



# A G E N D A

## Orange County Workforce Development Board SPECIAL MEETING

**November 16, 2022**

**8:50 AM**

[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 7087 4575 / Link to meeting: <https://us06web.zoom.us/j/84370874575>**

**\*\*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 and city of residence 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 Orange County Workforce Development Board 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. AB 361 Review and make findings required by Government Code subsection 54953(e)(3).  
*Recommendation: Continue virtual meetings due to the proclaimed state of the emergency arising from COVID-19, meeting in person presents imminent risks to the health and safety of attendees, and the emergency continues to directly impact the ability of the members to meet safely in person.*
6. ORANGE COUNTY AMERICA'S JOB CENTER OF CALIFORNIA (AJCC) COMPREHENSIVE & AFFILIATE / SPECIALIZED CERTIFICATION - AJCC CERTIFICATION INDICATOR ASSESSMENT – ONE-STOP OPERATOR IMPROVEMENT PLAN  
*Recommendation: Review and approve AJCC Comprehensive & Affiliate / Specialized Certification – AJCC Certification Indicator Assessment – One-Stop Operator Improvement Plan.*
7. BRANDING OF THE COMPREHENSIVE AND ACCESSIBLE REEMPLOYMENT THROUGH EQUITABLE RECOVERY (CAREER) NATIONAL DISLOCATED WORKER GRANT  
*Recommendation #1: Review and approve the proposed naming of the Comprehensive and Accessible Reemployment through Equitable Recovery (CAREER) National Dislocated Worker Grant to "OC Career Opportunities for Reemployment (OC CORE).*  
  
*Recommendation #2: Approve logo 4B for the "OC Career Opportunities for Reemployment (OC CORE)".*
8. SUPPORTIVE SERVICES POLICY  
*Recommendation: Review and approve Supportive Services Policy.*
9. BRANDING OF THE VETERANS EMPLOYMENT PROGRAM  
*Recommendation: Select and approve a logo for the "Veterans Employment Program".*
10. BRANDING OF OC REGION  
*Recommendation #1: Review and approve the proposed name for OC Region.*  
  
*Recommendation #2: Approve logo 3A horizontal for OC Region.*

11. ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD BYLAWS AMENDMENT  
*Recommendation: Review and approve the OCWDB Bylaws Amendment as presented on the Board of Supervisors (BOS) approved Countywide Bylaws Template and submit for final approval to the BOS.*

12. ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD NON-ELECTED MEMBER APPOINTMENTS  
*Recommendation: Review and approve appointments of OCWDB Non-Elected Members to the Youth Committee.*

- A. Dr. Shauntina Sorrells DSW, MSW
- B. Gregory Scott

**PRESENTATIONS:**

13. CALIFORNIA WORKFORCE ASSOCIATION  
Bob Lanter, Executive Director

14. EMPLOYMENT DEVELOPMENT DEPARTMENT LABOR MANAGEMENT INFORMATION  
Maritza Q. Gamboa, Employment Development Department, Labor Market Division

15. CALIFORNIA WORKFORCE DEVELOPMENT BOARD: HIGH ROAD TRAINING PARTNERSHIPS  
Kerry Chang, Regional Coordination Specialist  
Jesse Flores, Field Specialist  
Rafael Aguilera, Field Specialist

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

16. BUSINESS SERVICES COMMITTEE

17. YOUTH COMMITTEE

- A. PERFORMANCE
  - i. READY SET OC QUARTER 1
  - ii. SUMMER TRAINING AND EMPLOYMENT PROGRAM FOR STUDENTS (STEPS) QUARTER 1

18. ONE-STOP OVERSIGHT COMMITTEE

- A. PERFORMANCE
  - i. AMERICA WORKS/ONE-STOP OPERATOR QUARTER 1
  - ii. MANAGED CAREER SOLUTIONS/TITLE I CAREER SERVICES QUARTER 1
  - iii. VETERANS EMPLOYMENT RELATED ASSISTANCE PROGRAM (VEAP)
  - iv. DEPARTMENT OF LABOR CAREER GRANT QUARTER 1 PERFORMANCE
- B. ONE-STOP SURVEYS

19. GRANT MATRIX

20. EDD COMPLIANCE / AUDIT UPDATES

21. OCWDB MEETING SCHEDULE FOR 2023

**DISCUSSION ITEM(S):**

22. 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.



## Garden Grove

### **AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.**

#### Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

This is a comprehensive AJCC currently housing a variety of service providers. The office and staff reflect a welcoming and inclusive environment to all customers, including those individuals with disabilities, cultural differences, and individuals with barriers to employment. Staff are sensitive to the needs of all individuals and are prepared to provide the necessary accommodations. The AJCC ensures that all customers have access to a full range of services no matter the customers' abilities, mobility, language, or educational level. The AJCC has established a language line for clients who speak a language other than English and accessible equipment in the center as needed. The AJCC staff pride themselves in ensuring that each and every customer receives courteous, polite, responsive, and helpful customer service.

Additionally, staff were given training to ensure that they comply with equal opportunity policies and procedures. Updated EO posters have been placed throughout the center for staff and customers.

Staff reported knowledge of prioritizing services for Veterans; based on observation, the center and staff are ready to service veterans and co-enroll when necessary, Veteran services are prominent in the AJCC.

The AJCC has expanded hours of operation to ensure access to services beyond the traditional business hours. The center and staff are available on Monday, Tuesday, Thursday, and Friday from 9 a.m. to 6 p.m., from 9 a.m. to 8 p.m. on Wednesday, and 9 a.m. to 1 p.m. on Saturdays. The AJCC delivers in-person and virtual services to customers. Customers may access services with and without appointments.

#### Continuous Improvement Opportunities:

- Although the AJCC is located in an area that is accessible to customers near freeways and public transportation, there is limited signage outside of the building which makes it difficult to identify the facility as and AJCC.
  - Outreach needs to be improved.
- It was unknown whether the local Equal Opportunity Officer periodically reviews the AJCC's policies, procedures, and facility for accessibility and equal opportunity and then provides recommendations and staff training, where needed.
  - We will work with our local EOO to ensure this is taking place and develop a schedule for training, if necessary.
- Although staff provide good customer service and have participated in County assigned training, the AJCC staff need to be trained on the principles of universal and customer center design. Additional training has been recommended for operator and staff including conflict resolution and emotional intelligence.

#### Continuous Improvement Plan:

## Garden Grove

- The County has acquired new signage that displays the OC Workforce Solutions Logo and name, for the public view, on the building façade by end of Fall 2022.
- The County EO Officer is Nakia Thierry and reviews EO policies with the Operator on an annual basis and the Operator will relay information to the One-Stop staff within one quarter of receiving information from the EO Officer. A sign in sheet will be provided and shared with County of Orange representatives to verify training was completed.
- The Operator will conduct quarterly training with the staff on Customer Service, Conflict Resolution, and Universal Design Principles
- The center will continue being open throughout the pandemic; however, the AJCC will continue to follow all COVID-19 protocols including around the clock cleaning/wiping down of communal equipment and having electrostatic spraying done throughout the building when a positive case has been reported
- The AJCC will add television monitors to the lobby waiting room to display upcoming hiring events, job listings, and information by end of Fall 2022.
- The Operator will review current outreach to partners and ensure a comprehensive plan to outreach offered services and programs to the local community and all partners by end of fourth quarter 2022

### **AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.**

#### Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

This AJCC actively supports the One-Stop System through effective partnerships. There are currently 8 collocated partners and several more partners part of the One-Stop system. A survey has been developed to measure/capture partner satisfaction and is sent out to partners on a quarterly basis. Partners actively participate in the monthly partner meeting hosted by the AJCC operator where they provide updates and make recommendations when necessary.

AJCC staff and partners recently began using CalJOBS to refer customers to other partner programs.

AJCC staff are aware of the services provided by other partners within the One-Stop system; however, it was observed that marketing materials that overview all partner services were not readily available.

Due to the pandemic, the AJCC staff have not been able to actively outreach out in the community; however, they have established partnerships with other community-based organizations and local schools. Partners within the AJCC share networks with one another to connect clients to resources when necessary.

#### Continuous Improvement Opportunities:

- Operator will train staff on all partners and services available within the One-Stop System and not limited to each service provider's program on a less than quarterly basis. A sign in

## Garden Grove

sheet will be provided and shared with County of Orange representatives to verify training was completed.

- Ensure that AJCC staff and partners are effectively using the CalJOBS referral process and follows up to ensure that services have been provided, where necessary.
- Develop and ensure that flyers listing all partner services are available at the AJCC for distribution and posted around the center.
- Improve marketing and outreach methods, especially post-pandemic, and continue to establish partnerships in the community.
- Partners expresses concern over using the survey tool “Survey Monkey”.
  - Another survey platform will be explored.

### Continuous Improvement Plan:

- The Operator will ensure that all partners are performing adequately on services they are providing within the One-Stop System, creating a checks and balances system to keep all parties accountable to their respective responsibilities. **Any issues or clarifications with individual partners will be communicated to the partner agency so that they can address.**
- Any issues that affect the center as a whole will be addressed at the monthly partner meeting to ensure all are made aware and able to transfer the information to their respective teams.
- Partners continue to use the CalJOBS referral process and follow ups. Spot checks on this process will be conducted by One-Stop staff and results will be made available to the board on a quarterly basis. Clarification on referral process’, partnership responsibilities, and transfer of clients will be addressed and verified amongst all co-located partners.
- The Operator will continue to distribute County-sanctioned, vetted, and issued flyers/job postings. Operator ensures that said flyers are posted in the center as well as shared with partners and available for distribution to the clientele. The Resource Center will be kept in an organized and up to date fashion with job postings properly indexed, available for view, and removed when no longer applicable.
- The Operator will create and disseminate a monthly event calendar/listing for the One-Stop and provide copies to all staff who will then promote and outreach events to clients. Client outreach will include a recurring email at the beginning of the month with the event calendar; providing real-time information on the addition of new events; making the event calendar visible throughout the office; offering paper copies of the calendar to clients; and creating RSVPs for the events when applicable.
- As third party of the creation and verification of marketing methods, the Operator will continue to support the County’s guidance regarding marketing methods, such as the monthly event calendar described above and by informing the County when the OC Workforce Solutions website is in need of updating.

## Garden Grove

- At the Monthly Partner's meeting held on the last Tuesday of every month, the Operator will dedicate time to review and troubleshoot key Center services and partner collaboration logistics.

### **AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.**

#### Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

The AJCC has a system in place to promptly greet customers, identify their needs, and connect them to appropriate services/partners. There is an integrated customer flow process that responds to customer needs and moves them between entry and service delivery. Each staff member of the AJCC plays an active role in the process to ensure the customer is obtaining the needed services to be successful in reaching their employment goals.

Partners at the AJCC each have their own organizational chart, and a One-Stop system organizational chart that identifies the leaders/supervisors of program partners does not exist; hence, staff sometimes do not understand they are part of the One-Stop system and that clients are shared customers.

#### Continuous Improvement Opportunities:

- AJCC staff need cross training in partner eligibility and services and can also benefit from customer-centered design training. This training should be expected at minimum, annually.
- It is obvious that COVID-19 disrupted a lot of services; as we begin to transition back to some normalcy post-pandemic, AJCC staff need to work on improving their outreach, including marketing, to align their service delivery with other partners.

#### Continuous Improvement Plan:

- AJCC staff will continue to train in partner eligibility and services.
- The Operator and County Manager overseeing One-Stop Operators has a weekly standing meeting to discuss operations and ensure any marketing campaigns are being adequately advertised and outreached.
- Operator will emphasize offering client trainings focused on returning to work in a post-pandemic environment. Operator will work with partners and programs that support similar clientele populations and established a mutual referral system/monthly outreach goals.
- Operator will work with partners to establish proper referral system to ensure that all clients are being aided by the partner that is best suited for their needs.
- **The Operator will maintain constant communication with the partners to identify if there are any changes to eligibility requirements for the partner's program offerings. Any changes to eligibility requirements for any programs will be communicated to all partners at the Monthly Partner meeting.**

## Garden Grove

**AJCC Certification Indicator #4: The AJCC is an on-ramp for skill development and the attainment of industry-recognized credentials which meet the needs of targeted regional sectors and pathways.**

### Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

AJCC staff value skill development, job placement services, and employment outcomes. They understand their roles in promoting and contributing to these factors to support the customers. AJCC staff works diligently to increase the number of AJCC customers receiving skill development and training services resulting in industry-recognized credentials. Supportive services are provided by service providers to eligible customers that present a financial need which affects their ability to participate in training.

AJCC staff seem to have a broad understanding of the key regional career sectors.

The AJCC offers training services and staff assists customers in accessing and enrolling in these services, including career pathways, integrated education and training, workforce preparation, and work-based learning. The AJCC offers training and workshops, in-person and virtually. These are open to all customers of the One-Stop system. AJCC partners also provide training; however, it needs to be better coordinated to be offered at the AJCC.

### Continuous Improvement Opportunities:

- Provide staff ongoing training on regional sector career pathways to keep knowledge current.
- The AJCC offers training and releases a monthly calendar; however, this needs to be better communicated and shared with all One-Stop system partners and AJCCs.
- AJCC needs to engage with the Business Solutions team to identify potential OJTs beneficial for customers.
  - It appears that operator is disconnected from this area and is often led by service providers.
- The AJCC can also benefit from developing and maintaining a resource directory of services available through other agencies and community-based organizations.

### Continuous Improvement Plan:

- The Operator will communicate monthly with the County Business Solutions team to become informed about the regional sector career pathways and communicate the information to all staff and co-located partners at monthly meetings.
- As third party to all business solutions outreach, the Operator will meet with the County Business Solutions team to discuss the OJT referral process and how the Operator can best support in an ongoing way.
- The Operator will ensure the Resource Room has OJT information displayed clearly and organized weekly, as well as redirecting any business solutions inquiries or contacts to appropriate channels.

## Garden Grove

- The Operator will handle TABE Testing, will all staff fully trained on administering and scoring TABE tests as of 9/30/2022. Approval to cross-train all co-located partners in administering and scoring TABE tests is pending. Sign in sheets from training will be provided.
- Operator will meet with the County Business Solutions team to discuss the OJT referral process and how Operator can increase support, as well as be available to assist in the creation of a comprehensive Business Solutions plan at the County's behest.
- The Operator will work on developing a resource directory of services of other agencies and community-based organizations by the first quarter of 2023.

### **AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs**

#### Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

AJCC staff appear to be knowledgeable of the regional economy, labor market conditions, and the needs of high-growth sectors and employers. AJCC staff are capable of advising customers of their options, based on interest. Staff focuses on quality jobs with clear advancement opportunities.

The AJCC partners with businesses to offer onsite job recruitments. AJCC has established some partnerships with businesses to place customers in many of their open positions.

The AJCC has a system in place that allows them to refer businesses to the OCWDB's Business Solutions Manager; ideally, AJCC staff would be better equipped to provide business services onsite.

#### Continuous Improvement Opportunities:

- Ongoing training for staff on regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers.
  - Staff can also benefit from training on how to actively promote targeted sector opportunities and high-demand occupations for all AJCC customers
- Implement a defined strategy to regularly seek and capture employer advice in the design and delivery of demand-driven services for job seekers.
  - Currently a survey is sent out to businesses by the OCWDB but there is no evidence that results are shared with the AJCC.

#### Continuous Improvement Opportunities:

- The Operator will inform all partners on regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers on a no less than quarterly basis and will provide sign in sheets to the Board on all trainings completed.

## Garden Grove

- The Operator will inform all staff on how to actively promote targeted sector opportunities and high-demand occupations for all AJCC customers, on a regular and reoccurring basis.
- The Operator will promote targeted sector opportunities and high-demand occupations for all AJCC customers with materials organized and offered within the Resource Room.
- The Operator will meet monthly with the County Business Solutions team to discuss collaboration and provide any contact information from Orange County businesses that may have reached out to explore partnerships.
- As County Business Solutions controls contact information with Orange County businesses, the Operator will make themselves available for collaboration and support on employer surveys and business partnerships.
- The Operator, when contacted by Orange County businesses, will inform them of the system in place within the One-Stop and will forward information to Business Solutions for them to make the assessment and see if a partnership with said business is viable.

**AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.**

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

The AJCC operator hosts a monthly partner meeting for collocated partners. The meeting is attended by management, not frontline staff, and each partner provides updates and learns about other partner programs & services. AJCC operator also updates collocated partners on AJCC staff changes, upcoming events, and workshop statistics. Staff reported that information is shared with frontline staff, but this fact is unknown.

Staff also self-reported that they are trained on how to use labor market information to help customers identify a career pathway, develop in-demand skills, credentials and obtaining employment; however, it would be best to coordinate these training and offer them at minimum twice per year.

AJCC staff receive training in how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs. AJCC staff are comfortable using CalJOBS and participate in ongoing online training for CalJOBS through EDD.

Continuous Improvement Opportunities:

- AJCC staff need ongoing cross-training to keep skills current and understand the services & basic eligibility for all One-Stop system partner programs.
- AJCC staff can benefit from a robust customer-centered design training.
- It is recommended that AJCC staff attend the partner meeting to learn about other partner services and have a better understanding of their individual roles as part of the One-Stop system.

## Garden Grove

- Currently there is a “pod system” in place for staff at the AJCC, which may result in staff working in silos.

### Continuous Improvement Plan:

- The Operator will take a proactive role to ensure that all co-located partners are aware of what each other co-located partner does on site and what benefits they can utilize from each other in helping the clients that they counsel.
  - This will be achieved by having each co-located partner attend the center orientation training, confirming that all center emails & extensions are regularly updated so no information is missed, and having regular communication with each co-located partner with updates to the center.
- Mandatory Monthly Partner’s Meetings will be enforced so that all partners are aware of all the ongoing events and situations at the center. Any partners who miss meetings will receive follow-ups.
- A regular training schedule for professional development trainings on customer service, conflict resolution, universal and customer-centric design principles, and emotional intelligence will be developed and provided to all staff and partner staff.
- Opportunities for cross-training between partner staff will be developed and potentially built into Monthly Partner’s Meetings.
- Collaboration among partners will be encouraged and information regarding their programs will be dispensed amongst all teams.

### **AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.**

#### Assessment of the AJCC’s Strengths and Continuous Improvement Opportunities:

The AJCC contributes to the achievement of WIOA performance indicators. AJCC staff reports the number of customers served, types of services provided, and the outcomes of the services on a monthly and quarterly basis. Outcomes, however, have been impacted by the pandemic. Staff have learned to pivot and continue to make necessary modifications to provide services to customers (in-person and virtually) and meet outcomes as outlined in their contracts.

The AJCC has a system in place to capture and respond to specific customer feedback, complaints, and compliments.

#### Continuous Improvement Opportunities:

- Although the AJCC has developed a strong partnership with several businesses, a tool to analyze effectiveness is not in place.
- Although the AJCC regularly reviews and analyzes performance, customer satisfaction, and service data, the AJCC needs to use this data to recommend AJCC service improvements.
  - Current customer satisfaction survey can benefit from revisions.

#### Continuous Improvement Opportunities:



## Garden Grove

- As a third party, the Operator will make themselves available at the County's behest to collaborate and gather feedback on surveys regarding Business Services and Customer Service.
- The Operator will develop and disseminate training surveys for clients to access using QR codes and provide feedback on trainings.
- Operator will increase analyzation of performance, customer satisfaction, and service date to determine where the AJCC will need to increase focus for improvements.

## Manchester Office Building

### **AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.**

#### Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

This AJCC is an affiliate location. The office is located inside the County's Probation facility, Manchester Office Building. This AJCC currently houses the WIOA youth program which service youth that are in-school, out-of-school, youth with disabilities, English Language Learners (ELL), and youth job seekers with a range of pre-employment barriers and training needs.

The AJCC staff provide a welcoming environment for all customers. All AJCC staff are courteous, polite, responsive, and helpful to all who visit the AJCC. Staff are sensitive to the unique needs of individuals with disabilities and are prepared to provide necessary accommodations. AJCC staff self-reported that they have been trained in providing universal and customer centered services.

While there is no staff on-site to provide specialized services to non-youth clients, AJCC staff are aware of other network partners to whom referrals can be made to assist clients who cannot be served by the WIOA youth program.

#### Continuous Improvement Opportunities:

- The physical layout of the AJCC is physically accessible; however, the AJCC can improve in areas to meets basic programmatic accessibility made available upon request to individuals with disabilities and language barriers.
  - Bilingual staff at the AJCC are available to assist limited English-speaking customers and ensure that they have equal access to services; however, staff were not aware of the language line that can be used through the comprehensive site.
- More visibility - There is currently no signage advertising the WIOA youth program or that the Manchester Office Building is an AJCC Affiliate site.
  - Printed material was not available or visible. We will ensure that program flyers and services are available in various languages.
- It was unknown whether the local Equal Opportunity Officer periodically reviews the AJCC's policies, procedures, and facility for accessibility and equal opportunity and then provides recommendations and staff training, where needed.
  - We will work with our local EOO to ensure this is taking place and develop a schedule for training, if necessary.
- The AJCC staff do not utilize a special process for veterans to trigger the priority of service. The OCWDB site visitors did not observe any official veterans' priority of service signage.
- This facility does not offer free parking; paying for parking can be a barrier for youth attempting to receive services at this location.

#### Continuous Improvement Plan

## Manchester Office Building

- Signage will be created and displayed to advertise WIOA youth program and AJCC Affiliate services.
- Signage will be displayed advertising accessibility features and services of the program, including the language line and priority of service for veterans.
- Flyers to be displayed to advertise services and translated into multiple languages. Flyers will be printed and made available in common areas.
- The Operator will train all partners on services available within the One-Stop System on a no less than quarterly basis and will provide sign in sheets to the Board on all trainings completed.
- The Operator will work on developing a resource directory of services of other agencies and community-based organizations by the end of 2022.
- Partners continue to use the CalJOBS referral process and follow ups. Spot checks on this process will be conducted by One-Stop staff and results will be made available to the board on a quarterly basis.
- Improve marketing and outreach methods, especially post-pandemic, and continue to establish partnerships in the community.
- Operator will work with the County to better advertise the site and develop a participant driving plan by January 2023.
- The County EO Officer is Nakia Thierry and reviews EO policies with the Operator on an annual basis and the Operator will relay information to the One-Stop staff within one quarter of receiving information from the EO Officer. A sign in sheet will be provided and shared with County of Orange representatives to verify training was completed.

### **AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.**

#### Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

This AJCC affiliate office does not share space with other One-Stop system partners; hence, a system is not in place to assess satisfaction of partners. This AJCC is a partner of the One-Stop System and AJCC staff understands their role in this system. Management actively participates in the monthly partner meetings.

The AJCC staff is using the CalJOBS referral process as outlined in OCWDB's desk procedures and felt that it was useful but needs to be improved. Due to the pandemic, the AJCC staff have not been able to actively outreach out in the community; however, they have established partnerships with other community-based organizations and local schools. The AJCC staff connects with staff from Orange County Juvenile Hall, Orange County Probation Department, Youth Guidance Center (YGC), and the City of La Habra's education partners at John Muir Charter School and Samueli Academy to connect youth participants with resources.

## Manchester Office Building

The AJCC staff has a process to make referrals to another network service provider when it is determined that the customer is not eligible for the WIOA youth program and another provider will be a better fit for the customers' needs and/or the services requested.

### Continuous Improvement Opportunities:

- Increase interaction between this AJCC staff and One-Stop Partners.
- Implement activities to drive participants to the site – though the site does generate some referrals there is little opportunity for an individual to find the program on their own.
- Improve the CalJOBS referral process across all partners. Ensure that AJCC staff are effectively using the CalJOBS referral process and follows up to ensure that services have been provided, where necessary.
- Develop and ensure that flyers listing all partners services are available at the AJCC for distribution.
- Improve outreach methods, post-pandemic, and continue to establish partnerships in the community.

### Continuous Improvement Plan

- The Operator will ensure that all partners are performing adequately on services they are providing within the One-Stop System, creating a checks and balances system to keep all parties accountable to their respective responsibilities. **Any issues or clarifications with individual partners will be communicated to the partner agency so that they can address.**
- Partners continue to use the CalJOBS referral process and follow ups. Spot checks on this process will be conducted by One-Stop staff and results will be made available to the board on a quarterly basis. Clarification on referral process', partnership responsibilities, and transfer of clients will be addressed and verified amongst all co-located partners.
- The Operator will distribute flyers listing all partners services and offerings.
- The Operator will train all partners on services available within the One-Stop System, presented as they become available, at the Monthly Partner's meetings, held the last Tuesday of every month.
- As third party of the creation and verification of marketing methods, the Operator will continue to support the County's guidance regarding marketing methods and make contribution such as developing a plan to drive participants to the site and ensure individuals can discover the site independently through internet research.

### **AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.**

#### Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

The affiliate AJCC has a system in place to promptly greet customers, identify their needs, and connect them to appropriate services. There is an integrated customer flow process that

## Manchester Office Building

responds to customer needs and moves them seamlessly between entry and service delivery. The AJCC has an integrated organization chart; however, is not familiar with a One-Stop system organizational chart that identifies the leaders/supervisors of program partners.

The AJCC staff has received training on customer-centered design and strives to implement principles within their services.

The AJCC's staff make efforts to co-enroll customers in more than one partner program when there is value to customers and has a strategy for effectively sharing case management when customers are co-enrolled.

It was observed that AJCC staff identifies strongly with just their specific programs and could work to better identify and align to the local One-Stop system.

### Continuous Improvement Opportunities:

- AJCC staff need cross training in One-Stop partner eligibility and services.
- It is obvious that COVID-19 disrupted a lot of services; as we begin to transition back to some normalcy post-pandemic, AJCC staff need to work on improving their outreach, including marketing, to align their service delivery with other partners.
  - Develop a real strategy by which they work to increase outcomes.
  - This AJCC is adjacent to a juvenile hall; there is a lot of opportunity to engage with these youth.

### Continuous Improvement Plan

- AJCC staff will continue to train in partner eligibility and services.
- As third party of the creation and verification of marketing methods, the Operator will continue to support County efforts regarding marketing and outreach. The Operator will explore ways to collaborate and engage with the juvenile hall and inform youth about available services.
- Operator will have bi-monthly meetings with the County representative(s) to acknowledge the ongoing services and limitations of the AJCC and to make sure that any marketing campaigns being pushed reflect those services or if the limitations can be rectified to ensure that all operations are performing adequately.
- **The Operator will maintain constant communication with the partners to identify if there are any changes to eligibility requirements for the partner's program offerings. Any changes to eligibility requirements for any programs will be communicated to all partners at the Monthly Partner meeting.**

**AJCC Certification Indicator #4: The AJCC is an on-ramp for skill development and the attainment of industry-recognized credentials which meet the needs of targeted regional sectors and pathways.**

### Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

## Manchester Office Building

AJCC staff focuses on helping the participants determine the education or career path he/she wants to pursue. This most often includes job-readiness training and a work experience placement. The AJCC staff recognize the importance of exploring career pathways with the participants and finding the right training/ certificate/ education for the participant to reach his/her career goal. Participants receive supportive services that minimize barriers to employment, education, and training.

Supportive services, particularly transportation and training-required uniforms, are the typical kinds of services available to youth customers served at the AJCC. Other supportive services may also be available depending on the requirements of the training.

The AJCC has integrated Earn and Learn opportunities in their offerings for youth that combines applied learning opportunities with material compensation while facilitating skills development in the context of actual labor market participation.

Direct training does not take place at this AJCC; however, they have identified and built partnerships with organizations that offer robust training services for youth participants and assists customers in accessing and enrolling into these services, including career pathways, integrated education and training, and work-based learning.

The AJCC strives to integrate virtual and hybrid programming to increase the number and percentage of all AJCC customers receiving skill development and training services.

### Continuous Improvement Opportunities:

- Youth participants have access to ITAs; however, they are not often used. The program may need some technical assistance on preparing more participants for ITAs if this is what is required for a participant to reach a career goal.
- No marketing information was visible of training opportunities available. This information needs to be readily available.
  - The Comprehensive location offers training and releases a monthly calendar; however, this needs to be communicated and shared with this AJCC.
  - Overall, the space at this AJCC is not conducive to training/presentations.
- Staff did not demonstrate knowledge of regional career sectors in Orange County; therefore, training will be required of all AJCC staff on this area.
- This AJCC needs to also engage with the Business Solutions team to identify potential OJTs beneficial for the customers
- The AJCC can also benefit from developing and maintaining a resource directory of services available through other agencies and community-based organizations.
- Staff at the AJCC implemented a “sequence of service” for training that may cause cumbersome entry steps that prohibit easy access to education and training that leads to industry-recognized credentials. For instance, before a supportive service can be offered, clients are required to complete financial literacy courses and a client’s IEP/ISS must be

## Manchester Office Building

updated to reflect the client's supportive service need. Clients are also required to document service procurement before service providers can approve and release supportive services. Technical assistance will be provided in this area.

### Continuous Improvement Plan

- The Operator will train all partners on services available within the One-Stop System, presented as they become available, at the Monthly Partner's meetings, held the last Tuesday of every month.
- The Operator will work on developing a resource directory of services of other agencies and community-based organizations by end of 2022.
- A comprehensive outreach plan will be created with partners by end of fourth quarter 2022.
- The Operator will train all partners on regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers on a no less than quarterly basis and will provide sign in sheets to the Board on all trainings completed.
- The Operator will provide technical assistance training on ITAs, as appropriate.
- The Operator will review service sequencing to ensure clients have easy access to education and training that leads to industry-recognized credentials
- The Operator will inform all staff on how to actively promote targeted sector opportunities and high-demand occupations for all AJCC customers, on a regular and reoccurring basis.
- The AJCC will collaborate with the County Business Solutions team to identify potential OJTs and career pathways opportunities.

### **AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs**

#### Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

Business services are not offered at this AJCC location; however, the AJCC Job Developer has established strong partnerships with several businesses to place customers in many of their open positions.

AJCC staff appear to have limited knowledge of the regional economy, labor market conditions, and the needs of high-growth sectors and employers. Nonetheless, AJCC staff can advise customers of their options, based on interest. Staff focuses on quality entry level jobs with clear advancement opportunities.

AJCC staff reported the use of an internal virtual survey to collect feedback and satisfaction data from a business on the delivery of business services and applies the learning for continuous improvement; however, copies of the surveys were not available upon request.

## Manchester Office Building

### Continuous Improvement Opportunities:

- Train staff on regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers.
  - Staff can also benefit from training on how to actively promote targeted sector opportunities and high-demand occupations for all AJCC customers
- Implement a defined strategy to regularly seek and capture employer advice in the design and delivery of demand-driven services for job seekers.
- Partner with the comprehensive site to offer AJCC-based services for employers including referral of qualified candidates, on-site recruitment, pre-employment testing, skill verification, and hiring and training subsidies. Currently, the responsibility for placement and connections with businesses only falls on the Job Developer.

### Continuous Improvement Plan

- The Operator will train all partners on regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers during the monthly partner's meeting
- The utilization of O-Net or I-Train, is primarily suited for Career Counselors, but the AJCC Operator will have staff brought up to speed on the aspects of O-Net (Career Assessment) and I-Train (List of training programs we partner with) to guarantee that they can dispense accurate information to all clientele.
- The Operator will train all staff on how to actively promote targeted sector opportunities and high-demand occupations for all AJCC customers, on a no less than quarterly basis and will provide sign in sheets to the Board on all trainings completed.
- The AJCC will partner with the comprehensive site to incorporate employer services such as referral of qualified candidates, on-site recruitment, pre-employment testing, skill verification, and hiring/training subsidies.
- As a third party, the Operator will make themselves available at the County's behest to collaborate and gather feedback on surveys regarding Business Solutions

### **AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.**

#### Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

The AJCC staff attend regular staff meetings with other AJCC program staff to discuss updates, program activities, upcoming events, and to ensure that customers are receiving great customer service. Not all AJCC staff attend the partner meeting; however, the staff that do attend the meeting, provide updates, and learn about other partner programs & services. In turn, these are communicated to the rest of the AJCC staff at the staff meeting (when applicable).



## Manchester Office Building

Staff self-reported that they receive training on a regular basis, especially training from another partner (Goodwill); however, these appear to be more ad hoc-type trainings that do not address needs. Training should be scheduled, and a calendar provided.

AJCC staff do receive training in how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs. AJCC staff are comfortable using CalJOBS and participate in ongoing online training for CalJOBS through EDD.

### Continuous Improvement Opportunities:

- AJCC staff need ongoing cross-training to keep skills current and understand the services & basic eligibility for all One-Stop system partner programs.
- AJCC staff can benefit from a robust customer-centered design training.
- It is recommended that AJCC staff attend the partner meeting to learn about other partner services and have a better understanding of their individual roles as part of the One-Stop system.
  - An orientation on all One-Stop system partner services/programs would be helpful for AJCC staff.

### Continuous Improvement Plan:

- A regular training schedule on professional development skills such as customer service, conflict resolution, and universal design principles will be developed and provided to staff.
- A regular cross-training schedule will be developed and provided to ensure staff are familiar with partner services and offerings.
- AJCC staff will continue to attend regular staff meetings with other program staff, as well as start attending the center orientation training.
- The Operator will confirm that all center emails and extensions are regularly updated so no information is missed and will maintain regular communication with each co-located partner with updates.
- A comprehensive training calendar will be developed and provided to all staff.

### **AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.**

#### Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

AJCC staff are aware of the required WIOA performance reporting through contract expectations and monthly performance reporting and understand how program activities affect the overall AJCC achievement. They meet regularly to review WIOA outcomes as well as internal tracking measures, such as the types of referrals received. AJCC performance is transparent and accountable to the communities and regions served. The staff understands the

## Manchester Office Building

importance of data validation, data collection processes, and the importance of accurate reporting.

The AJCC has a system in place to capture and respond to specific customer feedback, complaints, and compliments. An internal survey was developed which goes out to customers monthly and discussed with management quarterly. The process to handle complaints includes a procedure to elevate the complaint, if needed.

The AJCC's funding was reduced to ensure operations are cost-efficient and the resources invested are justified by the results. OCWDB is prepared to increase funding when performance supports the measure.

### Continuous Improvement Opportunities:

- Although the AJCC has developed a strong partnership with several businesses, a tool to analyze effectiveness is not in place.
- Although the AJCC program management regularly reviews and analyzes performance, customer satisfaction, and service data, management needs to share this data with staff and use this data to recommend AJCC service improvements.

### Continuous Improvement Plan:

- As a third party, the Operator will make themselves available at the County's behest to collaborate and gather feedback on surveys regarding Business Services and Customer Service.
- The Operator will develop and disseminate training surveys for clients to access using QR codes and provide feedback on trainings.
- Operator will increase analyzation of performance, customer satisfaction, and service date to determine where the AJCC will need to increase focus for improvements.

## Orangewood Foundation

### **AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.**

#### Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

The AJCC is a small affiliate office located within the Orangewood Foundation building. The Orangewood Foundation provides services to current and former foster youth to help prepare them for independent adulthood; therefore, the WIOA youth program currently operates out of this affiliate site as well. This site is in a business complex with ample free parking and an OCTA bus stop directly in front of the building. The WIOA program is currently located on the second floor of the building which includes a shared resource room with other community program staff. The current location is temporary due to the main building undergoing construction. Participants check-in at the drop-in resource center (run by Orangewood Foundation) which is outside due to COVID-19 restrictions. There is also a desk attendant on the first floor of the main building who is available to direct participants to the WIOA staff. Despite these COVID-19 protocols, the AJCC office and staff are welcoming and inclusive to all customers.

The WIOA case manager often visits the resource center to talk with individuals and finds out whether they are needing the type of services WIOA programs can offer.

The required Equal Opportunity poster is printed and visible at the AJCC staff desk. The AJCC staff have received training to ensure that they comply with equal opportunity policies and procedures.

The AJCC site does have a Limited English Proficiency Plan in place and has resources available for limited English speakers. Staff also have capability to coordinate services with the Comprehensive One-Stop Center.

AJCC staff self-reported that they have been trained in providing universal and customer centered services.

The AJCC is open outside of the traditional business hours. The office offers services Monday to Friday from 9 a.m. to 7 p.m. and services are delivered in-person (walk-ins and in-house referrals).

#### Continuous Improvement Opportunities:

- More visibility - There is currently no signage advertising the WIOA youth program or that the Orangewood Foundation is an AJCC Affiliate site.
  - Printed material was not available or visible. We will ensure that program flyers and services are available in various languages.
- Better utilization of language access – AJCC staff stated that when a language other than English is needed, they often find a colleague from another community program at the site even though as a WIOA program they have access to the Language Line through the

## Orangewood Foundation

comprehensive site. This may create confidentiality issues and an uncertainty that translations are being conducted accurately.

- It was unknown whether the local Equal Opportunity Officer periodically reviews the AJCC's policies, procedures, and facility for accessibility and equal opportunity and then provides recommendations and staff training, where needed.
  - We will work with our local EOO to ensure this is taking place and develop a schedule for training, if necessary.

### Continuous Improvement Plan:

- Signage will be created and displayed to advertise WIOA youth program and AJCC Affiliate services.
- The Operator will inform all partners on services available within the One-Stop System during the monthly partner meetings, to ensure that all information is updated on a regular basis.
- The Operator will work on developing a resource directory of services of other agencies and community-based organizations by the first quarter of 2023.
- Partners continue to use the CalJOBS referral process and follow ups. Spot checks on this process will be conducted by One-Stop staff and results will be made available to the board on a quarterly basis.
- Operator will work with the County to better advertise the site and develop a participant driving plan by January 2023.
- The County EO Officer is Nakia Thierry and reviews EO policies with the Operator on an annual basis and the Operator will relay information to the One-Stop staff within one quarter of receiving information from the EO Officer. A sign in sheet will be provided and shared with County of Orange representatives to verify training was completed.
- Signage will be displayed advertising accessibility features and services of the program, including the Language Line. Training on the Language Line will be made available by the end of 2022 at this site. Sign in sheet will be made available to the board.

### **AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.**

#### Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

This AJCC affiliate office does not share space with other One-Stop system partners; hence, a system is not in place to assess satisfaction of partners. This AJCC is a partner of the One-Stop System and understands their role in this system. Management actively participates in the monthly partner meetings. AJCC staff feels confident that they are aware of what the One-Stop system partner programs provide and when co-enrollment would be beneficial.

AJCC staff stated that referrals come in from various One-Stop system partners and various community-based organizations and schools. AJCC staff can access an active youth network for resources and co-enrollment referrals; this information is then shared with all program staff.

## Orangewood Foundation

The AJCC staff is using the CalJOBS referral process as outlined in OCWDB's desk procedures and felt that it was useful but needs to be improved.

### Continuous Improvement Opportunities:

- Increase interaction between this AJCC staff and One-Stop Partners; although AJCC staff are aware of the One-Stop system partners, the impression is that they rely more on the informal youth network that is accessible through Orangewood Foundation and their own connections with community programs and resources rather than the One-Stop system partners.
- Implement activities to drive participants to the site – though the site does generate some referrals (1-2 per week from site partners) there is little opportunity for an individual to find the program on their own.
- Improve the CalJOBS referral process across all partners.
- Develop and ensure that flyers listing all partners services are available at the AJCC for distribution.
- Improve outreach methods, post-pandemic, and continue to establish partnerships in the community.

### Continuous Improvement Plan:

- The Operator will ensure that all partners are performing adequately on services they are providing within the One-Stop System, creating a checks and balances system to keep all parties accountable to their respective responsibilities. **Any issues or clarifications with individual partners will be communicated to the partner agency so that they can address.**
- The Operator will and continues to distribute County sanctioned, vetted, and issued flyers/job postings. Operator ensures that said flyers are posted in the center as well as shared with partners and available for distribution to the clientele
- Partners continue to use the CalJOBS referral process and follow ups. Spot checks on this process will be conducted by One-Stop staff and results will be reported on a monthly basis.
- The Operator will work on developing a resource directory of services of other agencies and community-based organizations by the end of 2022.
- The AJCC will design and implement engagement activities to drive participants to the site, as well as ensuring internet information is updated and accurate so individuals can independently discover the site.
- As third party of the creation and verification of marketing methods, the Operator will continue to support the County's guidance regarding marketing and outreach methods.

**AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.**

### Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

## Orangewood Foundation

The affiliate AJCC staff use a customer flow specific to the WIOA youth program. They have a system in place to promptly greet customers, identify their needs, and connect them to appropriate services. The customer flow process responds to customer needs and moves them seamlessly between entry and service delivery. Each AJCC staff has a specific role in the participant's journey and has the flexibility to meet with the participant in offsite locations other than the official AJCC locations.

AJCC staff received regular training opportunities, in addition to the county-provided technical trainings. AJCC program staff are currently attending a monthly training series on Trauma Informed Care.

Trainings and workshops provided to program participants are usually 1:1 and personalized to meet the participants' needs.

### Continuous Improvement Opportunities:

- AJCC staff should receive customer service and customer-centered design training regularly
- AJCC needs to better align/integrate the delivery of their career services

### Continuous Improvement Plan:

- Hold monthly trainings so staff is aware of all the partner services and resources under the OC Workforce Solutions.
- Make sure affiliate AJCC staff are being provided the proper tools and trainings they need to perform at their most optimal level.
- The Operator will conduct quarterly training with the staff on Customer Service and Conflict Resolution.

**AJCC Certification Indicator #4: The AJCC is an on-ramp for skill development and the attainment of industry-recognized credentials which meet the needs of targeted regional sectors and pathways.**

### Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

AJCC staff focuses on helping the participants determine the education or career path he/she wants to pursue. This most often includes job-readiness training and a work experience placement. The AJCC staff uses O\*NET to provide the participant information on different occupations to help narrow the career search. The AJCC staff recognize the importance of exploring career pathways with the participants and finding the right training/ certificate/ education for the participant to reach his/her career goal. Staff is familiar with how to find labor market and sector pathway information; however, staff can benefit from additional training in this area. AJCC staff feel confident that they have access and the right network connections to

## Orangewood Foundation

fulfill supportive services needs for participants. Participants receive supportive services that minimize barriers to employment, education, and training.

Direct training does not take place at this AJCC; however, they have identified and built partnerships with organizations that offer robust training for their participants.

### Continuous Improvement Opportunities:

- Youth participants have access to ITAs; however, they are not often used. The program supervisor stated that they are selective when offering an ITA to a participant; ITAs are encouraged if the youth is likely to complete the training. The program may need some technical assistance on preparing more participants for ITAs if this is what is required for a participant to reach a career goal.
- When asked about the OJT opportunities that had been distributed by OCWDB, the program supervisor stated that the opportunities did not match the career goals of participants. The program may need technical assistance on how to “sell” an opportunity to a participant when it does not seem on the surface to be applicable; that the skills gained in one job are often transferrable to another position in a different industry.
- No marketing information was visible of training opportunities available. This information needs to be readily available.
- Staff did not demonstrate knowledge of regional career sectors in Orange County; therefore, training will be required of all AJCC staff on this area.

### Continuous Improvement Plan:

- The Operator will provide technical assistance training on ITAs and how to “sell” OJT opportunities that can lead to other professional opportunities, as appropriate.
- The Operator will develop materials listing all training opportunities and make them easily accessible and shareable in paper form and digital form.
- The Operator will train all partners on regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers on a monthly during the monthly partner meetings.
- The AJCC will collaborate with the County Business Solutions team to identify potential OJTs and career pathways opportunities.

### **AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs**

#### Assessment of the AJCC’s Strengths and Continuous Improvement Opportunities:

Business services are not offered at this AJCC location; however, the AJCC Job Developer has established strong partnerships with several businesses to place customers in many of their open positions. The job developer maintains contact with the participant and worksite and will mitigate any workplace issues, if and when they arise. The relationship that the job developer

## Orangewood Foundation

builds with the work experience employers is a means to gather satisfaction feedback from the employer.

AJCC staff appear to have some knowledge of the regional economy, labor market conditions, and the needs of high-growth sectors and employers. Nonetheless, AJCC staff can advise customers of their options, based on interest. Staff focuses on quality entry level jobs with clear advancement opportunities.

### Continuous Improvement Opportunities:

- Become more versed in high demand sectors in the region.
- Strengthen the relationship between the youth provider job developer and OCWDB's Business Solutions staff.
- Implement a defined strategy to regularly seek and capture employer advice in the design and delivery of demand-driven services for job seekers.
- Partner with the comprehensive site to offer AJCC-based services for employers including referral of qualified candidates, on-site recruitment, pre-employment testing, skill verification, and hiring and training subsidies. Currently, the responsibility for placement and connections with businesses only falls on the Job Developer.

### Continuous Improvement Plan:

- The utilization of O-Net or I-Train, is primarily suited for Career Counselors, but the AJCC Operator will have staff brought up to speed on the aspects of O-Net (Career Assessment) and I-Train (List of training programs we partner with) to guarantee that they can dispense accurate information to all clientele.
- The Operator will meet monthly with the County Business Solutions team to discuss collaboration and receive information on targeted sector opportunities and career pathways
- The Operator will train all staff on how to actively promote targeted sector opportunities and high-demand occupations for all AJCC customers, as necessary and will provide updates to county personnel.
- As a third party, the Operator will make themselves available at the County's behest to collaborate, provide feedback on, and share employer-facing surveys.

### **AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.**

#### Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

The AJCC staff attend regular staff meetings with other AJCC program staff to discuss updates, program activities, upcoming events, and to ensure that customers are receiving great customer service. Not all AJCC staff attend the partner meeting; however, the staff that do attend the meeting, provide updates, and learn about other partner programs & services. In turn, these are communicated to the rest of the AJCC staff at the staff meeting (when applicable).



## Orangewood Foundation

Staff also self-reported that they are trained on how to use labor market information to help customers identify a career pathway, develop in-demand skills, credentials and obtaining employment; however, it would be best to coordinate these training and offer them at minimum twice per year.

AJCC staff receive training in how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs. AJCC staff are comfortable using CalJOBS and participate in ongoing online training for CalJOBS through EDD.

### Continuous Improvement Opportunities:

- AJCC staff need ongoing cross-training to keep skills current and understand the services & basic eligibility for all One-Stop system partner programs.
  - AJCC staff can benefit from a robust customer-centered design training.
- An orientation on all One-Stop system partner services/programs would be helpful for AJCC staff.

### Continuous Improvement Plan:

- The Operator will take a proactive role to ensure that all co-located partners are aware of what each other co-located partner does on site and what benefits they can utilize from each other in helping the clients that they counsel.
  - This will be achieved by having each co-located partner attend the center orientation training, confirming that all center emails & extensions are regularly updated so no information is missed, and having regular communication with each co-located partner with updates to the center.
- A professional development training schedule will be offered on customer service, conflict resolution, universal and customer-centric design principles, and emotional intelligence
- Opportunities for cross-training between partner staff will be developed and potentially built into regular meetings

### **AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.**

#### Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

AJCC staff are aware of the required WIOA performance reporting through contract expectations and monthly performance reporting and understand how program activities affect the overall AJCC achievement. They meet regularly to review WIOA outcomes as well as internal tracking measures, such as the types of referrals received.

## Orangewood Foundation

The AJCC has a system in place to capture and respond to specific customer feedback, complaints, and compliments. An internal survey was developed which goes out to customers monthly and discussed with management quarterly. The process to handle complaints includes a procedure to elevate the complaint, if needed. The program shared that complaints are often the result of the participant just needing additional services or referrals and the complaint is quickly resolved.

### Continuous Improvement Opportunities:

- Implement a formal process to capture feedback from participants and employers to make service delivery improvements – though the program has a general procedure to accept complaints/ feedback, there was not a clear process to analyze the feedback and implement changes into the program.

### Continuous Improvement Plan:

- As a third party, the Operator will make themselves available at the County's behest to collaborate and gather feedback on surveys regarding Business Services and Customer Service.
- The Operator will develop and disseminate training surveys for clients to access using QR codes and provide feedback on trainings.
- Operator will increase analyzation of performance, customer satisfaction, and service date to determine where the AJCC will need to increase focus for improvements.

## Tustin Shelter

### **AJCC Certification Indicator #1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.**

#### Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

This AJCC is a small affiliate office space located inside the Tustin Shelter, a short-term shelter. The AJCC reflects a welcoming and inclusive environment to all customers, including those individuals with disabilities, cultural differences, and individuals with barriers to employment. Due to the nature of this AJCC, staff can provide services to individuals who have various amounts of barriers, included but not limited to homelessness, single-parents, addiction, re-entry. Staff are sensitive to the needs of all individuals and are prepared to provide the necessary accommodations. The AJCC staff pride themselves in ensuring that each and every customer receives courteous, polite, responsive, and helpful customer service. AJCC staff are adept in working with all types of individuals.

Bilingual staff at the AJCC are available to assist limited English-speaking customers and ensure that they have equal access to services. Staff may also coordinate with the comprehensive site for the use of the language line when necessary.

Staff reported some knowledge of prioritizing services for Veterans; based on observation, AJCC staff usually refer out for services.

#### Continuous Improvement Opportunities:

- This AJCC is restrictive, meaning that services are restricted to individuals residing at the shelter and not the public. This is a short-term stay shelter which can cause difficulties with retention and follow up. Additionally, there is no staff on-site to provide specialized services to WIOA Youth clients.
- While AJCC staff can meet with individuals interested in Career Services, WIOA enrollment is not conducted at this site. To enroll, individuals need to travel to the Comprehensive AJCC.
- The AJCC can improve in areas to meet basic programmatic accessibility standards to include special equipment for those who are hearing and seeing impaired, and auxiliary aids and services, including a TTY phone line which were not observed.
- The AJCC currently offers minimal virtual services for job seekers. Since clients live on site, most services take place in-person; however, equipment is necessary for access to online training & workshops.
- AJCC staff are available on site only two times per week. It is recommended that extended time be explored.
- AJCC staff have received training to ensure that they comply with equal opportunity policies and procedures; however, the updated EO posters need to be posted on walls.
- Although the office is welcoming to all, overall, the building seems institution-like.
  - More visibility is important; there is currently no signage advertising the WIOA program or that the Tustin Shelter is an AJCC Affiliate site.

## Tustin Shelter

- Printed material was not available or visible. We will ensure that program flyers and services are available in various languages.

### Continuous Improvement Plan:

- The Operator will work with the County to ensure WIOA Youth clients are supported on-site through referrals and specialized services.
- The Operator will work with the County to explore opportunities to facilitate WIOA enrollment for Tustin Shelter customers or provide transportation assistance to the Comprehensive AJCC.
- The AJCC will conduct a thorough review of accessibility needs and work with the County to improve standards and install special equipment such as auxiliary aids and TTW phone line.
- The AJCC will work with the County to explore the possibility of installing additional computer equipment to allow clients to access online trainings and workshops.
- The AJCC will incorporate Rotational Mobile Unit visits and have Partner representatives come by to inform customers what services they can help them with.
- A traffic study will be conducted to determine if extended hours are needed, and a report will be submitted to the Board by January 2023.
- Signage will be created and displayed to advertise the Tustin Shelter as an AJCC Affiliate Site and the WIOA program.
- Flyers to be displayed to advertise services and translated into multiple languages. Flyers will be printed and made available in common areas. The AJCC will display updated EO posters on walls by September 30<sup>th</sup>, 2022.
- The County EO Officer is Nakia Thierry and reviews EO policies with the Operator on an annual basis and the Operator will relay information to the One-Stop staff within one quarter of receiving information from the EO Officer. A sign in sheet will be provided and shared with County of Orange representatives to verify training was completed.
- Partners continue to use the CalJOBS referral process and follow ups. Spot checks on this process will be conducted by One-Stop staff and results will be made available to the board on a quarterly basis.
- The Operator will work on developing a resource directory of services of other agencies and community-based organizations by the end of 2022.

### **AJCC Certification Indicator #2: The AJCC actively supports the One-Stop system through effective partnerships.**

#### Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

This AJCC affiliate office does not share space with other One-Stop system partners; hence, a system is not in place to assess satisfaction of partners. This AJCC is a partner of the One-Stop System and understands their role in this system. Service provider actively participates in the monthly partner meetings. AJCC staff feels confident that they are aware of what the One-Stop

## Tustin Shelter

system partner programs are; however, based on observation, it does not appear as though partners have access to the clients at the shelter.

AJCC staff have fostered great relationships with community partners who provide support to individuals residing at the shelter- regardless of whether they are WIOA clients. In addition, AJCC staff have developed a good relationship with the shelter staff. Together, they remove barriers to WIOA enrollment by providing transportation to individuals who need to travel to the AJCC Comprehensive Site (Garden Grove) to enroll in WIOA.

### Continuous Improvement Opportunities:

- Improve the CalJOBS referral process across all partners. It was observed that CalJOBS is not being utilized for the purpose of making referrals. The site does not have any co-located partners.
  - If an individual needs a service that is not offered on-site, a referral needs to be made to the organization, and any communication with the individual is done via phone call/email and or in-person if the individual can travel to the organization's site.
- Develop and ensure that flyers listing all partners services are available at the AJCC for distribution.
- Due to the restrictive nature of the site, it is difficult for partners or other service providers to visit the AJCC, unless given prior approval and authorization.
- Workshops are not provided at the site. However, when possible, the AJCC staff will provide support to individuals one-on-one. Additionally, in some instances, the shelter will provide its workshops to individuals.
- Outreach is limited due to restriction to the site.
- There is no formal method in place to obtain feedback from shelter staff.
  - It was understood that participants served at this AJCC provide feedback verbally or sometimes written. We will ensure all participants, regardless of location, are receiving a survey to document feedback.

### Continuous Improvement Plan:

- The Operator will provide training on using CalJOBS for referrals across partners especially those not co-located. Technical assistance training on making referrals with warm hand-offs to a specified contact person via phone, email, and follow-ups will be provided to staff. Spot checks on this process will be conducted by One-Stop staff and results will be made available to the board on a quarterly basis.
- The Operator will continue to distribute County-sanctioned, vetted, and issued flyers/job postings. Operator ensures that said flyers are posted in the center as well as shared with partners and available for distribution to the clientele. The
- The Operator will work on developing a resource directory of services of other agencies and community-based organizations by the end of 2022.
- The Operator will work with the County and co-located partners to better market a monthly calendar of trainings to the clientele.

## Tustin Shelter

- As third party of the creation and verification of marketing methods, the Operator will continue to support the County's guidance regarding marketing methods, such as the monthly event calendar described above and by informing the County when the OC Workforce Solutions website is in need of updating.
- The Operator will collaborate with the County to establish and make known a formal method for receiving customer feedback both written and verbal. Completed surveys will be turned in to the County monthly.

### **AJCC Certification Indicator #3: The AJCC provides integrated, customer-centered services.**

#### Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

The affiliate AJCC staff use a customer flow specific to the WIOA program. They have a system in place to promptly greet customers, identify their needs, and connect them to appropriate services. Services offered to individuals are always customer choices.

AJCC staff receive regular training opportunities, in addition to the county-provided technical trainings. Staff have participated in various customer services training including Motivational Interviewing, Soft Skills, Working with Justice-Involved Individuals, etc.

#### Continuous Improvement Opportunities:

- AJCC staff need proper cross-training on the program partner eligibility and services. While co-enrollment may occur, it is mostly with other community-based partners and not necessarily those that are mandated or co-located at the Comprehensive Site.
- Through the site visit, it was observed that AJCC staff identifies strongly with just their specific programs and could work to better identify and align to the local One-Stop system.
- Career Services referral flow is cumbersome. Typically, Career Services shelter staff will meet with individuals to determine suitability and eligibility. If determined suitable and eligible, this individual will have to travel to the Comprehensive Site to meet with another staff member to complete the enrollment process. After that, the individual continues to meet with the service provider staff at the AJCC (Tustin Shelter) to receive Basic/Individualized Career Services as appropriate. Requiring that clients travel to the Comprehensive Site for assessment and enrollment may create a barrier to participation.

#### Continuous Improvement Plan:

- The Operator will train all AJCC staff on services available within the One-Stop System and with other community-based partners to facilitate referrals and co-enrollment.
- All staff will attend an orientation on an annual basis. Sign in sheets will be provided to given to the County as proof of attendance.
- The Operator will work with the County to explore opportunities to facilitate WIOA enrollment for Tustin Shelter customers or provide transportation assistance to the Comprehensive AJCC.

Tustin Shelter

**AJCC Certification Indicator #4: The AJCC is an on-ramp for skill development and the attainment of industry-recognized credentials which meet the needs of targeted regional sectors and pathways.**

Assessment of the AJCC’s Strengths and Continuous Improvement Opportunities:

AJCC staff focuses on helping the participants determine the education or career path he/she wants to pursue via conversation and/or IEP development and updates. The AJCC staff uses O\*NET to provide the participant information on different occupations to help narrow the career search. The AJCC staff recognize the importance of exploring career pathways with the participants and finding the right training/ certificate/ education for the participant to reach his/her career goal. Staff is familiar with how to find labor market and sector pathway information; however, staff can benefit from additional training in this area. Participants receive supportive services that minimize barriers to employment, education, and training.

All AJCC staff is knowledgeable of the County of Orange’s regional target sectors.

AJCC staff post signage for employment and training opportunities in the community computer cubicle that is available for individuals residing at the shelter to use.

Direct training does not take place at this AJCC; however, they have identified and built partnerships with organizations that offer robust training for customers or refer to the comprehensive site. Unfortunately, clients need to travel to the Comprehensive site to receive assistance in accessing and enrolling these services, including career pathways, integrated education and training, and work-based learning.

Continuous Improvement Opportunities:

- The AJCC does implement a “sequence of service” for training that may cause cumbersome entry steps that prohibit easy access to education and training that leads to industry-recognized credentials. For instance, before a supportive service can be offered, clients are required to complete financial literacy courses and a client’s IEP/ISS must be updated to reflect the client’s supportive service need. Clients are also required to document service procurement before service providers can approve and release supportive services.
- The AJCC has not fully integrated virtual and hybrid programming to increase the number and percentage of all AJCC customers receiving skill development and training services.
- Staff need ongoing training on regional sector career pathways to keep knowledge current.
- The AJCC can also benefit from developing and maintaining a resource directory of services available through other agencies and community-based organizations.

Continuous Improvement Plan:

- The Operator will review service sequencing to ensure clients have easy access to education and training that leads to industry-recognized credentials.
- The Operator will work on developing a resource directory of services of other agencies and community-based organizations by the end of 2022.

## Tustin Shelter

- The Operator will continue to integrate virtual and hybrid programming into the AJCC services, and work with the County to explore integrating more computer technologies for customer use.
- The Operator will communicate monthly with the County Business Solutions team to become informed about the regional sector career pathways and communicate the information to all staff and co-located partners at monthly meetings. This information will then be communicated to all staff and partners during Monthly Partner's Meetings.

### **AJCC Certification Indicators #5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs**

#### Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

AJCC staff appear to have some knowledge of the regional economy, labor market conditions, and the needs of high-growth sectors and employers. Nonetheless, AJCC staff can advise customers of their options, based on interest. Staff focuses on quality entry level jobs with clear advancement opportunities.

Business services are not offered at this AJCC location; however, if a business does reach out to the AJCC, the AJCC has a system in place that allows them to refer to the OCWDB's Business Solutions Manager.

#### Continuous Improvement Opportunities:

- Train staff on regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers.
  - Staff can also benefit from training on how to actively promote targeted sector opportunities and high-demand occupations for all AJCC customers
- Strengthen partnership with the comprehensive site to offer AJCC-based services for employers including referral of qualified candidates, on-site recruitment, pre-employment testing, skill verification, and hiring and training subsidies.
- Would benefit from having access/feedback from employer and apply it for continuous improvement.

#### Continuous Improvement Plan:

- The Operator will strengthen the partnership between AJCC and Comprehensive AJCC to offer place-based services for employers such as on-site recruitment, candidate referrals, pre-employment skills testing and verification, and hiring/training subsidies.
- As County Business Solutions controls contact information with Orange County businesses, the Operator will make themselves available for collaboration and informational sessions on regional economy career pathways, business talent supply chains, and employer partnership opportunities.



## Tustin Shelter

- The Operator will pass along information received from the County on targeted sector opportunities and high-demand occupations and train all staff on how to actively promote such opportunities.
- The Operator will make themselves available to the County for collaboration in creating a Business Services survey to drive business services.

### **AJCC Certification Indicator #6: The AJCC has high-quality, well-informed, and cross-trained staffing.**

#### Assessment of the AJCC's Strengths and Continuous Improvement Opportunities:

The AJCC staff attend regular staff meetings with other AJCC program staff to discuss updates, program activities, upcoming events, and to ensure that customers are receiving great customer service. Not all AJCC staff attend the partner meeting; however, the staff that do attend the meeting, provide updates, and learn about other partner programs & services. In turn, these are communicated to the rest of the AJCC staff at the staff meeting (when applicable). This partner meeting takes place via zoom and the AJCC staff at this location does not attend that meeting.

Staff also self-reported that they are trained on how to use labor market information to help customers identify a career pathway, develop in-demand skills, credentials and obtaining employment; however, it would be best to coordinate these training and offer them at minimum twice per year.

AJCC staff receive training in how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs. AJCC staff are comfortable using CalJOBS and participate in ongoing online training for CalJOBS through EDD.

#### Continuous Improvement Opportunities:

- AJCC staff need cross-training to keep skills current and understand the services & basic eligibility for all One-Stop system partner programs.
  - AJCC staff can benefit from a robust customer-centered design training.
- An orientation on all One-Stop system partner services/programs would be helpful for AJCC staff.

#### Continuous Improvement Plan:

- AJCC Operator will take a proactive role to ensure that all co-located partners are aware of what each other co-located partner does on site and what benefits they can utilize from each other in helping the clients that they counsel.
  - This will be achieved by having each co-located partner attend the center orientation training, confirming that all center emails & extensions are regularly updated so no information is missed, and having regular communication with each co-located partner with updates to the center.

Tustin Shelter

- In addition to having staff attending center orientations, a regular training schedule for professional development trainings on customer service, conflict resolution, universal and customer-centric design principles, and emotional intelligence will be developed and provided to all staff and partner staff.
- Opportunities for cross-training between partner staff will be developed and potentially built into Monthly Partner’s Meetings.
- Collaboration among partners will be encouraged and information regarding their programs will be dispensed amongst all teams.

**AJCC Certification Indicator #7: The AJCC achieves business results through data-driven continuous improvement.**

Assessment of the AJCC’s Strengths and Continuous Improvement Opportunities:

The AJCC uses WIOA’s primary indicators of performance to ensure that federal investments in employment and training programs are evidence-based, labor market-driven, and accountable to participants and taxpayers. Center performance is transparent and accountable to the communities and regions served. The staff understands the importance of data validation, data collection processes, and the importance of accurate reporting.

AJCC staff are aware of the required WIOA performance reporting through contract expectations and monthly performance reporting and understand how program activities affect the overall AJCC achievement. In addition, they provide Basic services that may not necessarily be reported at outcomes such as referrals to community partners or basic career counseling. All reportable data is inputted into CalJOBS and monthly reports are submitted to OCWDB cumulatively (i.e., reports include data from all AJCC sites).

AJCC staff regularly evaluates the program and reaches out to OCWDB if they need technical assistance and/or reaches out to available resources for support.

Continuous Improvement Opportunities:

- Implement a formal process to capture feedback from participants and employers to make service delivery improvements.
  - Does not have a mechanism for collecting feedback. Surveys are not made available.
- While the Zero Tolerance/Code of Conduct policy is posted, the EO and Grievance Policies are not. The only way that an individual receiving services would be made aware of the EO and Grievance Policy is if they enrolled into WIOA and/or visited the Comprehensive Site.

Continuous Improvement Plan:

- As a third party, the Operator will make themselves available at the County’s behest to collaborate and gather feedback on surveys regarding Business Services and Customer Service.

## Tustin Shelter

- The Operator will develop and disseminate training surveys for clients to access using QR codes and provide feedback on trainings.
- Operator will increase analyzation of performance, customer satisfaction, and service date to determine where the AJCC will need to increase focus for improvements.
- Updated EO and Grievance Policy posters will be displayed on walls by September 30<sup>th</sup>, 2022.

**Item # 7- ACTION**

Branding of the Comprehensive and Accessible Reemployment through Equitable Recovery (CAREER) National Dislocated Worker Grant.

**BACKGROUND:**

On September 24<sup>th</sup>, 2021, OCWDB was awarded \$3,000,000 over a two-year period under the Department of Labor's (DOL) Comprehensive and Accessible Reemployment through Equitable Recovery (CAREER) National Dislocated Worker Grant.

The overarching objective of the program is to provide intensive workforce services to dislocated workers throughout Orange County with a focus on disinvested communities. The goal is to serve a minimum of 600 Dislocated Workers by the end of September 2023 with the intent of attaining re-employment and long-term self-sufficiency.

To achieve this objective, three key activities were approved under this grant, as follows:

**1. Case Management Services.**

OCWDB expanded case management services to move the Orange County workforce toward high-quality employment opportunities by reaching those areas and populations within the county that have had limited access to services, training and education opportunities. These services include in-depth interviewing and evaluation to identify employment barriers and, development of an individual employment plan (IEP) to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the individual to achieve his or her employment goals. The case management team will guide career planning and prepare individuals for jobs that are currently in-demand in Orange County using labor market information, and in alignment with the County's growth sectors: healthcare; advanced manufacturing; Information and Communications Technology (ICT)/ Digital Media; and Tourism and Hospitality. Services also include training leveraged through WIOA training and education providers, and availability of supportive services to allow individuals to participate in career services or training services.

Secondly, The Program strengthened and leveraged existing partnerships with City of Anaheim and City of Santa Ana Workforce Boards by collaborating with these Workforce Boards to expand case management service reach across Orange County.

**2. Outreach Campaign.**

The program executed a robust outreach strategy which combines print, radio, digital media, community forums and boots-on-the-ground networking activities to reach underserved communities. The outreach campaign is intended to raise community awareness of workforce services available through this program.

### **3. Virtual Learning Management System (LMS).**

OCWDB engaged with third party vendor, FutureFit AI, to develop and implement a virtual learning management system (LMS) specialized in career training and guidance. The LMS would streamline the job seeking process through individual skills assessments; automated suggested trainings and courses; personalized career coaching; and program navigation. Additionally, the program would offer employer and case manager interfaces which would allow for job postings and individual case notes to be added to the platform. With a fully interactive virtual experience, users would receive all the benefits of a personalized job-seeking and career development experience without having to travel to away from their computer.

### **BRAND DEVELOPMENT**

The grant leveraged resources through the County of Orange WIOA contract with Copy & Design for the development of branding and print materials for the program. Through a series of exploratory sessions and in phases, Copy & Design provided technical assistance, resources, and expertise to help brand, develop and create outreach materials designed to reach employers, job seekers, and the public within the County of Orange. As a result, the “OC Career Opportunities for Reemployment (OC CORE)” is recommended as the brand for the Comprehensive and Accessible Reemployment through Equitable Recovery (CAREER) National Dislocated Worker Grant. Brand logos were developed and attached for ease of reference.

### **RECOMMENDATION(S):**

1. Approve the proposed naming of the Comprehensive and Accessible Reemployment through Equitable Recovery (CAREER) National Dislocated Worker Grant to “OC Career Opportunities for Reemployment (OC CORE)”
2. Select and Approve a logo for the “OC Career Opportunities for Reemployment (OC CORE)” Program.

4A



Career Opportunities for Re-Employment

4B



Career Opportunities for Re-Employment



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# OC Community Resources

Revised: PENDING OCWDB Approval

December 30, 2021

June 4, 2021

Effective: August 17, 2020

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

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

**Subject:** Supportive Services Policy  
Information Notice No. 22-OCWDB-05  
Supersedes Information Notice No. 20-OCWDB-14

## PURPOSE

To provide comprehensive service provisions as it pertains to supportive services under the Workforce Innovation and Opportunity Act (WIOA) for Adult, Dislocated Workers, Youth, and Special Programs of the Orange County Workforce Development Board (OCWDB).

## EFFECTIVE DATE

This policy is effective immediately upon issuance.

## REFERENCES

- WIOA (Public Law 113-128) Sections 129 (c)(2) and 134(c)(2) and (3)
- CFR Title 2 Grants and Agreements: Part 200 – Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards Subpart E – Cost Principles, 200.441
- 20 CFR Sections 680.900-680.970, 681.570
- Training and Employment Guidance Letter (TEGL) WIOA No. 19-16 *Operation and Guidance for the Workforce Innovation and Opportunity Act* (March 1, 2017)

## BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) provides local Workforce Development Boards (WDBs) the discretion to provide supportive services deemed appropriate to participants who are enrolled in and actively engaged in individualized career services or training activities and coincides with participant's Individual Employment Plans (IEP). Moreover, the legislation provides the highest quality supportive services, so that participants are successfully able to complete activities, secure and sustain employment and credential attainment, and earn a livable wage. WIOA regulations describe supportive services as "services that are



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necessary to enable an individual to participate in activities authorized under WIOA.”

Although WIOA gives local WDBs guidelines for supportive services, it also provides the local WDBs with the flexibility to adopt supportive services that positively influence each local area. Supportive services may only be provided to participants who are unable to obtain supportive services through other programs that provide such services. Participants must demonstrate that they have made every attempt to find other resources that could provide the supportive service funding including resources outside of the local area if applicable.

### **Adult and Dislocated Workers**

Supportive services may be provided to WIOA Adult and Dislocated Worker participants to enable an individual to participate in career services and/or training services. WIOA-funded supportive services must be a last resort; referrals to other services are to be done first. Individuals identified as needing ongoing supportive services must still be participating in career services, training activities, or both to continue to receive supportive services. Supportive services are not allowed for adults and/or dislocated workers in follow-up. Referral and linkage to other community resources can be performed during follow-up to address need, however payment for any supportive services using WIOA funding is not allowed.

### **Youth Program**

Supportive services can be provided to WIOA Youth during program participation and during follow-up services. WIOA-funded supportive services must be a last resort; referrals to other services are to be done first. They must be provided based on the needs of the participant as identified in the youth’s Individual Service Plan (ISP). During follow-up, youth are eligible for supportive services to ensure success in employment, postsecondary education, and/or training.

WIOA regulations stipulate that in order for exited youth participants to receive follow-up supportive services, “the follow-up services must be conducive of more than just a contact attempt in order to secure documentation, or to report a performance outcome”; supportive services must correlate with performance outcomes and be “determined based on the needs of the individual.”

### **Special/Non-WIOA Programs**

OCWDB has administrative oversight of several special and non-WIOA-funded programs. All staff shall adhere to the policies and procedures provided herein, unless specifically noted.

### **Supportive Services may include, but are not limited to:**

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 individuals with disabilities;
8. Legal aid services;
9. Referrals to health care;
10. Assistance with uniforms or other appropriate work attire and work-related tools, including such items as protective eye gear;

11. Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education; and
12. Payments and fees for employment and training-related applications, tests, and certifications.
13. Expenses associated with a participant's entrepreneurship activities:
  - Pay for California Secretary of State business registration
  - Local business registration within Orange County
  - Local permit to operate as a sidewalk vendor within Orange County
  - Purchase equipment (limit less than 3K) following proper procurement and approval procedures
  - Purchase supplies (limit less than 3K) following proper procurement and approval procedures

The purchase of bulk supportive services (i.e bus passes, gas cards) is allowable but must be paid with non-WIOA funds. Once a supportive service has been distributed to a participant, the individual supportive service can be included on the monthly WIOA program invoice for reimbursement.

### **Disallowed Supportive Services**

Supportive services will not be provided for expenses incurred prior to participant's enrollment in WIOA career services and training. Additionally, the following do not qualify for supportive services:

1. Fines, penalties, interest payments, traffic violations, late finance charges, damages and other settlements;
2. Refundable deposits;
3. Taxes;
4. Child support payments;
5. Membership fees (i.e fitness club, social club, annual fees, etc.)
6. Entertainment;
7. Auto loan or mortgage payment;
8. Alcohol, tobacco or recreational drugs;
9. Pet products;
10. Plants or plant supplies;
11. Items for family members, friends, or anyone who is not the participant;
12. Groceries, or other food items; or
13. Personal medical/health expenses.

### **Policy and Procedures**

1. Supportive services may only be provided to enrolled individuals, who are active participants in individualized career services and/or training services. The support must be necessary to enable the individual to participate in career services or training activities.
2. Any participant who is requesting supportive services or training shall have started and have agreed to complete financial literacy training prior to receiving supportive services or training. If a participant has started financial literacy training and receives supportive services prior to completion, secondary supportive services cannot be issued until the participant completes the financial literacy training.

3. Supportive services may only be provided to participants who are unable to obtain supportive services through other programs that provide such services. Participants must demonstrate that they have made every attempt to find other resources that could provide the supportive service funding including resources outside of the local area if applicable.
4. Supportive services may only be provided when necessary to enable individuals to participate in individualized career service and/or training activities.
5. Supportive services provided must be reasonable, necessary, and allowable based on established local, State and Federal guidelines and regulations.
6. All supportive service payments must be relevant to the results of the objective assessment of each participant's IEP/ISP and educational goals. The need for, and the extent of, supportive services must be listed in the participant's IEP/ISP. In all cases, staff must review "service notes" prior to making any supportive service payments to avoid duplicate payments.
7. Supportive services are not entitlements and are subject to funding availability. All supportive service requests must be supported by demonstration of need.
8. Supportive services cannot be provided retroactively.
9. A Supportive Services Exploration Form (Attachment I) shall be completed prior to requesting supportive services and kept in each participant's file and uploaded to the participants CalJOBS electronic file. This form shall be completed for each supportive services request.
10. Identified resources shall be entered on the Supportive Services Request Form (Attachment II). Provision of supportive services require the completion of the Supportive Services Request Form. The form must be completed in its entirety and signed by the participant and applicable program staff. It shall be kept in each participant's file and uploaded to the participants CalJOBS electronic file. Failure to properly complete the supportive services forms may result in a delay/denial of the reimbursement for supportive services.
11. Each request for supportive services must be clearly documented in the case notes. The case note must include the participant's individual needs, how these needs relate to the supportive services request, and should provide detailed information on the payment for the supportive services being authorized. All documentation must support the service dates being paid for.

Example case note language:

***"Supportive service assistance for (insert type of supportive service) was requested by (insert participant name). All practical alternatives have been exhausted (name attempted resources) in an effort to obtain these supportive services through other resources. (Insert participant's name) requires this assistance in order to complete (his/her) (insert type of activity). The cost for this supportive service is (insert actual amount). Supportive service funds will be used to pay for this supportive service, and the participant has received a***

***total of (\$000.00) in supportive services year-to-date, not including this service.”***

12. For all participants, the appropriate activity code for supportive services must be opened on the date the cost was incurred, entered in CalJOBS, updated throughout the participation in the program, and closed on the actual end date of service. Costs incurred prior to program enrollment are not allowable. At the time supportive services activities are opened a service note must be entered stating what has been obligated to the participant, including 1) type of service; 2) justification of participant's needs for service; 3) lack of other community resources; 4) total amount; 5) date(s) or date range; and 6) whether it is a one-time payment or a recurring obligation. Once the expense is incurred, a detailed service note must indicate the type of supportive service, date(s), and the amount paid. If a Youth participant receives supportive services in the follow-up period, designated activity codes for follow-up supportive services shall be used and entered in CalJOBS.
13. A bill or invoice for a supportive service can be paid directly by the service provider.
14. A copy of the supportive service (card, check, etc.) shall be made and placed in the participant's file. The participant shall sign and date the copy upon receipt. This copy must be placed in the participant's file.
15. Invoices, statements, and receipts necessary to verify that a supportive service has been provided must be returned to staff. It is the responsibility of the staff who distributed the supportive service to ensure that all support services documentation is collected, added to the participant file, and uploaded into the participants CalJOBS electronic file.
16. Returned receipts must indicate that the supportive service was used for its intended purpose. For example, a \$50.00 gas card should display that \$50.00 of gasoline was purchased. If the supportive service was not used for its intended purpose, no additional supportive services will be provided for the participant unless the participant reimburses the difference.
17. Gift cards that have remaining balances must be returned by the participant and tracked by the Service Provider.
18. A Supportive Service Participant Log shall be kept in each participant's file who receives supportive services (Attachment III).
19. If a Participant receives a supportive service and fails to return the appropriate documentation/receipts, *no additional supportive services will be provided until such receipts are provided.* Supportive services may continue to be provided should the participant return the value of the supportive service in which the receipt was lost.
20. An Affidavit of Lost/Stolen/Destroyed Supportive Services (Attachment IV) must be completed by the participant, if a supportive service or a receipt is lost, stolen, or destroyed. Any reported lost/stolen/destroyed supportive service should be immediately recorded and reported to the police, as necessary. No additional supportive services shall be provided until such receipts (or monetary value of the

supportive service) are provided or until proper documentation of a lost/stolen/destroyed supportive service is collected to support the circumstance.

21. All supportive services shall be tracked for audit purposes on a Supportive Services Master Log (Attachment V). An inventory of all supportive services will be conducted by a designated staff who is responsible for tracking supportive services for the program.
22. Total cumulative support service payments to any participant **may not exceed \$6,000 in a participant's lifetime.**
23. In exceptional and justified circumstances, participants may receive supportive services exceeding the \$6,000 maximum with approval by the Orange County Workforce Development Executive Director or Deputy Director. When supportive services are issued beyond the \$6,000 threshold, a Supportive Services Waiver Form must be completed and filed by the issuing party on behalf of the participant. Exceptional circumstances are defined as:
  - a. Head of household whose obligational expenses reasonably exceeds the \$6,000 threshold
  - b. Individuals engaged in training programs with a demonstrated ongoing need for supportive services which exceeds \$6,000
  - c. Individuals engaged who demonstrate a justified need for financial support which exceeds \$6,000
24. In the event that there is a delay in available program funding and supportive services funds are not accessible to meet participant needs in a timely manner, supportive services funds may be leveraged across WIOA and/or other special programs to meet the immediate and urgent needs of a participant enrolled in a corresponding program and with written justification and approval by all involved program managers and the program director.

### **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: Supportive Services Exploration Form

Attachment II: Supportive Services Request Form

Attachment III: Supportive Services Participant Log

Attachment IV: Affidavit of Lost/Stolen/Destroyed Supportive Services

Attachment V: Supportive Services Master Log

Attachment VI: Supportive Services Waiver Form

Attachment VII: Supportive Services Program Funding Leverage Justification Form



# OC Community Resources

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Revised: ~~October 2413, 2022~~ [PENDING OCWDB Approval](#)

December 30, 2021

June 4, 2021

Effective: August 17, 2020

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

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

**Subject:** Supportive Services Policy  
Information Notice No. ~~229-OCWDB-0544~~  
Supersedes Information Notice No. ~~2018-OCWDB-14~~

Commented [VA1]: Update

## PURPOSE

To provide comprehensive service provisions as it pertains to supportive services under the Workforce Innovation and Opportunity Act (WIOA) for Adult, Dislocated Workers, Youth, and Special Programs of the Orange County Workforce Development Board (OCWDB).

## EFFECTIVE DATE

This policy is effective immediately upon issuance.

## REFERENCES

- WIOA (Public Law 113-128) Sections 129 (c)(2) and 134(c)(2) and (3)
- CFR Title 2 Grants and Agreements: Part 200 – Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards Subpart E – Cost Principles, 200.441
- 20 CFR Sections 680.900-680.970, 681.570
- Training and Employment Guidance Letter (TEGL) WIOA No. 19-16 *Operation and Guidance for the Workforce Innovation and Opportunity Act* (March 1, 2017)

## BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) provides local Workforce Development Boards (WDBs) the discretion to provide supportive services deemed appropriate to participants who are enrolled in and actively engaged in individualized career services or training activities and coincides with participant's Individual Employment Plans (IEP). Moreover, the legislation provides the highest quality supportive services, so that participants are successfully able to complete activities, secure and



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sustain employment and credential attainment, and earn a livable wage. WIOA regulations describe supportive services as “services that are necessary to enable an individual to participate in activities authorized under WIOA.”

Although WIOA gives local WDBs guidelines for supportive services, it also provides the local WDBs with the flexibility to adopt supportive services that positively influence each local area. Supportive services may only be provided to participants who are unable to obtain supportive services through other programs that provide such services. Participants must demonstrate that they have made every attempt to find other resources that could provide the supportive service funding including resources outside of the local area if applicable.

#### **Adult and Dislocated Workers**

Supportive services may be provided to WIOA Adult and Dislocated Worker participants to enable an individual to participate in career services and/or training services. WIOA-funded supportive services must be a last resort; referrals to other services are to be done first. Individuals identified as needing ongoing supportive services must still be participating in career services, training activities, or both to continue to receive supportive services. Supportive services are not allowed for adults and/or dislocated workers in follow-up. Referral and linkage to other community resources can be performed during follow-up to address need, however payment for any supportive services using WIOA funding is not allowed.

#### **Youth Program**

Supportive services can be provided to WIOA Youth during program participation and during follow-up services. WIOA-funded supportive services must be a last resort; referrals to other services are to be done first. They must be provided based on the needs of the participant as identified in the youth’s Individual Service Plan (ISP). During follow-up, youth are eligible for supportive services to ensure success in employment, postsecondary education, and/or training.

WIOA regulations stipulate that in order for exited youth participants to receive follow-up supportive services, “the follow-up services must be conducive of more than just a contact attempt in order to secure documentation, or to report a performance outcome”; supportive services must correlate with performance outcomes and be “determined based on the needs of the individual.”

#### **Special/Non-WIOA Programs**

OCWDB has administrative oversight of several special and non-WIOA-funded programs. All staff shall adhere to the policies and procedures provided herein, unless specifically noted.

#### **Supportive Services may include, but are not limited to:**

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 individuals with disabilities;
8. Legal aid services;
9. Referrals to health care;

10. Assistance with uniforms or other appropriate work attire and work-related tools, including such items as protective eye gear;
11. Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education; and
12. Payments and fees for employment and training-related applications, tests, and certifications.
13. Expenses associated with a participant's entrepreneurship activities:
  - Pay for California Secretary of State business registration
  - Local business registration within Orange County
  - Local permit to operate as a sidewalk vendor within Orange County
  - Purchase equipment (limit less than 3K) following proper procurement and approval procedures
  - Purchase supplies (limit less than 3K) following proper procurement and approval procedures

The purchase of bulk supportive services (i.e bus passes, gas cards) is allowable but must be paid with non-WIOA funds. Once a supportive service has been distributed to a participant, the individual supportive service can be included on the monthly WIOA program invoice for reimbursement.

#### **Disallowed Supportive Services**

Supportive services will not be provided for expenses incurred prior to participant's enrollment in WIOA career services and training. Additionally, the following do not qualify for supportive services:

1. Fines, penalties, interest payments, traffic violations, late finance charges, damages and other settlements;
2. Refundable deposits;
3. Taxes;
4. Child support payments;
5. Membership fees (i.e fitness club, social club, annual fees, etc.)
6. Entertainment;
7. Auto loan or mortgage payment;
8. Alcohol, tobacco or recreational drugs;
9. Pet products;
10. Plants or plant supplies;
11. Items for family members, friends, or anyone who is not the participant;
12. Groceries, or other food items; or
13. Personal medical/health expenses.

#### **Policy and Procedures**

1. Supportive services may only be provided to enrolled individuals, who are active participants in individualized career services and/or training services. The support must be necessary ~~for participants to continue their education, obtain employment, or retain employment~~ to enable the individual to participate in career services or training activities.
2. Any participant who is requesting supportive services or training shall have started and have agreed to complete financial literacy training prior to receiving supportive services or training. If a participant has started financial literacy training and receives



supportive services prior to completion, secondary supportive services cannot be issued until the participant completes the financial literacy training.

3. Supportive services may only be provided to participants who are unable to obtain supportive services through other programs that provide such services. Participants must demonstrate that they have made every attempt to find other resources that could provide the supportive service funding including resources outside of the local area if applicable.
4. Supportive services may only be provided when necessary to enable individuals to participate in individualized career service and/or training activities.
5. Supportive services provided must be reasonable, necessary, and allowable based on established local, State and Federal guidelines and regulations.
6. All supportive service payments must be relevant to the results of the objective assessment of each participant's IEP/ISP and educational goals. The need for, and the extent of, supportive services must be listed in the participant's IEP/ISP. In all cases, staff must review "service notes" prior to making any supportive service payments to avoid duplicate payments.
7. Supportive services are not entitlements and are subject to funding availability. All supportive service requests must be supported by demonstration of need.
8. Supportive services cannot be provided retroactively.
9. A Supportive Services Exploration Form (Attachment I) shall be completed prior to requesting supportive services and kept in each participants file and uploaded to the participants CalJOBS electronic file. This form shall be completed for each supportive services request.
10. Identified resources shall be entered on the Supportive Services Request Form (Attachment II). Provision of supportive services require the completion of the Supportive Services Request Form. The form must be completed in its entirety and signed by the participant and applicable program staff. It shall be kept in each participant's file and uploaded to the participants CalJOBS electronic file. Failure to properly complete the supportive services forms may result in a delay/denial of the reimbursement for supportive services.
11. Each request for supportive services must be clearly documented in the case notes. The case note must include the participant's individual needs, how these needs relate to the supportive services request, and should provide detailed information on the payment for the supportive services being authorized. All documentation must support the service dates being paid for.

Example case note language:

***"Supportive service assistance for (insert type of supportive service) was requested by (insert participant name). All practical alternatives have been exhausted (name attempted resources) in an effort to obtain these supportive services through other resources. (Insert participant's name) requires this***

***assistance in order to complete (his/her) (insert type of activity). The cost for this supportive service is (insert actual amount). Supportive service funds will be used to pay for this supportive service, and the participant has received a total of (\$000.00) in supportive services year-to-date, not including this service."***

12. For all participants, the appropriate activity code for supportive services must be opened on the date the cost was incurred, entered in CalJOBS, updated throughout the participation in the program, and closed on the actual end date of service. Costs incurred prior to program enrollment are not allowable. At the time supportive services activities are opened a service note must be entered stating what has been obligated to the participant, including 1) type of service; 2) justification of participant's needs for service; 3) lack of other community resources; 4) total amount; 5) date(s) or date range; and 6) whether it is a one-time payment or a recurring obligation. Once the expense is incurred, a detailed service note must indicate the type of supportive service, date(s), and the amount paid. If a Youth participant receives supportive services in the follow-up period, designated activity codes for follow-up supportive services shall be used and entered in CalJOBS.
13. A bill or invoice for a supportive service can be paid directly by the service provider.
14. A copy of the supportive service (card, check, etc.) shall be made and placed in the participant's file. The participant shall sign and date the copy upon receipt. This copy must be placed in the participant's file.
15. Invoices, statements, and receipts necessary to verify that a supportive service has been provided must be returned to staff. It is the responsibility of the staff who distributed the supportive service to ensure that all support services documentation is collected, added to the participant file, and uploaded into the participants CalJOBS electronic file.
16. Returned receipts must indicate that the supportive service was used for its intended purpose. For example, a \$50.00 gas card should display that \$50.00 of gasoline was purchased. If the supportive service was not used for its intended purpose, no additional supportive services will be provided for the participant unless the participant reimburses the difference.
17. Gift cards that have remaining balances must be returned by the participant and tracked by the Service Provider.
18. A Supportive Service Participant Log shall be kept in each participant's file who receives supportive services (Attachment III).
19. If a Participant receives a supportive service and fails to return the appropriate documentation/receipts, *no additional supportive services will be provided until such receipts are provided.* Supportive services may continue to be provided should the participant return the value of the supportive service in which the receipt was lost.
20. An Affidavit of Lost/Stolen/Destroyed Supportive Services (Attachment IV) must be completed by the participant, if a supportive service or a receipt is lost, stolen, or

destroyed. Any reported lost/stolen/destroyed supportive service should be immediately recorded and reported to the police, as necessary. No additional supportive services shall be provided until such receipts (or monetary value of the supportive service) are provided or until proper documentation of a lost/stolen/destroyed supportive service is collected to support the circumstance.

21. All supportive services shall be tracked for audit purposes on a Supportive Services Master Log (Attachment V). An inventory of all supportive services will be conducted by a designated staff who is responsible for tracking supportive services for the program.

~~22. Total cumulative support service payments to any participant **may not exceed \$3,000-6,000 in a participant's lifetime.** Participants of the Veterans' Employment Related Assistance Program (VEAP) and other special initiative programs shall have a \$6,000 supportive services lifetime maximum.~~

~~23. In exceptional and justified circumstances, participants enrolled in VEAP and other special initiative programs may receive supportive services exceeding the \$6,000 maximum with approval by the Orange County Workforce Development Executive Director or Deputy Director. When supportive services are issued beyond the \$6,000 threshold, a Supportive Services Waiver Form must be completed and filed by the issuing party on behalf of the participant. Exceptional circumstances are defined as:~~

- ~~a. Head of household whose obligational expenses reasonably exceeds the \$6,000 threshold~~
- ~~b. Individuals engaged in training programs with a demonstrated ongoing need for supportive services which exceeds \$6,000~~
- ~~c. Individuals engaged in VEAP or other special/non-WIOA program services who demonstrate a justified need for financial support which exceeds \$6,000~~

~~22. In the event that there is a delay in available program funding and supportive services funds are not accessible to meet participant needs in a timely manner, supportive services funds may be leveraged across WIOA and/or other special programs to meet the immediate and urgent needs of a participant enrolled in a corresponding program and with written justification and approval by all involved program managers and the program director.~~

~~24.~~

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**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.

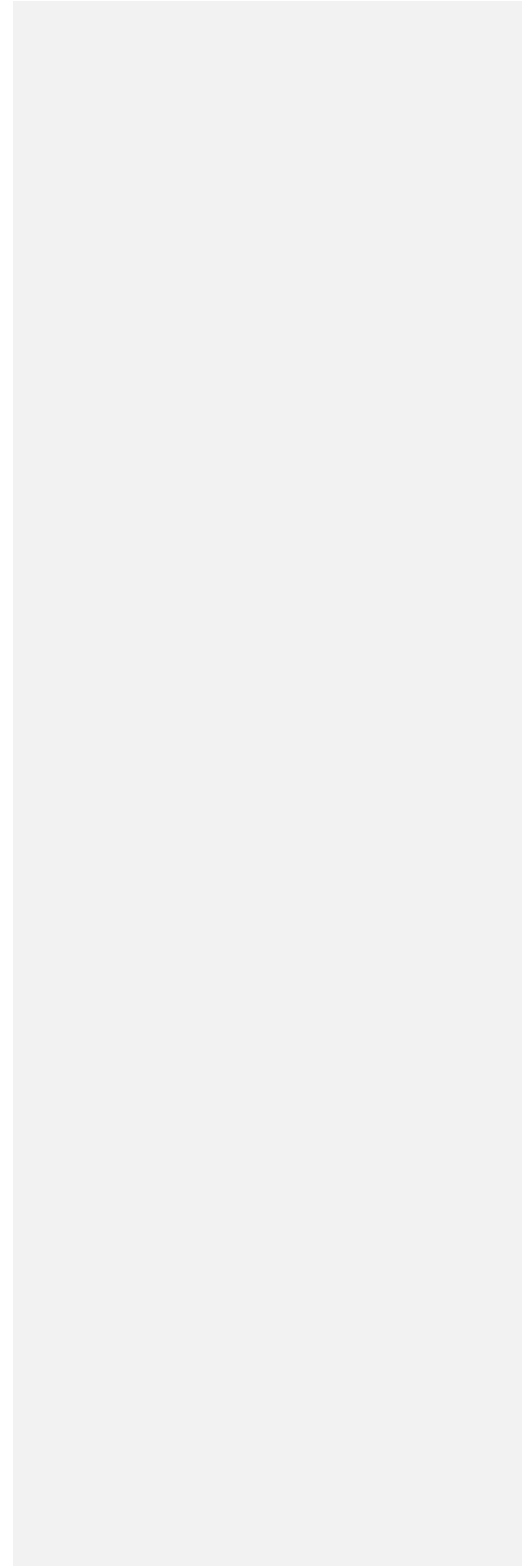
**ATTACHMENTS**

- Attachment I: Supportive Services Exploration Form
- Attachment II: Supportive Services Request Form
- Attachment III: Supportive Services Participant Log
- Attachment IV: Affidavit of Lost/Stolen/Destroyed Supportive Services

Attachment V: Supportive Services Master Log

[Attachment VI: Supportive Services Waiver Form](#)

[Attachment VII: Supportive Services Program Funding Leverage Justification Form](#)





### Attachment VI Supportive Services Waiver Request

Under Orange County Workforce Development Board's Supportive Services Policy, a Service Provider may request a waiver for exceptional circumstances prior to finalizing the issuance of supportive services exceeding \$6,000.

Participant Name: \_\_\_\_\_

Program: \_\_\_\_\_

This waiver request is being submitted for the following reason:

- Participant's obligational household expenses reasonably exceeds \$6,000
- Supportive services in excess of \$6,000 is necessary for the participant to continue their education, obtain employment, or retain employment.
- Participant has demonstrated a justified need for supportive services exceeding \$6,000

Justification for waiver: \_\_\_\_\_

The additional documentation is required to be included with this waiver request:

1. Supportive Services Request Form
2. Supportive Services Participant Log
3. Supporting financial documentation, as applicable

Case Manager (Print)	Case Manager Signature	Date
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Program Manager (Print)	Program Manager Signature	Date
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**County of Orange Use Only**

OC Director/Deputy Director of Workforce Development Approval:  Yes  No

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Item #9



58 of 183

Item #9



59 of 183

Orange Workforce Collaborative (OWC)

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**BYLAWS OF**  
**THE ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD**

**ARTICLE I. Name of Organization**

- A. The name of this organization shall be Orange County Workforce Development Board, hereinafter referred to as "OCWDB".
- B. The official location and mailing address of the OCWDB shall be:
- 1300 S. Grand Ave.
- Building B
- Santa Ana, CA 92705

**ARTICLE II. Establishment of OCWDB**

The members of the OCWDB are appointed by the Orange County ("County") Board of Supervisors ("Board") as the County's Chief Elected Official (the "CEO") pursuant to the Workforce Innovation and Opportunity Act of 2014 ("WIOA"). Pursuant to section 106 of WIOA, the Board is designated as the entity responsible for setting policy, and for the direction and oversight of employment and training programs at the local level and for providing funding thereto.

Federal and State rules and regulations provide for WIOA program activities, and require the Board, as the Chief Elected Officials for the County of Orange Workforce Development Area, to appoint a local Workforce Development Board.

The OCWDB (formerly known as the Orange County Development Board and the Orange County Workforce Investment Board) was established by the Board to serve as the local workforce development board on February 15, 2000.

**ARTICLE III. Purpose and Functions of OCWDB**

The OCWDB shall serve as an advisory body to the Board and shall serve as a liaison between the Board, Orange County Community Resources ("OCCR"), and citizens of the County.

- A. These bylaws have been established by the CEO, consistent with State policy, for OCWDB membership. These bylaws address:
1. The nomination process used by the CEO to select the local OCWDB chairperson and member;
  2. The term limitations on how the term appointments will be staggered to ensure only a portion of membership expire in a given year;
  3. The process to notify the CEO of an OCWDB member vacancy to ensure a prompt nominee is provided to fill the vacancy;

## Attachment A

4. The proxy and alternative designee process that will be used when the OCWDB member is unable to attend a meeting and assigns a designee;
  5. The use of technology, such as phone and web-based meetings, that will be used to promote OCWDB member participation;
  6. The process to ensure OCWDB members actively participate in convening the workforce development system's stakeholders, brokering relationships with a diverse range of employers, and leveraging support for workforce development activities; and
  7. A description of any other conditions governing appointment or membership on the OCWDB as deemed appropriate by the CEO.
- B. In accordance with the WIOA, the purpose of the OCWDB is to work with the County to:
1. Assist the Board through OCCR, in strategic planning, program oversight and evaluation of the local workforce development area. OCWDB shall promote effective outcomes consistent with statewide goals, objectives, and negotiated local performance measures.
  2. Represent a wide variety of individuals, businesses, and organizations throughout the local area. The OCWDB shall serve as a strategic convener to promote and broker effective relationships between the County and economic, education, and workforce partners. The OCWDB shall maintain strategic and strong relationships with business organizations, chambers of commerce, labor and trade associations, education providers, and others as needed or required.
  3. As the County appointed advisory board which oversees the Comprehensive Economic Development Strategy for the entire County, and fulfills the statutory requirement in 13 CFR, Chapter III, Part 304 to designate the County as an Economic Development District, the OCWDB shall:
    - a. Function as the Comprehensive Economic Development Strategy ("CEDS") committee for Orange County, California, in a manner as follows:
 

Updating and implementing the CEDS:

      - i. Submitting annual reports relating to the strategy and all the requirements therein.
      - ii. Assisting entities in their application for Economic Development Administration funding that implements the CEDS.

Operating as the County's focal point for the development and implementation of federal, state and other private and public assistance programs for public works impact projects, loans, and grants for business development by collecting data pursuant to the County's strategy for development, through:

      - i. Analyzing the present economic situation.
      - ii. Identifying potential development opportunities.

## Attachment A

- iii. Examining the actions required to realize the County's potential.
- iv. Selecting feasible project opportunities and implementing the required actions.

Developing and seeking adoption of policies which affect favorable economic development for the County.

- i. Aligning the County's Economic and Workforce Development.
- ii. Interfacing with other organizations or projects with similar goals.

#### **ARTICLE IV: Appointment and Membership**

A. Membership of the OCWDB shall be composed as follows:

1. There shall be no less than nineteen (19) members and no more than twenty-five (21) members that comprise the OCWDB.
  - a. Ten (10) OCWDB members shall be appointed by the Board with each Supervisor nominating two (2) OCWDB members from inside or outside of the District that the Supervisor represents. A Supervisor may nominate a person from outside of the District that the Supervisor represents only with concurrence, in writing, of the Supervisor who represents the District in which the proposed nominee resides. Board appointments shall be solely representative of Businesses as defined in WIOA Section 107(b)(2)(A).
  - b. Up to eleven (11) OCWDB members shall be appointed by the Board as Members-At-Large. The Members-At-Large shall assure conformance with mandated membership requirements of WIOA, as required by federal and state statutes and regulations.
  - c. In accordance with WIOA §§107(b)(1) and 107(b)(2), the Board, as the County CEO, shall appoint members from nominations as described in WIOA to the required categories of membership listed below:
    - i. Representatives of Business (WIOA Section 107(b)(2)(A))
      - a. The majority of the members of the OCWDB must be representatives of business in the local area and must meet the following criteria:
        - i. Be an owner, chief executive officer, chief operating officer, or individual with optimum policymaking or hiring authority.
        - ii. Provide employment opportunities in in-demand industry sectors or occupations, as defined in WIOA section 3(23); and provide employment opportunities that, at a minimum, include high-quality, work-relevant training and development in in-demand industry sectors or occupations in the local area.

## Attachment A

- iii. Are appointed from among individuals nominated by local business organizations and business trade associations.
  - iv. Must include, at minimum, two members who represent small business as defined by the U.S. Small Business Administration. Representatives serving on the OCWDB may also serve on the State Workforce Development Board.
- ii. Representatives of Workforce (WIOA Section 107(b)(2)(B)):
- a. Not less than 20 percent of the members of the OCWDB must be workforce representatives within the local area that:
    - i. Shall include representatives of labor organizations, for a local area in which employees are represented by labor organizations, who have been nominated by local labor federations and shall amount to no less than 15 percent of local board membership, and be subject to the following:
      - 1. For a local area in which no employees are represented by such organizations, other representatives of employees shall be appointed to the board; however, any local board that appoints representatives of employees that are not nominated by local labor federations shall demonstrate that no employees are represented by such organizations in the local area.
      - 2. Include a representative, who shall be a member of a labor organization or a training director, from a joint labor-management apprenticeship program, or if no such joint program exists in the area, such a representative of a state-approved apprenticeship program in the area, if such a program exists.
    - ii. May include one or more representatives of community-based organizations that have demonstrated experience and expertise in addressing the employment, training or education needs of individuals with barriers to employment, including organizations that serve veterans or provide or support competitive integrated employment for individuals with disabilities.
    - iii. May include one or more representatives of organizations with demonstrated experience and expertise in addressing the employment, training, or education needs of eligible youth, including

## Attachment A

representatives of organizations that serve out-of-school youth.

- iii. Representatives of the Balance of OCWDB Membership:
  - a. Education and Training (WIOA Section 107(b)(2)(C)):
    - i. At least one eligible provider administering adult education and literacy activities under WIOA title II.
    - ii. At least one representative from an institution of higher education providing workforce investment activities, including community colleges.
    - iii. May include representatives of local educational agencies, and of community-based organizations with demonstrated experience and expertise in addressing the education or training needs of individuals with barriers to employment.
  - b. Governmental and Economic and Community Development entities (WIOA Section 107(b)(2)(D)): The OCWDB shall include representatives of governmental, economic, and community development entities serving the local area, who:
    - i. Shall include an appropriate representative from the state employment service office under the Wagner-Peyser Act (29 U.S.C Sec. 49 et seq.) serving the local area.
    - ii. Shall include an appropriate representative of the program carried out under Title I of the Rehabilitation Act of 1973 (29 U.S.C. Sec. 720 et seq.), other than Section 112 or Part C of that Title (29 U.S.C. Sec. 732, 741) serving the local area.
    - iii. May include representatives of agencies or entities administering programs relating to transportation, housing, and public assistance serving the local area.
    - iv. May include representatives of philanthropic organizations serving the local area.
  - c. Other Individuals or Representatives of Entities: The OCWDB may include individuals or representatives of other appropriate entities in the local area, including:
    - i. Entities administering education and training activities who represent local educational agencies or community-based organizations with demonstrated expertise in addressing the education

## Attachment A

or training needs for individuals with barriers to employment.

- ii. Other appropriate individuals or representatives of entities as determined by the chief elected official.

B. Qualifications for OCWDB Membership

1. OCWDB members shall be broadly representative of different racial, ethnic, religious, socio-economic, disability, age, genders, sexual orientation, or marital status groups in the County.
2. Demonstrate an understanding of workforce and economic development.
3. Residency and Voting Requirements: Except where the Board finds it is in the best interest of the County to waive voter and residency requirements, all members of the OCWDB shall be:
  - a. registered voters in the County; and,
  - b. reside in the district of the nominating member of the Board of Supervisors unless Supervisor representing the district where the nominee resides provides written consent for the nomination.
4. Satisfy all federal, state, local or any other qualifications for the OCWDB members.

C. Length of OCWDB Membership

1. All OCWDB member appointments shall be for a term concurrent with the term of office of the nominating member of the Board. A member of the OCWDB whose term of office is expiring with that of the nominating Supervisor shall have the option of reapplying for membership for appointment.
2. All OCWDB appointments deemed to be "at large" appointments, as described in these Bylaws Article IV(A)(1)(b) shall be for two-year terms subject to Article IV(B)(3)(b).
3. Appointments made to fill a vacancy left by a member before the expiration of the term of that member shall be for the remaining term of that member.
4. Pursuant to Government Code section 1302, a member whose term has expired shall continue serving as a member until reappointed or replaced.
5. In the event of a vacancy, the OCWDB Executive Director (defined in Section XV) in partnership with the OCWDB is responsible for providing notice to Board and maintaining the required composition of the OCWDB. A vacancy may not necessarily be filled if the required composition of the OCWDB can be maintained without filling the vacancy.

D. Proxy and Alternative OCWDB Committee Chairs

Vote by Proxy: OCWDB does not allow a vote by proxy. Chairperson, Vice-Chairperson

## Attachment A

and Second Vice-Chairperson may appoint an existing OCWDB member to chair committee meetings with prior approval of the Executive Director in the event the regular committee chair is unavailable. Requests for alternative designee (an existing officer of the OCWDB) must be made via email or mail and approved 48 hours prior to each meeting.

Alternative designees must also meet the following requirements:

1. Alternative designee is a business representative (for Full board, Executive, Business Services Committee), and he or she must have optimum policy-making hiring authority.

**ARTICLE V. OCWDB Officers**

A. OCWDB officers shall consist of:

1. The Chairperson shall:
  - a. Preside over all regular and special meetings.
  - b. Act as an ex officio member on all committees.
  - c. Establish committees and coordinate the appointment of OCWDB members thereto and to the Nominating Committee.
  - d. Represent the OCWDB at, or designate a representative to attend, public functions.
  - e. Perform all other responsibilities allocated to the Chairperson under these bylaws.
2. The first Vice-Chairperson shall:
  - a. Assume the duties of the Chairperson when the Chairperson is absent or unable to perform the duties of the Chairperson.
  - b. Perform all other responsibilities allocated to the Vice-Chairperson under these bylaws.
3. The second Vice-Chairperson shall:
  - a. If both the Chairperson and the first Vice-Chairperson are absent, the second Vice-Chairperson shall conduct meetings and act on behalf of the Chairperson.
  - b. Perform all other responsibilities allocated to the Second Vice-Chairperson under these bylaws.
4. Terms for officers of the OCWDB shall be for one year.
5. No person, except a member of the Board, may serve as Chairperson of the OCWDB for more than two (2) consecutive terms.
6. No person, except a member of the Board, may serve simultaneously as

Chairperson for two or more Boards, Commissions, or Committees.

- B. Elections:
1. Election of officers shall be held annually during the last OCWDB meeting of each calendar year by majority vote, a quorum being present.
  2. Nominations will be taken from the floor (and members can self-nominate) at the OCWDB meeting.
  3. For elections involving two candidates running for the same position, in the case of a tie, the tie shall be broken by a coin toss. If the meeting is conducted remotely, the coin toss shall be conducted on video and visible through the duration of the coin toss. The County shall conduct the coin toss.
  4. For elections involving more than two candidates running for the same position, in the case of a tie involving the two candidates with the highest votes, a runoff election shall be held between the candidates with the two highest votes. If a tie remains, it shall be broken by coin toss, as described above. In the case of a three-way tie, a runoff election shall be held for all three candidates. If a tie remains, all three candidates shall have one representative coin toss, conducted by the County. The winning candidate is the candidate whose coin differentiates itself from the other two.

**ARTICLE VI. Duties of Members**

- A. Members shall attend meetings of the OCWDB and of committees to which they are appointed. The Executive Committee shall regularly review member attendance at OCWDB and committee meetings.
- B. Members shall serve as a member on at least one Standing Committee of the OCWDB.
- C. Member shall not reveal confidential facts, data, or information of the Board during or after membership services have been rendered, without prior consent of the Executive Committee and OCWDB Executive Director as required by this bylaws document.
- D. Members shall notify the Chairperson of the OCWDB of any expected absence for a meeting by 5:00 p.m. of the day before a regularly scheduled OCWDB meeting, indicating good and sufficient reasons for the absence.
- E. In the performance of its responsibilities, the OCWDB shall not engage in nor employ any unlawfully discriminatory practices in the provision of services or benefits, assignment of accommodations, treatment, employment of personnel or in any other respect on the basis of sex, race, color, ethnicity, national origin, ancestry, religion, age, marital status, medical condition, sexual orientation, physical or mental disability or any other protected group in accordance with the requirements of all applicable County, state, or federal laws.
- F. Members of the OCWDB shall comply with the County Equal Employment Opportunity and Anti-Harassment Policy and Procedures.
- G. Members of the OCWDB shall comply with County Code of Ethics.
- H. Members of the OCWDB shall operate strictly within designated purposes of the OCWDB.



## Attachment A

- I. As set forth in WIOA, the OCWDB shall, in partnership with the Board, perform the following duties, among others:
1. Act as a convener to bring together business, labor, education and economic development entities to focus on local workforce issues.
  2. Conduct workforce analysis by developing, disseminating and understanding current local and regional labor market and economic information and trends.
  3. Serve as a broker by bringing together systems to solve common problems, or broker new relationships with business and workers to support the efforts of OCCR, Orange Region Planning Unit, and Orange County WIOA Programs.
  4. Serve as the community voice by advocating for the importance of workforce policy, providing perspective about the need for, and availability of skilled workers.
  5. Serve as a capacity builder to enhance the local workforce development area and Orange Region Planning Unit's ability to meet the workforce needs of the local employers.
    - a. Work with the County to ensure that local workforce activities comply with the applicable uniform administrative requirements, cost principles, and audit requirements included in the appropriate circulars or rules of the Office of Management and Budget (WIOA Section 184(a)(2) and (3)).
    - b. In partnership with the County, the OCWDB will help select the America's Job Center of California (AJCC) Operator(s), with the agreement of the Board, through a competitive process such as a Request for Proposal (RFP) or other County of Orange approved procurement processes, unless granted a waiver by the state (WIOA Section 121[d][2][A] and 107[g][2]).
    - c. Comply with State Board policies and guidelines, legislative mandates and/or other special provisions as may be required under federal law or policy, including the WIOA or state legislation.
    - d. In partnership with the Board, develop a local workforce development plan.
    - e. In collaboration with secondary and postsecondary education programs, lead efforts in the local workforce development area to develop and implement career pathways within the local workforce development area.
    - f. Lead efforts to engage with a diverse range of employers and economic development entities, including coordination with Board economic development strategies.
    - g. Develop strategies for using technology to maximize the accessibility and effectiveness of the local workforce development system for employers, workers and job seekers.
    - h. OCWDB shall serve a member of the Orange Regional Planning Unit that includes the Santa Ana Workforce Development Board and Anaheim Workforce Development Board to ensure the workforce development areas, collaborate with other local boards and chief elected officials in preparation and submission of a regional plan as described in WIOA

## Attachment A

section 106(c) (2) and the development workforce programs and services that enhance business and jobseeker within the region. OCWDB members shall engage in and contribute to, regional planning and regional plan implementation to include participating in regional planning meetings and regional plan implementation efforts, review and approve the regional plan, modifications and participate in regional performance negotiations.

- i. Assist the Board in developing the local workforce and labor market information system; specifically, in the collection, analysis, and utilization of workforce and labor market information for the Orange Regional Planning Unit.
- j. Conduct other research, data collection, and analysis related to the workforce needs of the regional economy, after receiving input from a wide array of stakeholders who are determined to be necessary to carry out OCWDB functions.
- k. Promote the participation of private-sector employers in WIOA programs in the local workforce development area and the Orange Regional Planning Unit.
- l. Ensure priority of service shall be given to veterans, recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient for receipt of career and training services funded by WIOA Adult funding (WIOA Section 134[c][3][E] and Training and Employment Guidance Letter 19-16, Subject: 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 the WIOA Final Rules, (March 1, 2017).
- m. In partnership with the Board, as the Chief Elected Official, conduct oversight of workforce activities authorized under WIOA.
- n. Conduct other duties and obligations as may be required by the State of California, the U.S. Department of Labor, and WIOA and associated rules and regulations, for the implementation of WIOA and to achieve the goals stated in these bylaws.

#### **ARTICLE VII. Committees and Subcommittees**

- A. All standing committees established under the OCWDB shall conform to the bylaws of the full OCWDB. All actions of OCWDB standing committees and workgroups are advisory to the OCWDB. Chairs of the OCWDB standing committees, in consultation with the OCWDB and the OCWDB Executive Director, shall prepare the agenda for standing committee meetings.
- B. Members who are designated as a America's Job Center of California One-Stop Career Center Operator, WIOA Title I Career Service Provider or WIOA Youth Service Provider shall not serve on any standing committee that deals with the oversight of the Job Center, One-Stop system, youth services or allocation of resources that would potentially be allocated to that member's program or might otherwise be the basis of a conflict of interest, as outlined in these bylaws.

C. OCWDB Non-voting Committee Advisors

1. Membership on Committees

- a. OCWDB members make up the standing committee membership, however attendance by community members and other experts in the field may benefit committees. As such, non-voting community committee advisors (“Committee Advisor Member(s)”) may be invited to participate and serve on an OCWDB standing committee. Committee Advisor Members shall reflect the needs of the local area and must be appointed to committees based on their experience and expertise. The selection of Committee Advisor Members as members of committees shall be in alignment with committee charters. Committee Advisor Members must be residents of, and registered to vote in, the County of Orange. Committee Advisor Members shall not have OCWDB voting privileges, are not members of the OCWDB, and are not factored into calculating quorum requirements for the OCWDB or the committees on which they serve. The term of each Committee Advisor Member will be no more than three years and they will serve at the will of the applicable committee chair. Each standing committee shall have no more than three Committee Advisor Members.

2. Responsibilities

- a. In accordance with WIOA, Local Workforce Development Boards are encouraged to establish standing committees to provide information and to assist with planning, operations, oversight, and other issues relating to the provision of services. As with OCWDB committee members, Committee Advisor Members are expected to contribute to the discussion and provide feedback and insight to the conversation. Committee Advisor Members shall receive an orientation packet to ensure an understanding of WIOA and OCWDB programs and services. Committee Advisor Members are required to attend corresponding standing committee and full board meetings and abide by all rules governing OCWDB and its members, as described in the OCWDB Bylaws. Committee Advisor Members shall be cognizant of their obligation to fulfill the responsibility of the committee and to display high moral conduct with an attitude of open-mindedness and inclusion. Committee Advisor Members shall not use the position in any manner that reflects negatively on OCWDB or the County of Orange. Committee Advisor Members shall be subject to the conflict of interest statutes, regulations, and ordinances.

3. Attendance

- a. Committee Advisor Members will be subject to the same attendance requirements as OCWDB members per the OCWDB Bylaws. A Committee Advisor Member who fails to attend three consecutive meetings in a program year (July – June) will be automatically removed from the committee.

4. Nomination

- a. OCWDB members and staff shall refer individuals for consideration to serve as Committee Advisor Members. Each individual is to submit a resume, completed OCWDB application, and conflict of interest form to the

## Attachment A

OCWDB Executive Director. The following steps describe the review and approval process. A meeting may be requested during any of the following steps:

- i. Review by OCWDB Executive Director;
  - ii. Review and approval by Committee Chair; and
  - iii. Review and vote by OCWDB Full Board.
- D. Standing Committees: The OCWDB shall have four (4) standing committees:
1. Executive Committee
  2. Youth Committee
  3. One-Stop Oversight Committee
  4. Business Services Committee
- E. To the extent possible, standing committees shall be comprised of the required OCWDB representative categories as specified in WIOA and must be chaired by a member of the OCWDB.
- F. The term of the Chairperson of any standing committee shall be for two (2) fiscal years, concurrent with the term of the Chairperson of the OCWDB.
- G. Each standing committee chairperson shall be appointed by the OCWDB Chairperson. OCWDB members will volunteer to be on the standing committees and will be recommended by the OCWDB Chairperson. If the required membership is not met for the committees, the OCWDB Chairperson will appoint members accordingly.
1. Executive Committee:
    - a. Executive Committee shall be comprised of the following OCWDB members: Chairperson, Vice Chairperson, Second Vice Chairperson and the Chairperson of each standing committee.
    - b. OCWDB Chairperson shall serve as Chairperson of the Executive Committee.
    - c. Responsibilities of the Executive Committee shall include:
      - i. Report upon all action taken by the Executive Committee to the full OCWDB at regularly scheduled OCWDB meetings:
        - a. Emergency actions and all other actions taken by the Executive Committee without prior approval of the full OCWDB, are conditional and subject to either ratification or rescission by the OCWDB at the first meeting following the emergency or action.

## Attachment A

- b. Make recommendations for membership to the OCWDB in compliance with membership requirements as specified in WIOA.
  - c. In consultation with OCWDB's Executive Director, determine responsibilities of all standing committees and workgroups and review work plans of such bodies.
  - d. Perform other duties as deemed necessary by the OCWDB's Executive Director.
2. Youth Committee:
- a. Responsibilities of the Youth Committee shall include, but not be limited to the following:
    - i. Review WIOA youth policies, procedures, monitoring reports and evaluation(s) of services, activities, and grants or contracts funded by the WIOA:
      - a. Inform, assist, and make recommendations to the Executive Committee and the full OCWDB in developing and overseeing the delivery of WIOA youth programs to review and make recommendations regarding initiatives, and to assist with the selection of eligible providers for these programs.
      - b. Report back to the full OCWDB on program performance, compliance, issues, as directed by the full OCWDB.
      - c. Foster integration and collaboration of youth activities in the local workforce development area.
    - b. The Youth Committee shall be established and composed of a Committee chairperson appointed by the OCWDB Chairperson. OCWDB members will volunteer to be on the committee and will be recommended by the OCWDB Chairperson. When membership is not met for the committee, the OCWDB Chairperson will appoint members accordingly.
    - c. The term of each Youth Committee member shall coincide with the term of the OCWDB Chairperson.
3. One-Stop Oversight Committee:
- a. Responsibilities of the One-Stop Oversight Committee shall include, but not be limited to the following:
    - i. Review policies, procedures, monitoring reports and evaluation(s) of services, activities, and grants or contracts, including the America's Job Center of California One-Stop Career, WIOA Title I Career Services, funded by the WIOA, as related to all Adult, Dislocated Worker, Layoff Aversion and Rapid Response Programs.

## Attachment A

- ii. Inform, assist, and make recommendations to the Executive Committee and the full OCWDB on developing and overseeing the delivery of career services through Adult, Dislocated Worker, and other WIOA programs; to review and make recommendations regarding initiatives; and to assist with the selection of eligible providers for these programs.
  - iii. Report back to the full OCWDB on program performance, compliance, issues, as directed by the full OCWDB.
  - iv. The One-Stop Oversight Committee Chairperson shall be appointed by the OCWDB Chairperson. OCWDB members shall volunteer to be on a committee and will be recommended by the OCWDB Chairperson. In cases when membership is not met for the committee, the OCWDB Chairperson will appoint members accordingly.
  - v. The term of each One-Stop Oversight Committee member shall coincide with the term of the OCWDB Chairperson.
4. Business Services Committee:
- a. The Business Services Committee chairperson shall be appointed by the OCWDB Chairperson. OCWDB members will volunteer to be on the committee and will be recommended by the OCWDB Chairperson. In such case that membership is not met for the committee, the OCWDB Chairperson will appoint members accordingly.
  - b. Responsibilities of the Business Services Committee shall include but not be limited to the following:
    - i. Develop and make recommendations for the Business Service Plan to the Board in an effort to increase employer engagement in the activities of the OCWDB.
    - ii. Submit the Business Services Plan along with the local workforce development and regional Strategic Plan to the State of California Workforce Development Board (CWDB).
    - iii. Conduct Labor Market Intelligence (LMI) analysis.
    - iv. Provide oversight of Rapid Response and Layoff Aversion services.
    - v. Report back to the full OCWDB on issues, as directed by the full OCWDB on a quarterly basis.
    - vi. The term of each Business Services Committee member shall coincide with the term of the OCWDB Chairperson.
5. Ad Hoc Committees:
- a. The Chairperson of the OCWDB may establish ad hoc committees of less than quorum of the OCWDB to accomplish time-limited tasks that support the goals of the OCWDB. When an ad hoc committee is created, the

## Attachment A

Chairperson or OCWDB member calling for the creation of ad hoc committee shall identify the committee's membership, the scope of work, work product, and date of dissolution. Terms of appointment for an ad hoc committee shall be for the period of time required to fulfill the ad hoc committee's purpose.

- b. When appropriate, ad-hoc committees may call on other knowledgeable individuals who are not OCWDB members to act as consultants to the committees. Said individuals shall be subject to the conflict of interest statutes, regulations, and ordinances.
- c. The ad hoc committee chairperson shall be appointed by the OCWDB Chairperson. OCWDB members will volunteer to be on the committee and will be recommended by the OCWDB Chairperson. If the required membership for an ad hoc committee is not met, the OCWDB Chairperson will appoint members accordingly.

#### **ARTICLE VIII. Meetings and Actions**

- A. The OCWDB shall, at its last meeting (November) of each calendar year, adopt a schedule of regular meetings (no meetings in July or December) and transmit that schedule in writing to members, the County and the public at large.
- B. All OCWDB meetings shall be open, public and noticed in conformance with the provisions of the Ralph M. Brown Act, California Government Code section 54950 et seq., as amended and held at a regular time, date and location within Orange County, California that satisfies the access requirements of the Americans with Disabilities Act.
- C. At a minimum the OCWDB shall hold one regular meeting per quarter, as scheduled by the OCWDB Executive Director in coordination with OCCR.
- D. OCWDB meetings shall be held at a location within Orange County, California, determined by OCCR that satisfies the access requirement of the American with Disabilities Act.
- E. OCWDB meetings shall be held during regular business hours.
- F. Special meetings of the OCWDB may be called either by the Chairperson or at the request of a majority of OCWDB members. Notice of special meetings shall:
  - 1. be delivered to members personally, by mail or electronically, and must be received no later than 24 hours in advance of the meeting.
  - 2. state the business to be considered and whether alternative technological means may be used such as telephone or video conferencing, as technological resource availability permits and as permissible by the Ralph M. Brown Act.
- H. OCCR shall provide administrative support (OCCR Support) to the OCWDB as directed by the OCWDB Executive Director. OCCR Support shall include, but not be limited, to the following:
  - 1. Attendance at Meetings: A representative designated by the OCCR, shall attend each meeting, and maintain a record of all proceedings and directives of the OCWDB.

## Attachment A

2. Preparation and Distribution of Agenda: OCCR Support will prepare, publicly post and distribute all agendas of the OCWDB meetings. The agenda shall consist of a brief general description of each item to be considered by the OCWDB, pursuant to the Ralph M. Brown Act, Government Code section 54950 et seq. OCCR Support will prepare, publicly post, and distribute all supplemental agendas when there has been an item added, continued, deleted, and/or modified since the distribution of the initial agenda.
3. The regular OCWDB meeting agenda will be distributed and made available to the public at least 72 hours prior to the meeting, pursuant to the Ralph M. Brown Act, Government Code section 54950 et seq.
4. OCCR staff will audiotape meetings, and tape will act as official meeting record.

## H. Quorum Requirements

1. Quorum requirements are as follows:
  - a. General OCWDB Meetings: Quorum shall be no less than 50%+1 of the membership.
  - b. Executive Committee: Quorum shall be no less than 50%+1 of the Committee membership. However, if there are unfilled vacancies in the membership of the Executive Committee, then the quorum requirement will be proportionately reduced.
  - c. Standing Committees: Quorum shall be the members present, but no less than 50% +1 of the members.

## I. Voting Majority: Decisions and acts made by majority vote of the members at any duly constituted meeting shall be regarded as acts of the OCWDB, except as otherwise provided by these Bylaws.

1. Members choosing to abstain from voting on specific actions will not affect majority requirements. Abstentions are considered a “non-vote” – neither a vote in the affirmative nor in the negative. However, in order for an action to be passed, a majority of the quorum casting votes must vote in the affirmative.

For example: If, at a standing committee meeting, six (6) voting members of the committee are present to vote, and on a particular motion, three (3) vote in the affirmative, two (2) vote in the negative, and one (1) member abstains, the motion passes.

## J. Voting by Proxy: Members of the Board and the County Executive Officer who serve as OCWDB members are not permitted to vote by proxy.

**ARTICLE IX. Compensation and Reimbursement**

- A. Members shall receive no compensation for serving on the OCWDB. The County may authorize reimbursement for actual expenses incurred while performing within the scope of their duties and powers in accordance with County policies and procedures. All requests for reimbursement shall be submitted in accordance with the policies and procedures adopted by the County, on a form prepared by the Auditor-Controller.



**ARTICLE X. Removal and Resignation of Members**

- A. Removal: The Board may, at any time and without cause, remove any OCWDB member from office prior to the expiration of his/her term of office by majority vote of the Board.
- B. Resignation: Resignation of OCWDB members shall be effected by a written letter of resignation submitted to the Chairperson of the OCWDB and to the Board.
- C. The Chairperson shall notify the Clerk of the Board in writing of any vacancies within 10 days of learning the existence of any such vacancy.

**ARTICLE XI. Authority**

- A. Parliamentary Authority: The Chairperson shall preside and manage OCWDB meetings using parliamentary procedure consistent with these bylaws, any special rules of order the OCWDB may adopt, and any applicable County, state, and federal law.
- B. When circumstances demand that action be taken before the next scheduled OCWDB meeting the OCWDB may authorize and grant its full authority to the Executive or any standing committee to act on its behalf to make specific, limited, independent recommendations to the County, a quorum of the OCWDB being present.
  - 1. Such actions taken on behalf of the OCWDB by a committee will be presented as an information item at the next regular OCWDB meeting.
  - 2. Such actions will not require further action by the OCWDB.
- C. Executive Committee – When unforeseen circumstances demand that action be taken before the next scheduled OCWDB meeting, the Executive Committee is authorized to take action on behalf of the OCWDB.
  - 1. OCWDB members shall be notified either in writing or electronically within 72 hours of any such Executive Committee action.
  - 2. Such action is subject to review and ratification by the general membership of the OCWDB at its next meeting.
- D. Standing and Ad Hoc Committees
  - 1. Standing and ad hoc committees shall have no independent authority and shall be limited to exercising only those specific functions granted to them by the OCWDB.
  - 2. No standing or ad hoc committee shall have independent authority to commit the OCWDB to any policy or action without the prior approval of the general membership of the OCWDB.

**ARTICLE XII. Conflict of Interest**

- 1. Members of the OCWDB and any of its committees or subcommittees shall abstain from voting on any issue in which they may be personally interested to avoid a conflict of interest in accordance with County, state, and federal laws and shall refrain from engaging in any behavior that conflicts with the best interest of the

County.

2. Members of the OCWDB shall not vote nor attempt to influence any other OCWDB member on a matter under consideration by the OCWDB or any of its committees or subcommittees:
  - a. Regarding the provision of services by such member (or by an entity that such member represents); or
  - b. That would provide direct financial benefit to such member or the immediate family of such member; or
  - c. Engage in any other activity constituting a conflict of interest under County, state, or federal law.
3. If a question arises as to whether a conflict exists that may prevent a member from voting, the Chairperson or designee may consult with designated County staff to assist them in making that determination.
4. In order to avoid a conflict of interest or the appearance of such conflict, all nominees to become members of the OCWDB shall disclose on forms provided by the County information regarding their private economic interests that may be implicated by their service on the OCWDB.
5. OCWDB members shall timely file Statements of Economic Interests (Form 700) and other financial disclosures as required by law.
6. OCWDB members shall complete ethics training as required by County policy and Assembly Bill 1234 (Government Code sections 53234 through 53235.2).
7. Neither OCWDB nor any of its members shall promote, directly or indirectly, a political party, political candidate, or political activity using the name, emblem, or any other identifier of OCWDB.
8. No assets or assistance provided by County to OCWDB shall be used for sectarian worship, instruction, or proselytization, except as otherwise permitted by law.

### **ARTICLE XIII. Adoption and Amendment of Bylaws**

- A. Bylaws Amendments Recommended to the County:
  1. A quorum of the OCWDB being present, shall be required to review and recommend or oppose Bylaw amendments being presented for Board approval. An affirmative vote of at least 50%+1 of those voting, a quorum being present, shall be required to recommend these Bylaws for Board approval. The Bylaws become effective upon approval of the Board. OCWDB and County staff positions will be stated in the Agenda Staff Report seeking Board approval of the amended Bylaws.
- B. Bylaws Amendments Recommended to OCWDB:
  1. Any member of the OCWDB may propose amendments to these Bylaws.
  2. Proposed amendments shall be submitted in writing and made available to each

member of the OCWDB in compliance with the Brown Act.

A quorum being present, shall be required to consider Bylaws amendments being presented. An affirmative vote of a quorum (50%+1 of those present) shall be required to recommend Bylaws amendments for Board approval. Any amendments to the Bylaws become effective upon approval by the Board.

#### **ARTICLE XIV. Severability**

Should any part term, portion or provision of these bylaws be determined to be in conflict with any law or otherwise unenforceable or ineffectual, the remaining parts, terms, portions or provisions shall be deemed severable and their validity shall not be affected thereby, provided such remaining portions or provisions can be construed in substance to constitute the provisions that the members intended to enact in the first instance.

#### **ARTICLE XV. Staffing Support**

- A. The OCWDB is programmatically responsible to the Board, through OCCR. OCWDB shall not have non-workforce board member staff. The OCCR's Director of Workforce Development shall provide support to the OCWDB and serve in the capacity of OCWDB Executive Director ("Executive Director"). The Executive Director is an employee of the County who shall assist with carrying out the functions of the OCWDB. The Executive Director shall have the authority to sign documents on behalf of the OCWDB, provided the OCWDB and, as applicable, the Board have duly approved the execution of all such documents.
- B. The OCWDB shall have no authority to accept gifts or donations on behalf of the County. Each OCWDB member shall attend annual trainings as determined by OCCR and/or the Board including, but not limited to, trainings relating to ethics and conflicts of interest.
- C. The OCWDB establishment and operation shall be at no cost to the County, except for general clerical administrative support provided by the County.

#### **Article XVI. Advocacy**

The OCWDB website shall be hosted on the OCCR domain and managed by OCCR.

The County must approve all OCWDB correspondence, statements, press releases, and reports prior to release. A 50+ 1 majority of the quorum of the OCWDB must approve all such correspondence, statements, press releases, and reports prior to the OCWDB's submittal of any such items to OCCR and request for the County's approval of such items.

All OCWDB communications shall be preapproved by OCCR and be on OCCR and OCWDB letterhead.

OCWDB's recommendations on legislation must be approved by the majority vote of a quorum of the OCWDB and submitted to the County Executive Office office of Legislative Affairs for recommendation to the County through OCCR. The OCWDB shall not take positions on legislation without the approval of the County.

**BYLAWS OF**

**THE ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD**

**ARTICLE I. Name of Organization**

- A. The name of this organization shall be Orange County Workforce Development Board, hereinafter referred to as "OCWDB".
- B. The official location and mailing address of the OCWDB shall be:
  - 1300 S. Grand Ave.
  - Building B
  - Santa Ana, CA 92705

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**ARTICLE II. Establishment of OCWDB**

The members of the OCWDB are appointed by the Orange County ("County") Board of Supervisors ("Board") as the County's Chief Elected Official (the "CEO") pursuant to the Workforce Innovation and Opportunity Act of 2014 ("WIOA"). Pursuant to section 106 of WIOA, the Board is designated as the entity responsible for setting policy, and for the direction and oversight of employment and training programs at the local level and for providing funding thereto.

Federal and State rules and regulations provide for WIOA program activities, and require the Board, as the Chief Elected Officials for the County of Orange Workforce Development Area, to appoint a local Workforce Development Board.

The OCWDB (formerly known as the Orange County Development Board and the Orange County Workforce Investment Board) was established by the Board to serve as the local workforce development board on February 15, 2000.

**ARTICLE III. Purpose and Functions of OCWDB**

The OCWDB shall serve as an advisory body to the Board and shall serve as a liaison between the Board, Orange County Community Resources ("OCCR"), and citizens of the County.

~~A.~~ A. The se following bylaws have been established by the Orange County chief elected official ("CEO"), consistent with State policy, for OCWBDOCWDB membership. These bylaws address:

- 1. The nomination process used by the CEO to select the local OCWBDOCWDB chairperson and member;
- 2. The term limitations on how the term appointments will be staggered to ensure only a portion of membership expire in a given year;
- 3. The process to notify the CEO of an OCWDB member vacancy to ensure a prompt nominee is provided to fill the vacancy;

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- 4. The proxy and alternative designee process that will be used when the OCWDB member is unable to attend a meeting and assigns a designee;
- 5. The use of technology, such as phone and web-based meetings, that will be used to promote OCWDB member participation;
- 6. The process to ensure OCWDB members actively participate in convening the workforce development system's stakeholders, brokering relationships with a diverse range of employers, and leveraging support for workforce development activities; and
- 7. A description of any other conditions governing appointment or membership on the OCWDB as deemed appropriate by the CEO.

B. In accordance with the WIOA, the purpose of the OCWDB is to work with the County to:

- 1. Assist the Board through OCCR, in strategic planning, program oversight and evaluation of the local workforce development area. OCWDB shall promote effective outcomes consistent with statewide goals, objectives, and negotiated local performance measures.
- 2. Represent a wide variety of individuals, businesses, and organizations throughout the local area. The OCWDB shall serve as a strategic convener to promote and broker effective relationships between the County and economic, education, and workforce partners. The OCWDB shall maintain strategic and strong relationships with business organizations, chambers of commerce, labor and trade associations, education providers, and others as needed or required.
- 3. As the County appointed advisory board which oversees the Comprehensive Economic Development Strategy for the entire County, and fulfills the statutory requirement in 13 CFR, Chapter III, Part 304 to designate the County as an Economic Development District, the OCWDB shall:

a. (a) Function as the Comprehensive Economic Development Strategy ("CEDS") committee for Orange County, California, in a manner as follows:

Updating and implementing the CEDS:

i. Submitting annual reports relating to the strategy and all the requirements therein.

ii. Assisting entities in their application for Economic Development Administration funding that implements the CEDS.

Operating as the County's focal point for the development and implementation of federal, state and other private and public assistance programs for public works impact projects, loans, and grants for business development by collecting data pursuant to the County's strategy for development, through:

i. Analyzing the present economic situation.

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Attachment B

- i. \_\_\_\_\_
- ii. \_\_\_\_\_ ii. Identifying potential development opportunities.
- iii. \_\_\_\_\_
- iii. \_\_\_\_\_ iii. Examining the actions required to realize the County's potential.
- iv. \_\_\_\_\_
- iv. \_\_\_\_\_ iv. Selecting feasible project opportunities and implementing the required actions.

Developing and seeking adoption of policies which affect favorable economic development for the County.

- i. Aligning the County's Economic and Workforce Development.
- ii. Interfacing with other organizations or projects with similar goals.

ARTICLE IV: Appointment and Membership

A. Membership of the OCWDB shall be composed as follows:

1. 1. There shall be no less than nineteen (19) members and no more than twenty-five (25) members that comprise the OCWDB.

a. a. Ten (10) OCWDB members shall be appointed by the Board with each Supervisor nominating two (2) OCWDB members from inside or outside of the District that the member-Supervisor represents. A Supervisor may nominate a person from outside of the District that the Supervisor represents only with concurrence, in writing, of the Supervisor who represents the District in which the proposed nominee resides. Board appointments shall be solely representative of Businesses as defined in WIOA Section 107(b)(2)(A).

b. b. Up to fifteen-eleven (15/11) OCWDB members shall be recommended for nomination by the OCWDB Executive Committee appointed by the Board as Members-At-Large. The OCWDB Executive Committee shall utilize its fifteen recommendations for nominations. Members-At-Large shall to assure conformance with mandated membership requirements of WIOA, as required by federal and state statutes and regulations. The OCWDB Executive Committee shall make such recommendations for nomination to the Board Chairperson and the recommendations for nomination shall be deemed "at large" under Board Rules of Procedure 16.

c. c. In accordance with WIOA §§107(b)(1) and 107(b)(2), the Board, as the County Chief-Elected-Official CEO, shall appoint members from nominations as described in WIOA to the required categories of membership listed below:

- i. Representatives of Business (WIOA Section 107(b)(2)(A))

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i.

~~#a. The majority of the members of the OCWDB must be representatives of business in the local area and must meet the following criteria:~~

~~1.i. The majority of the members of the OCWDB must be representatives of business in the local area and must meet the following criteria: i. Be an owner, chief executive officer, chief operating officer, or individual with optimum policymaking or hiring authority.~~

~~2.ii. Provide employment opportunities in in-demand industry sectors or occupations, as defined in WIOA section 3(23); and provide employment opportunities that, at a minimum, include high-quality, work-relevant training and development in in-demand industry sectors or occupations in the local area.~~

~~3.iii. Are appointed from among individuals nominated by local business organizations and business trade associations.~~

~~4.iv. Must include, at minimum, two members who represent small business as defined by the U.S. Small Business Administration. Representatives serving on the OCWDB may also serve on the State Workforce Development Board.~~

ii. Representatives of Workforce (WIOA Section 107(b)(2)(B)):

~~a. Not less than 20 percent of the members of the OCWDB must be workforce representatives within the local area that:~~

~~i. Shall include representatives of labor organizations, for a local area in which employees are represented by labor organizations, who have been nominated by local labor federations and shall amount to no less than 15 percent of local board membership, and be subject to the following:~~

~~1. For a local area in which no employees are represented by such organizations, other representatives of employees shall be appointed to the board; however, any local board that appoints representatives of employees that are not nominated by local labor federations shall demonstrate that no employees are represented by such organizations in the local area.~~

~~2. Include a representative, who shall be a member of a labor organization or a training director, from a joint labor-management~~

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Attachment B

apprenticeship program, or if no such joint program exists in the area, such a representative of a state-approved apprenticeship program in the area, if such a program exists.

ii. May include one or more representatives of community-based organizations that have demonstrated experience and expertise in addressing the employment, training or education needs of individuals with barriers to employment, including organizations that serve veterans or provide or support competitive integrated employment for individuals with disabilities.

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iii. May include one or more representatives of organizations with demonstrated experience and expertise in addressing the employment, training, or education needs of eligible youth, including representatives of organizations that serve out-of-school youth.

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~~1. Shall include representatives of labor organizations, for a local area in which employees are represented by labor organizations, who have been nominated by local labor federations and shall amount to no less than 15 percent of local board membership, and be subject to the following:-~~

~~a. For a local area in which no employees are represented by such organizations, other representatives of employees shall be appointed to the board; however, any local board that appoints representatives of employees that are not nominated by local labor federations shall demonstrate that no employees are represented by such organizations in the local area.~~

~~b. Include a representative, who shall be a member of a labor organization or a training director, from a joint labor management apprenticeship program, or if no such joint program exists in the area, such a representative of a state approved apprenticeship program in the area, if such a program exists.~~

~~2. May include one or more representatives of community based organizations that have demonstrated experience and expertise in addressing the employment, training or education needs of individuals with barriers to employment, including organizations that serve veterans or provide or support competitive integrated employment for individuals with disabilities.~~

~~3. May include one or more representatives of organizations with demonstrated experience and expertise in addressing the employment, training, or education needs of eligible youth, including representatives of organizations that serve out-of-school youth.~~

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iii. Representatives of the Balance of OCWDB Membership:

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a. Education and Training (WIOA Section 107(b)(2)(C)):

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i. At least one eligible provider administering adult education and literacy activities under WIOA title II,

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Attachment B

ii. At least one representative from an institution of higher education providing workforce investment activities, including community colleges.

iii. May include representatives of local educational agencies, and of community-based organizations with demonstrated experience and expertise in addressing the education or training needs of individuals with barriers to employment.

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b. Governmental and Economic and Community Development entities (WIOA Section 107(b)(2)(D)): The OCWDB shall include representatives of governmental, economic, and community development entities serving the local area, who:

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i. Shall include an appropriate representative from the state employment service office under the Wagner-Peyser Act (29 U.S.C. Sec. 49 et seq.) serving the local area.

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ii. Shall include an appropriate representative of the program carried out under Title I of the Rehabilitation Act of 1973 (29 U.S.C. Sec. 720 et seq.), other than Section 112 or Part C of that Title (29 U.S.C. Sec. 732, 741) serving the local area.

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iii. May include representatives of agencies or entities administering programs relating to transportation, housing, and public assistance serving the local area.

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iv. May include representatives of philanthropic organizations serving the local area.

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c. Other Individuals or Representatives of Entities: The OCWDB may include individuals or representatives of other appropriate entities in the local area, including:

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i. Entities administering education and training activities who represent local educational agencies or community-based organizations with demonstrated expertise in addressing the education or training needs for individuals with barriers to employment.

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ii. Other appropriate individuals or representatives of entities as determined by the chief elected official.

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iii-

~~Education and Training (WIOA Section 107(b)(2)(C)):-~~

~~1. At least one eligible provider administering adult education and literacy activities under WIOA title II.~~

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Attachment B

~~2. At least one representative from an institution of higher education providing workforce investment activities, including community colleges.~~

~~3. May include representatives of local educational agencies, and of community-based organizations with demonstrated experience and expertise in addressing the education or training needs of individuals with barriers to employment.~~

~~iv. Governmental and Economic and Community Development entities (WIOA Section 107(b)(2)(D)):~~

~~1. The OCWDB shall include representatives of governmental, economic, and community development entities serving the local area, who:~~

~~a. Shall include an appropriate representative from the state employment service office under the Wagner-Peyser Act (29 U.S.C. Sec. 49 et seq.) serving the local area.~~

~~b. Shall include an appropriate representative of the program carried out under Title I of the Rehabilitation Act of 1973 (29 U.S.C. Sec. 720 et seq.), other than Section 112 or Part C of that Title (29 U.S.C. Sec. 732, 741) serving the local area.~~

~~c. May include representatives of agencies or entities administering programs relating to transportation, housing, and public assistance serving the local area.~~

~~d. May include representatives of philanthropic organizations serving the local area.~~

~~Other Individuals or Representatives of Entities:~~

~~Individuals or representatives of other appropriate entities in the local area, including:~~

~~Entities administering education and training activities who represent local educational agencies or community-based organizations with demonstrated expertise in addressing the education or training needs for individuals with barriers to employment.~~

~~Other appropriate individuals or representatives of entities as determined by the chief elected official.~~

B. Qualifications for OCWDB Membership

1. OCWDB members shall be broadly representative of different racial, ethnic, religious, socio-economic, disability, age, genders, sexual orientation, or marital status groups in the County.

2. Demonstrate an understanding of workforce and economic development.

3. Residency and Voting Requirements: Except where the Board finds it is in the best interest of the County to waive voter and residency requirements, all members of

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Attachment B

the OCWDB shall be:

- a. registered voters in the County; and,
- b. reside in the district of the nominating member of the Board of Supervisors unless Supervisor representing the district where the nominee resides provides written consent for the nomination.

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4. Satisfy all federal, state, local or any other qualifications for the OCWDB members.

C. Length of OCWDB Membership

- 1. All OCWDB member appointments shall be for a term concurrent with the term of office of the nominating member of the Board. A member of the OCWDB whose term of office is expiring with that of the nominating Supervisor shall have the option of reapplying for membership for appointment.
- 2. All OCWDB appointments deemed to be "at large" appointments, as described in these Bylaws Article IV(BA)(1)(b) shall be for two-year terms subject to Article IV(B)(3)(b).
- 3. Appointments made to fill a vacancy left by a member before the expiration of the term of that member shall be for the remaining term of that member.
- 4. Pursuant to Government Code section 1302, a member whose term has expired shall continue serving as a member until reappointed or replaced.
- 5. In the event of a vacancy, the OCWDB Executive Director (defined in Section XV) in partnership with the OCWDB is responsible for providing notice to Board and maintaining the required composition of the OCWDB. A vacancy may not necessarily be filled if the required composition of the OCWDB can be maintained without filling the vacancy.

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Commented [LC7R6]: Request must be made prior to each meeting

Commented [BF8R6]: The intent is if any of the 3 mentioned chairs are not available they may appoint another board member (with prior approval) to chair the meeting.

Commented [CJ9]: This whole section is still a bit unclear to me. I inserted redlines to try to clarify? Is this what you mean?

Commented [CJ10]: What does "alternative designee" mean? I suggest defining what an alternative designee is.

Commented [LC11R10]: An existing officer of the OCWDB/ may serve as an alternative designee

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Commented [LC13R12]: Alternate designee and/or officer must be

Commented [CJ14R12]: If this language works for you, I do not have a legal objection.

D. Proxy and Alternative OCWDB Committee ChairsMembers

Vote by Proxy: OCWDB does not allow a vote by proxy. Chairperson, Vice-Chairperson and Second Vice-Chairperson may appoint an existing OCWDB member to chairperson committee meetings with prior approval of the Executive Director in the event the regular committee chair is unavailable. Requests for alternative designee (an existing officer of the OCWDB) must be made via email or mail and approved 48 hours prior to each meeting.

Alternative designees must also meet the following requirements:

- 1. Alternative designee is a business representative (for Full board, Executive, Business Services Committee), and he or she must have optimum policy-making hiring authority.

ARTICLE V. OCWDB Officers

A. OCWDB officers shall consist of:

- 1. The Chairperson shall:

Attachment B

- a. Preside over all regular and special meetings.
  - b. Act as an ex officio member on all committees.
  - c. Establish committees and coordinate the appointment of OCWDB members thereto and to the Nominating Committee.
  - d. Represent the OCWDB at, or designate a representative to attend, public functions.
  - e. Perform all other responsibilities allocated to the Chairperson under these bylaws.
2. The first Vice-Chairperson shall:
- a. Assume the duties of the Chairperson when the Chairperson is absent or unable to perform the duties of the Chairperson.
  - b. Perform all other responsibilities allocated to the Vice-Chairperson under these bylaws.
3. The second Vice-Chairperson shall:
- a. If both the Chairperson and the first Vice-Chairperson are absent, the second Vice-Chairperson shall conduct meetings and act on behalf of the Chairperson.
  - b. Perform all other responsibilities allocated to the Second Vice-Chairperson under these bylaws.
4. Terms for officers of the OCWDB shall be for one year.
5. No person, except a member of the Board, may serve as Chairperson of the OCWDB for more than two (2) consecutive terms.
6. No person, except a member of the Board, may serve simultaneously as Chairperson for two or more Boards, Commissions, or Committees.
- B. Elections:
- 1. Election of officers shall be held annually during the last OCWDB meeting of each calendar year by majority vote, a quorum being present.
  - 2. Nominations will be taken from the floor (and members can self-nominate) at the OCWDB meeting.
  - 3. For elections involving two candidates running for the same position, in the case of a tie, the tie shall be broken by a coin toss. If the meeting is conducted remotely, the coin toss shall be conducted on video and visible through the duration of the coin toss. The County shall conduct the coin toss.
  - 4. For elections involving more than two candidates running for the same position, in the case of a tie involving the two candidates with the highest votes, a runoff election shall be held between the candidates with the two highest votes. If a tie

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Attachment B

remains, it shall be broken by coin toss, as described above. In the case of a three-way tie, a runoff election shall be held for all three candidates. If a tie remains, all three candidates shall have one representative coin toss, conducted by the County. The winning candidate is the candidate whose coin differentiates itself from the other two.

ARTICLE VI. Duties of Members

- A. Members shall attend meetings of the OCWDB and of committees to which they are appointed. The Executive Committee shall regularly review member attendance at OCWDB and committee meetings.
- B. Members shall serve as a member on at least one Standing Committee of the OCWDB.
- C. Member shall not reveal confidential facts, data, or information of the Board during or after membership services have been rendered, without prior consent of the Executive Committee and OCWDB Executive Director as required by this bylaws document.
- D. Members shall notify the Chairperson of the OCWDB of any expected absence for a meeting by 5:00 p.m. of the day before a regularly scheduled OCWDB meeting, indicating good and sufficient reasons for the absence.
- E. In the performance of its responsibilities, the OCWDB shall not engage in nor employ any unlawfully discriminatory practices in the provision of services or benefits, assignment of accommodations, treatment, employment of personnel or in any other respect on the basis of sex, race, color, ethnicity, national origin, ancestry, religion, age, marital status, medical condition, sexual orientation, physical or mental disability or any other protected group in accordance with the requirements of all applicable County, state, or federal laws.
- F. Members of the OCWDB shall comply with the County Equal Employment Opportunity and Anti-Harassment Policy and Procedures.
- G. Members of the OCWDB shall comply with County Code of Ethics.
- H. Members of the OCWDB shall operate strictly within designated purposes of the OCWDB.
- I. As set forth in WIOA, the OCWDB shall, in partnership with the Board, perform the following duties, among others:
  - 1. Act as a convener to bring together business, labor, education and economic development entities to focus on local workforce issues.
  - 2. Conduct workforce analysis by developing, disseminating and understanding current local and regional labor market and economic information and trends.
  - 3. Serve as a broker by bringing together systems to solve common problems, or broker new relationships with business and workers to support the efforts of OCCR, Orange Region Planning Unit, and Orange County WIOA Programs.
  - 4. Serve as the community voice by advocating for the importance of workforce policy, providing perspective about the need for, and availability of skilled workers.

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## Attachment B

5. Serve as a capacity builder to enhance the local workforce development area and Orange Region Planning Unit's ability to meet the workforce needs of the local employers.
- a. Work with the County to ensure that local workforce activities comply with the applicable uniform administrative requirements, cost principles, and audit requirements included in the appropriate circulars or rules of the Office of Management and Budget (WIOA Section 184(a)(2) and (3)).
  - b. In partnership with the County, the OCWDB will help select the America's Job Center of California (AJCC) Operator(s), with the agreement of the Board, through a competitive process such as a Request for Proposal (RFP) or other County of Orange approved procurement processes, unless granted a waiver by the state (WIOA Section 121[d][2][A] and 107[g][2]).
  - c. Comply with State Board policies and guidelines, legislative mandates and/or other special provisions as may be required under federal law or policy, including the WIOA or state legislation.
  - d. In partnership with the Board, develop a local workforce development plan.
  - e. In collaboration with secondary and postsecondary education programs, lead efforts in the local workforce development area to develop and implement career pathways within the local workforce development area.
  - f. Lead efforts to engage with a diverse range of employers and economic development entities, including coordination with Board economic development strategies.
  - g. Develop strategies for using technology to maximize the accessibility and effectiveness of the local workforce development system for employers, workers and job seekers.
  - h. OCWDB shall serve a member of the Orange Regional Planning Unit that includes the Santa Ana Workforce Development Board and Anaheim Workforce Development Board to ensure the workforce development areas, collaborate with other local boards and chief elected officials in preparation and submission of a regional plan as described in WIOA section 106(c) (2) and the development workforce programs and services that enhance business and jobseeker within the region. OCWDB members shall engage in and contribute to, regional planning and regional plan implementation to include participating in regional planning meetings and regional plan implementation efforts, review and approve the regional plan, modifications and participate in regional performance negotiations.
  - i. Assist the Board in developing the local workforce and labor market information system; specifically, in the collection, analysis, and utilization of workforce and labor market information for the Orange Regional Planning Unit.
  - j. Conduct other research, data collection, and analysis related to the workforce needs of the regional economy, after receiving input from a wide array of stakeholders who are determined to be necessary to carry out OCWDB functions.

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Attachment B

- k. Promote the participation of private-sector employers in WIOA programs in the local workforce development area and the Orange Regional Planning Unit.
- l. Ensure priority of service shall be given to veterans, recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient for receipt of career and training services funded by WIOA Adult funding (WIOA Section 134[c][3][E] and Training and Employment Guidance Letter 19-16, Subject: 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 the WIOA Final Rules, (March 1, 2017).
- m. In partnership with the Board, as the Chief Elected Official, conduct oversight of workforce activities authorized under WIOA.
- n. Conduct other duties and obligations as may be required by the State of California, the U.S. Department of Labor, and WIOA and associated rules and regulations, for the implementation of WIOA and to achieve the goals stated in these bylaws.

**ARTICLE VII. Committees and Subcommittees**

- A. All standing committees established under the OCWDB shall conform to the bylaws of the full OCWDB. All actions of OCWDB standing committees and workgroups are advisory to the OCWDB. Chairs of the OCWDB standing committees, in consultation with the OCWDB and the OCWDB Executive Director, shall prepare the agenda for standing committee meetings.
- B. Members who are designated as a America’s Job Center of California One-Stop Career Center Operator, WIOA Title I Career Service Provider or WIOA Youth Service Provider shall not serve on any standing committee that deals with the oversight of the Job Center, One-Stop system, youth services or allocation of resources that would potentially be allocated to that member’s program or might otherwise be the basis of a conflict of interest, as outlined in these bylaws.
- C. OCWDB Non-voting Committee Advisors-members

1. Membership on Committees

- a. OCWDB members make up the standing committee membership, however attendance by members from the community members and other experts in the field may benefit the committees. As such, Non-Elected non-voting community committee advisors (“Committee Advisor Member(s)”) individuals may be invited to participate and serve on an OCWDB standing committee. Committee Advisor Members Non-Elected members shall reflect the needs of the local area and must be appointed to committees based on their experience and expertise. The selection of Committee Advisor Members as members of committees Non-Elected members shall be in —alignment with committee charters. Committee Advisor Members Non-Elected members must be a residents of, and registered to vote in, the County of Orange (with the exception of minors unable to register). Committee Advisor Members Non-Elected members shall not

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Attachment B

have OCWDB voting privileges, and are not members of the OCWDB, and are not factored into calculating quorum requirements for the OCWDB or the committees on which they serve. The term of each Committee Advisor Member Non-Elected member will be no more than three years and they will serve at the will of the applicable committee chair. Each standing committee shall have no more than three Committee Advisor Members Non-Elected members. The youth committee shall appoint a youth (14-24 years old at time of appointment) as a Non-Elected member.

**Commented [CJ17]:** I suggest you either delete the references to minors or have HR advise on the process of using minor volunteers on this Board and reflect those requirements in the Bylaws.

2. Responsibilities

a. In accordance with WIOA, Local Workforce Development Boards are encouraged to establish standing committees to provide information and to assist with planning, operations, oversight, and other issues relating to the provision of services. As with OCWDB committee members, Committee Advisor Members Non-Elected members are expected to contribute to the discussion and provide feedback and insight to the conversation. Committee Advisor Member New Non-Elect members shall receive an orientation packet to ensure an understanding of WIOA and OCWDB programs and services. Committee Advisor Member Non-Elected members are required to attend corresponding standing committee and full board meetings and abide by all rules governing OCWDB and its members, as described in the OCWDB Bylaws. Committee Advisor Members Non-Elected members shall be cognizant of their obligation to fulfill the responsibility of the committee and to display high moral conduct with an attitude of open-mindedness and inclusion. Committee Advisor Members Non-Elected members shall not use the position in any manner that reflects negatively on OCWDB or the County of Orange. Committee Advisor Members shall be subject to the conflict of interest statutes, regulations, and ordinances.

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3. Attendance

a. Committee Advisor Members will be subject to the same attendance requirements as OCWDB members per the OCWDB Bylaws. A Committee Advisor Member who fails to attend three consecutive meetings in a program year (July – June) will be automatically removed from the committee.

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4. Nomination

a. OCWDB members and staff shall refer individuals for consideration to serve as Committee Advisor Members. Each individual is to submit a resume, completed OCWDB application, and conflict of interest form to the OCWDB Executive Director. The following steps describe the review and approval process. A meeting may be requested during any of the following steps:

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i. Review by OCWDB Executive Director;

ii. Review and approval by Committee Chair; and

iii. Review and vote by OCWDB Full Board.

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~~Non-Elected members will be subject to the same attendance requirements as OCWDB members per the OCWDB Bylaws. A Non-Elected member who fails to attend three consecutive meetings in a program year (July – June) will be automatically removed from the committee.~~

~~Nomination OCWDB members and staff shall refer individuals for consideration to serve as Non-Elected members. Each individual is to submit a resume, completed OCWDB application, and conflict of interest form to the OCWDB Executive Director. The following steps describe the review and approval process. A meeting may be requested during any of the steps.~~

~~1. Review by OCWDB Executive Director;~~

~~2. Review and approval by Committee Chair;~~

~~3. Review and approval by OCWDB Full Board.~~

~~OCWDB members make up the standing committee membership, however attendance by members from the community and other experts in the field may benefit the committee. As such, Non-Elected individuals may be invited to participate and serve on an OCWDB standing committee. Non-Elected members shall reflect the needs of the local area and must be appointed based on their experience and expertise. The selection of Non-Elected members shall be in alignment with committee charters. Non-Elected members must be a resident of and registered to vote in the County of Orange (with the exception of minors unable to register). Non-Elected members shall not have OCWDB voting privileges and are not factored into quorum. The term of each Non-Elected member will be no more than three years and at the will of the committee chair. Each standing committee shall have no more than three Non-Elected members. The youth committee shall appoint a youth (14-24 years old at time of appointment) as a NonElected member.~~

#### Responsibilities-

~~In accordance with WIOA, Local Workforce Development Boards are encouraged to establish standing committees to provide information and to assist with planning, operations, oversight, and other issues relating to the provision of services. As with OCWDB committee members, Non-Elected members are expected to contribute to the discussion and provide feedback and insight to the conversation. New Non-Elect members shall receive an orientation packet to ensure an understanding of WIOA and OCWDB programs and services. Non-Elected members are required to attend corresponding standing committee and full board meetings and abide by all rules governing OCWDB and its members, as described in the OCWDB Bylaws. Non-Elected members shall be cognizant of their obligation to fulfill the responsibility of the committee and to display high moral conduct with an attitude of open-mindedness and inclusion. Non-Elected members shall not use the position in any manner that reflects negatively on OCWDB or the County of Orange.~~

#### Attendance-

~~Non-Elected members will be subject to the same attendance requirements as OCWDB members per the OCWDB Bylaws. A Non-Elected member who fails to attend three consecutive meetings in a program year (July – June) will be automatically removed from the committee.~~

#### Non-Elected Member-

~~Nomination OCWDB members and staff shall refer individuals for consideration to serve as Non-Elected members. Each individual is to submit a resume, completed OCWDB application, and conflict of interest form to the OCWDB Executive Director. The following steps describe the review and approval process. A meeting may be requested during any of the steps.~~

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Attachment B

- ~~1. Review by OCWDB Executive Director;~~
- ~~2. Review and approval by Committee Chair;~~
- ~~3. Review and approval by OCWDB Full Board.~~

E.D. Standing Committees: The OCWDB shall have four (4) standing committees:

- 1. Executive Committee
- 2. Youth Committee
- 3. One-Stop Oversight Committee
- 4. Business Services Committee

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F.E. To the extent possible, standing committees shall be comprised of the required OCWDB representative categories as specified in WIOA and must be chaired by a member of the OCWDB.

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G.F. The term of the Chairperson of any standing committee shall be for two (2) fiscal years, concurrent with the term of the Chairperson of the OCWDB.

H.G. Each standing committee chairperson shall be appointed by the OCWDB Chairperson. OCWDB members will volunteer to be on the standing committees and will be recommended by the OCWDB Chairperson. If the required membership is not met for the committees, the OCWDB Chairperson will appoint members accordingly.

- 1. Executive Committee:
  - a. Executive Committee shall be comprised of the following OCWDB members: Chairperson, Vice Chairperson, Second Vice Chairperson and the Chairperson of each standing committee.
  - b. OCWDB Chairperson shall serve as Chairperson of the Executive Committee.
  - c. Responsibilities of the Executive Committee shall include:
    - i. Report upon all action taken by the Executive Committee to the full OCWDB at regularly scheduled OCWDB meetings:
      - a. Emergency actions and all other actions taken by the Executive Committee without prior approval of the full OCWDB, are conditional and subject to either ratification or rescission by the OCWDB at the first meeting following the emergency or action.
      - b. Make recommendations for membership to the OCWDB in compliance with membership requirements as specified in WIOA.

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- c. In consultation with OCWDB's Executive Director, determine responsibilities of all standing committees and workgroups and review work plans of such bodies.
- d. Perform other duties as deemed necessary by the OCWDB's Executive Director.

2. Youth Committee:

- a. Responsibilities of the Youth Committee shall include, but not be limited to the following:
  - i. Review WIOA youth policies, procedures, monitoring reports and evaluation(s) of services, activities, and grants or contracts funded by the WIOA:
    - a. Inform, assist, and make recommendations to the Executive Committee and the full OCWDB in developing and overseeing the delivery of WIOA youth programs to review and make recommendations regarding initiatives, and to assist with the selection of eligible providers for these programs.
    - b. Report back to the full OCWDB on program performance, compliance, issues, as directed by the full OCWDB.
    - c. Foster integration and collaboration of youth activities in the local workforce development area.
  - b. The Youth Committee shall be established and composed of a Committee chairperson appointed by the OCWDB Chairperson. OCWDB members will volunteer to be on the committee and will be recommended by the OCWDB Chairperson. When membership is not met for the committee, the OCWDB Chairperson will appoint members accordingly.
  - c. The term of each Youth Committee member shall coincide with the term of the OCWDB Chairperson.

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1.3. One-Stop Oversight Committee:

- a. Responsibilities of the One-Stop Oversight Committee shall include, but not be limited to the following:
  - i. Review policies, procedures, monitoring reports and evaluation(s) of services, activities, and grants or contracts, including the America's Job Center of California One-Stop Career, WIOA Title I Career Services, funded by the WIOA, as related to all Adult, Dislocated Worker, Layoff Aversion and Rapid Response Programs.
  - ii. Inform, assist, and make recommendations to the Executive Committee and the full OCWDB on developing and overseeing the delivery of career services through Adult, Dislocated Worker, and other WIOA programs; to review and make recommendations

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regarding initiatives; and to assist with the selection of eligible providers for these programs.

iii. Report back to the full OCWDB on program performance, compliance, issues, as directed by the full OCWDB.

iii.

iv. The One-Stop Oversight Committee Chairperson shall be appointed by the OCWDB Chairperson. OCWDB members shall volunteer to be on a committee and will be recommended by the OCWDB Chairperson. In cases when membership is not met for the committee, the OCWDB Chairperson will appoint members accordingly.

iv.

iv-v. The term of each One-Stop Oversight Committee member shall coincide with the term of the OCWDB Chairperson.

1.4. Business Services Committee:

a. The Business Services Committee chairperson shall be appointed by the OCWDB Chairperson. OCWDB members will volunteer to be on the committee and will be recommended by the OCWDB Chairperson. In such case that membership is not met for the committee, the OCWDB Chairperson will appoint members accordingly.

b. Responsibilities of the Business Services Committee shall include but not be limited to the following:

i. Develop and make recommendations for the Business Service Plan to the Board in an effort to increase employer engagement in the activities of the OCWDB.

ii. Submit the Business Services Plan along with the local workforce development and regional Strategic Plan to the State of California Workforce Development Board (CWDB).

iii. Conduct Labor Market Intelligence (LMI) analysis.

iv. Provide oversight of Rapid Response and Layoff Aversion services.

v. Report back to the full OCWDB on issues, as directed by the full OCWDB on a quarterly basis.

vi. The term of each Business Services Committee member shall coincide with the term of the OCWDB Chairperson.

v-5. Ad Hoc Committees:

a. The Chairperson of the OCWDB may establish ad hoc committees of less than quorum of the OCWDB to accomplish time-limited tasks that support the goals of the OCWDB. When an ad hoc committee is created, the

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Chairperson or OCWDB member calling for the creation of ad hoc committee shall identify the committee's membership, the scope of work, work product, and date of dissolution. Terms of appointment for an ad hoc committee shall be for the period of time required to fulfill the ad hoc committee's purpose.

- b. When appropriate, ad-hoc committees may call on other knowledgeable individuals who are not OCWDB members to act as consultants to the committees. Said individuals shall be subject to the conflict of interest statutes, regulations, and ordinances.
- c. The ad hoc committee chairperson shall be appointed by the OCWDB Chairperson. OCWDB members will volunteer to be on the committee and will be recommended by the OCWDB Chairperson. If the required membership for an ad hoc committee is not met, the OCWDB Chairperson will appoint members accordingly.

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ARTICLE VIII. Meetings and Actions

- A. The OCWDB shall, at its last meeting (November) of each calendar year, adopt a schedule of regular meetings (no meetings in July or December) and transmit that schedule in writing to members, the County and the public at large.
- B. All OCWDB meetings shall be open, public and noticed in conformance with the provisions of the Ralph M. Brown Act, California Government Code section 54950 et seq., as amended and held at a regular time, date and location within Orange County, California that satisfies the access requirements of the Americans with Disabilities Act.
- C. At a minimum the OCWDB shall hold one regular meeting per quarter, as scheduled by the OCWDB Executive Director in coordination with OCCR.
- D. OCWDB meetings shall be held at a location within Orange County, California, determined by OCCR that satisfies the access requirement of the American with Disabilities Act.
- E. OCWDB meetings shall be held during regular business hours.
- F. Special meetings of the OCWDB may be called either by the Chairperson or at the request of a majority of OCWDB members. Notice of special meetings shall:
  - 1. be delivered to members personally, by mail or electronically, and must be received no later than 24 hours in advance of the meeting.
  - 2. state the business to be considered and whether alternative technological means may be used such as telephone or video conferencing, as technological resource availability permits and as permissible by the Ralph M. Brown Act.
- H. OCCR shall provide administrative support (OCCR Support) to the OCWDB as directed by the OCWDB Executive Director. OCCR Support shall include, but not be limited, to the following:
  - 1. Attendance at Meetings: A representative designated by the OCCR, shall attend each meeting, and maintain a record of all proceedings and directives of the OCWDB.

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- 2. Preparation and Distribution of Agenda: OCCR Support will prepare, publicly post and distribute all agendas of the OCWDB meetings. The agenda shall consist of a brief general description of each item to be considered by the OCWDB, pursuant to the Ralph M. Brown Act, Government Code section 54950 et seq. OCCR Support will prepare, publicly post, and distribute all supplemental agendas when there has been an item added, continued, deleted, and/or modified since the distribution of the initial agenda.
- 3. The regular OCWDB meeting agenda will be distributed and made available to the public at least 72 hours prior to the meeting, pursuant to the Ralph M. Brown Act, Government Code section 54950 et seq.
- 4. OCCR staff will audiotape meetings, and tape will act as official meeting record.

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H. Quorum Requirements

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- 1. Quorum requirements are as follows:
  - a. General OCWDB Meetings: Quorum shall be no less than 50%+1 of the membership.
  - b. Executive Committee: Quorum shall be no less than 50%+1 of the Committee membership. However, if there are unfilled vacancies in the membership of the Executive Committee, then the quorum requirement will be proportionately reduced.
  - c. Standing Committees: Quorum shall be the members present, but no less than 50% +1 of the members.

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I. Voting Majority: Decisions and acts made by majority vote of the members at any duly constituted meeting shall be regarded as acts of the OCWDB, except as otherwise provided by these Bylaws.

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- 1. Members choosing to abstain from voting on specific actions will not affect majority requirements. Abstentions are considered a "non-vote" – neither a vote in the affirmative nor in the negative. However, in order for an action to be passed, a majority of the quorum casting votes must vote in the affirmative.

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For example: If, at a standing committee meeting, six (6) voting members of the committee are present to vote, and on a particular motion, three (3) vote in the affirmative, two (2) vote in the negative, and one (1) member abstains, the motion passes.

J. Voting by Proxy: Members of the Board and the County Executive Officer who serve as OCWDB members are not permitted to vote by proxy.

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ARTICLE IX. Compensation and Reimbursement

- A. Members shall receive no compensation for serving on the OCWDB. The County may authorize reimbursement for actual expenses incurred while performing within the scope of their duties and powers in accordance with County policies and procedures. All requests for reimbursement shall be submitted in accordance with the policies and procedures adopted by the County, on a form prepared by the Auditor-Controller.

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**ARTICLE X. Removal and Resignation of Members**

- A. Removal: The Board may, at any time and without cause, remove any OCWDB member from office prior to the expiration of his/her term of office by majority vote of the Board.
- B. Resignation: Resignation of OCWDB members shall be effected by a written letter of resignation submitted to the Chairperson of the OCWDB and to the Board.
- C. The Chairperson shall notify the Clerk of the Board in writing of any vacancies within 10 days of learning the existence of any such vacancy.

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**ARTICLE XI. Authority**

- A. Parliamentary Authority: The Chairperson shall preside and manage OCWDB meetings using parliamentary procedure consistent with these bylaws, any special rules of order the OCWDB may adopt, and any applicable County, state, and federal law.
- B. When circumstances demand that action be taken before the next scheduled OCWDB meeting the OCWDB may authorize and grant its full authority to the Executive or any standing committee to act on its behalf to make specific, limited, independent recommendations to the County, a quorum of the OCWDB being present.
  - 1. Such actions taken on behalf of the OCWDB by a committee will be presented as an information item at the next regular OCWDB meeting.
  - 2. Such actions will not require further action by the OCWDB.
- C. Executive Committee – When unforeseen circumstances demand that action be taken before the next scheduled OCWDB meeting, the Executive Committee is authorized to take action on behalf of the OCWDB.
  - 1. OCWDB members shall be notified either in writing or electronically within 72 hours of any such Executive Committee action.
  - 2. Such action is subject to review and ratification by the general membership of the OCWDB at its next meeting.
- D. Standing and Ad Hoc Committees
  - 1. Standing and ad hoc committees shall have no independent authority and shall be limited to exercising only those specific functions granted to them by the OCWDB.
  - 2. No standing or ad hoc committee shall have independent authority to commit the OCWDB to any policy or action without the prior approval of the general membership of the OCWDB.

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**ARTICLE XII. Conflict of Interest**

- 1. Members of the OCWDB and any of its committees or subcommittees shall abstain from voting on any issue in which they may be personally interested to avoid a conflict of interest in accordance with County, state, and federal laws and shall refrain from engaging in any behavior that conflicts with the best interest of the

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County.

- 2. Members of the OCWDB shall not vote nor attempt to influence any other OCWDB member on a matter under consideration by the OCWDB or any of its committees or subcommittees:
  - a. Regarding the provision of services by such member (or by an entity that such member represents); or
  - b. That would provide direct financial benefit to such member or the immediate family of such member; or
  - c. Engage in any other activity constituting a conflict of interest under County, state, or federal law.
- 3. If a question arises as to whether a conflict exists that may prevent a member from voting, the Chairperson or designee may consult with designated County staff to assist them in making that determination.
- 4. In order to avoid a conflict of interest or the appearance of such conflict, all nominees to become members of the OCWDB shall disclose on forms provided by the County information regarding their private economic interests that may be implicated by their service on the OCWDB.
- 5. OCWDB members shall timely file Statements of Economic Interests (Form 700) and other financial disclosures as required by law.
- 6. OCWDB members shall complete ethics training as required by County policy and Assembly Bill 1234 (Government Code sections 53234 through 53235.2).
- 7. Neither OCWDB nor any of its members shall promote, directly or indirectly, a political party, political candidate, or political activity using the name, emblem, or any other identifier of OCWDB.
- 8. No assets or assistance provided by County to OCWDB shall be used for sectarian worship, instruction, or proselytization, except as otherwise permitted by law.

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**ARTICLE XIII. Adoption and Amendment of Bylaws**

A. Bylaws Amendments Recommended to the County:

- 1. A quorum of the OCWDB being present, shall be required to review and recommend or oppose Bylaw amendments being presented for Board approval. An affirmative vote of at least 50%+1 of those voting, a quorum being present, shall be required to recommend these Bylaws for Board approval. The Bylaws become effective upon approval of the Board. OCWDB and County staff positions will be stated in the Agenda Staff Report seeking Board approval of the amended Bylaws.

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B. Bylaws Amendments Recommended to OCWDB:

- 1. Any member of the OCWDB may propose amendments to these Bylaws.
- 2. Proposed amendments shall be submitted in writing and made available to each

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member of the OCWDB in compliance with the Brown Act.

A quorum being present, shall be required to consider Bylaws amendments being presented. An affirmative vote of a quorum (50%+1 of those present) shall be required to recommend Bylaws amendments for Board approval. Any amendments to the Bylaws become effective upon approval by the Board.

**ARTICLE XIV. Severability**

Should any part term, portion or provision of these bylaws be determined to be in conflict with any law or otherwise unenforceable or ineffectual, the remaining parts, terms, portions or provisions shall be deemed severable and their validity shall not be affected thereby, provided such remaining portions or provisions can be construed in substance to constitute the provisions that the members intended to enact in the first instance.

**ARTICLE XV. Staffing Support**

- A. The OCWDB is programmatically responsible to the Board, through OCCR. OCWDB shall not have non-workforce board member staff. The OCCR's Director of Workforce Development shall provide support to the OCWDB and serve in the capacity of OCWDB Executive Director ("Executive Director"). The Executive Director is an employee of the County who shall assist with carrying out the functions of the OCWDB. The Executive Director shall have the authority to sign documents on behalf of the OCWDB, provided the OCWDB and, as applicable, the Board have duly approved the execution of all such documents.
- B. The OCWDB shall have no authority to accept gifts or donations on behalf of the County. Each OCWDB member shall attend annual trainings as determined by OCCR and/or the Board including, but not limited to, trainings relating to ethics and conflicts of interest.
- C. The OCWDB establishment and operation shall be at no cost to the County, except for general clerical administrative support provided by the County.

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**Article XVI. -- Advocacy**

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The OCWDB website shall be hosted on the OCCR domain and managed by OCCR.

The County must approve all OCWDB correspondence, statements, press releases, and reports prior to release. A 50+ 1 majority of the quorum of the OCWDB must approve all such correspondence, statements, press releases, and reports prior to the OCWDB's submittal of any such items to OCCR and request for the County's approval of such items.

All OCWDB communications shall be preapproved by OCCR and be on OCCR and OCWDB letterhead.

OCWDB's recommendations on legislation must be approved by the majority vote of a quorum of the OCWDB and submitted to the County Executive Office legislative planning committee office of Legislative Affairs for recommendation to the County through OCCR. The OCWDB shall not take positions on legislation without the approval of the County.

Commented [CJ19]: I am unfamiliar with this committee. Are you sure you do not mean the "County Executive Office office of Legislative Affairs"?

**Item #12A – ACTION**

Approval of Dr. Shauntina (Shay) Sorrells, DSW, MSW as a New Member on the Orange County Workforce Development Board's Youth Committee

**BACKGROUND:**

The Orange County Workforce Development Board (OCWDB), in partnership with the Orange County Board of Supervisors, oversees Orange County's workforce development activities and programs related to the Workforce Innovation and Opportunity Act (WIOA).

The OCWDB's responsibility is to provide feedback and insight to discussions on planning, operations, and oversight of WIOA activities and programs. This feedback and insight are most effective from board membership that includes diverse, experienced voices. Potential new OCWDB Youth Committee Member, Shay Sorrells, brings a wealth of experience and knowledge and would be a positive contribution to the OCWDB.

Shay Sorrells is currently the Chief Program Officer at Orangewood Foundation, a prominent Orange County community-based organization that helps prepare youth and foster youth for success in independent adulthood. Shay has been the Chief Program Officer since 2019 focusing on evidence-based, trauma-informed service delivery and programming. In her role as Chief Program Officer, she also collaborates with numerous Orange County agencies, community partners, and funders to enhance service delivery. Shay has worked on youth programs, including Boys Town and Project Access, Inc., since 2005. When asked why she would like to contribute to the OCWDB, Shay shared that she wanted to be a voice for transitional age and foster youth. Transitional age youth transitioning from the child welfare system to independent adulthood often face higher barriers to entry into the workforce due to their experiences and resources available to them.

**RECOMMENDATION(S):**

1. Approve membership on OCWDB's Youth Committee for Dr. Shauntina (Shay) Sorrells, DSW, MSW, Chief Program Officer for Orangewood Foundation.

**ATTACHMENTS:**

Application for Shay Sorrells

Shay Sorrells Resume/CV

**SHAUNTINA SORRELLS****EDUCATION**

- 8/18-8/2020 University of Southern California, Los Angeles, CA  
**Graduated: DSW- Doctor of Social Work**
- 8/07-5/2009 California State University of Long Beach, Long Beach, CA  
**Graduated: MSW-Masters of Social Work**
- 8/97- 5/2001 Vanguard University of Southern California, Costa Mesa, CA  
**Graduated: B.S., Psychology**

**CERTIFICATIONS**

- 2015 Group Home Administrator Certificate  
2011 Common Sense Parenting® Trainer  
2008 Domestic Violence Advocate-CA

**BUSINESS EXPERIENCE**

- 8/19-Current Oranewood Foundation  
Chief Program Officer  
Lead and direct the programs of Oranewood Foundation, including effectiveness, utilization, service delivery, staffing, youth outcomes, and satisfaction measures. Set strategic focus for program initiatives by incorporating trauma informed practices organization wide. Build and implement Program Service delivery through theory of change and logic models. Assess and support the delivery of Evidence Based Programming throughout the agency. Collaborate with county agencies, partners, funders and other organizations to ensure enhanced service delivery. Formulate and implement new programs, services, and departmental strategies to maximize program impact upon the community in accordance with service goals and the overall strategic plan of the organization. Design and launch the Youth Connected Educational program for foster youth in an academic setting.
- 10/17-8/19 Project Access Inc.  
Chief Program Officer  
Oversee implementation and delivery of quality programming in sixty-four resource centers across five states to over 15,000 residents in affordable housing complexes. Launched an additional twenty resource centers in 4 states. Ensured the effective management of over 65 employees. Set strategic focus for program initiatives through implementation of program delivery and logic models. Collaborated with property owners, management, developers and other agencies to adhere to policies and ensure enhanced service delivery. Was able to decrease program staff turnover from 83% to 35% in two years.

07/13-Current County & State Agencies and Organizations

Former Foster Youth Representative:

Attend collaborative county meetings that include stakeholders from Social Services, Health Care Agency, Probation & Community providers. Provide insight & guidance from the foster youth perspective. Present at trainings for service providers, participate in panels and Keynote speakers for conferences and events.

06/05-11/18 Boys Town

Fidelity Consultant:

Ensured high quality of programs and adherence to fidelity standards across all Affiliate Sites by collaborating with key leadership partners and support services departments to facilitate organizational learning and development. Utilized program assessment tools and data and trend analysis methods to foster continuous performance improvement.

Senior Director of Program Operations:

Directs the administrative and programmatic operations of assigned programs which provide 24-hour care for youth. Administers the organizational operating policies and oversees program compliance for contract requirements and licensing regulations. Participates in preparing budgets and monitoring financial information for program services. Supervises data collection and analyzes data from a variety of resources to ensure that appropriate outcomes and goals for program services are being met. Establishes and maintains relationships with community agencies, government officials, collaborative agencies and organizations; participates in key organizations and works cooperatively with others to advocate for youth and families. Speaks before audiences, professionally represents in public, and promotes standards of child care. Screens, hires, supervises, and directs program staff for the implementation and administration of program services. Manages program staff and support services.

Program Director of Family Support Services:

Oversee and design the creation and implementation of the 5 elements of the family support services program. Recruited & selected 18 multi-level staff. Designed and provided 80 hours of training curriculum specific to positions. Manage a budget of \$800,000 per contract year. Maintain a cost recovery of 98% and initiated changes to save \$54,000 in the first contract year. In the first contract year exceeded the goal of serving 1,750 participants by serving 675 additional families. Maintained outcomes of services at or above 80% and families report 97% satisfaction of services. Leading the site initiative in future leadership and staff development across programs.

Youth Support Specialist Coordinator:

Designed & implemented the support specialist program from beginning. Supervised and developed 4 staff that specialized in independent living and employment, activities and education. Under my direction and supervision the program helped youth increase their GPA's from 2.4 to 3.0 the first year as well as increasing from one youth being employed to six by the end of the year. Promoted to Program Director.

In-Home Family Consultant:

Developed effective working relationships with clients as well as community support services. Responsible for the intervention and treatment process for referred clients. Assessed problems, prepared documentation, created treatment plans and motivated

individuals. During this position of the families served 100% completed services and 91% of goals showed improvement. Promoted to Youth Support Specialist Coordinator.

12/03-5/2005 Way Station Inc.

Camp Journey Program Specialist:

Restructured and organized program policies and objectives including needs assessment, budgets, human resources, community relations and all program activities. Recruited, hired, trained and supervised staff; planned and presented meetings and trainings. Solicited community organizations for donations and collaborated to develop programming.

### **TEACHING EXPERIENCE**

9/09-Current California State University, Long Beach  
Chicago School of Professional Psychology, Westwood, CA  
Vanguard University, Costa Mesa, CA  
Walla Walla University, Walla Walla, WA  
Adjunct Professor: Program Design, Social Psychology & Community Mental Health. Utilize appropriate computer technology to enhance student learning process. Incorporate higher-level learning and assist the students to develop information literacy and problem-solving skills. Organize, prepare and revise/update course materials. Develop policies to disseminate the course content. Provide opportunities for in-class discussions. Ensure that the content and level of material asked in exams are adequately covered in classroom teaching. Developed and provided an approved syllabus that follows a template. Collaborate with Department Chair on student outcomes.

### **RESEARCH EXPERIENCE**

8/07-5/2009 Thesis: California State University of Long Beach, Long Beach, CA  
Purpose: As a part of graduation requirements a thesis process was completed including in depth research. The thesis model used was a Grant for the purposes of securing funding for a non-profit program. The population researched was youth in out-of-home placement care who were juvenile offenders. As part of the grant writing process, a program was researched and developed to fit the needs of this population.

8/99-12/99 Research Assistant: Psychological Research, Vanguard University  
Purpose: Examination of problems in advanced research and assessment, with an emphasis on research techniques.  
Duties: Animal Care-taking, recording data and planning and overseeing of experiments.  
Supervisor: Gayle Brosnan-Watters, PhD

### **HONORS**

2019 Gene Lentzner Human Relations Award  
2016 OC Probation Chief's Award  
2014 Adjunct of the Year  
2013 Teamwork Award  
2012 Vision Award  
2011 Teamwork Award  
2009 Phi Alpha Honor Society Member  
2006 Service to Youth Award Nominee

**COMMUNITY SERVICE**

2012 Cops against Cancer Benefit  
2009-11 American Heart Association Walk  
2008 Aids Walk, Orange, CA  
2006 Benefit for Shelter Concert, Costa Mesa, CA  
2006 Invisible Children, San Diego, CA  
1997- 01 Hands Across the Border, Costa Mesa, CA  
2000 San Francisco Homeless Outreach, San Francisco, CA

**REFERENCES**

Upon Request

**Item #12B – ACTION**

Approval of Gregory C. Scott as a New Member on the Orange County Workforce Development Board's Youth Committee

**BACKGROUND:**

The Orange County Workforce Development Board (OCWDB), in partnership with the Orange County Board of Supervisors, oversees Orange County's workforce development activities and programs related to the Workforce Innovation and Opportunity Act (WIOA).

The OCWDB's responsibility is to provide feedback and insight to discussions on planning, operations, and oversight of WIOA activities and programs. This feedback and insight are most effective from board membership that includes diverse, experienced voices. Potential new OCWDB Youth Committee Member, Gregory C. Scott, brings a wealth of experience and knowledge and would be a positive contribution to the OCWDB.

Gregory C. Scott is the President and Chief Executive Officer (CEO) of Community Action Partnership of Orange County (CAP OC), a leading national network championing the war on poverty, racial and economic equity, strengthening families, education and youth development, financial stability, and community and economic development. CAP OC's extensive services include youth education and empowerment programs and Orange County family resource centers designed to strengthen and support families. Mr. Scott has dedicated his career to promoting social justice and inclusion and improving the well-being of underserved and vulnerable populations. He has demonstrated successful experience as an executive in both the private and nonprofit sectors. As a thought-leader in the non-profit industry, Mr. Scott tackles topics such as racial equity, poverty, economic empowerment, youth development and education, inadequate healthcare, social services and families, food insecurity and hunger, acute case management, mental health and substance use counseling, affordable housing, and homelessness to name a few. When asked why he was interested in contributing to the OCWDB, Mr. Scott shared that his life's work leading a prominent nonprofit in Orange County would support the OCWDB's similar mission of serving the community.

**RECOMMENDATION(S):**

1. Approve membership on OCWDB's Youth Committee for Gregory C. Scott, President and CEO of CAP OC

**ATTACHMENTS:**

Application for Gregory C. Scott

Gregory C. Scott Bio

**Gregory C. Scott***President & CEO***Greater Los Angeles & Orange County, CA**  
[REDACTED]  
[REDACTED]

Gregory C. Scott, a visionary business and non-profit business Chief Executive, accomplished agent of change, transformational leader, social entrepreneur, executive coach, speaker, and thought leader with over 20 years of experience in philanthropy and community development.

Mr. Scott has dedicated his career to promoting social justice and inclusion and improving the well-being of underserved and vulnerable populations. A passionate visionary and change agent, Mr. Scott has demonstrated successful experience as an executive in both the private and nonprofit sector. He leads his teams in producing world-class services, strong organizational development acumen, economical solutions to address challenging social issues affecting disenfranchised individuals and their families. Tackling topics such as racial equity, poverty, economic empowerment, youth development and education, inadequate healthcare, social services and families, food insecurity and hunger, acute case management, mental health and substance use counseling, affordable housing, and homelessness to name a few. Mr. Scott has garnered both corporate and individual philanthropic support and is known as a thought-leader in the industry.

Mr. Scott serves as the President & CEO of Community Action Partnership of OC (*CAP OC*), a leading national network championing the war on poverty, racial and economic equity, strengthening families, education and youth development, financial stability, and community and economic development. He also has served as President and CEO of New Directions for Veterans and the Weingart Center, both in Los Angeles, California. Mr. Scott's leadership is pivotal in providing exceptional social justice programs and services that enable people to achieve pathways to prosperity for themselves and their families. His efforts have led to substantial growth through the addition of quality programs, marketing, advocacy, media and public relations, branding, increased community partnerships, asset generation and fund development, strategic planning, board training and development, and the building of strong organizations; during very challenging US economic periods.

He has been honored with many accolades; among them are the Joining Forces award from Former First Lady Michelle Obama and Dr. Jill Biden (for a comprehensive national Veterans support initiative), Lifetime Achievement Award, Ford Unsung Hero Award, Weingart Center Community Award, National Black MBA Association Community Hero Award, J.U.G.S. Los Angeles Community Leadership Award, Los Angeles County Board of Supervisors Community Leadership Award, and the Bank of America Builders Award. He was also recently featured in the inaugural Suite Life SoCal Magazine. 2020 voted #1 in Orange County 25 top influencer's and 2021 named as the top 500 in Orange County Business Journal.

Mr. Scott's additional experience includes serving as Regional Vice President for Sylvan Learning Systems; Executive Director of the Neighborhood Youth Association; and National Director for AmeriCorps for YouthBuild USA. Mr. Scott currently serves on the Board of Directors for the *Anaheim Workforce Development Board*, *Southern California Edison Consumer Advisory Board*, *the Southern California Counseling Center (SCCC)*, *Nonprofit Insurance Alliance of California (NIAC)*, and *the International Visitors Council of Los Angeles (IVCLA)*. He held board executive committee positions with the Los Angeles Center of Community Economic Development (*Chair*), the Breese Foundation Board of Directors (*Vice Chair*), the Board of Directors for the Orange County YMCA Community



**Gregory C. Scott***President & CEO***Greater Los Angeles & Orange County, CA**  
[REDACTED]  
[REDACTED]

Services Branch, and Holman Community Development Corporation (Vice Chair).

Before his move to the Los Angeles community, Mr. Scott was appointed by the Governor of Massachusetts to serve as Vice Chairman of the Board for the Massachusetts Service Alliance Commission; charged with allocating funds to public service organizations and Initiatives for national service. He was also a member of the National and Community Service Coalition and the National Youth Employment Coalition.

Born and raised in Paterson, NJ, Mr. Scott is a proud graduate of the iconic Eastside High School featured in the famous movie, *Lean on Me*. Mr. Scott holds a bachelor's degree from William Paterson University and received his Master of Science degree in Community Economic Development from Southern New Hampshire University. He holds certificates from the Wells Fargo Executive Director Program, African American Board Leadership Institute, and the Executive Leadership Program at the Stanford University School of Business.

# High Road Training Partnerships

*November 2022*

**Kerry Chang**, Regional Coordination Specialist  
**Jesse Flores**, Field Specialist  
**Rafael Aguilera**, Field Specialist



# Agenda

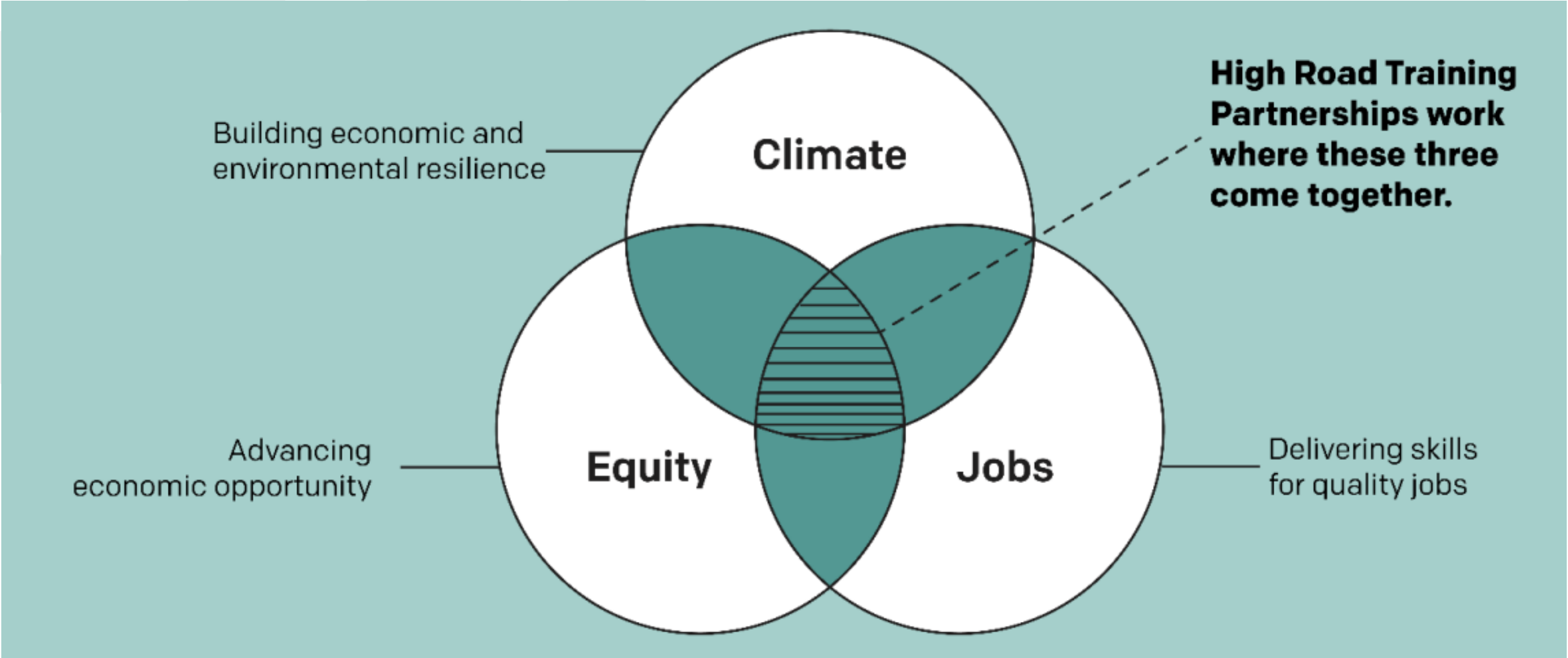
- Who are we and what do we do?
- High Road Training Partnerships
- Funding opportunities
- Case Study

# Who are we and what do we do?

- Oversight and continuous improvement of California's workforce investment system
- Alignment of workforce training and education programs at state, regional, and local levels
- Policy development and grant administration
- Workforce investments rooted in equity



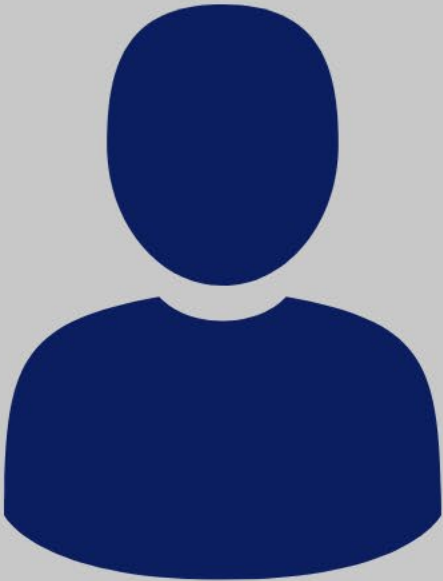
# H RTP Works Here



# Essential Elements – Lessons learned, the inter-related elements essential to operating as a successful H RTP

- **Industry Led Problem Solving:** Foundational is that the industry – including leaders representing both employers and workers – lead the problem solving for the workforce demands unique to that industry.
- **Partnerships a Priority:** It is key to have strong and durable industry partnership as a goal in and of itself. Here it means a formal relationship that is neither loose nor ad hoc but forms the basis of sustained problem-solving.
- **Worker Wisdom:** These H RTPs have developed innovative ways to explicitly bring worker voice into their strategies and tactics as a core value undergirding the partnership.
- **Industry Driven Education & Training Solutions:** Partnerships can tap into training already out there, develop and deliver their own programs or use a hybrid specific to their particular workforce needs.

# Ecosystem of Economic Prosperity



**Workers**



**Employers**



**Worker Organizations**



**Communities**



# H RTP Projects – First Cohort



Hospitality  
*(Hospitality Training Academy) The high road to hospitality*



Janitorial / Property Services  
*(Building Skills Partnership) Green Jobs, Good Jobs Project*



Water  
*(Jewish Vocational Services) Water Utilities Career Pathway Project*



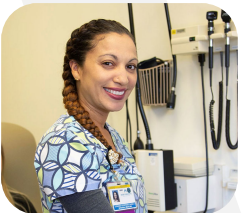
Distribution & Logistics  
*(West Oakland Job Resource Center) Transportation & Logistics Apprenticeship*



Public Transit  
*(California Transit Works!) Establishing transit training infrastructure*



Public Sector  
*(Worker Education and Resource Center) Healthcare workforce training institute*



Healthcare  
*(Shirley Ware Education Center) Multi-Occupation Pre-Apprenticeship*



Ports  
*(Port of LA) Designing local pathways into quality jobs*



## Statewide

- Building Skills Partnership
- California Transit Works! (expanding)
- Labor Management Cooperation Committee (NECA – IBEW)
- United Food and Commercial Workers (UFCW)

## Bay Area

- West Oakland Job Resource Center
- Shirley Ware Education Center
- Jewish Vocational Services
- Rising Sun Opportunity Center
- BlueGreen Alliance

## Central Coast

- Equitable Food Initiative
- San Luis Obispo County Office of Education

## Los Angeles

- Hospitality Training Academy
- WERC (BYD-SMART)
- LAANE
- WERC (LA Black Worker Center – LA DPW)
- Center for Caregiver Advancement
- Miguel Contreras Foundation (Proterra-USW)

## Northern CA

- Tree Trimming – IBEW Local 1245

## Sacramento

- California Mobility Center

## Sierras

- Sierra Institute for Community and Environment

## Central Valley

- California Labor Federation
- The LEAP Institute

## Kern County

- Kern Community College District

## Inland Empire

- Inland Empire Labor Institute
- West Valley Water District (JVS)
- Shirley Ware Education Center (expanding)
- Center for Caregiver Advancement (expanding)

## Industries

Item #15

- Distribution & Logistics
- Janitorial / Property Services
- Healthcare
- Hospitality
- Ports
- Public Sector
- Public Transit
- Water / Public Utilities
- Tree Trimming
- Battery Storage and Micogrids
- Grocery / Meat Processing
- Electric Bus Manufacturing
- Agriculture
- Long-Term Care
- Clean Mobility
- Tribal Forest Restoration
- Offshore Wind Energy
- Building Decarbonization
- Regional Workforce Strategies

● = New HRTPs

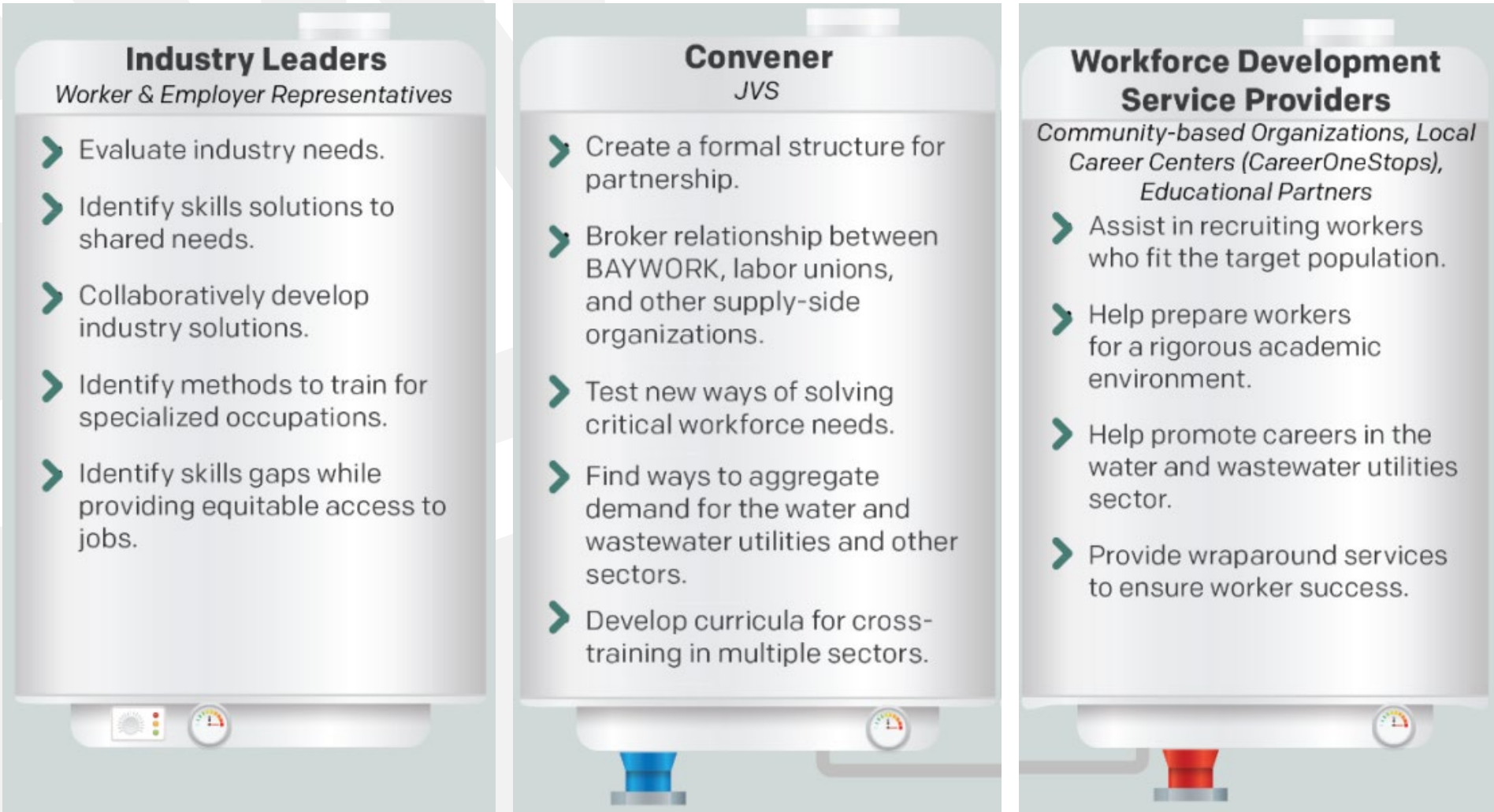
● = Previous HRTPs

# Case Study: High Road to Water with Jewish Vocational Services (JVS)

- **Industry Led Problem Solving:** Water and wastewater industry identified workforce shortage, needs, and training capacity
- **Partnership is a Priority:** JVS convened partnership between BAYWORK, a consortium of San Francisco Bay Area water and wastewater utilities, and water industry union leaders
- **Worker Wisdom:** Workers are members of the regional water sector committee and help develop a regional apprenticeship model
- **Industry Driven Education & Training Solutions:**
  - JVS increases awareness of jobs in the public water sector, especially for job seekers from underrepresented communities
  - Partners develop and deliver targeted training

# Case Study: High Road to Water

## Partner Roles





### Industry Problem

The water and wastewater industry will experience a workforce shortage.

BAYWORK, JVS, and the Centers of Excellence research water workforce needs and training capacity to identify gaps.

Water industry leaders estimate there will be one in three job vacancies over the next three years.

JVS hires a BAYWORK manager to identify common needs and issues.

JVS creates a regional water sector committee to identify possible responses to those needs.



### Worker-Centered Approach

*Workers are members of the regional water sector committee and help develop a regional apprenticeship model*

JVS creates teacher externships and holds career fairs to increase awareness of water and wastewater jobs.

JVS increases awareness of jobs in the public water sector, especially for job seekers from underrepresented communities.

Partners develop and deliver targeted training for interested, qualified job seekers

Public utilities agencies achieve a reliable pipeline of highly skilled workers.



Source:  
UCLA Labor Center and California Workforce Development Board (2019). "The High Road to Water."



# High Road Training Partnerships: Resilient Workforce Fund (RWF)

Early this year, the CWDB launched the High Road Training Partnerships:  
**Resilient Workforce Fund**

- Multiple opportunities for funding in the year (Grant Proposals are due on the first of each quarter)
  - Note: Q4 2022 solicitation for Jan 1<sup>st</sup> is pending, due to system/program upgrades
- 2022/2023 Budget Year
  - \$19 Million - Low Carbon Economy Grant Program.
  - \$14,250,000 - For the development of the Oil and Gas Well Capping Pilot initiative in Kern and Los Angeles Counties.
  - \$57 Million - Expand High Road Training Partnerships for health and human services.



**Thank you!  
Questions?**

***High Road Training Partnerships***

***Jesse.Flores@cwdb.ca.gov***

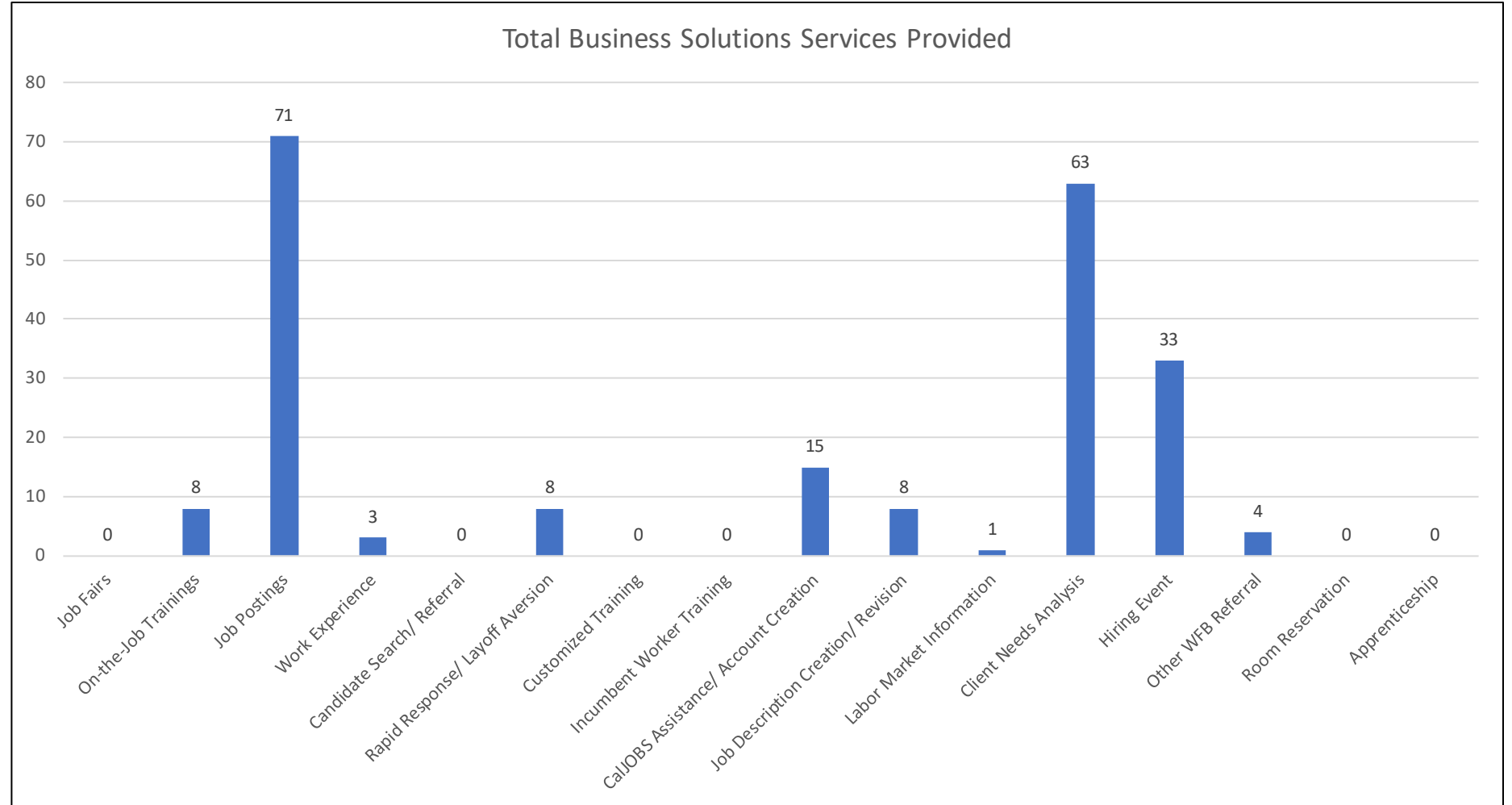
***Rafael.Aguilera@cwdb.ca.gov***



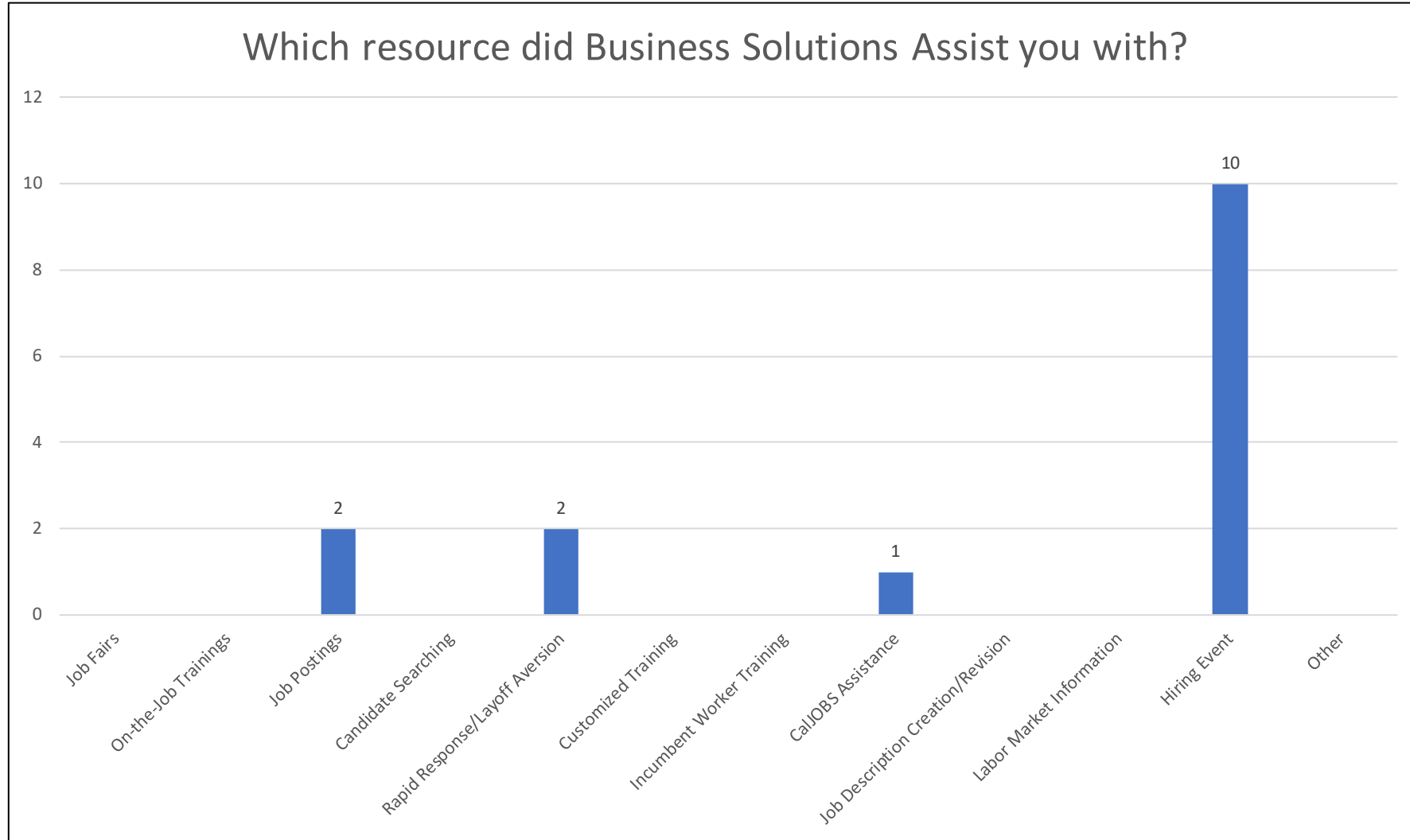
# BUSINESS SOLUTIONS SURVEYS

# Business Solutions Surveys

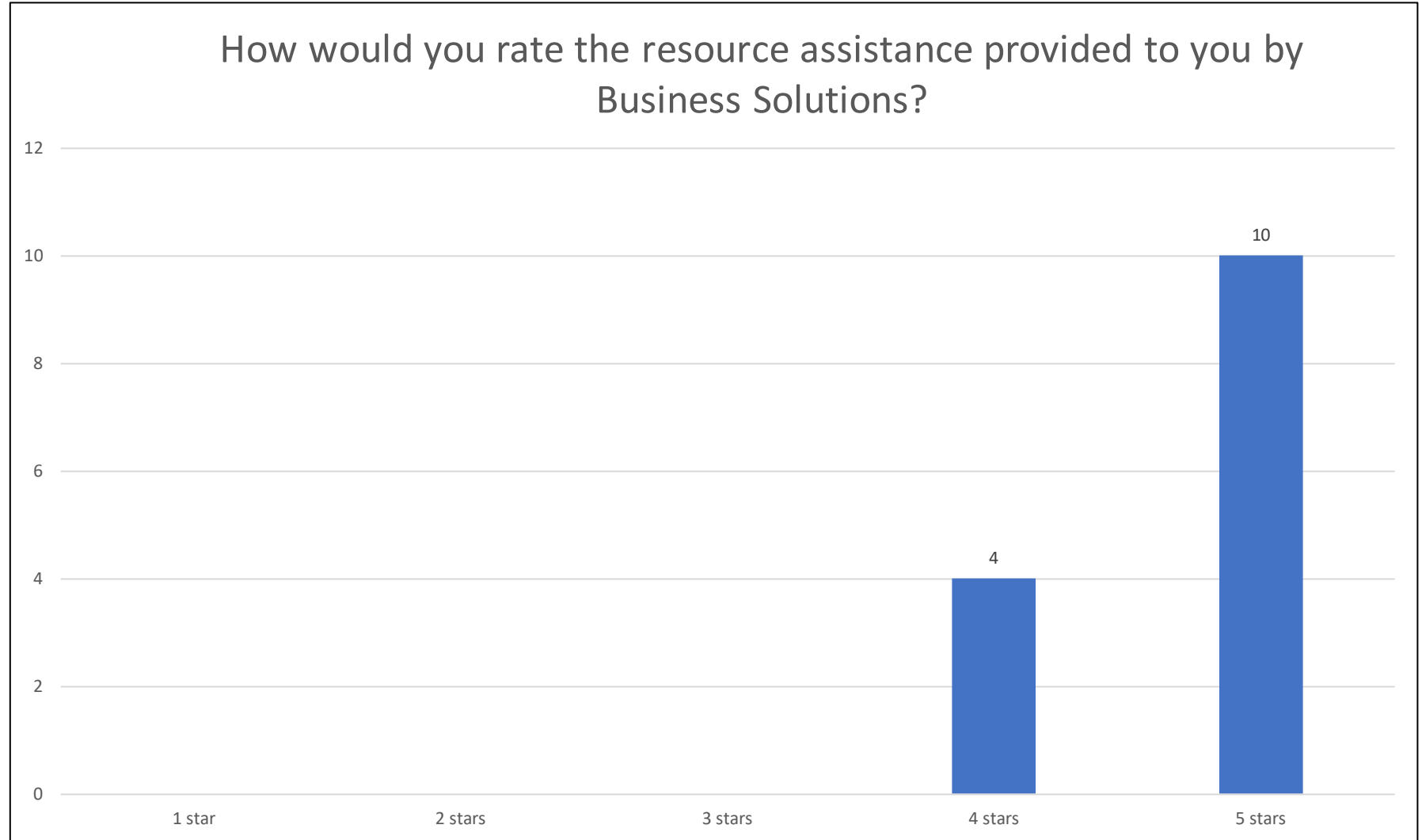
Business Solutions sent the customer satisfaction survey to 147 employers engaged between July and September 2022. 15 employers responded to the survey.



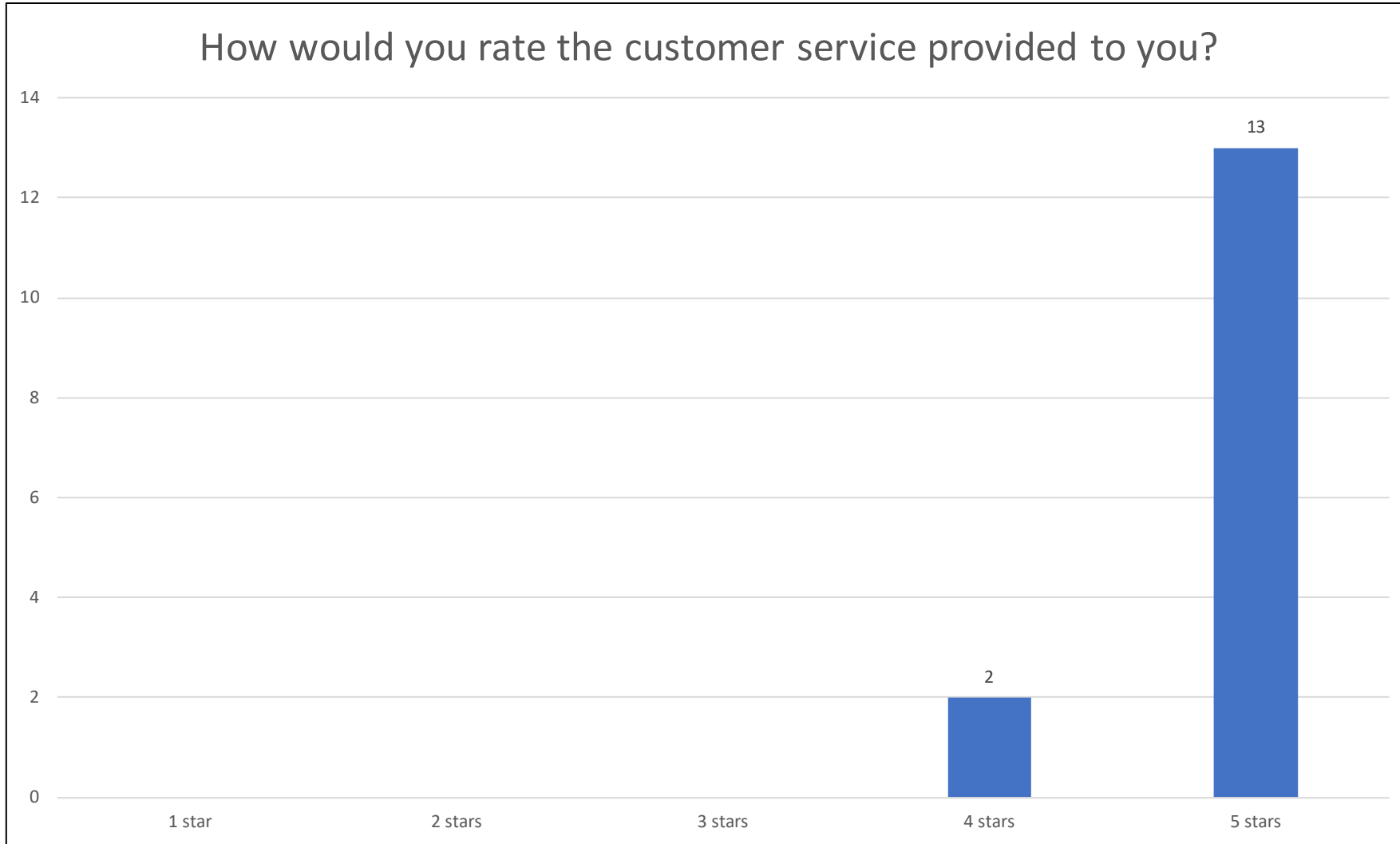
# Business Solutions Surveys



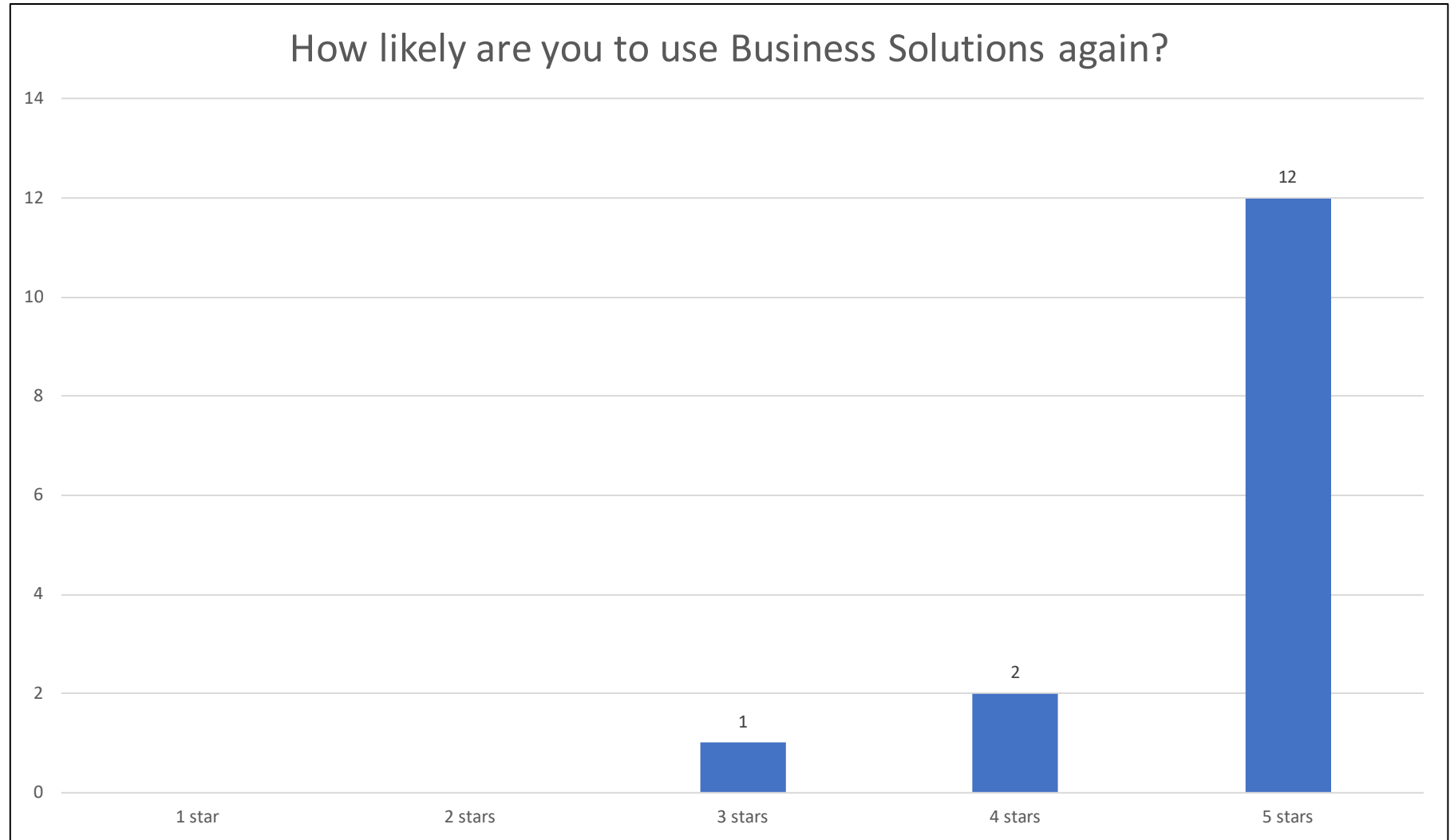
# Business Solutions Surveys



# Business Solutions Surveys



# Business Solutions Surveys



# Business Solutions Surveys

## Please provide any additional feedback to better explain your answers.

“Thank you!”

“We recommend limiting the hours that the job fair extends to 2.” – In reference to Multi-Industry Hiring Event

“Very helpful resource, excellent customer service. I don’t know where my opening was actually posted – maybe it would be good to let us know. I am new to this service/department. Thanks for your help!”

“I know this is the first fair, but attendance was really low, especially for a 4-hour event. Also, just a thought, it would have been nice to either have water/drinks provided or have had a heads up there would be none. Same for food/lunch/break – I planned ahead and brought my own but other recruiters didn’t seem to. Having the AC cold was a great call since being hot and stuff is the worst, but I would recommend telling folks to bring a jacket just in case. Thanks for including us!” – In reference to Multi-Industry Hiring Event

“I would like to note that Brynn Hernandez really offered support, knowledge and compassion toward our recent layoff. Thank you!”

“Great event! Please invite us to the next one. We love to serve the community.” – In reference to Multi-Industry Hiring Event

“Nice event”

“Within two days, we received two responses!”

## ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

### Performance Report

Quarter 1

July 1, 2022 through September 30, 2022



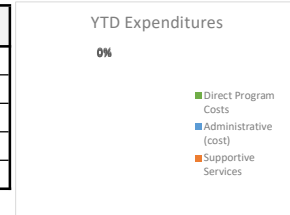
Overseeing job seekers, youth and business programs and services.

Status:	Open
Service Provider:	City of La Habra
Contract Obligation:	\$545,229.00
Contract Number:	MA-012-20011848
Contract Period:	07/01/2022 - 06/30/2023

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 '22 - Sept '22	YTD Expenditures	Balance	% Utilized
Direct Program Costs	\$ 352,273.98	\$ -	\$ -	\$ 352,273.98	0%
Administrative (cost)	\$ 49,566.00	\$ -	\$ -	\$ 49,566.00	0%
Supportive Services	\$ 15,000.00	\$ -	\$ -	\$ 15,000.00	0%
Work Experience	\$ 128,389.02	\$ -	\$ -	\$ 128,389.02	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 '22 - Sept '22	YTD	% of Performance
New Enrollments	150	21	21	14%
Carry Forward / Follow-Up		29	29	100%
Median Earnings of Participant Employment Placements	\$4,100.00	\$8,320.00	\$8,320.00	203%
Youth Education, Military, Apprenticeship, or Trade Placements	41	3	3	7%
Attainment of Degree/Certificate	41	1	1	2%
Literacy/Numeracy Gain (in program skills gain)	78	0	0	0%
Retention with the Same Employer	42	1	1	2%
Work Experience	45	9	9	20%
Program Exit	54	2	2	4%

#### Program Participation

Trainings	# of Participants	
	Q1 Jul '22 - Sept '22	YTD
<b>Participated in their first class/workshop/training:</b>		
Within 1 week of program enrollment	21	21
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, 2022 through September 30, 2022



Status:	Open
Service Provider:	City of La Habra
Contract Obligation: \$	1,635,686.00
Contract Number:	MA-012-20011848
Contract Period:	07/01/2022 - 06/30/2023

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:	0

#### Fiscal Activities

Cost Category	Budget	Q1		YTD Expenditures	Balance	% Utilized
		Jul '22 - Sept '22				
Direct Program Costs	\$ 894,430.68	\$ -	\$ -	\$ -	\$ 894,430.68	0%
Administrative (cost)	\$ 148,698.00	\$ -	\$ -	\$ -	\$ 148,698.00	0%
Supportive Services	\$ 41,447.32	\$ -	\$ -	\$ -	\$ 41,447.32	0%
Individual Training Account (ITA)	\$ 103,500.00	\$ -	\$ -	\$ -	\$ 103,500.00	0%
On-the-Job Training (OJT)	\$ 7,860.00	\$ -	\$ -	\$ -	\$ 7,860.00	0%
Work Experience	\$ 439,750.00	\$ -	\$ -	\$ -	\$ 439,750.00	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 '22 - Sept '22			
New Enrollments	450	83		83	18%
Carry Forward / Follow-Up	89	89		89	100%
Median Earnings of Participant Employment Placements	\$4,100.00	\$4,862.86		\$4,862.86	119%
Youth Education, Military, Apprenticeship, or Trade Placements	122	4		4	3%
Attainment of Degree/Certificate	122	0		0	0%
Literacy/Numeracy Gain (in program skills gain)	234	0		0	0%
Retention with the Same Employer/ Education	126	4		4	3%
Work Experience	135	13		13	10%
Program Exit	162	13		13	8%

#### Program Participation

Trainings	# of Participants	
	Q1 Jul '22 - Sept '22	YTD
<b>Participated in their first class/workshop/training:</b>		
Within 1 week of program enrollment	83	83
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	18	18
OJT	0	0

# ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

## Performance Report

Quarter 1

July 1, 2022 through September 30, 2022



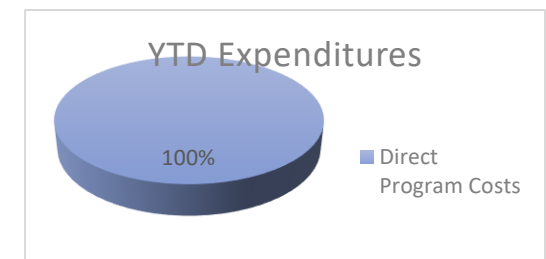
Overseeing job seekers, youth and business programs and services.

Status:	Open
Service Provider:	Goodwill Industries of Orange County
Contract Obligation: \$	62,900.00
Contract Number:	MA-012-20012068
Contract Period:	07/01/2022 - 06/30/2023

Program Name:	STEPS
Funding Stream:	WIOA Title IV - FOUNDATION
Leverage Budget: \$	-
Total YTD Leverage: \$	-
% of Total Leverage: \$	-

### Fiscal Activities

Cost Category	Budget	Q1		YTD Expenditures	Balance	% Utilized
		Jul '22 - Sept '22				
Direct Program Costs	\$ 62,900.00	\$ 10,136.36	\$ 10,136.36	\$ 10,136.36	\$ 52,763.64	16%
<b>TOTAL</b>	<b>\$ 62,900.00</b>	<b>\$ 10,136.36</b>	<b>\$ 10,136.36</b>	<b>\$ 10,136.36</b>	<b>\$ 52,763.64</b>	<b>16%</b>



### Program Activities | Contract Performance Measures

Performance Category	Contracted Goal	Q1		% of Performance
		Jul '22 - Sept '22	YTD	
New Enrollments	50	8	8	16%
Carry Forward / Follow-Up	3	3	3	100%
Workplace Readiness Training	50	10	10	20%
Work Experience	50	5	5	10%
Referrals to the Ready SET OC Program	25	0	0	0%
Placement in Employment/Post-Secondary Education		0	0	
Program Exit		1	1	

### Program Participation

Trainings	# of Participants	
	Q1 Jul '22 - Sept '22	YTD
<b>Participated in their first class/workshop/training:</b>		
Within 1 week of program enrollment	7	7
Between 2 and 4 weeks of program enrollment	1	1
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



Overseeing job seekers, youth and business programs and services.

### Performance Report

Quarter 1

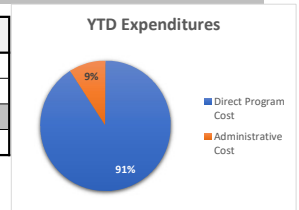
July 1, 2022 through September 30, 2022

Status:	Open
Service Provider:	America Works of California, Inc.
Contract Obligation:	\$2,000,000.00
Contract Number:	20-28-0073-OSO
Contract Period:	07/01/2022 - 06/30/2023

Program Name:	One-Stop Operator
Funding Stream:	WIOA Adult & Dislocated Worker Programs
Pay for Performance:	\$200,000.00

#### Fiscal Activities

Cost Category	Budget	Q1	YTD Expenditures	Balance	% Utilized
		Jul '22 - Sept '22			
Direct Program Cost	\$ 1,818,182.00	\$ 66,747.27	\$ 66,747.27	\$ 1,751,434.73	4%
Administrative Cost	\$ 181,818.00	\$ 6,674.73	\$ 6,674.73	\$ 175,143.27	4%
Training	N/A	\$ -	\$ -	\$ -	
<b>TOTAL</b>	<b>\$ 2,000,000.00</b>	<b>\$ 73,422.00</b>	<b>\$ 73,422.00</b>	<b>\$ 1,926,578.00</b>	<b>4%</b>



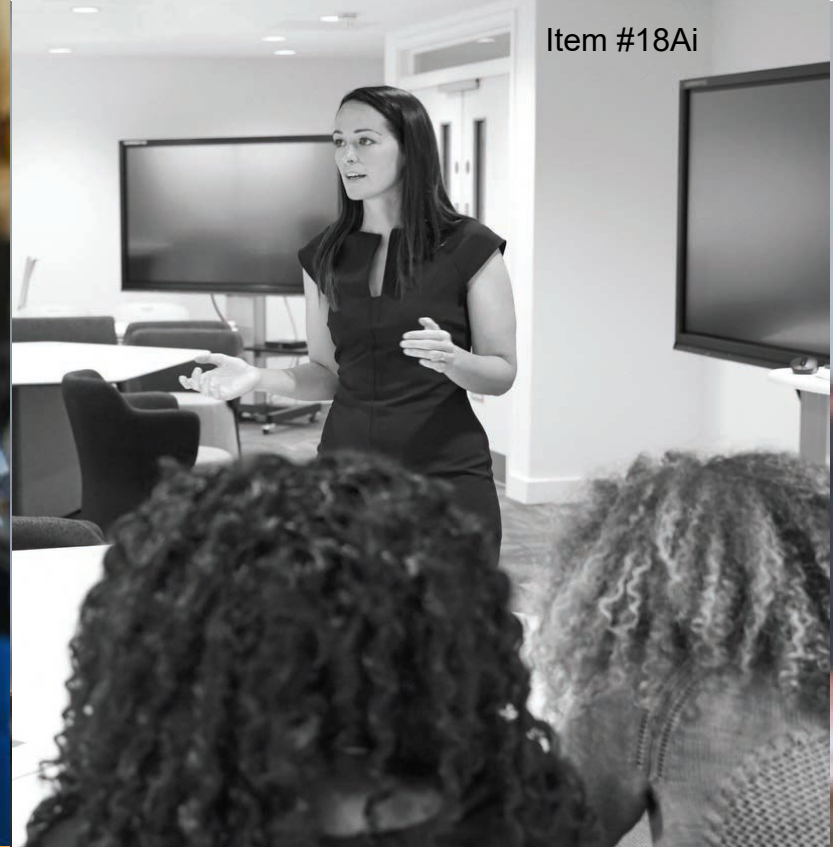
\* as of 10/31/2022 August and September 2022 invoices have not been approved. Pending \$199,517.51 approval once approved YTD Expenditures \$272,939.51

#### Program Activities | Contract Performance Measures

Performance Category	Contracted Goal	Q1 Jul '22 - Sept '22	YTD	% of Performance
First Time Visitors	N/A	1637	1637	
Virtual Training	N/A	126	126	
On-Site Training	N/A	145	145	
ACT WorkKeys	N/A	0	0	

#### Program Participation

Trainings	# Participants	
	Q1 Jul '22 - Sept '22	YTD
<b>Participated in their first class/workshop/training:</b>		
Within 1 week of program enrollment	N/A	
Between 2 and 4 weeks of program enrollment	N/A	
Between 1 and 2 months of program enrollment	N/A	
More than 2 months since program enrollment	N/A	
Not yet engaged in a service	N/A	



Skills, education, training for your future.



Empowering Orange County job-seekers, youth and businesses.



Connecting job-seekers and businesses to no-cost services.

# One-Stop Mobile Unit

## July to September 2022

### Current Sites

- Irvine Katie Wheeler Library
- La Palma Library
- Los Alamitos-Rossmoor Library
- Aliso Viejo Library
- Foothill Ranch Library
- CDCR – Irvine Parole Office
- Costa Mesa – Mesa Verde Library
- La Habra Community Center
- PATH Navigation
- Buena Park Library
- Tustin Library
- Westminster Family Resource Center
- La Habra Library
- Garden Grove Adult Edu. Center
- Westminster Library
- Hillcrest Community Center

# Services

## Clients Served

### 183 clients

- 176 walk-ins
- 384 WIOA Universal Services provided

## Most Requested Services

- General Information
- Resume Assistance
- Career Guidance
- Job Search Assistance (Job referrals, Resume, Application assistance)
- Community Resources

# Special Events and Future Locations

## City of Westminster Fall Festival

- The Mobile Unit participated as an information booth for the community – September 24, 2022

## ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

### Performance Report



Empowering Orange County job-seekers, youth and businesses.

Quarter 1

July 1, 2022 through September 30, 2023

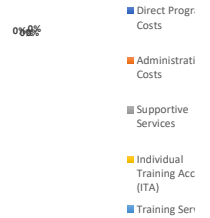
Status:	Open
Service Provider:	Career Team, LLC
Contract Obligation:	\$900,000.00
Contract Number:	MA-012-22010577
Contract Period:	07/01/2022 - 06/30/2023

Program Name:	Adult Career Services - North
Funding Stream:	WIOA Title I - Adult Career Services

#### Fiscal Activities

Cost Category	Budget	Q1		YTD Expenditures	Balance	% Utilized
		Jul '22	Sept '22			
Direct Program Costs	\$ 473,355.14	\$ -	-	\$ -	\$ 473,355.14	0%
Administrative Costs	\$ 90,000.00	\$ -	-	\$ -	\$ 90,000.00	0%
Supportive Services	\$ 30,857.14	\$ -	-	\$ -	\$ 30,857.14	0%
Individual Training Account (ITA)	\$ 262,807.72	\$ -	-	\$ -	\$ 262,807.72	0%
Training Services	\$ 25,714.29	\$ -	-	\$ -	\$ 25,714.29	0%
Work Experience/Transitional Jobs (WEX)	\$ 17,265.71	\$ -	-	\$ -	\$ 17,265.71	0%
<b>TOTAL</b>	<b>\$ 900,000.00</b>	<b>\$ -</b>	<b>-</b>	<b>\$ -</b>	<b>\$ 900,000.00</b>	<b>0%</b>

#### YTD Expenditures



#### Program Activities | Contract Performance Measures

Performance Category	Contracted Goal	Q1 Jul '22- Sept '22	YTD	% of Performance
New Enrollments	400	55	55	14%
Carry Forward / Follow-Up	95	95	95	100%
Target Population	360	51	51	14%
Employment Placements	284	52	52	18%
Median Earnings of Participant Employment Placements	\$8,690.00	\$9,620.00	\$9,620.00	111%
Attainment of Degree/Certificate	243	7	7	3%
Literacy/Numeracy Gain (in program skills gain)	320	2	2	1%
Retention with the Same Employer	225	39	39	17%
Co-enrollment into WIOA services	N/A	4	4	-
Staff/providers trained on serving individuals with disabilities	N/A	0	0	-
Program Exit	347	35	35	10%

#### Program Participation

Trainings	# of Participants	
	Q1 Jul '22 - Sept '22	YTD
<b>Participated in their first class/workshop/training:</b>		
Within 1 week of program enrollment	55	55
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>55</b>	<b>55</b>
<b>ITA'S</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>



## ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

### Performance Report

Quarter 1

July 1, 2022 through September 30, 2023



Empowering Orange County job-seekers, youth and businesses.

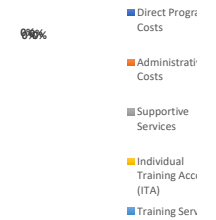
Status:	Open
Service Provider:	Career TEAMS, LLC
Contract Obligation:	\$800,000.00
Contract Number:	MA-012-22010577
Contract Period:	07/01/2022 - 06/30/2023

Program Name:	Adult Career Services - South
Funding Stream:	WIOA Title I - Adult Career Services

#### Fiscal Activities

Cost Category	Budget	Q1	YTD Expenditures	Balance	% Utilized
		Jul '22 - Sept '22			
Direct Program Costs	\$ 465,209.54	\$ -	\$ -	\$ 465,209.54	0%
Administrative Costs	\$ 80,000.00	\$ -	\$ -	\$ 80,000.00	0%
Supportive Services	\$ 27,428.57	\$ -	\$ -	\$ 27,428.57	0%
Individual Training Account (ITA)	\$ 189,271.90	\$ -	\$ -	\$ 189,271.90	0%
Training Services	\$ 22,857.14	\$ -	\$ -	\$ 22,857.14	0%
Work Experience/Transitional Jobs (WEX)	\$ 15,232.85	\$ -	\$ -	\$ 15,232.85	0%
<b>TOTAL</b>	<b>\$ 800,000.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 800,000.00</b>	<b>0%</b>

#### YTD Expenditures



#### Program Activities | Contract Performance Measures

Performance Category	Contracted Goal	Q1	YTD	% of Performance
		Jul '22 - Sept '22		
New Enrollments	400	10	10	3%
Carry Forward / Follow-Up	21	21	21	100%
Target Population	360	14	14	4%
Employment Placements	242	6	6	2%
Median Earnings of Participant Employment Placements	\$8,690.00	\$9,360.00	\$9,360.00	108%
Attainment of Degree/Certificate	206	2	2	1%
Literacy/Numeracy Gain (in program skills gain)	320	2	2	1%
Retention with the Same Employer	192	19	19	10%
Co-enrollment into WIOA services	N/A	1	1	
Staff/providers trained on serving individuals with disabilities	N/A			
Program Exit	295	22	22	7%

#### Program Participation

Trainings	# of Participants	
	Q1 Jul '22 - Sept '22	YTD
<b>Participated in their first class/workshop/training:</b>		
Within 1 week of program enrollment	10	10
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>10</b>	<b>10</b>
ITA's	0	0
OJT	0	0
WEX	1	1

## ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

### Performance Report

Quarter 1

July 1, 2022 through September 30, 2022



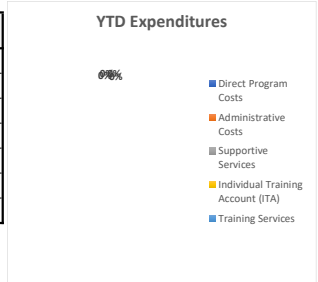
Empowering Orange County job-seekers, youth and businesses.

Status:	Open
Service Provider:	Career TEAMS, LLC
Contract Obligation:	\$950,000.00
Contract Number:	MA-012-22010577
Contract Period:	07/01/2022 - 06/30/2023

Program Name:	Dislocated Worker Career Services - North
Funding Stream:	WIOA Title I - Adult Career Services
Leverage Budget:	
Total YTD Leverage:	
% of Total Leverage:	

#### Fiscal Activities

Cost Category	Budget	Q1		YTD Expenditures	Balance	% Utilized
		Jul '22 - Sept '22				
Direct Program Costs	\$ 491,290.61	\$ -	\$ -	\$ -	\$ 491,290.61	0%
Administrative Costs	\$ 95,000.00	\$ -	\$ -	\$ -	\$ 95,000.00	0%
Supportive Services	\$ 32,571.43	\$ -	\$ -	\$ -	\$ 32,571.43	0%
Individual Training Account (ITA)	\$ 285,828.10	\$ -	\$ -	\$ -	\$ 285,828.10	0%
Training Services	\$ 27,142.86	\$ -	\$ -	\$ -	\$ 27,142.86	0%
Work Experience/Transitional Jobs (WEX)	\$ 18,167.00	\$ -	\$ -	\$ -	\$ 18,167.00	0%
<b>TOTAL</b>	<b>\$ 950,000.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 950,000.00</b>	<b>0%</b>



#### Program Activities | Contract Performance Measures

Performance Category	Contracted Goal	Q1		YTD	% of Performance
		Jul '22 - Sept '22			
New Enrollments	600	12		12	2%
Carry Forward / Follow-Up	43	43		43	100%
Target Population	N/A				
Employment Placements	383	33		33	9%
Median Earnings of Participant Employment Placements	\$9,900.00	\$10,400.00		\$10,400.00	105%
Attainment of Degree/Certificate *	338	6		6	2%
Literacy/Numeracy Gain (in program skills gain)	480	3		3	1%
Retention with the Same Employer	293	41		41	14%
Co-enrollment into WIOA services	N/A	2		2	
Staff/providers trained on serving individuals with disabilities	N/A				
Program Exit	450	9		9	2%

#### Program Participation

Trainings	# of Participants	
	Q1 Jul '22 - Sept '22	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	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>12</b>	<b>12</b>
ITA	1	1
OJT	1	1
WEX	0	0

## ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

## Performance Report

Quarter 1

July 1, 2022 through September 30, 2022



Empowering Orange County job-seekers, youth and businesses.

Status:	Open
Service Provider:	Career TEAMS, LLC.
Contract Obligation:	\$850,000.00
Contract Number:	MA-012-22010577
Contract Period:	07/01/2022 - 06/30/2023

Program Name:	Dislocated Worker Career Services - South
Funding Stream:	WIOA Title I - Adult Career Services
Leverage Budget:	
Total YTD Leverage:	
% of Total Leverage:	#DIV/0!

## Fiscal Activities

Cost Category	Budget	Q1 Jul '22 - Sept '22	YTD Expenditures	Balance	% Utilized
Direct Program Costs	\$ 483,144.86	\$ -	\$ -	\$ 483,144.86	0%
Administrative Costs	\$ 85,000.00	\$ -	\$ -	\$ 85,000.00	0%
Supportive Services	\$ 29,142.86	\$ -	\$ -	\$ 29,142.86	0%
Individual Training Account (ITA)	\$ 212,192.28	\$ -	\$ -	\$ 212,192.28	0%
Training Services	\$ 24,285.71	\$ -	\$ -	\$ 24,285.71	0%
Work Experience/Transitional Jobs (WEX)	\$ 16,234.29	\$ -	\$ -	\$ 16,234.29	0%
TOTAL	\$ 850,000.00	\$ -	\$ -	\$ 850,000.00	0%

## Program Activities | Contract Performance Measures

Performance Category	Contracted Goal	Q1 Jul '22 - Sept '22	YTD	% of Performance
New Enrollments	600	3	3	1%
Carry Forward / Follow-Up	23	23	23	100%
Target Population	N/A			
Employment Placements	371	12	12	3%
Median Earnings of Participant Employment Placements	\$9,900.00	\$11,544.00	\$11,544.00	117%
Attainment of Degree/Certificate *	327	2	2	1%
Literacy/Numeracy Gain (in program skills gain)	480	3	3	1%
Retention with the Same Employer	283	33	33	12%
Co-enrollment into WIOA services	N/A	1	1	
Staff/providers trained on serving individuals with disabilities	NA			
Program Exit	436	6	6	1%

## Program Participation

Trainings	# of Participants	
	Q1 Jul '22 - Sept '22	YTD
Participated in their first class/workshop/training:		
Within 1 week of program enrollment	3	3
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
TOTAL	3	3
ITA'S	0	0
OJT	0	0
WEX	0	0

# ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD

## Employment Placements Report



Empowering Orange County job-seekers, youth and businesses.

Quarter 1  
Adult

July 1, 2022 through September 30, 2022

Status:	Open
Service Provider:	Career TEAM, LLC
Contract Obligation:	\$1,700,000.00
Contract Number:	MA-012-22010577
Contract Period:	07/01/2022 - 06/30/2023

Employer	Industry	Sector	City	Job Title	Wage	Hours
Sunrise Senior Living	623 Nursing and Residential Care Facilities	HealthCare and Social Assitance	Fullerton	Caregiver	\$16.50	40.0
Bonville Barber	8121 Personal Care Services	Personal Care Services	Anaheim	Business Owner	\$21.25	40.0
vons	44-45 Retail Trade	Retail Trade	Long Beach	deli worker	\$16.20	34.0
Meduit Group, LLC	524292 Third Party Admin of Insurance Funds	Finance and Insurance	Brea	Medical Insurance Specialist	\$16.50	40.0
KILLIAN DENTAL CERAMICS/FLCO	339116 Dental Laboratories	Manufacturing	Irvine	MILL OPERATOR	\$25.00	40.0
The Oncology Institute of Hope and Innovation	621111 Offices of Physicians, ex. Mental Health	HealthCare and Social Assitance	Cerritos	Front Office Medical Asst.	\$18.00	40.0
Garden Grove Unified Sch Dist	611110 Elementary and Secondary Schools	Educational Services	Garden Grove	Instructional Assistant	\$21.23	30.0
Legends	711219 Other Spectator Sports	Hospitality/Tourims	Anaheim	Concession Stand Worker	\$16.61	30.0
Disneyland	722511 Full-service restaurants	Hospitality/Tourims	Anaheim	Busser	\$16.00	25.0
FieldworkLA	54191 Marketing Research & Public Opinion Poll	Professional, Scientific and Technical Services	Irvine	market research/ phone recruit	\$15.00	40.0
Medtronic via Artech	541614 Process & Logistics Consulting Services	Professional, Scientific and Technical Services	Santa Ana	Quality Assurance	\$40.00	43.8
Starbucks	722515 Snack and nonalcoholic beverage bars	Retail Trade	Tustin	Barista	\$17.00	40.0
BROTHERS DESSERTS	311520 Ice Cream & Frozen Dessert Manufacturing	Retail Trade	Irvine	Customer Service	\$17.00	40.0
People Ready	561320 Temporary Help Services	Administrative and Support Services	Anaheim	Laborer	\$16.00	40.0
Rowntree Gardens	623311 Continuing Care Retirement Communities	HealthCare and Social Assitance	Stanton	Mail Clerk	\$16.00	40.0
Gibellina LLC Ristorante Rumari	72 Accommodation and Food Services	Retail Trade	Laguna Beach	Host	\$20.00	30.0
Select Staffing	561311 Employment Placement Agencies	Administrative and Support Services	Garden Grove	General Laborer	\$16.20	40.0
Good Times at Davey Wayne's cocktail and bar	7224 Drinking Places (Alcoholic Beverages)	Retail Trade	Los Angeles	server helper	\$19.00	40.0
Uci Health Ctr For	621493 Freestanding Emergency Medical Centers	HealthCare and Social Assitance	Irvine	Medical assistant	\$21.00	40.0

## ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD



Empowering Orange County job-seekers, youth and businesses.

### Employment Placements Report

Quarter 1  
Adult

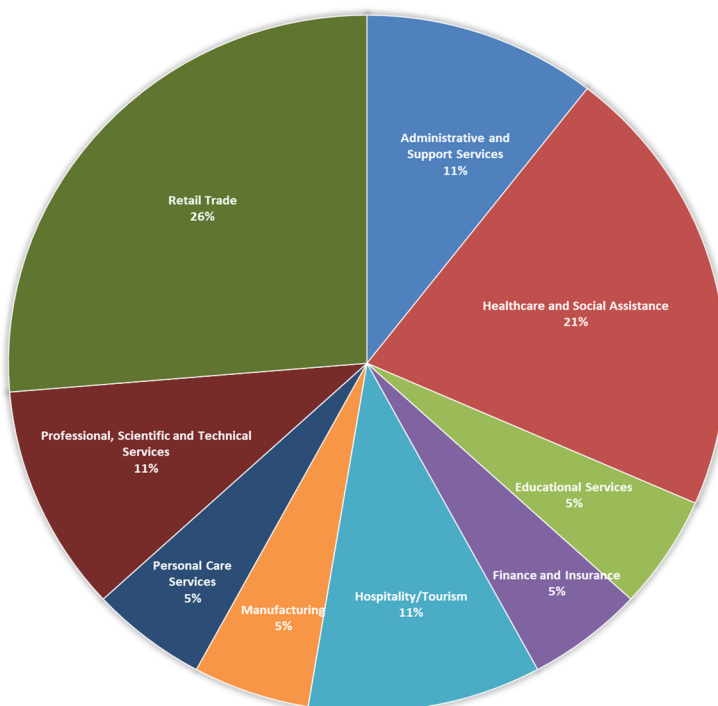
July 1, 2022 through September 30, 2022

Status:	Open
Service Provider:	Career TEAM, LLC
Contract Obligation:	\$1,700,000.00
Contract Number:	MA-012-22010577
Contract Period:	07/01/2022 - 06/30/2023

OC 2019 - 2023 CED Industry Sectors	
Healthcare	21%
IT	0%
Advanced Manufacturing	5%
Hospitality/Tourism	11%

Average Wage:	\$	19.18
Full Time Employment (30 Hours +)		18
Part Time Employment		1

**Employment By Sector/Industry Title**



## Employment Placements Report



Empowering Orange County job-seekers, youth and businesses.

Quarter 1  
Dislocated Worker

July 1, 2022 through September 30, 2022

Status:	Open
Service Provider:	Career TEAM, LLC
Contract Obligation:	\$1,800,000.00
Contract Number:	MA-012-22010577
Contract Period:	07/01/2022 - 06/30/2023

Employer	Industry	Sector	City	Job Title	Wage	Hours
ROBERT HALF LEGAL	561320 Temporary Help Services	Administrative and Support Services	Irvine	Administrative	\$20.00	40.0
Abbvie	541715 Research and Development in the Physical, Eng	Professional, Scientific, and Technical Services	Irvine	Associate director	\$83.13	40.0
Partner Plumbing	238220 Plumbing, Heating, and Air-Conditioning	Construction	Lake Forest	plumber	\$21.00	40.0
Atla Services Inc	541990 All Other Professional & Technical Svc	Professional, Scientific, and Technical Services	Corona	Laborer	\$25.00	40.0
Tayani Institute	621493 Freestanding Emergency Medical Centers	Healthcare and Social Assistance	Costa Mesa	Patient Representatives	\$16.00	40.0

**ORANGE COUNTY WORKFORCE DEVELOPMENT BOARD**



**Employment Placements Report**

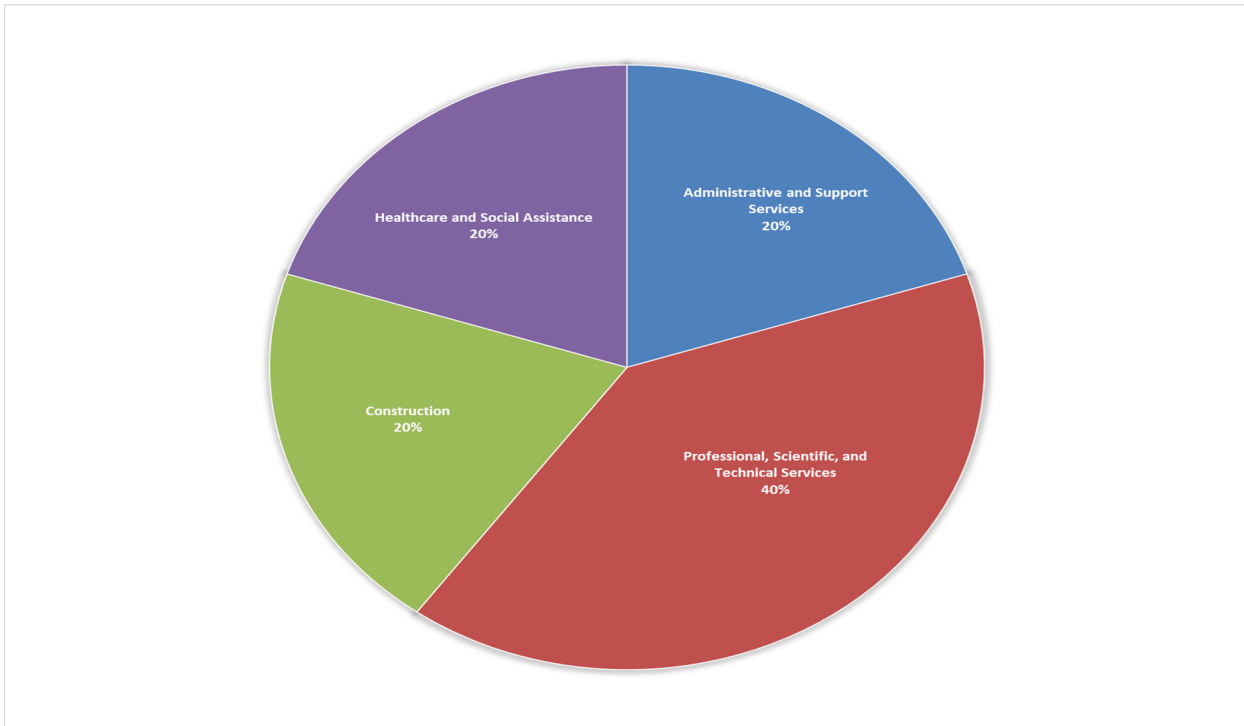
Quarter 1  
Dislocated Worker  
July 1, 2022 through September 30, 2022

Status:	Open
Service Provider:	Career TEAM, LLC
Contract Obligation:	\$1,800,000.00
Contract Number:	MA-012-22010577
Contract Period:	07/01/2022 - 06/30/2023

OC 2019 - 2023 CED Industry Sectors	
Healthcare	20%
IT	0%
Advanced Manufacturing	0%
Hospitality/Tourism	0%

Average Wage:	\$	33.03
Full Time Employment (30 Hours +)		5
Part Time Employment		n/a

**Employment By Sector/Industry Title**



## 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- Sept 2022	Grant Code(s)	1225
Project Contact	Eric Ensley	Email	<a href="mailto:eric.ensley@occr.ocgov.com">eric.ensley@occr.ocgov.com</a>

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	22	137	170	82%
Entered Soft Skill Training/ Job Readiness Training	0	31	156	24%
Entered Occupational Skills Training	0	11	144	10%
Entered Work Based Learning/Training	1	3	102	3%
Attained Certificate	2	4	84	5%
Entered Unsubsidized Employment	6	46	117	39%
Median Hourly Wage	29.83	30.49	\$22.38	136%
<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 this Sixth Quarter (July- September 2022), the VEAP project staff conducted 43 interviews for program participation and was able to complete enrollments of 51% of new participants screened for eligibility that sought assistance with employment services representing 22 new enrollments. Basic and Individualized career service continue to be a benchmark to assist veterans with workforce reintegration opportunities that include linkages to community partnerships that help address unique barriers experienced by job seekers.</p> <p>VEAP Project staff continue to assess participant's and address identifiable skills gaps to ensure proper alignment with desired career pathway development. Many VEAP participant performing labor market research are appropriately matching current interest and abilities that require more long-term training objectives to obtain desired careers.</p> <p>The VEAP project continues to remain on track with obtaining near performance measures. Slowing trends of careers within In-Demand Industry sectors have delayed immediate job placements within the region and shown to be more a competitive market during this post- pandemic era. VEAP staff continue to work closely with participant's to strategically target employers positioned to hire veteran's with matched skills they seek.</p>				

***Please ensure that the numbers in CalJOBS for participants and expenditures match your internal records as the EDD runs CalJOBS reports to monitor both program and fiscal activities.***

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 the Sixth Quarter (July – September 2022), the VEAP Project staff has participated in outreach events to engaged homeless veterans that was hosted by the VA Health Care System Long Beach and Working Wardrobes; both community enhancement partnerships that builds capacity to broadly serve veterans with significant barriers.</p> <p>VEAP project staff have also attended an event co-hosted by the VA Healthcare System, Orange County Veterans and Military Family Collaborative, and Orange County’s Health Care agency that facilitated capacity building opportunities to share information among providers to encourage expansion and enhancement to service delivery among community partners.</p>
Project Partnerships (development, enhancement, engagement, commitment)	<p>VEAP project staff engages with OC Business Solutions monthly to review prospective on the job training opportunities with employers as well as Jobs for Veterans State Grant Disabled Veterans Outreach Program coordinators and Local Veterans Employment Representatives to support career goals of enrolled participants.</p> <p>VEAP project staff facilitated 5 participant direct referrals to the U.S Department of Veterans Affairs and other Federal/State services.</p>
Enrollment, Intake, and Assessment	<p>Enrollment, intake and assessment opportunities continue to demonstrate an upward increase mostly due to VEAP Project staff mobility within the community as well as new outstation locations to reach eligible participants where they are most likely to engage with other types of community services needs such as unemployment services.</p>

*Please ensure that the numbers in CalJOBS for participants and expenditures match your internal records as the EDD runs CalJOBS reports to monitor both program and fiscal activities.*

	<p>VEAP Staff have encountered significant increases in barriers such as behavior health issues that delay participant integration into sustainable employment. Many Participants are assessed as special disabled due to increased barriers and military service-related issues that most require reasonable accommodations to adequately perform in the workforce</p>
<p>Co-Enrollment (WIOA Title I-IV, CalWORKS, CalFresh, other)</p>	<p>VEAP Project staff have identified slower opportunities to co-enroll participants with the new WIOA Title I provider as new adjustments to the Caljobs system is expected during transitioning.</p> <p>JVSG referrals have increased and opportunities to co-enroll participant's seeking individualized career services has been a welcomed trend.</p>
<p>Program Services (Intensive Case Management, Integrated Resource Teams, Supportive Services, Referrals)</p>	<p>During the report period (July- September 2022), VEAP staff continue to incorporate a supportive employment style to guide intensive case management services enhance participant career and training needs.</p> <p>VEAP Project staff has leveraged community partnerships offering housing assistance that provide resources to stable housing for participants at risk of homelessness. The OC Coordinated Entry collaborative allows VEAP staff an opportunity to address the needs of participants with housing issues directly with service providers.</p>
<p>System Change/Alignment (Plans, MOUs, policy, procedures, data sharing, blending and braiding resources, sustainability)</p>	<p>VEAP project staff participate in ongoing collaborations with EDD Disabled Veterans Outreach Program Coordinators, WIOA Title I Service Providers, Orange County Veterans and Military Families Collaborative Employment/ Entrepreneur Working Group to expand a system network that serves veterans.</p>
<p>Staff, Project Team, Stakeholder Training/Capacity Building</p>	<p>VEAP staff continues capacity building and partnership driven outreach to inform and educate stakeholders of program value as well as enhancement to existing service partners.</p>

***Please ensure that the numbers in CalJOBS for participants and expenditures match your internal records as the EDD runs CalJOBS reports to monitor both program and fiscal activities.***

Business/Employer Engagement	VEAP Project staff and OC Business Solutions collaboratively meet bi-monthly to discuss employer engagement that offer on-the-job training and other work-based learning opportunities to participant's interested in-Demand careers through technology, manufacturing, and healthcare.
Other – Describe	<p>During this Sixth Quarter report period (July- September), VEAP staff has screened 5 participants that identified as aging above 65 years that demonstrate an interest to reintegrate into the workforce.</p> <p>VEAP provided supportive services to three participants that would allow continued career search and training engagement.</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)
\$385,000	\$347,520.58	90%
Planned Matching Funds to Date *From Exhibit E: Funding and Expenditure Plan	Actual Matching Funds to Date	Performance % (Actual/Planned)
\$764,388	\$24,285.26	3.0%
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>During this report period, planned expenditures remain consistent to administrative cost and program to engage with participants on intensive career management services. VEAP Project appears to have slowed in case management due to an unexpected program vacancy.</p>		

***Please ensure that the numbers in CalJOBS for participants and expenditures match your internal records as the EDD runs CalJOBS reports to monitor both program and fiscal activities.***

## 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.**

The VEAP Project staff expansion efforts within the program as well capacity building opportunities with community partners continue to enhance program presence and confidence. Peer supported mentorship through weekly peer forums has been an asset to participant experience navigating workforce processes.

- 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).**

The VEAP Project have no notable outcomes this report period. Many of the participant challenges identified by VEAP staff have been attributed to participant's ability to engage with limited resources and determined ability to use U.S Department of Veterans Affairs entitlements through Post 9/11 education benefits or Veterans Readiness and Employment. Each program may potentially allow access to housing allowances not current available through WIOA supportive services on a consistent basis while participant's attend more long-term training opportunities based on their interests.

- 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.**

Community Engagement Events attend by VEAP Project Staff.

*Please ensure that the numbers in CalJOBS for participants and expenditures match your internal records as the EDD runs CalJOBS reports to monitor both program and fiscal activities.*



# STAND DOWN

## FOR VETERANS EXPERIENCING HOMELESSNESS

Helping Veterans with housing,  
unemployment resources, and more!

**WEDNESDAY | AUGUST 17, 2022 | 9AM - 3PM**

Working Wardrobes  
2000 E. McFadden Ave  
Santa Ana, CA 92705

Call to register:  
562-826-8000  
ext. 12054

**VA**



U.S. Department of Veterans Affairs  
VA Long Beach Healthcare System

WORKING WARDROBES®  
**VetNet**  
Training. Jobs. Dignity.





**UCI Health**

**VA**



U.S. Department of Veterans Affairs  
VA Long Beach Healthcare System

# 2022 ORANGE COUNTY VETERAN HEALTH AND WELLNESS: ENHANCING VETERAN CARE THROUGH EMERGING STRATEGIES AND TREATMENTS

**Friday September 30th 2022**  
**8:00 a.m. – 4:30 p.m.**



**University of California, Irvine**  
**Pacific Ballroom**

The Long Beach VA Healthcare System, University of California, Irvine, Orange County Health Care Agency, Strong Families, Strong Children, and the Orange County Veterans and Military Families Collaborative, in addition to several community agencies, will be presenting in-person at this year's Summit on Enhancing Veteran Care Through Emerging Strategies and Treatments. Our goal is to continue to promote a collaborative community of care whose goal is to provide the continuity of care for our Veterans and their families in Orange County.

## **Keynote Speaker**

**Shaista Malik, M.D.**

**Integrative Health Approach to Enhance  
Neuroplasticity and Brain Health**

## **BREAKOUT SESSIONS**

- ★ **Veterans Mental Evaluation Team (VMET)**
- ★ **Maximizing Peer Support through Collaboration**
- ★ **Challenges to Clinical Trials in Veteran Health Research**
- ★ **Crisis Response and the Launch of 988**
- ★ **Live Whole Health at VA LB HCS**
- ★ **Psychedelic Assisted Psychotherapy (PAP)**
- ★ **Neuroengineering to Restore Function to Veterans**

Register for this event at EventBrite

<https://www.eventbrite.com/e/2022-veteran-health-and-wellness-summit-tickets-336790297847?aff=EMAIL1>

**This training qualifies as a culturally competent training.**

The Orange County Health Care Agency is a CAMFT-approved continuing education provider. Provider #62340. This course meets the qualifications for 5 hours of continuing education credit for MFTs, LPCCs, LEPs and/or LCSWs as required by the California Board of Behavioral Sciences. The Orange County Health Care Agency maintains responsibility for this program and its content.

Provider approved by the California Board of Registered Nursing, Provider No. CEP 15019, for 5 contact hours.

Renewal of Certification (AOD Counselors): All certifying organizations shall accept as continuing education hours of training provided by any county governmental agency. You must retain this certificate for four years.

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the California Medical Association (CMA) through the joint providership of Orange County Health Care Agency and the Long Beach VA HCS. The Orange County Health Care Agency is accredited by the CMA to provide continuing medical education for physicians. The Orange County Health Care Agency designates this live activity for a maximum of 5 AMA PRA Category 1 Credit(s)<sup>™</sup>. Physicians should only claim the credit commensurate with the extent of their participation in the activity.

This credit may also be applied to the CMA Certification in Continuing Medical Education.

Accommodations: If you need a disability-related reasonable accommodation/alternative format for this training event, please contact BHTS@ochca.com beforehand.

For any grievance concerning the Orange County Health Care Agency's Continuing Education Program, please write to Behavioral Health Training Services at 600 W. Santa Ana Blvd., Suite 510, Santa Ana, CA 92701 or call (714) 667-5600. Course completion (CE) certificates will be provided immediately at the end of the training after completing an evaluation.



**Orange County Veterans  
& Military Families Collaborative**

CONVENED BY **UCI**

# Comprehensive and Accessible Reemployment through Equitable Recovery (CAREER) National Dislocated Worker Grant

## ORANGE COUNTY CAREER OPPORTUNITIES FOR RE-EMPLOYMENT PROGRAM (OC CORE)



# OVERVIEW

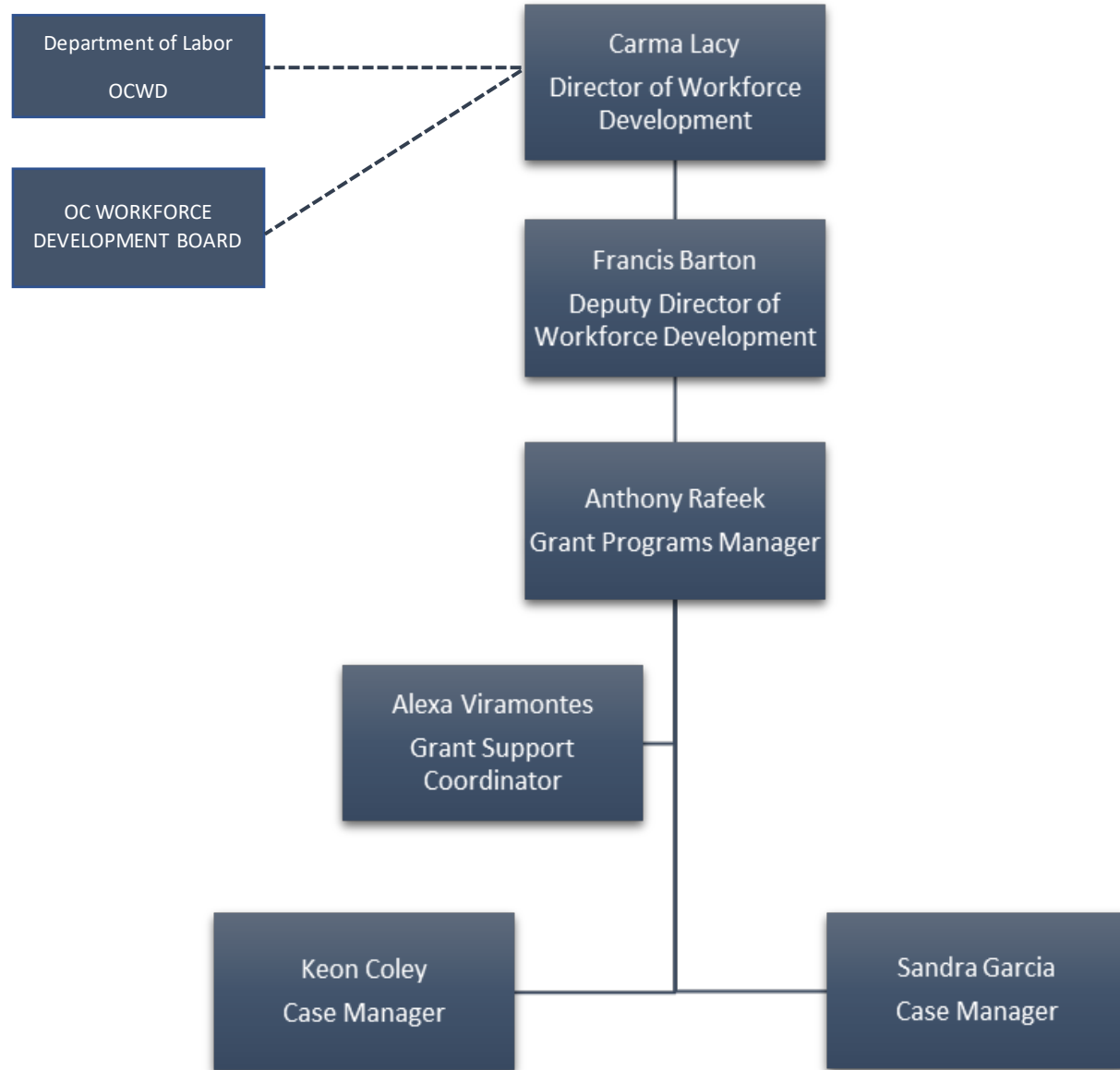
- **Date of Grant Award:** September 24<sup>th</sup>, 2021
- **Date launched:** September 12<sup>th</sup>, 2022

- **Grant Funding:**

Department of Labor Funding	WIOA Leveraged Funding	Total Grant Budget
\$3,000,000	\$380,839	\$3,380,839

- **Program Components:**
  - **Component 1:** Provide Case Management Services
  - **Component 2:** Implement an Outreach Campaign
  - **Component 3:** Implement a Virtual Learning Management System

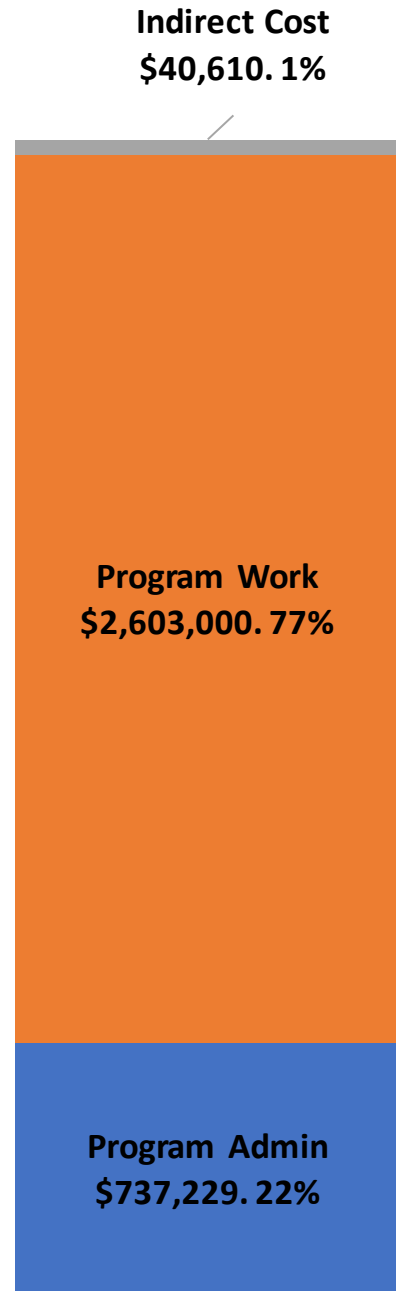
# PROGRAM TEAM



# PROGRAM WORK

<p><b>Component 1:</b> Provide Case Management Services</p>	<p><b>Component 2:</b> Implement an Outreach Campaign</p>	<p><b>Component 3:</b> Implement a Virtual Learning Management System</p>
<ul style="list-style-type: none"> <li>• Intensive case management services – minimum 600 Dislocated Workers</li> <li>• Co-enroll with WIOA - Training</li> <li>• Supportive Services up to \$6000 per participant</li> <li>• Regional collaboration with City of Santa Ana and City of Anaheim WFDB for greater program reach.</li> <li>• Talent Acquisition Agencies- placements</li> <li>• On the Job Training Opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• Educate residents throughout Orange County with a focus on disinvested communities.</li> <li>• Print</li> <li>• Radio</li> <li>• Digital Media – Social Media</li> <li>• Community Forums</li> <li>• Boots-on-the-ground networking activities</li> <li>• Rapid Response</li> <li>• Orange County Transportation Authority</li> </ul>	<ul style="list-style-type: none"> <li>• A software-as-a-service platform operated by FutureFit AI.</li> <li>• Enables OCWDB to scale operational capacity of a hybrid service delivery model to hundreds of thousands of job seekers, providing them with personalized career guidance throughout a seamless end-to-end journey.</li> <li>• Implementation</li> <li>• User Training</li> <li>• Monitoring &amp; Evaluation</li> </ul>

# PROGRAM BUDGET

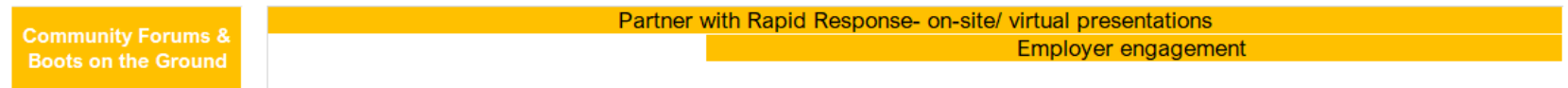
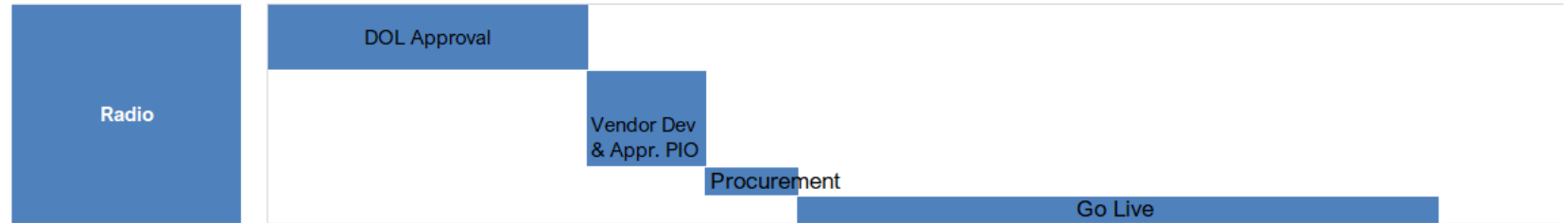
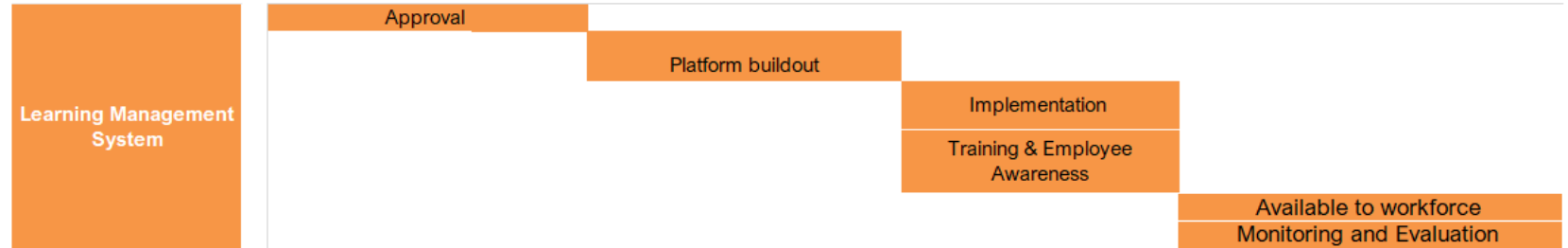
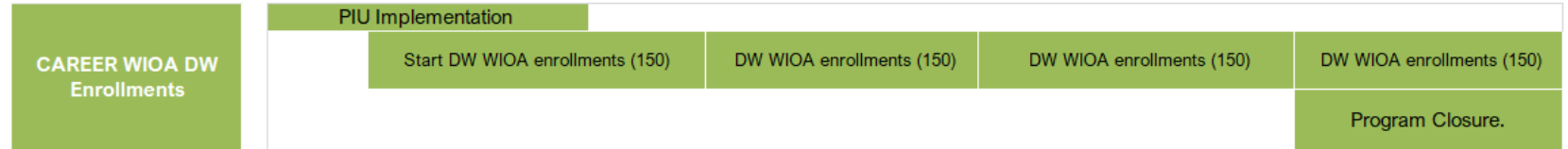


<b>Virtual Learning Management System (LMS) 9%</b>	<b>\$245,000.00</b>
• FutureFit AI (Learning Management System)	\$245,000.00
<b>Outreach Campaign 13%</b>	<b>\$333,000.00</b>
• Social Media Outreach + Brand Messaging + Social Media Ads	\$43,000.00
• Branding, Graphic Design, Web Development, Print Development	\$10,000.00
• Orange County Transportation Authority	\$180,000.00
• Radio	\$100,000.00
<b>Case Management Services 78%</b>	<b>\$2,025,000.00</b>
• Individual Training Accounts	\$ 650,000.00
• Registration/ Training Fees (Certificate Programs)	\$ 50,000.00
• Supportive Services	\$ 1,075,000.00
• On the Job Training	\$ 250,000.00

CAREER GRANT

START MONTH	Sep
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	Qtr 1 2022				Qtr 2 2023			Qtr 3 2023			Qtr 4 2023		
	September	October	November	December	January	February	March	April	May	June	July	August	September



# ROADMAP

# RISK ANALYSIS

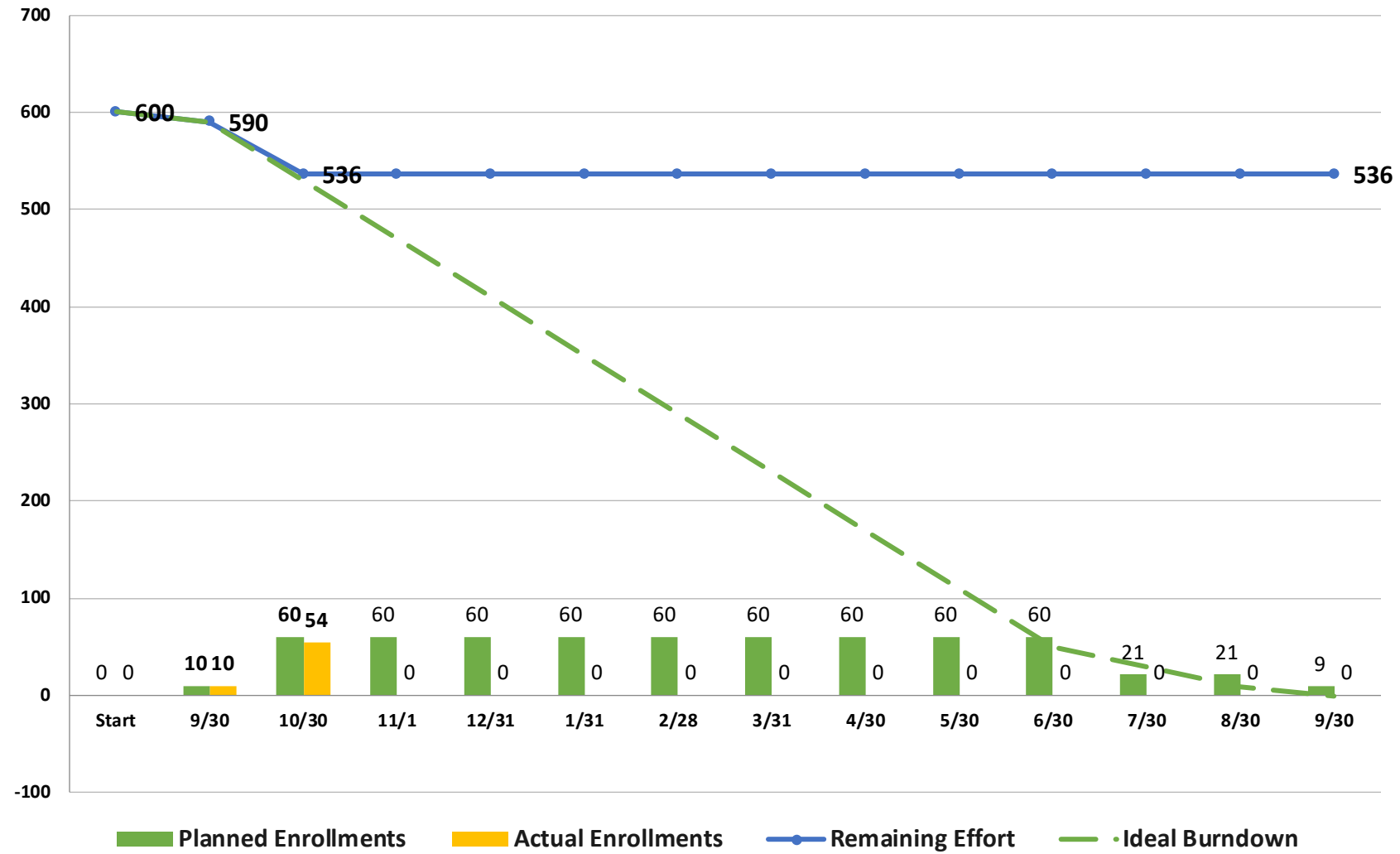
RISK CLASSIFICATION	RISK	RISK LEVEL	CONTROL MEASURE
<ul style="list-style-type: none"> <li>• Goal Achievement</li> </ul>	<p>The Program is 12 months late which reduced the time to serve 600 dislocated workers.</p>	<p>High</p>	<ul style="list-style-type: none"> <li>• Continue to monitor enrolment. Possibility of extension. Request can be made in last quarter of program execution.</li> </ul>
<ul style="list-style-type: none"> <li>• Program Staffing</li> </ul>	<p>Due to hiring policies, the program is unable to maintain stability in staffing at the capacity required. This will either impact the quality of services provided or the number of participants served.</p>	<p>High</p>	<ul style="list-style-type: none"> <li>• Awaiting feedback from HR on alternative options</li> </ul>
<ul style="list-style-type: none"> <li>• Procurement</li> </ul>	<p>Multiple procurement challenges resulted in scope modification. Supportive Services to be expended using County procurement mechanisms which can take up to 3 weeks per payment.</p>	<p>High</p>	<ul style="list-style-type: none"> <li>• Dedicated staffing to manage Supportive Services</li> </ul>

# KEY STAKEHOLDERS





# BURNDOWN CHART





**Thank you**

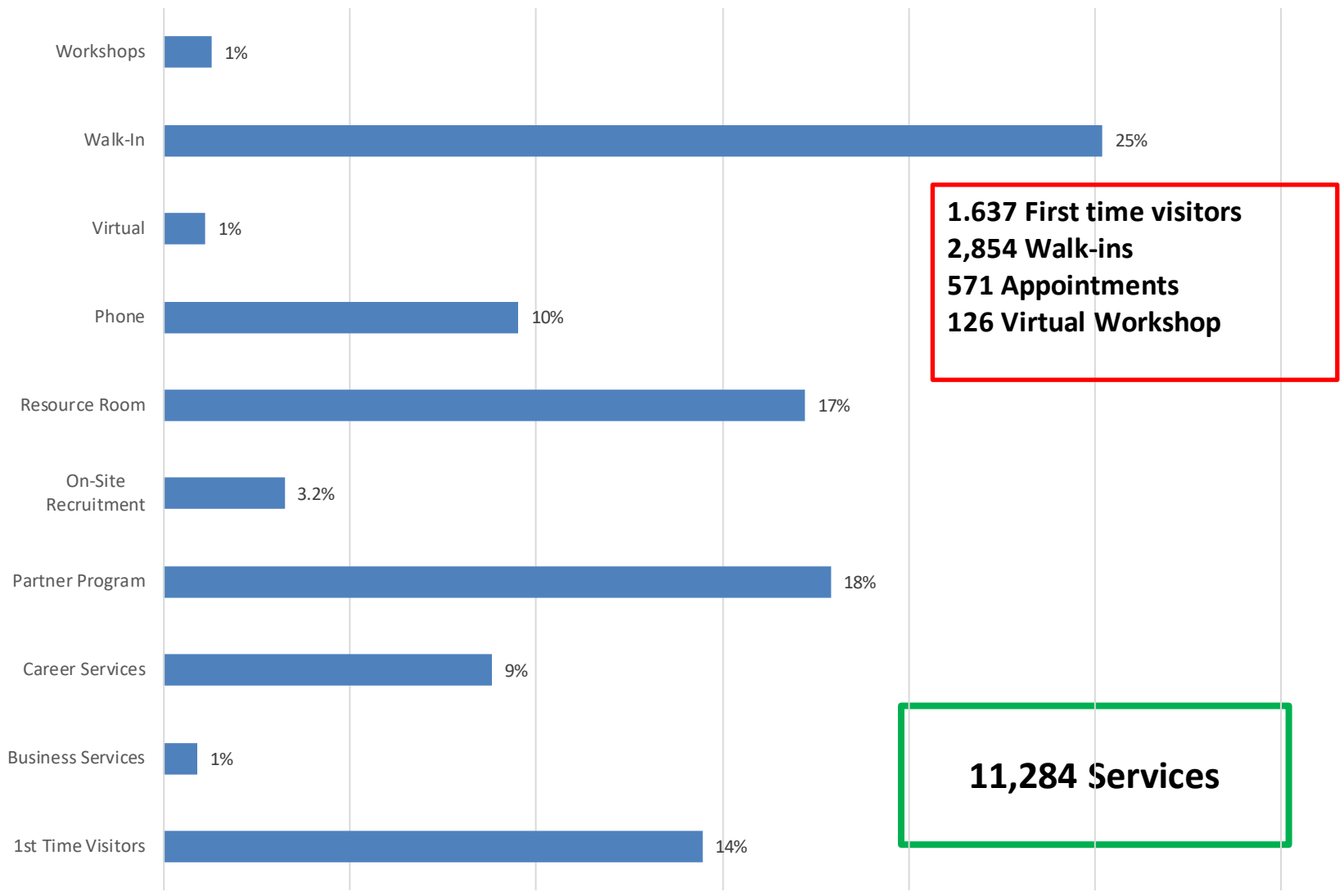


Connecting job seekers and businesses to no-cost services.

# Customer Feedback July to September 2022



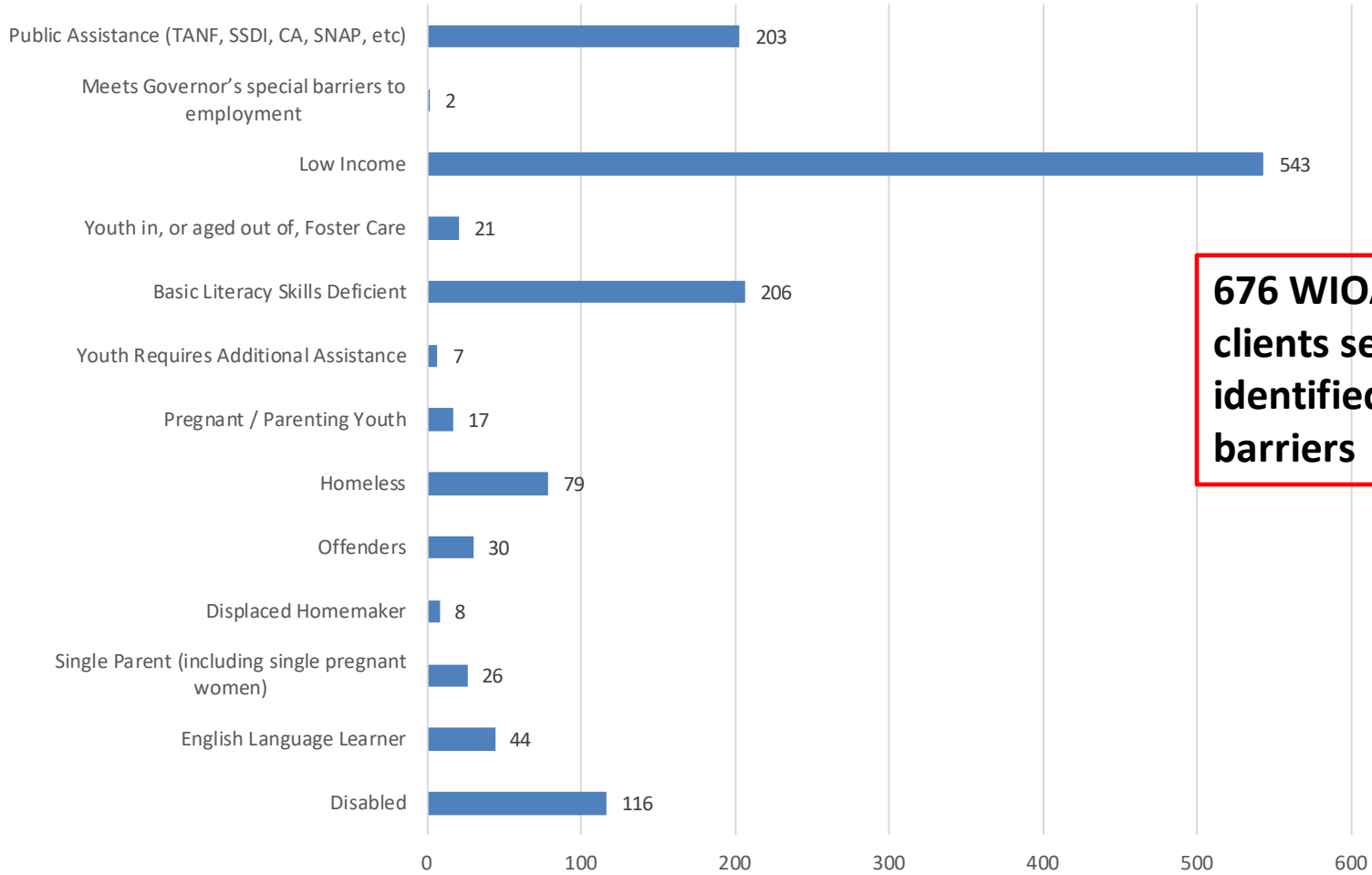
# OC Workforce Solutions: July to September 2022



Source: VOS Greeter



# WIOA Participant Summary- Services Utilized: Adult, Dislocated Workers, Youths



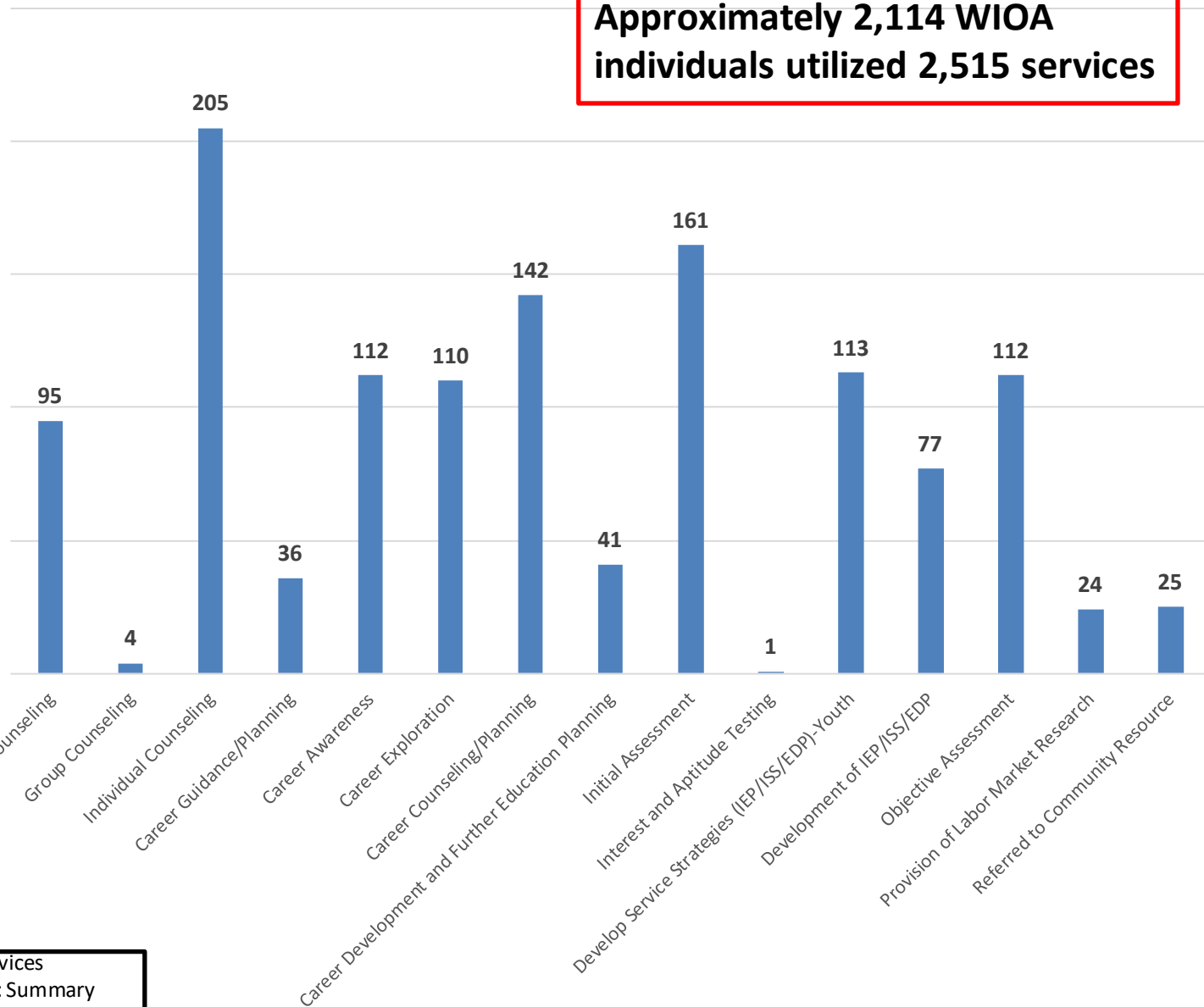
**676 WIOA enrolled clients served identified by barriers**

Source: Caljobs Participant Summary Reports



# WIOA Participant Summary- Services Utilized: Adult, Dislocated Workers, Youths

**Approximately 2,114 WIOA individuals utilized 2,515 services**



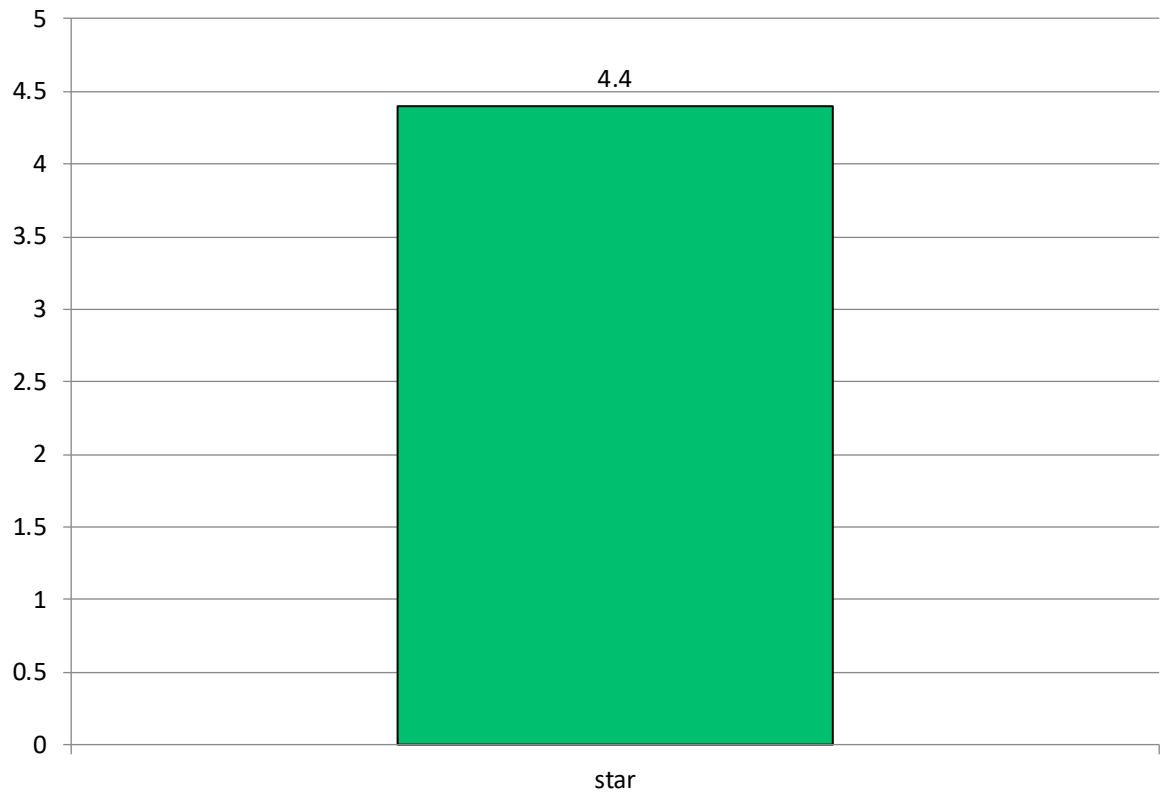
Source: CalJOBS Services  
Provided Individual: Summary  
Reports



# Overall Satisfaction Rate

**4.4** ★

Overall, how would you rate your experience with the Workforce Solutions Center?

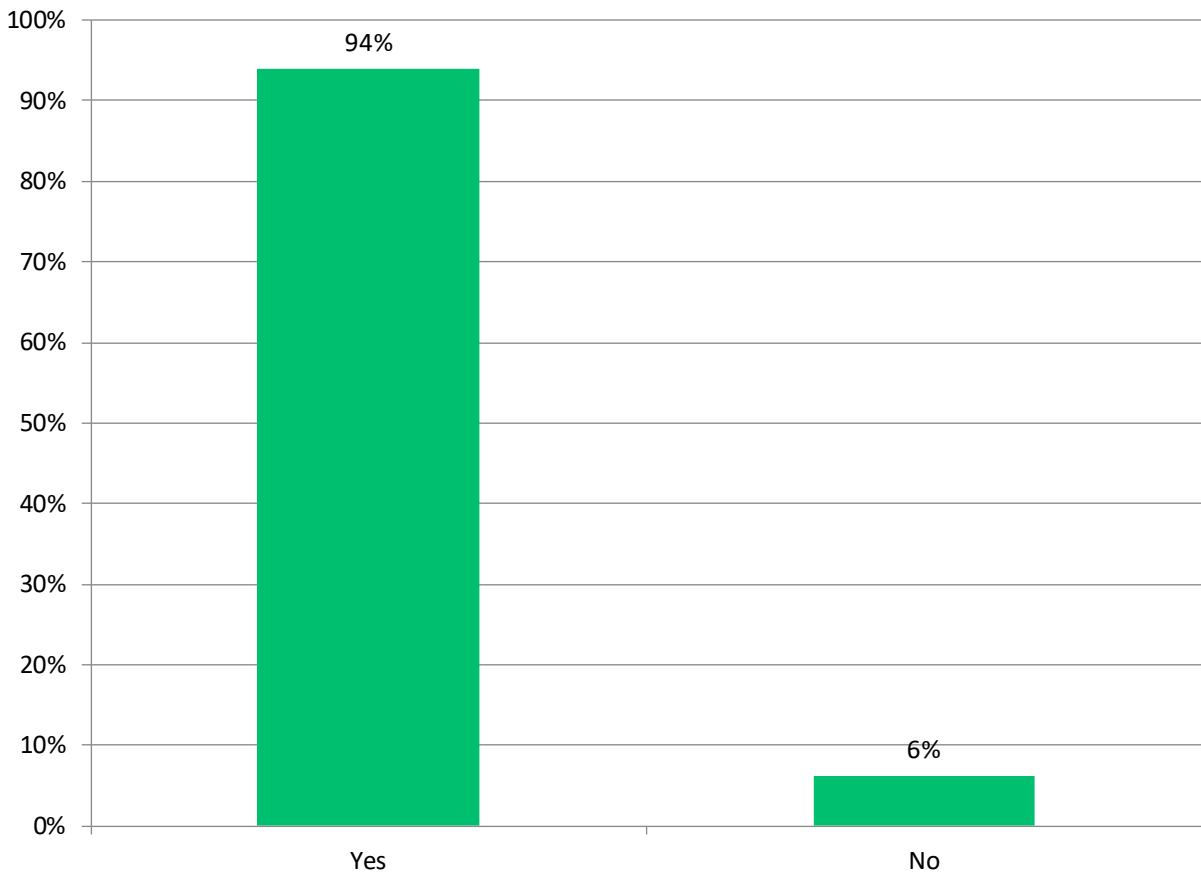


**Goal: 90%**  
**Response Rate: 39%**  
**921 surveys distributed**  
**363 responses**

■ Weighted Average



### Would you recommend the One-Stop to a friend or colleague?

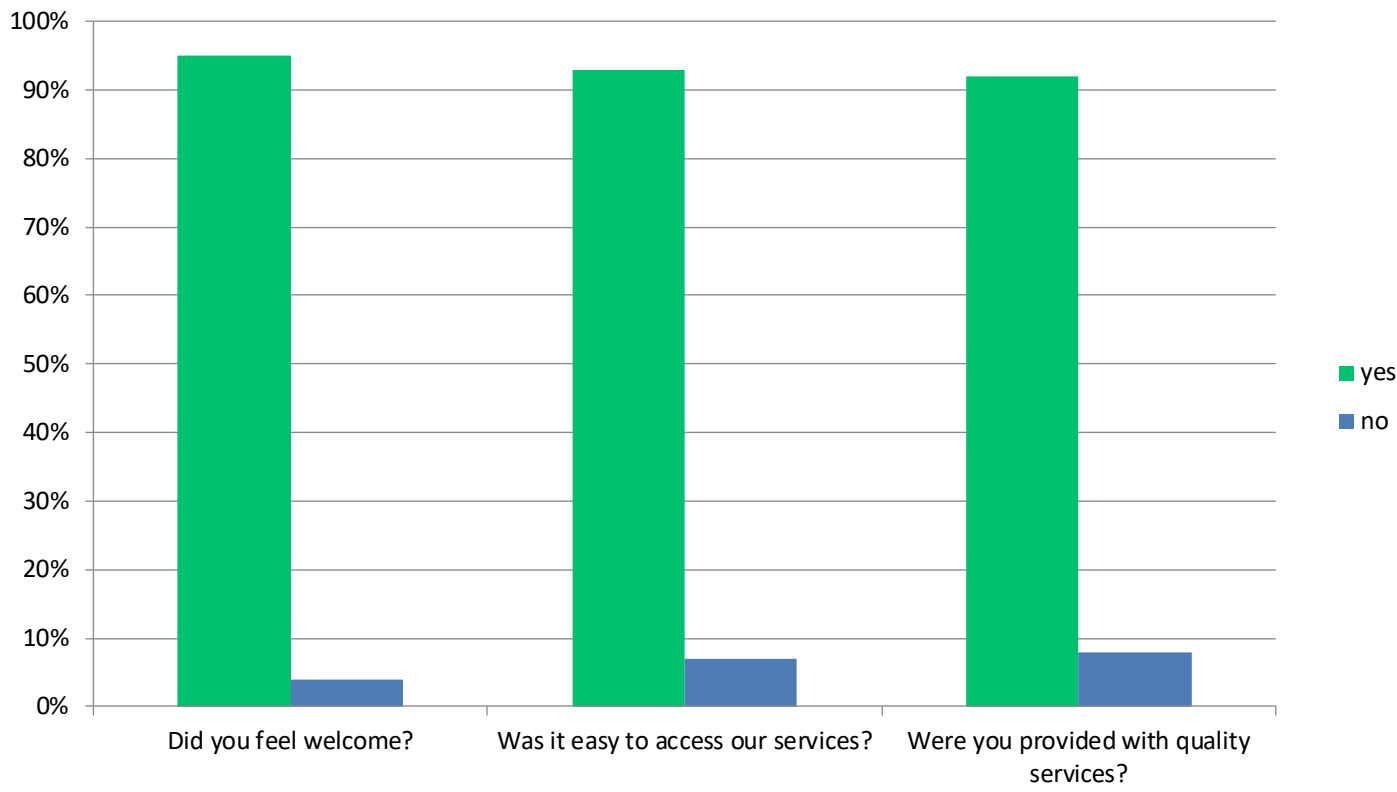


**94% Yes**  
**Response Rate: 21%**  
**921 surveys distributed**  
**363 responses**



# Customer Experience: Ease of Use & Welcomed

**94% Overall satisfaction**



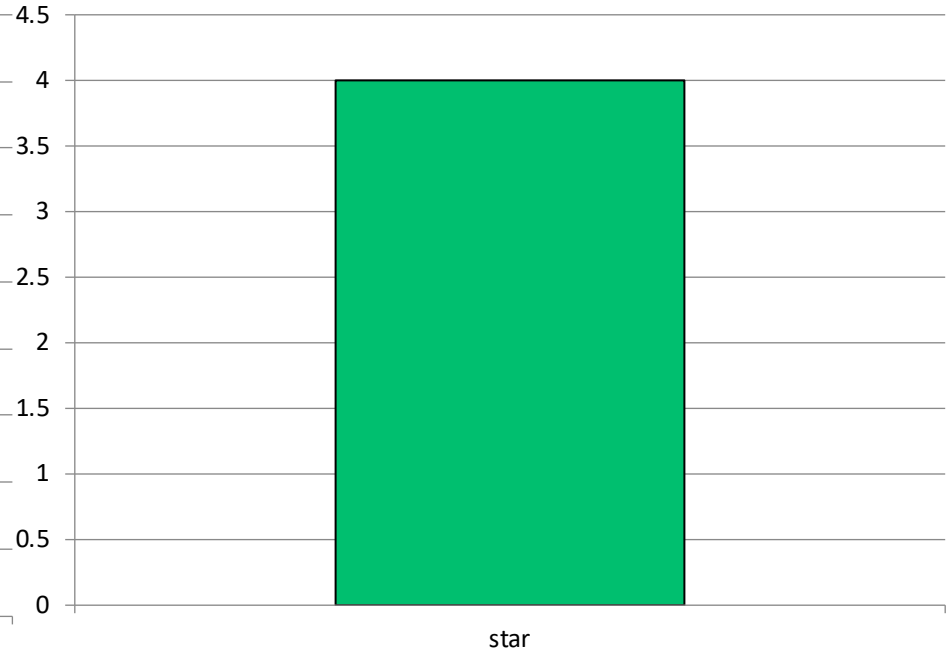
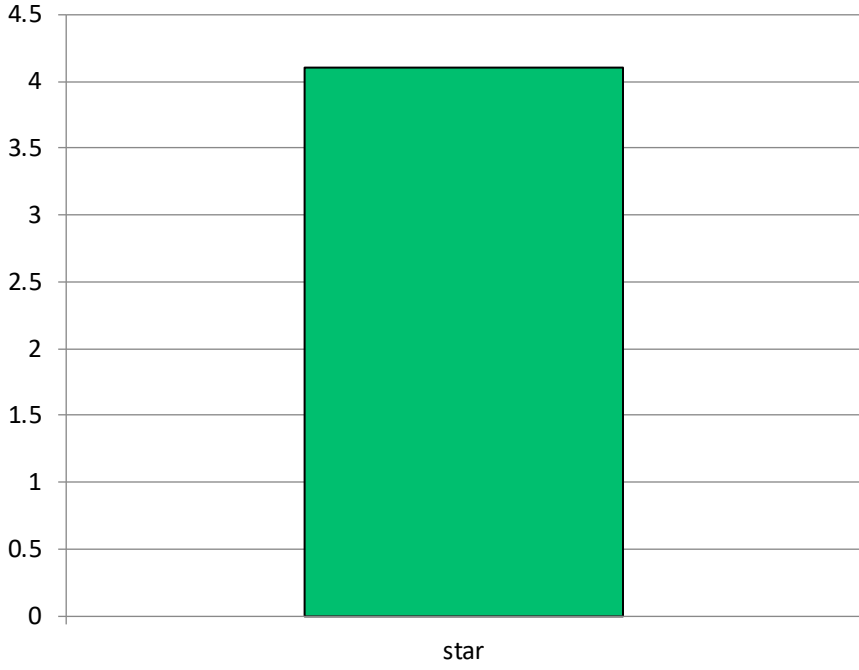




# Survey Results : Training and Workshops

Overall, how would you rate this training/workshop experience?

Overall, how would you rate the quality of the teaching?

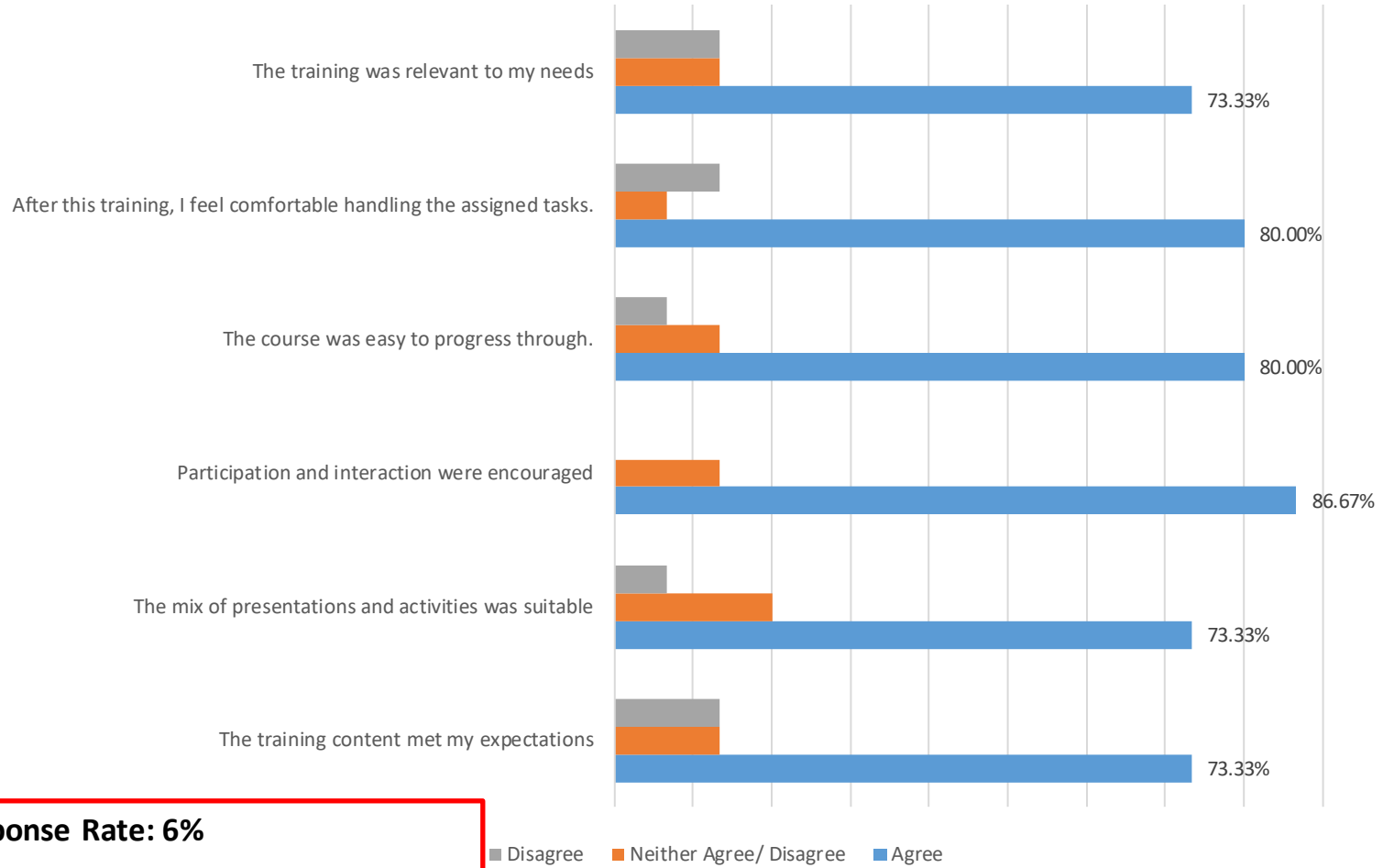


**Response Rate: 6%**  
**247 Surveys distributed**  
**15 responses**



# Survey Results : Training and Workshops

**80% Overall Training satisfaction**



**Response Rate: 6%**  
**247 Surveys distributed**  
**15 responses**



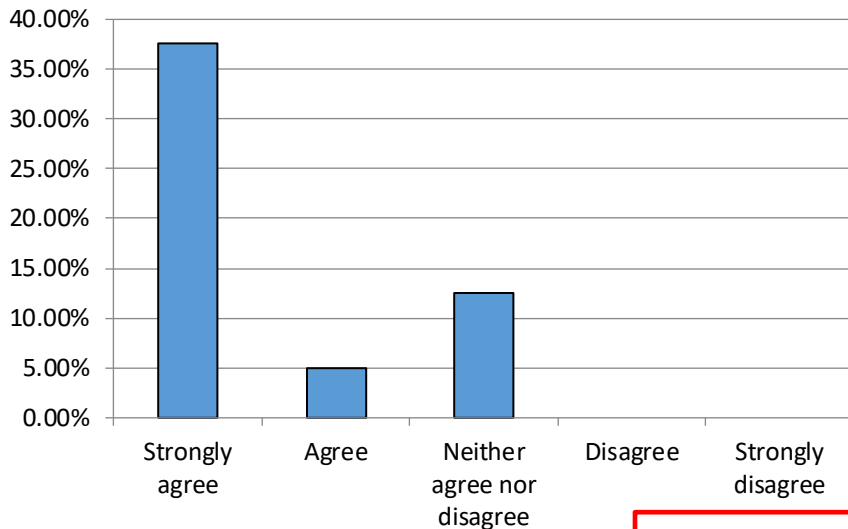
Connecting job seekers and businesses to no-cost services.

# Co-located Partner Feedback July to September 2022

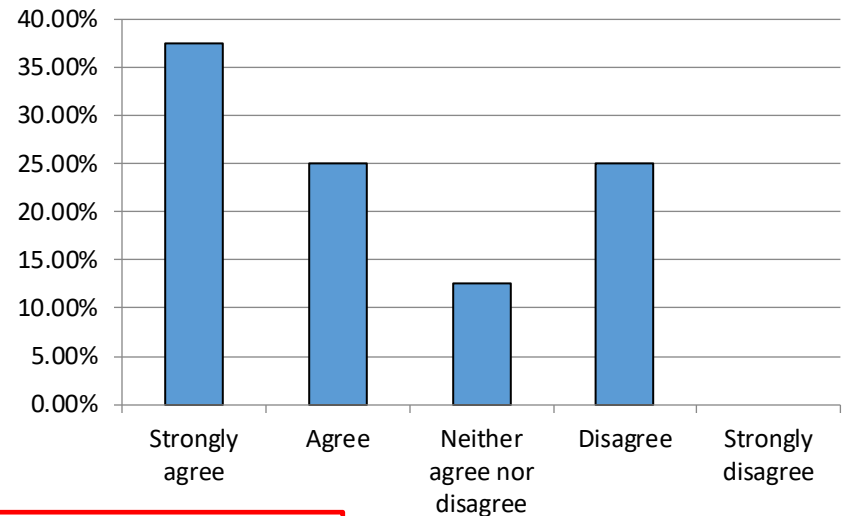


# Survey Results : Partners

The Workforce Solutions Center Operator shares knowledge and information regularly among Partners to provide seamless integrated services.



The Workforce Solutions Center Operator effectively facilitates collaboration through regular monthly partnership meetings.



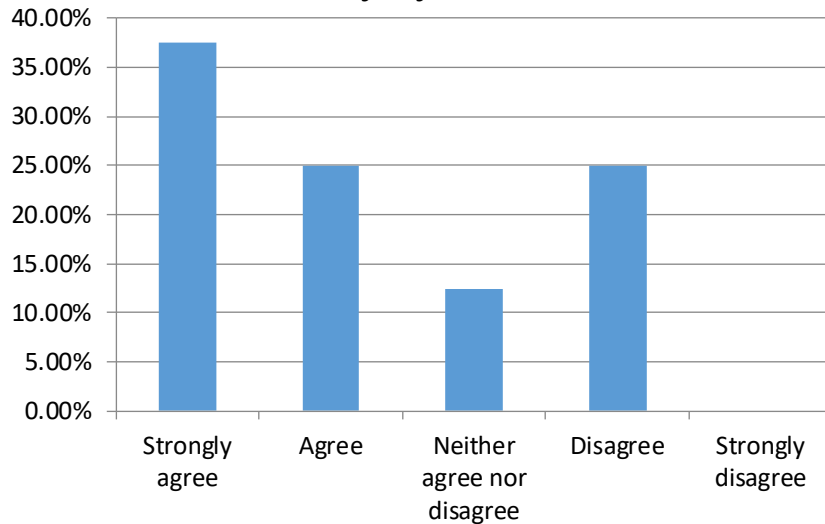
**75% Satisfaction among co-located partners**  
**20 surveys distributed**  
**8 responses**  
**40% response rate**  
  
176 of 183



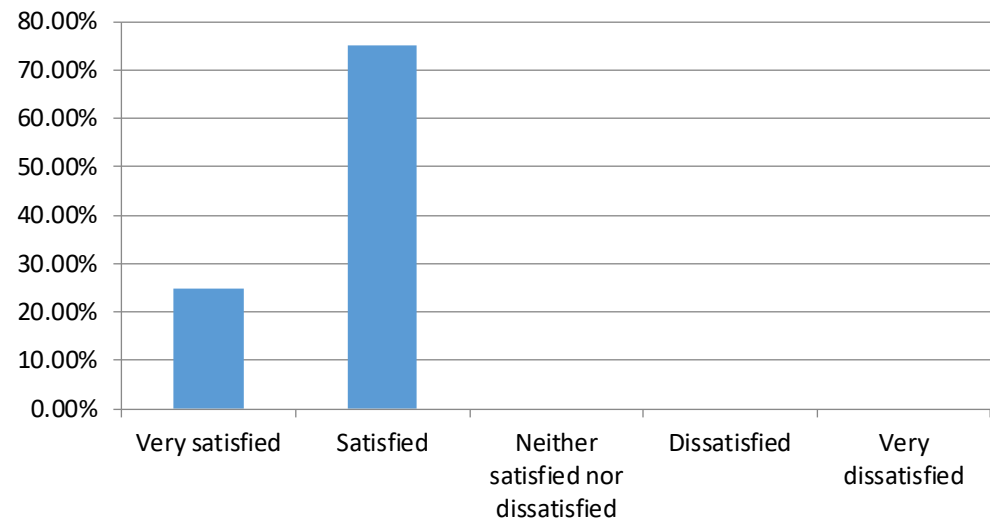
# Survey Results : Partners

Item #18B

The Workforce Solutions Center Operator provides necessary support/resources/equipment to promote an integrated service delivery system.



Overall, how satisfied are you with your partnership with the Workforce Solution Center.



**75% satisfaction among co-located partners**  
**20 surveys distributed**  
**8 responses**  
**40% response rate**

Thank you!

## Grants Update

Grant Name	Funder	Fiscal Agent	Description	OCWDB Role	Targeted Customer(s)	Total Grant	Begin Date	End Date	Match/ Leverage	Subrecipient(s)
<b>Grants Awarded</b>										
California Microbusiness COVID-19 Relief Grant Program	CA Office of the Small Business Advocate (CalOSBA)	County of Orange	Funding to distribute \$2,500 grants to eligible microbusinesses that have been impacted by COVID-19 and the associated health and safety restrictions.	Administstrator	MicroBusiness owners	<b>\$3,975,481</b>	12/29/2021	6/30/23	0%	N/A
Comprehensive and Accessible Reemploymet through Equitable Emoloyment Recovery (CAREERS) National Dislocated Worker Grants	Employment and Training Administration	County of Orange	The goal of the CAREER DWG is to help reemploy dislocated workers most affected by the economic and employment fallout from the COVID-19 pandemic. Grant will be a regional effort, in partnership with Anaheim and Santa Ana WDBs.	Administrator / Regional Planning Lead	Dislocated Workers (Marginalized Groups)	<b>\$3,000,000</b>	9/24/2021	9/23/23	\$1,500,000	N/A
VEAP 20-21	EDD	County of Orange	Efforts will be focused on outreach, recruitment, and providing initial assessment and immediate support services to veterans in Orange County.	Administrator / One-Stop Center System	Veterans with significant barriers to employment	<b>\$ 500,000</b>	04/01/21	3/31/23	\$1,019,200 (40% required)	N/A
Orange County's Regional Implementation/Slingshot 4.0	CA Workforce Development Board/EDD	County of Orange/OCWDB	Efforts will be focused on developing a Post COVID-19 Economic Development Strategy that includes regional and sub-regional workforce and economic development strategies that support equitable recovery efforts and an equitable regional economy; and providing capacity building and training and development opportunities that support RPU staff, providers, and regional partners, to be conducted during the	Administrator / Regional Planning Lead	N/A	<b>\$ 375,000</b>	04/01/21	12/31/2022 (no-cost 3 month extension)	0%	Anaheim WDB/ Santa Ana WDB

Summer Training & Employment Program for Students (STEPS) 2022 (pending award approval)	Foundation for CA Community Colleges/ CA Department of Rehabilitation	County of Orange	Funding will be used to serve students with disabilities (SWDs) ages 16-21 by working in cooperation with the Department of Rehabilitation (DOR) to provide workforce services to SWDs, specifically training and paid work experience. Students are coenrolled into the WIOA Youth program.	Administrator	Students with disabilities (SWDs) ages 16-21	\$ 264,500	07/01/22	6/30/23	0%	Goodwill of Orange County
Regional Equity and Recovery Partnerships (RERP) (Application due 5/6/22)	CA Workforce Development Board	County of Orange	Funding to expand and implement the partnership and service strategies to train individuals with barriers to employment; partnership with the community college system to create system change	Administrator / Regional Planning Lead	English language learners, immigrants, first gen college students	\$1,300,000	12/1/2022	9/30/2025	0%	Anaheim WDB/ Santa Ana WDB
<b>TOTAL</b>						<b>\$ 9,414,981</b>				

Grant Name	Funder	Fiscal Agent	Description	OCWDB Role	Targeted Customer(s)	Total Grant	Begin Date	End Date	Match	Subrecipient(s)
<b>Grants Pending</b>										
Orange County's Regional Implementation/Slingshot 5.0	CA Workforce Development Board/EDD	County of Orange/OCWDB	Efforts will be focused on developing a Post COVID-19 Economic Development Strategy that includes regional and sub-regional workforce and economic development strategies that support equitable recovery efforts and an equitable regional economy; and providing capacity building and training and development opportunities that support RPU staff, providers, and regional partners, to be conducted during the regional collaborative partner meetings.	Administrator / Regional Planning Lead	N/A	\$ 131,250	01/01/23	6/30/24	0%	Anaheim WDB/ Santa Ana WDB



Prison to Employment Initiative (P2E) 2.0	CA Workforce Development Board/EDD	Santa Ana WDB	Collaborative development of regional partnerships and plans to serve the formerly incarcerated and other justice involved.	Regional Partner	Formerly incarcerated and other justice involved individuals	\$ 1,300,000	01/01/23	12/31/25	0%	Anaheim WDB/ Santa Ana WDB
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Grant Name	Funder	Fiscal Agent	Description	OCWDB Role	Targeted Customer(s)	Total Grant	Begin Date	End Date	Match	Subrecipient(s)
<b>NOT AWARDED</b>										
Community Health Worker and Promotor Workforce: Capacity-Building Collaboratives (LOI Submitted 1/20/22; if invited to apply, application due 2/24/22)	California Health Care Foundation	County of Orange	To provide tailored support to partners in each region who seek to strengthen and expand the CHW/P workforce in the health and social services sectors in their communities.	Administtrator	Potential/current community health workers and promotores	Up to \$400,000	4/21/2022	10/20/23	0%	TBD
CERF	EDD	Rancho Santiago Community College	OC R.I.S.E.	N/A	Disinvested Communities	\$5,000,000	Oct-22	9/1/24	0	Rancho Santiago Community College
FY 2021 American Rescue Plan Act Good Jobs Challenge (submitted 2/10/22)	Economic Development Administration (EDA)	County of Orange	Funding to help get individuals back to work by investing in (1) developing and strengthening regional workforce training systems that support sectoral partnerships, (2) designing sectoral partnerships, and (3) implementing sectoral partnerships that will lead to high-quality jobs.	Administrator / Regional Planning Lead	N/A	\$25,000,000	10/1/2022	9/30/25	0%	TBD

**- OCWEDD COMPLIANCE/MONITORING UPDATES -**

Item #20

<b>ONGOING EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD) AUDITS</b>	
<b>INFORMATION</b>	<b>STATUS</b> (As of November 2022)
WIOA Fiscal and Procurement Review Program Years 2016-17 & 2017-18	ONGOING
WIOA National Dislocated Worker Grant (NDWG) 2017- California Wildfires (10/18/17 -12/10/18)	ONGOING
WIOA Youth Program Monitoring PY 2019-20 (Review period September 1, 2017, through August 31, 2019)	ONGOING
Technical Support (Case #2017-SA-003)	ONGOING
85% Formula Grant Review Program Year 2021-22 (Review period July 1, 2021, through June 30, 2022)	ONGOING
<b>RESOLVED / COMPLETED EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD) AUDITS</b>	
<b>INFORMATION</b>	<b>STATUS</b> (As of November 2022)
85% Formula Grant Review Program Year 2020-21 (Review period September 1, 2018, through December 31, 2020)	RESOLVED/COMPLETED
2020 COVID-19 Employment Recovery NDWG Monitoring Review for Program Year 2021-22	RESOLVED/COMPLETED
WIOA Formula Grants Review Program Year 2018-19	RESOLVED/COMPLETED
WIOA Fiscal and Procurement Review Program Year 2018-19	RESOLVED/COMPLETED
Fiscal and Procurement Monitoring Review 85% Formula Grant Program Year 2019-20	RESOLVED/COMPLETED
Enhanced Desk Review Monitoring- Regional Organizer/Regional Training Coordinators	RESOLVED/COMPLETED
2020 COVID-19 Employment Recovery NDWG Monitoring Review Program Year 2021-22	RESOLVED/COMPLETED
WIOA Section 188 Desk Review Program Year 2021-22	RESOLVED/COMPLETED
EDD Single Audit Report (case number 2018-SA-005) for the Fiscal Year ending June 30, 2019	RESOLVED/COMPLETED
Fiscal and Procurement Monitoring Review PY 2019-20 (Period of January 1, 2019, through December 31, 2019)	RESOLVED/COMPLETED
WIOA Youth Program Monitoring Program Year 2019-20	RESOLVED/COMPLETED
<b>COUNTY OF ORANGE FISCAL MONITORING &amp; COMPLIANCE AUDITS</b>	
<b>INFORMATION</b>	<b>STATUS</b> (As of November 2022)
OCCS/CM&PC Fiscal Monitoring Reviews Program Year 2019-20	RESOLVED/COMPLETED
OCCS/CM&PC Fiscal Monitoring Reviews Program Year 2020-21	RESOLVED/COMPLETED
OCCS/CM&PC Fiscal Monitoring Reviews Program Year 2021-22	ONGOING
<b>OC COMMUNITY SERVICES (OCCS)/CONTRACTS MONITORING &amp; PROGRAM COMPLIANCE (CM&amp;PC) PROGRAM MONITORING &amp; COMPLIANCE AUDITS</b>	
<b>INFORMATION</b>	<b>STATUS</b> (As of November 2022)
OCCS/CM&PC Program Monitoring Reviews Program Year 2019-20	RESOLVED/COMPLETED
OCCS/CM&PC Program Monitoring Reviews Program Years 2020-21 and 2021-22	ONGOING



# 2023 Meeting Schedule

January						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31 BS				

February						
Su	Mo	Tu	We	Th	Fr	Sa
			1	2 YOUTH	3	4
5	6	7	8	9 OS	10	11
12	13	14	15	16 EXEC	17	18
19	20	21	22 OCWDB	23	24	25
26	27	28				

March						
Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

April						
Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

May						
Su	Mo	Tu	We	Th	Fr	Sa
	1	2 BS	3	4 YOUTH	5	6
7	8	9	10	11 OS	12	13
14	15	16	17	18 EXEC	19	20
21	22	23	24 OCWDB	25	26	27
28	29	30	31			

June						
Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

July						
Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

August						
Su	Mo	Tu	We	Th	Fr	Sa
		1 BS	2	3 YOUTH	4	5
6	7	8	9	10 OS	11	12
13	14	15	16	17 EXEC	18	19
20	21	22	23 OCWDB	24	25	26
27	28	29	30	31		

September						
Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

October						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31 BS				

November						
Su	Mo	Tu	We	Th	Fr	Sa
			1	2 YOUTH	3	4
5	6	7	8	9 OS	10	11
12	13	14	15	16 EXEC	17	18
19	20	21	22 OCWDB	23	24	25
26	27	28	29	30		

December						
Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Business Services Committee (BS) 9:00 AM	Youth Committee 9:00 AM	One-Stop Oversight Committee (OS) 1:00 PM	Executive Committee 8:30 AM	OC Workforce Development Board (Full Board) 8:30 AM
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