flow process includes conducting a client needs analysis, determination of special skills for position, what skills would be obtained during OJT for training plan, timelines for hire, NDWG eligibility and suitability for position(s), research and vet company for OJT participation, candidate identification, qualification, conduct phone screening, and submit to employer for consideration and potential hire. Start and end date goal is to have this flow process completed within 2 weeks of initial conducted needs analysis with employer prospect.

A primary challenge that has slowed progress is the need for additional staff. Current staff consists of 1 Business Solutions Manager and 1 temporary employee. The open position for Business Solutions Coordinator was posted on October 8 with the goal of hiring 2 full time Business Solutions Coordinators that would support NDWG efforts and activities as part of their duties.

#### **Effective Practices and Program Model Strategies**

Describe how your program model is working towards/has realized the program's intended purpose as well as the goals/objectives and activities outlined in your work plan. Examples may include:

- developing and implementing an outreach campaign;
- designing education and training programs;
- identifying industry sectors and engaging employers;
- aligning policies and programs;
- measuring systems change and performance;
- developing new or enhancing existing curriculum or industry training;
- creating new career assistance tools and resources; or
- any lessons learned and how those lessons learned will be integrated into ongoing grant activities.

Employer outreach is constant and ongoing with employer discovery calls and OJT meetings conducted, and employer eligibility applications being provided to employers continuing with the OJT process. A pipeline of employers is updated regularly to ensure the goal of a robust list of companies contacted, educated, qualified, and determination of viability to proceed with an OJT.

The OCWDB was invited to speak at the Orange County Leadership Council's July meeting. On July 22, the Business Solutions Manager presented OJT opportunities and program criteria to 23 Orange County businesses and community stakeholder members in attendance.

### **Partnerships**

Report the critical aspects of the grant partnership activities, including establishing and maintaining strategic partnerships, during the reporting period. This section is not intended to be a list of every partner meeting or communication, but rather should reflect the results and outcomes from such interactions and their impact on the project. This section may:

- discuss how partners have been engaged during the current phase of the project;
- outline specific roles and contributions of each partner during this quarter;
- identify any challenges encountered/resolved in the development and management of the partnership; and
- report new partners that may have been brought into the project or identify any previous partners that may have left the project.

### **SBDC Partner Engagement Increased**

The existing community partnership with the OC Small Business Development Center continues with the SBDC referring small businesses to Business Solutions, and conversely Business Solutions refers businesses to the SBDC as well. The partnership also includes Business Solutions connecting with the SBDC Business Consultants as they work with multiple small businesses regularly.

On August 25, Business Solutions participated in the SBDC Small Business Clinic, a program offered in collaboration with the city of Tustin to bring assistance and support to small business owners. The OC Business Solutions had an exhibitor table at the event.

Prior to the businesses scheduled appointments, Business Solutions presented OJTs to 12 SBDC business consultants, answered questions, and provided details. As the small businesses arrived, they spoke with the Business Solutions Manager while they waited for their meeting time. Business Solutions engaged with 20-35 small businesses at the event.

On September 29, the Small Business Development Center Small Business Growth Summit took place with 150 small businesses in multiple operation areas attending. The OCWEDD had a table at the event and the Business Solutions Manager was invited to speak at the event during a 45-minute breakout session to present OJTs bringing awareness and education of OJTs to the small business community. Over 30 business owners attended the breakout session and were highly engaged as they would qualify for the 90% OJT reimbursement for businesses with less than 50 employees.

### **VEAP Partnership**

The VEAP (Veterans Employment Assistance Program) and Business Solutions has teamed up to form a strong partnership with VEAP candidates co-enrolled in WIOA and active OJTs. The communication of available candidates and positions transpires daily to ensure ongoing updates are relayed for veteran candidate placement. If candidates job interests or experience is in an industry outside of the existing OJTs, the Business Solutions team is identifying companies with appropriate open positions and contacting them regarding the OJT program and the veteran candidate. This is a strong and continuing partnership targeting underserved veterans for potential placement.

#### Entertainment Mobile App Partnership

On July 1, the OCWDB launched their partnership with Entertainment to help local businesses gain exposure by utilizing the app to reach new and potentially returning customers with special offers. Businesses provide a one-time discounted offer where customers will see the offer and visit the business to redeem. The offer expires after use, and the customer can return and pay full price on subsequent visits. This a great opportunity for small businesses with limited marketing budgets to increase consumer awareness and loyalty. There is no charge for businesses to enroll in the program.

On July 13, Entertainment presented to 55 businesses at a virtual orientation, and on August 12, an in-person event transpired with 12 registered businesses. Business Solutions is conducting outreach to these businesses to present workforce assistance offerings.

#### Workforce Board Partnership and Collaboration

The feedback received through employer outreach and engagement is that a current challenge facing employers is the inability to find candidates. This is across all industries and company sizes, and the OC Business Solutions team has experienced candidate challenges for OJTs as well.

OCWDB identified a possible solution – share the OJT opportunity with Workforce Boards located outside of the immediate Orange County footprint. Each agency would retain their respective employer and participant relationship, and the candidate would be placed in an above average paying OJT (18/hour minimum with \$26/hour current average) pay rate.

The workforce board response was overwhelmingly positive and on July 2, a collaborative partnership was launched. For the month of July, 3 candidates were submitted for OCWFB OJTs from neighboring workforce boards.

#### Employer Engagement

Report the efforts that have been undertaken to receive feedback from local area employers to identify their employee pipeline needs and engage local employers to interview, assess, train, and/or hire program participants. Examples may include:

- increased employer involvement including employers serving as mentors,
- program staff and employers identifying ways to encourage continuous improvement to hire program participants;
- new employer partnerships (e.g., increased number of employers); and
- positive employment outcomes for program participants (e.g., employers support the hiring and advancement of program participants).

Employer Engagement is constant with employer discovery calls and OJT meetings conducted, and employer eligibility applications being provided to employers continuing with the OJT process. A pipeline of Employers is updated regularly to ensure the goal of a robust list of companies contacted, educated, qualified, and determination of viability to proceed with an OJT.

Survey Monkey is utilized as a tool for survey distribution and feedback collection from all employers who have been contacted regarding a variety of Business Solutions offerings, including OJT discussions and activity.

#### Key Issues and Technical Assistance Needs

Summarize significant opportunities, issues, or challenges encountered during the quarter and any resolution of issues and challenges identified in previous quarters. Furthermore, describe actions taken or plans to address issues. Describe questions you have for EDD, as well any technical assistance needs.

Technical assistance was requested for new grantee orientation for 6 employees. The response received from state on 10/19/2021: "...we are not able to provide customized training for our local areas at this time. We do have PDF slide decks from that CalJOBS training series that we can provide to you, but you very likely already have these on file, as we provided them to all local area staff who attended that series." Slides were provided previously, however, customized training is not available.

#### Accomplishments and Success Stories

Describe promising approaches, innovative processes, lessons learned, and grant- and participant-level success stories in this section each quarter, as appropriate. Additionally, if appropriate, please highlight one or two grant- or participant-level "success stories" from the grant per quarter, with the participant's express permission (if providing a participant success story). In documenting success stories, please describe the:

- background, problem, issue, or concern prior to project involvement;
- response or intervention provided by the project;
- results and outcomes, including who benefited and what changed or improved; and
- evidence of the success, including how the data was obtained and the methods used to measure success.

United Industries, on OJT employer, was contacted for their OJT progress report. It was relayed to the Business Solutions Manager that they are extremely pleased with their OJT participant who has decided to continue with accounting classes to further their education as it relates to their current position at the company. United Industries offered to pay for 50% of the costs of both classes and schoolbooks to help offset finances to their employee.

#### **Evidence and Evaluation**

This section is intended to provide information on how evidence and evaluations are being developed and applied. Describe the use or planned use of data, evidence, and evaluation findings to make improvements to programs and strategies. In this explanation, please include a discussion on accomplishments, strategies being implemented, and any barriers to success.

Business Solutions is conducting analyses on current open OJT positions that we are experiencing delays in filling. Evaluation determined that we have high level OJT positions such as Senior Accountant (\$85,000/year) which requires minimum experience to proceed with the training plan outlined in the OJT. The Service Technician II position is also one that is in high demand for various industries, determined by feedback from a variety of industries in addition to our efforts to identify a Service Technician II candidate for our active OJT. The candidate crisis exists. We are experiencing the effects of it along with Orange County businesses. OJT candidates have an additional qualifier as being categorized as dislocated which further reduces our candidate pool. We continue to diligently search for dislocated worker candidates for open OJT positions, reviewing newly enrolled dislocated worker candidates on a bi-weekly basis.

#### **Additional Information**

Provide other grant-specific information considered to be important yet not captured in other sections of the quarterly narrative report.

None at this time.