



WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY
PROGRAMS COMMITTEE MEETING

Wednesday, January 10, 2018

(NOTE: NEW TIME AND ROOM LOCATION)

3:30 p.m. – 5:00 p.m.

Human Services Agency (Oak Room)
855 Partridge Drive, Ventura, CA

AGENDA (REVISED)

3:30 p.m.	1.0 Call to Order and Agenda Review	Tony Skinner
3:32 p.m.	2.0 Public Comments <i>Procedure: The public is welcome to comment. All comments not related to items on the agenda may be made at the beginning of the meeting only.</i>	Tony Skinner
3:35 p.m.	3.0 Approval of Minutes: October 4, 2017	Tony Skinner
3:38 p.m.	4.0 WIOA Implementation & Development <ul style="list-style-type: none">a. EDD 85% Program On-site Monitoring January 29, 2018b. WDB Adult, DW, Youth, & AJCC Program Policiesc. AJCC Certification - Hallmarks of Excellenced. Year-End Review 2016-2017e. Programs Committee Guidelines	<div>Vivian Pettit</div> <div>Vivian Pettit</div> <div>Patrick Newburn</div> <div>Patrick Newburn</div> <div>Patrick Newburn</div>
4:50 p.m.	5.0 Committee Member Comments	Committee Members
5:00 p.m.	6.0 Adjournment	Tony Skinner

Next Meeting:

February 7, 2018 (3:00 p.m. - 4:30 p.m.)
Human Services Agency (Redwood Room)
855 Partridge Drive, Ventura, CA 93003

Individuals who require accommodations for their disabilities (including interpreters and alternate formats) are requested to contact the Workforce Development Board of Ventura County staff at (805) 477-5306 at least five days prior to the meeting. TTY line: 1-800-735-2922.



WDB Programs Committee Meeting
October 04, 2017

MINUTES

Meeting Attendees

Committee Members

Tony Skinner (Chair)*
Roger Rice (Vice Chair)*
Linda Fisher-Helton
Kathy Harner*
Mary Navarro-Aldana*
Tressie Nickelberry
Tom Van Meeuwen
Leslie Webster

WDB Staff

Tracy Johnson
Patrick Newburn
Vivian Pettit

Guests

Nancy Ambriz (Adult & Family Services,
Human Services Agency, WIOA
Programs)
Elsa Banuelos (WIOA Programs)
Ray Bowman (EDC-VC)
Karin Findeis (Pacific Clinics TAY
Tunnel)

**WDB Members*

1.0 Call to Order, Introductions, and Agenda Review

Tony Skinner called the meeting to order at 3:00 p.m.

2.0 Public Comments

No Public Comments

3.0 Approval of Minutes: August 2, 2017

Motion to Approve: Linda Fisher-Helton
Second: Leslie Webster
Motion approved

4.0 AJCC Evaluation Committee Introduction

Patrick Newburn explained that the Workforce Development Board of Ventura County (WDB) Chair appointed the Programs Committee, in addition to their standing committee duties of WIOA Programs oversight, to function as an ad hoc AJCC Evaluation Committee (AEC) through June 2018. WIOA mandates that the WDB must conduct an independent and objective evaluation of their comprehensive of the AJCC once every three years using criteria and procedures established by the California Workforce Development Board (CWDB). The AEC will evaluate the AJCC on three key requirements for AJCC certification: 1) Effectiveness of the AJCC, 2) Physical and Programmatic Accessibility for individuals with disabilities, and 3) Continuous Improvement.

There are two levels of AJCC certification: Baseline and Hallmarks of Excellence. The Baseline AJCC Certification is intended to ensure that every comprehensive AJCC is in compliance with key WIOA statutory and regulatory requirements. The Hallmarks of Excellence AJCC Certification is intended to encourage continuous improvement by identifying areas where an AJCC may be exceeding quality expectations, as well as areas where improvement is needed.

Membership on the AEC may include other persons, not formally appointed to the Programs Committee, in order to provide a broad base and objective evaluation. Those ad-hoc members will serve only for purpose of AJCC evaluation visits and related duties. Welcomed to the AEC

was Ray Bowman from the Economic Development Collaborative – Ventura County (EDC-VC). In order to avoid conflict of interest, excluded from the evaluation are the leadership from the Ventura AJCC Operator Consortium (Nancy Ambriz from the Human Services Agency/ Adult and Family Services Department; Mary Navarro-Aldana from the Employment Development Department; and Jaime Mata from Center for Employment Training).

The AEC at this on-site meeting will evaluate the comprehensive AJCC using the Baseline Criteria Matrix provided in their meeting packet. Following the tour of the facility and learning about the services offered by the AJCC partners, the AEC is responsible to report their observations and either recommend certification to the WDB or determine “Unable to Certify”. WDB is the certifying authority and must submit its decision to the CWDB, to certify or corrective action plan no later than December 31, 2017. Mr. Newburn advised the AEC that they will be called back in Spring 2018 to conduct more on-site evaluations for the Hallmarks of Excellence Certification which is due to CWDB by June 30, 2018. You may review these documents by visiting the WDB website at www.workforceventuracounty.org.

5.0 AJCC Certification Evaluation and Tour:

Vivian Pettit provided the Committee an overview of the evaluation process and explained the Baseline Criteria Matrix to prepare them for their guided tour of the comprehensive AJCC. The evaluation packet includes the Baseline Criteria matrix along with the AJCC Tour Worksheet that the Committee will use to keep score and provide feedback.

Committee members learned that the Baseline Criteria is divided into four parts: 1) Implements the signed MOU, 2) Implements the Local Board defined roles and responsibilities of the AJCC Operator and Career Services Provider, 3) Meet all regulatory requirements to be a comprehensive AJCC, and 4) Ensures Equal Opportunity for individuals with Disabilities. The related statutory and regulatory documents were provided to the Committee in four separate binders placed on tables for their review following the tour.

WIOA Programs Manager Nancy Ambriz Mary and Navarro-Aldana from EDD, although excluded as certification evaluators, were present on the tour to answer detailed questions.

During the tour AEC members observed several training rooms, staff work areas, Job Search Resource Room with extensive computer technology including assistive technology for individuals with disability. The tour also provided on the spot interviews with career services staff. Members received explanation about multiple topics including: AJCC partner cross training and client assessment process and referrals to career services, EDD Job Clubs, WIOA Title I employment recruitment and training services, and how clients receive individualized services once they enter the AJCC.

Following the tour, WDB staff explained the scoring matrix again with the Committee and answered member questions. Members will receive a follow-up survey seeking detailed feedback of the on-site evaluation for purpose of continuing improvement. AJCC services informational packets were distributed to the Committee, to provide additional worksheet and matrix evidence of required services. The contents within this folder can be viewed in the meeting packet on the WDB website at www.workforceventuracounty.org.

6.0 Action Item

The Programs and ad-hoc AJCC Evaluation Committee considered background information, asked questions, and discussed the following item before taking action. The meeting packet with

background information on the action items is available on the WDB website:
www.workforceventuracounty.org.

Recommendation that the Programs Committee Recommend to the Executive Committee of the Workforce Development Board of Ventura County (WDB) Approval and Recommendation to the WDB the Certification of the Comprehensive America's Job Center Of California (AJCC) At Riverpark (Oxnard, California) According to the attached Baseline Criteria Matrix.

Motion to approve: Roger Rice

Second: Kathy Harner

Abstain: Mary Navarro-Aldana; Nancy Ambriz

Motion Approved

7.0 Member Comments

Members provided constructive feedback on the AJCC evaluation regarding staff in the future, presenting a more linear presentation of information corresponding to the matrix of questions for improving the next evaluation process. Patrick Newburn announced a Career and Resources Fair Thursday, October 26, 2017, from 1:00 to 4:00 p.m. at the RiverPark AJCC, Oxnard.

8.0 Adjournment

Tony Skinner adjourned the meeting at 4:45 p.m.

Next Meeting

December 6, 2017 (3:00 p.m. – 4:30 p.m.)

Human Services Agency (Redwood Room)

855 Partridge Drive, Ventura, CA 93003



WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY

LOCAL POLICY BULLETIN #2018-01:
VETERANS PRIORITY OF SERVICE
Draft Date: January 10, 2018 Effective Date: TBD

SUBJECT: Veterans' Priority of Service

PURPOSE:

The purpose of this policy is to re-establish priority of service for Veterans within the WIOA and America's Job Center of California systems of Ventura County.

REFERENCES:

WIOA Section 134(c)(3)(E)

WIOA section 3(5).

WIOA sections 3(15)(E) and 3(16)(A) and (B))

Training and Employment Guidance Letter (TEGL) 10-09

TEGL 22-04

38 U.S.C. 4213.

POLICY:

WIOA establishes a priority requirement with respect to funds allocated to a local area for Adult employment and training activities. One-stop center staff responsible for these funds must give priority to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient in the provision of individualized career services, and training services, priority was required to be given to public assistance recipients and low-income individuals when States and local areas determined that allocated funds were limited. Under WIOA, priority must be provided regardless of the level of funds. WIOA also expanded the priority to include individuals who are basic skills deficient.

Veterans and eligible spouses continue to receive priority of service for all DOL-funded job training programs, which include WIOA programs. However, when programs are statutorily required to provide priority for a particular group of individuals, such as the WIOA priority described above, priority must be provided in the following order:

1. First, to veterans and eligible spouses who also are included in the groups given statutory priority for WIOA adult formula funds. This means that veterans and eligible spouses who also are recipients of public assistance, other low-income individuals*, or individuals who are basic skills deficient would receive first priority for services provided with WIOA adult formula funds.
2. Second, to non-covered persons (individuals who are not veterans or eligible spouses) who are included in the groups given priority for WIOA adult formula funds.
3. Third, to veterans and eligible spouses who are not included in WIOA's priority groups.
4. Fourth, to any other populations identified by the Governor or Local Board for priority.
5. Last, to non-covered persons outside the groups given priority under WIOA.



WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY

LOCAL POLICY BULLETIN #2018-01: VETERANS PRIORITY OF SERVICE

Draft Date: January 10, 2018 Effective Date: TBD

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

Serving Separating Service Members and Military Spouses with Dislocated Worker Funds:

Service members exiting the military, including, but not limited to, recipients of Unemployment Compensation for Ex-Military members (UCX), generally qualify as dislocated workers. Dislocated Worker funds under Title I can help separating service members to enter or reenter the civilian labor force. Generally a separating service member needs a notice of separation, either a DD-214 from the Department of Defense, or other appropriate documentation that shows a separation or imminent separation from the Armed Forces qualifies as the notice of termination or layoff, to meet the required dislocated worker definition. Additionally, in most instances an individual will have to be eligible for or exhausted entitlement to unemployment compensation in order to receive dislocated worker services. In the case of separating service members, because they may be on a terminal leave from the military, it may make sense to begin providing career services while the service member may still be part of the Active Duty military, but has an imminent separation date. It is appropriate to provide career services to separating service members who will be imminently separating from the military, provided that their discharge will be anything other than dishonorable.

Lastly, ETA policy generally dictates that a separating service member meets the dislocated worker requirement that an individual is unlikely to return to his or her previous industry or occupation.

Regarding military spouses, WIOA expands the definition of dislocated workers to include military spouses who have lost employment as a direct result of a relocation to accommodate a permanent change in duty station of the spouse. Military spouses may also qualify if they are a dependent spouse of a member of the Armed Forces on active duty whose family income is significantly reduced, as determined by the State or local area, because of a deployment, a call or order to active duty, a permanent change of station, or the service-connected death or disability of the service member. Military spouses also can qualify if they are unemployed or underemployed and are experiencing difficulty in obtaining or upgrading employment.

INQUIRIES:

Inquiries regarding this policy can be addressed to the WDB administrative staff: 805-477-5306.



WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY

LOCAL POLICY BULLETIN #2018-02: REPORTING OF SUSPECTED FRAUD, PROGRAM ABUSE AND CRIMINAL CONDUCT

Draft Date: January 10, 2018 Effective Date: TBD

SUBJECT: Reporting of Suspected Fraud, Program Abuse and Criminal Conduct

PURPOSE:

The purpose of this policy is to comply with the procedures for reporting allegations of fraud, program abuse or criminal conduct involving grantees or other entities and subrecipients receiving federal funds from ETA (Employment and Training Administration).

REFERENCES:

20CFR 67.500, 20CFR 667.630

TEGL 2-12, Responsibilities for Reporting Instances of Suspected Fraud, Program Abuse and Criminal Conduct

POLICY:

WIOA Service providers shall become familiar with and review the above policy with all existing and new staff. If a service provider has an existing policy and procedure in place, both the local and DOL processes will be followed.

INQUIRIES:

Inquiries regarding this policy can be addressed to the WDB administrative staff: 805-477-5306.



WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY

Local Policy Bulletin #2018-04:
Follow-Up Policy for WIOA Title I
Adult and Dislocated Worker and Youth Programs
Draft Date: January 10, 2018 Effective Date: TBD

SUBJECT: Policy on WIOA Follow-Up services.

REFERENCES:

WIOA sec. 134(c)(2)(A)(xii), WIOA Sec. 129(c)(2)(I)
20 CFR 681.400, 681.420(a), 681.460(a)(9), 681.580, 20 CFR 680.150(c), 20 CFR 678.430
Training and Employment Guidance Letter (TEGL) 19-16,
Training and Employment Guidance Letter (TEGL) 10-16,
Training and Employment Guidance Letter (TEGL) 26-16,

PURPOSE:

This policy provides guidance for follow-up services to enrolled individuals in both the WIOA Title I Youth and Adult and Dislocated Worker programs.

BACKGROUND:

The WIOA program requires that follow-up services be made available and/or provided to all participants exiting with employment for 12 months after exit.

Information obtained and reported during follow-up, such as unsubsidized employment, credential attainment, and supplemental (employment) data shall be utilized to improve performance outcomes for WIOA programs.

POLICY:

Adult & Dislocated Worker Programs

Follow-up services must be provided for 12 months for all customers exited with unsubsidized employment.

All 4 quarters of follow-up shall be completed and entered in the CalJOBS system.

Furthermore, [follow-up services](#) must be provided to all [participants](#) for a minimum of 12 months unless the [participant](#) declines to receive [follow-up services](#) or the [participant](#) cannot be located or contacted.

The WIOA Service Provider is responsible for establishing a process showing due diligence that efforts were made to maintain communication and/or re-engage customers who are not responsive to the case manager's follow-up efforts.

Youth Programs

[Follow-up services](#) are critical services provided following a youth's exit from the program to help ensure the youth is successful in employment and/or postsecondary education and



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Local Policy Bulletin #2018-04:
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training. [Follow-up services](#) may include regular contact with a youth [participant's](#) [employer](#), including assistance in addressing work-related problems that arise.

Follow-up services for youth also may include the following program elements:

- [Supportive services](#);
- Adult mentoring;
- Financial [literacy](#) education;
- Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and
- Activities that help youth prepare for and transition to postsecondary education and training.
-

All youth [participants](#) must be offered an opportunity to receive [follow-up services](#) that align with their individual service strategies.

Furthermore, [follow-up services](#) must be provided to all [participants](#) for a minimum of 12 months unless the [participant](#) declines to receive [follow-up services](#) or the [participant](#) cannot be located or contacted.

[Follow-up services](#) must include more than only a contact attempted or made for securing documentation in order to report a performance outcome.

All 4 quarters of follow-up shall be completed and entered in the CalJOBS system.

The WIOA Service Provider is responsible for establishing a process showing due diligence that efforts were made to maintain communication and/or re-engage customers who are not responsive to the case manager's follow-up efforts.

INQUIRIES:

Inquiries regarding this policy can be addressed to the WDB administrative staff: 805-477-5306.



WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY

Local Policy Bulletin #2018-06:

Supportive Services Policy for WIOA Youth Programs Services

Draft Date: January 10, 2018 Effective Date: TBD

SUBJECT: Policy on WIOA supportive services for Youth

REFERENCES:

WIOA Sec. 3(59), WIOA Sec. 134 (d)(2)(3)

2 CFR 200, 20 CFR 680.330, 20 CFR parts 680.900, 680.910, 680.930-970, 681.570, 681.970, 29 CFR 680.140

Training and Employment Guidance Letter (TEGL) 19-16,

Training and Employment Guidance Letter (TEGL) 21-16,

Workforce Services Directive WSD 16-02

PURPOSE:

Supportive services are services that are necessary to enable an individual to participate in activities authorized under WIOA.

This policy establishes guidelines for allowable supportive services for WIOA Youth programs, general limitations and documentation necessary for supportive services.

OVERVIEW

The term “Supportive Services” refers to those financial-based or physical accommodations that are reasonable and necessary and/or required for a customer to participate in activities authorized under Title I of the Workforce Innovation and Opportunity Act (WIOA).

Supportive services is one of the 14 youth program elements described in CFR 681 which may be provided in order to support the attainment of a secondary school diploma or its recognized equivalent, entry into postsecondary education, and career readiness for participants. Youth who are enrolled and receiving any of the prescribed 14 elements, including training or follow-up services under WIOA, may be eligible for supportive services if they are unable to obtain assistance from other agencies providing such services.

POLICY:

Supportive services may include, but are not limited to:

- Linkages to community services;
- Assistance with transportation;
- Assistance with child care and dependent care;
- Assistance with housing;
- Needs-related payments (training only)
- Assistance with educational testing;
- Reasonable accommodations for individuals with disabilities;
- Legal aid services;



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Local Policy Bulletin #2018-06:

Supportive Services Policy for WIOA Youth Programs Services

Draft Date: January 10, 2018 Effective Date: TBD

- Referrals to health care;
 - Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
 - Assistance with books, fees, school supplies, and other necessary items
- for students enrolled in postsecondary education classes;
 - Payments and fees for employment and training-related applications, tests, and certification.

Needs-related payments may also be provided to the WIOA-enrolled customers only when participating in training services.

Supportive services only may be provided when they are necessary to enable individuals to participate in WIOA Youth service and/or training activities.

All efforts to secure supportive services from other sources must be first exhausted and documented in the proper form before expending WIOA funds.

Supportive services may not be utilized to pay for expenses incurred prior to the participation's enrollment into the WIOA program.

Supportive services may not be utilized to pay for expenses such as fines, penalties, late finance charges and interest payments, down payments on real estate properties or automobiles, or refundable deposits.

The need for supportive services for WIOA-enrolled youth must be noted when developing the Individual Services Strategy (ISS) or Employment Plan (IEP). Therefore, a thorough understanding of the resources and services available from other state, federal or local agencies is pivotal in providing services with WIOA funds.

A WIOA customer shall not be denied supportive services without documented concurrence of a supervisor or manager.

Allowable Costs

Supportive services are available up to a maximum lifetime aggregate amount of \$5,000.00 for WIOA-enrolled customers in individualized services.

Documentation of need does not automatically entitle a customer to WIOA Supportive Services since need could be addressed by non-WIOA resources.

Incentives



WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY

Local Policy Bulletin #2018-06:
Supportive Services Policy for WIOA Youth Programs Services
Draft Date: January 10, 2018 Effective Date: TBD

Incentives for Youth programs is addressed in Local Policy Bulletin #2015-06: Policy on Incentives for Youth Programs.

An incentive is a one-time or a regular payment, non-cash, to a WIOA Youth participant for the successful participation in, and achievement of, expected milestones, program and performance outcomes linked to training or work experience. Such incentives could include improvements marked by testing or other successful outcomes.

- Incentives are intended to be used to encourage and motivate WIOA youth to reach specific goals (milestones) and obtain positive outcomes.
- Such awards are not an entitlement and are subject to the availability of WIOA Youth funds.
- As supportive services, such awards must be allowable, necessary for the participant's success in the program and reasonable.
- Program operators have the option of including in their program design those incentives that they deem most appropriate for their participants; but these awards must conform to the guidelines set forth in the WIOA, individual provider contracts and this policy.
- A statement of incentives and a line item in the budget will be a part of the contract of each operator of a Youth program.
- No more than \$1,200 may be allotted for incentives for any one participant. Exceptions to this maximum allotment require the prior approval of the Executive Director of the WDB.
- Incentives are to be carefully distinguished from regular supportive services, tuition, and other similar needs-related payments; and any allotment for incentives is exclusive of these services.
- Incentive payments must be scheduled and documented in each participant's Individual Service Strategy (ISS).

Limitations

Under no circumstance may Supportive Services funds be used to pay any legal violations or fines incurred for breaking the law, such as speeding or DUI tickets.

Supportive service funds will not be used to pay for treatment of medical problems, illness or medical co-payments.



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Local Policy Bulletin #2018-06:

Supportive Services Policy for WIOA Youth Programs Services

Draft Date: January 10, 2018 Effective Date: TBD

Supportive services will not be used to pay for any late fees associated with credit card payments, automobile, rent, or mortgage payments or for a down payment on an automobile or real property.

Special Situations

Individual items must be related to training, placement or follow-up activities and are subject to a case-by-case review. The maximum supportive services amount is subject to established limit(s) or item(s) requested. The authorized WIOA program provider, manager or designee must approve all requests.

Follow-Up

Supportive Services may be provided to a youth during follow-up, providing the supportive services are reasonable and necessary and are directly related to the successful outcomes of the WIOA program.

OTHER:

Providers of WIOA Youth program services of Ventura County are to establish:

- Internal controls that result in equitable treatment;
- policies and procedures for verification of need, justification of need; authorization of supportive services and allowable costs (when applicable) for such services;
- policies and procedures for data entry into the CalJOBS system (i.e., activity codes, case notes, electronic document management); and
- assurance of coordination with other community resources

Limits may be placed on supportive services including maximum amount of funding, length of time and exceptions of the limits subject to availability of funds.

ADDITIONAL PROCESSES:

For additional processes, refer to *SSY-01 Supportive Services Policy – WIOA Youth*

INQUIRIES:

Inquiries regarding this policy can be addressed to the WDB administrative staff: 805-477-5306



WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY

Local policy bulletin #2018-07:
Monitoring and Oversight of WIOA Title I
Youth, Adult and Dislocated Worker Programs
Draft Date: January 10, 2018 Effective Date: TBD

SUBJECT: Policy on Monitoring and Oversight of WIOA Title I Programs

REFERENCES:

WIOA Sec. 107(c)8, WIOA Sec. 129(c), WIOA Sec. 134, WIOA Sec. 116
20 CFR 683.410, 20 CFR 683.210

PURPOSE:

The purpose of this policy is to establish oversight and monitoring system for Ventura County WIOA Title I Youth formula, and Adult and Dislocated Worker programs.

POLICY:

The Workforce Development Board of Ventura County (WDB) will, conduct oversight for Title I youth formula activities, and Adult and Dislocated Worker employment and training activities, Rapid Response, and the one-stop delivery system in Ventura County. WDB will ensure the appropriate use and management of the WIOA funds for workforce development activities. WDB will ensure the appropriate use, management, and investment of funds to maximize State and Federal performance outcomes.

Specifically WDB will:

- a) Ensure that job training opportunities for youth, adults and dislocated workers are accessible through providers of career services who are responsive to the need of all local job seekers;
- b) Ensure that the job training system satisfies the needs of local employers, both large and small, and that the system is driven by the demands of the market and of employers;
- c) Ensure that the local employment and training system is guided by vigorous standards of performance accountability in such areas as customer satisfaction, rates of job placement, job retention and earnings.
- d) Oversee the job training system, that is, the collective activities of partners engaged in WIOA business;
 - i. Select the One-Stop Operator with the agreement of the County's Board of Supervisors;
 - ii. Review annually the operations of the job-training system and, if appropriate, recommend termination for cause of the eligibility of any of the system's partners;
 - iii. Establish and maintain through the agency of the One-Stop Operator(s) at least one full-service Job and Career Center (a physical site) that provides job seekers with integrated employment, education, training and job search services and with information on the filing for unemployment compensation and disability benefits and offers comprehensive workforce-related business service;



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Local policy bulletin #2018-07:
Monitoring and Oversight of WIOA Title I
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- e) WDB will conduct an independent and objective evaluation of the America's Job Center of California (AJCC) in Ventura County once every three years using criteria and procedures established by the California Workforce Development Board (State Board)
- f) Following State Board policy and the policy direction of the State Plan, WDB will be responsible for ensuring that AJCC MOUs require a baseline level of WIOA core program and mandatory One-Stop partner participation in the AJCCs that meets federal requirements such that program services are coordinated, and when appropriate, integrated in ways that make customizable services available to clients on the basis of their particular individual needs.
- g) Lead efforts in the local area to identify and promote proven and promising strategies and initiatives for meeting the needs of employers, and workers and jobseekers (including individuals with barriers to employment) in the local workforce development system, including providing physical and programmatic accessibility, in accordance with section 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.), to the one-stop delivery system.
- h) WDB will annually monitor all service providers, including eligible training providers, for compliance with Section 188 of the WIOA and 29 CFR Part 38. WDB will keep copies of compliance monitoring efforts and reports on file.
- i) WDB, in order to maintain compliance with State and Federal law, and ensure accountability and transparency, will appoint an oversight committee (Programs Committee) that will oversee and report back to the WDB, the development, operation and evaluation of all WIOA-funded programs involving enrolled clients and employers: Youth, Adult, Dislocated Worker, and Rapid Response, the entire continuum of client engagement. WDB may appoint non-WDB members to three year terms upon recommendation by the Membership Committee, to ensure independent and objective evaluation and to benefit from their appropriate experience and expertise and also to promote additional community engagement where needed,

INQUIRIES:

Inquiries regarding this policy can be addressed to the WDB administrative staff: 805-477-5306.



VENTURA COUNTY WORKFORCE DEVELOPMENT BOARD

LOCAL POLICY BULLETIN #2018-08: CAREER SERVICES

Draft Date: January 10, 2018 Effective Date: TBD

SUBJECT: Policy on Career Service Requirements

PURPOSE: The Board must establish local policy and procedures for career services to be provided by the WIOA One-Stop Operator within the America's Job Centers of California of Ventura County.

REFERENCE:

WIOA sec. 134(c)(2)

20CFR 678.430, 680.150, 680.210, 681.640, 681.600

Training and Employment Guidance Letter (TEGL) 17-05, 3-15, 19-16

Workforce Services Directive WSD16-14

POLICY:

The role of the Adult and Dislocated Worker Career Services Provider includes the following:

- Providing basic career services including but not limited to participant intake, orientations, initial assessments, employment services, and referrals to other partners and services.
- Providing individualized career services including but not limited to comprehensive and specialized assessments, case management, individual employment plans, career planning, and vocational counseling.
- Managing the daily operations in coordination with local fiscal agents for the lease, utilities, and other property activities in support of AJCC premises.
- Managing the hours of operation for AJCCs.

Along with the One-Stop Operator, the Adult and Dislocated Worker Career Services Provider is also responsible for:

- Reporting to Local Boards on operations, performance, and continuous improvement recommendations.
- Implementing policies established by Local Boards.
- Adhering to all applicable federal and state guidance.

Basic Services

Determination for Basic career services will include outreach, intake (which may include worker profiling), and orientation to the information and other services available; followed by an initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs.



VENTURA COUNTY WORKFORCE DEVELOPMENT BOARD

LOCAL POLICY BULLETIN #2018-08: CAREER SERVICES

Draft Date: January 10, 2018 Effective Date: TBD

Self-service and informational activities are types of career services made available and accessible to the general public that are designed to inform and educate individuals about the labor market and their employment strengths, weaknesses, and the range of services appropriate to their situation, and that do not require significant staff involvement with the individual in terms of resources or time.

Both can be provided after registration, but do not constitute enrollment as neither is a staff-assisted WIOA service.

Other basic career services include:

- Labor exchange services, including job search and placement assistance, and, when needed, career counseling. Career counseling includes provision of information on in-demand industry sectors and occupations, and provision of information on nontraditional employment.
- Provision of referrals to and coordination of activities with other programs and services, including those within the Ventura County AJCC (America's Job Center of California) delivery system and, when appropriate, other workforce development programs.
- Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including: Job vacancy listings in labor market areas; information on job skills necessary to obtain the vacant jobs listed; and information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs.
- Provision of performance information and program cost information on eligible providers of training services by program and type of providers.
- Provision of information about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's AJCC delivery system.
- Provision of information relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance.
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.
- Provision of information and assistance regarding filing claims under UI programs, including assistance in filing a claim

Individualized Services

For individualized career services, qualified Wagner-Peyser, Adult and Dislocated Worker Program Staff may use recent previous assessments by partner programs to determine if individualized career services would be appropriate.



VENTURA COUNTY WORKFORCE DEVELOPMENT BOARD

LOCAL POLICY BULLETIN #2018-08: CAREER SERVICES

Draft Date: January 10, 2018 Effective Date: TBD

These services include:

- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include: diagnostic testing and use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
- Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, eligible training providers.
- Group and/or individual counseling and mentoring.
- Career planning (e.g. case management).
- Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training, in some instances pre-apprenticeship programs may be considered as short-term prevocational services.
- Internships and work experiences that are linked to careers.
- Workforce preparation activities that help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education, or training, or employment.
- Financial literacy services.
- Out-of-area job search assistance and relocation assistance.
- English language acquisition and integrated education and training programs.

Follow Up Services

Follow-up services for participants placed in unsubsidized employment, may include but are not limited to determining if:

- Certification or credentials have been attained;
- Employed or self-employed after the first, second, or third quarter exit;
- An exit exclusion has occurred; and/ or
- Program follow-up services needed.



VENTURA COUNTY WORKFORCE DEVELOPMENT BOARD

LOCAL POLICY BULLETIN #2018-08: CAREER SERVICES

Draft Date: January 10, 2018 Effective Date: TBD

Counseling about the work place is an appropriate type of follow-up service. Follow-up services do not extend the date of exit in performance reporting.

CalJOBS System Data Entry Requirements

For all applicable and required WIOA and or Wagner-Peyser applicant or participant Career,

Training or Follow-Up Service Data Entries to include but not be limited to the following:

- Applicant or Participant Registrations,
- Program Enrollments,
- Eligibility Determinations (Adult, DW, as applicable, Low Income, Military Service, Veteran, Priority of Service, etc.)
- The Individual Employment Plan
- Individual Training Accounts and Training Program Enrollments/Service Delivery
- Training paid by others
- Training/Program Completions
- Support Services,
- Exits
- Follow-Up Services,
- Case Note Entries;and
- Other data requirements previously entered into and managed in CalJOBS as necessary.

It is important to follow all current and future CalJOBS system guidance, training, instructional materials and direct departmental or program supervisor instruction and policies developed.

If the applicant's or participant's information is already entered in the CalJOBS system, staff must verify that the information is current and/or make updates. If required by program.

Any discrepancies arising between this policy and or procedures with federal and state provisions due to current or future revisions will default to the current minimum federal and state regulations and guidance available.

Policy and or procedures may set forth stricter requirements than provided by federal and state guidance, but in no case will policy and or procedures not meet minimum federal and state policy.



VENTURA COUNTY WORKFORCE DEVELOPMENT BOARD

LOCAL POLICY BULLETIN #2018-08: CAREER SERVICES

Draft Date: January 10, 2018 Effective Date: TBD

INQUIRIES:

Inquiries regarding this policy can be addressed to the WDB administrative staff: 805-477-5306

DRAFT



WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY

Local policy bulletin #2018-03: Supportive Services Policy for Adult and Dislocated Worker Programs

Draft Date: January 10, 2018 Effective Date: TBD

(This policy updates and replaces the WIA Policy on Supportive Services of 9/1/15)

SUBJECT: Policy on WIOA supportive services.

REFERENCES:

WIOA Sec. 3(59), WIOA Sec. 134 (d)(2)

20 CFR 680.330, 20 CFR parts 680.900, 680.910, 680.930-970, 681.970, 29 CFR 680.140

Training and Employment Guidance Letter (TEGL) 19-16, Section 14

Training and Employment Guidance Letter (TEGL) 21-16, Section 7

PURPOSE:

Supportive services are services that are necessary to enable an individual to participate in activities authorized under WIOA.

POLICY:

Supportive services may include, but are not limited to:

- Linkages to community services;
- Assistance with transportation;
- Assistance with child care and
- Assistance with housing;
- Needs-related payments (training only)
- Assistance with educational testing;
- Reasonable accommodations for individuals with disabilities;
- Referrals to health care;
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes;
- Payments and fees for employment and training-related applications, tests, and certification.

Needs-related payments may also be provided to the WIOA-enrolled customers only when participating in training services.

Supportive services only may be provided when they are necessary to enable individuals to participate in career service or training activities.

Individuals who are enrolled in the WIOA Adult and Dislocated Worker programs may receive supportive services when participating in career or training services ONLY and are unable to obtain supportive services through other programs providing such services.

An individual who is receiving follow up services only may not receive supportive services

Supportive services may not be utilized to pay for expenses incurred prior to the participation's enrollment into the WIOA program.

Supportive services may not be utilized to pay for expenses such as fines, penalties, late finance charges and interest payments, down payments on real estate properties or automobiles, or refundable deposits.



WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY

Local policy bulletin #2018-03: Supportive Services Policy for Adult and Dislocated Worker Programs Effective Date: January 25, 2018

(This policy updates and replaces the WIA Policy on Supportive Services of 9/1/15)

Providers of WIOA Adult and Dislocated Worker programs for Ventura County are to establish:

- Internal controls that result in equitable treatment;
- policies and procedures for verification of need, justification of need; authorization of supportive services and allowable costs (when applicable) for such services;
- policies and procedures for data entry into the CalJOBS system (i.e., activity codes, case notes, electronic document management); and
- assurance of coordination with other community resources

Limits may be placed on supportive services including maximum amount of funding, length of time and exceptions of the limits subject to availability of funds.

INQUIRIES:

Inquiries regarding this policy can be addressed to the WDB administrative staff: 805-477-5306.



WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY

LOCAL POLICY BULLETIN #2018-05: Policy on the Definition of Eligibility for Dislocated Workers Draft Date: January 10, 2018 Effective Date: TBD

(This policy updates and replaces the WIA Policy #16-02 on the Definition of Eligibility for Dislocated Workers of 7/1/15 & 7/1/10)

SUBJECT: Policy on the Definition of Eligibility for Dislocated Workers

PURPOSE: This policy establishes the criteria for defining eligibility for WIOA Title I Dislocated Worker program services and the types of documentation that are acceptable in the Ventura County Workforce Area.

REFERENCE: WIOA Section 132(b)(2); CFR 680.130 & 140

POLICY:

I. The Criteria for Defining Dislocated Worker

1. Demonstrating sufficient attachment to the workforce:
 - a. An individual who is not eligible for unemployment compensation but was employed for at least 3 consecutive months in the past 12 months
 - b. A seasonal worker who has been employed 30 out of the last 52 weeks
2. Unlikely to return:
 - a. An individual who has worked in a declining industry/occupation as documented by any of the following: State of local Labor Market Information, a quantified publication from a local Chamber of Commerce, local Workforce Development Board or Economic Development Agency publication, or a qualified consultant, educational entity; or
 - b. An individual who worked in an industry/occupation for which there are limited job orders in State (CalJOBS) and/or the local job match system; or
 - c. An individual who is insufficiently education and/or does not have the necessary skills for re-entry into the former industry/occupation, as documented by an assessment of the client's educational achievement level, comprehensive testing or by other suitable means; or
 - d. An individual who has physical or mental problems that would preclude his/her re-entry into the former industry/occupation, as documented by a physician or other applicable professional; or
 - e. An individual whose family, personal or financial circumstances would preclude his/her re-entry into the former industry/occupation, as documented by an applicable professional organization, legal document, financial institution or other legal service.
3. Substantial layoff:

Any reduction in workforce that is not the result of a plant, facility, or enterprise closure that results in an employment loss at a single site of employment in any 30-day period that represents at least one of the following:

 - a. The closure of an entire department
 - b. The elimination of an entire class or occupation(s)



WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY

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- c. Cessation of production on a product or manufacturing line
- d. The termination of at least 25% of all employees who worked 20 or more hours per week
- e. The termination of at least 50 employees who comprised at least one third of the layoff employer's workforce
4. General announcement of plant closing:
 - a. A Federal and/or State WARN Notice
 - b. A published or electronically generated report, publication or article generated from Southern California
 - c. A report or electronic (Internet) report, publication or article from a recognized California employment entity or State or local LMI monthly or quarterly report
5. A self-employed individual who is unemployed as a result of general economic conditions in the community in which the individual resides:
 - a. If the Ventura County unemployment rate reaches 7 percent
 - b. If a dominant local industry experiences a downsizing of 500 or more employees
6. Unemployment as the result of a natural disaster
An individual who has lost employment as a result of a natural disaster as declared by the Federal Emergency Management Agency (FEMA) or the Governor of the State of California
7. Displaced homemaker experiencing difficulty in obtaining or upgrading employment:
An individual who has been providing unpaid services to family members in the home and
 - a. Who has been dependent on the income of another family member but is no longer supported by that family member's income and
 - b. Is unemployed or underemployed and experiencing difficulty in obtaining or upgrading employment
8. Trade Adjustment Assistance (TAA) Clients:
All TAA certified individuals will meet the criterion of having been terminated from employment and receiving or determined eligible to receive unemployment compensation, as well as unlikely to return to a previous industry since the company in which they were employed was trade-affected and suffered a substantial layoff or shutdown.
9. Unemployment Insurance (UI) Claimants for Reemployment and Eligibility Assessment (REA) Services: those individuals who have
 - a. Been assessed by EDD for their job readiness in relationship to the local labor market and
 - b. Completed a re-employment plan with the goal of seeking retraining and
 - c. Receive a referral to WIOA training with specific documentation for the six elements used to conclude that vocational training is needed (because there is no suitable employment available for the adversely affected worker), as documented by EDD.
10. Unemployment Insurance (UI) Profiling:



WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY

LOCAL POLICY BULLETIN #2018-05: Policy on the Definition of Eligibility for Dislocated Workers Draft Date: January 10, 2018 Effective Date: TBD

(This policy updates and replaces the WIA Policy #16-02 on the Definition of Eligibility for Dislocated Workers of 7/1/15 & 7/1/10)

If the Governor has determined that the process and methodology of UI profiling meet the criteria for WIOA dislocated worker eligibility, no further documentation is needed to establish the unlikely possibility of a return to work.

II. Acceptable Sources of Documentation

1. Staff may include the use of Applicant Statements when reasonable efforts on the part of the applicant have failed to obtain necessary documentation to support Dislocated Worker status.
2. The Applicant Statement must be supported by a written narrative from staff explaining the need for the statement.

INQUIRIES:

Inquiries regarding this policy can be addressed to the WDB administrative staff: 805-477-5306.



Workforce Development Board of Ventura County

Programs Committee
(AJCC Evaluation Ad Hoc Committee)

Hallmarks of Excellence Certification INTRODUCTION

HALLMARKS OF EXCELLENCE AJCC CERTIFICATION

(Excerpt from EDD Directive 16-20)

In order to highlight areas where AJCCs can continuously improve their service delivery, the State Board has identified eight Hallmarks of Excellence, with each one ranked on a scale of 1-5. In order to receive a Hallmarks of Excellence AJCC Certification, an AJCC must meet Baseline AJCC Certification and receive a ranking of a least 3 for each of the following:

1. The AJCC physical location enhances the customer experience.
2. The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.
3. The AJCC actively supports the One-Stop system through effective partnerships.
4. The AJCC provides integrated, customer-centered services.
5. 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.
6. The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.
7. The AJCC has high-quality, well-informed, and cross-trained staff.
8. The AJCC achieves business results through data-driven continuous improvement.

A matrix that includes further information and quality indicators for each Hallmark of Excellence is included as Attachment 2. The attachment requires a full rationale to be written for each ranking provided on the Hallmarks of Excellence.

Since the goal is for Local Boards to work with each of their AJCCs to continually improve and progress within each Hallmark of Excellence, all Local Boards must also develop a continuous improvement plan, with target dates, for each AJCC that outlines how they plan to increase their ranking for each Hallmark of Excellence or maintain their ranking for any Hallmark of Excellence in which they have already achieved a 5.

Local Boards must submit a completed matrix and continuous improvement plan to their Regional Advisor for each comprehensive AJCC by June 30, 2018.

TIMELINE

December 2017:

- WDBVC Chair signs the Certification (COMPLETED)
- WDBVC staff submits *Baseline Certification* to the CWDB no later than December 31, 2017 (COMPLETED)

January 2018 – March 2018:



Workforce Development Board of Ventura County

Programs Committee

(AJCC Evaluation Ad Hoc Committee)

- AJCC Consortium plans, prepares, implements improvements for the April 4, 2018 onsite evaluation by the Programs Committee/AJCC Evaluation Committee

April 2018:

- AJCC Evaluations Committee conducts second AJCC Visitation April 4, 2018 and ranks the comprehensive AJCC *Hallmarks of Excellence* matrix

May 2018 – June 2018:

- a. AJCC Evaluations Committee reports recommendation to WDBVC Executive Committee or board.
- b. WDBVC Executive Committee or board considers recommendation for *Hallmarks of Excellence Certification* (Action Item).
- c. WDBVC Staff prepares report and gathers evidence and documentation for submittal to CWDB

June 30, 2018: Deadline for submittal to CWDB the *Hallmarks of Excellence Matrix* and continuous improvement plans



Comprehensive AJCC Certification Matrix Hallmarks of Excellence Overview

The Hallmarks of Excellence America's Job Center of CaliforniaSM (AJCC) Certification is intended to encourage continuous improvement by identifying areas where an AJCC may be exceeding quality expectations, as well as areas where improvement is needed. These were developed in alignment with Training and Employment and Guidance Letter 4-15, California's Unified Strategic Workforce Development Plan (State Plan), and the AJCC Certification Workgroup's vision for California's One-Stop delivery system.

Hallmarks of Excellence Ranking

Each individual Hallmark of Excellence is ranked on a scale of 1 to 5:

1. No progress on the hallmark at this time.
2. Have started progress on the hallmark but not yet satisfactory.
3. Have a satisfactory amount of the hallmark in place the majority of the time.
4. Significantly meeting the hallmark with room for improvement.
5. Achieving and excelling at the hallmark.

In order to receive a Hallmarks of Excellence AJCC Certification, an AJCC must have first met Baseline AJCC Certification and then receive a ranking of a least 3 for each of the Hallmarks of Excellence.

The matrix below describes each Hallmark of Excellence and provides associated quality indicators that should be used by the evaluator when documenting the rationale for each ranking. The evaluator must also provide continuous improvement goals and recommendations that Local Boards can use as they work with each comprehensive AJCC to develop a separate continuous improvement plan with target dates.

Local Boards must submit a completed matrix and continuous improvement plan to their Regional Advisor for each comprehensive AJCC by June 30, 2018.

Hallmark of Excellence #1

The AJCC physical location and facility enhances the customer experience

Characteristics of a High Quality AJCC

- a. The physical layout of the AJCC must inform and engage customers in staff-supported activities and allow for workshops, group meetings and a robust basic career services, rather than moving all customers to the AJCC resource room computers to conduct a job search.

California State Plan Vision and Strategies

- a. The vision for the AJCC system in California, is to provide seamless customer-centered services focused on demand driven skills attainment and upward mobility for all Californians. The services should be delivered by aligning, coordinating, and integrating the programs and services of required and optional partners.
- b. AJCCs must be a professional and clean, environment where customers are greeted as they enter the AJCC. Information should be readily available about all partner program services, including how to access them.

Quality Indicators

- a. The location of the AJCC is convenient for customers (including those with barriers to employment). It has adequate parking and is accessible by public transportation (where available).
- b. External signage clearly identifies the location as an AJCC and meets the branding requirements of Workforce Services Information Notice 12-43.
- c. The AJCC is clean with a professional appearance.
- d. The AJCC is designed so that it is easy for customers to access services, resources, and staff assistance.
- e. The AJCC's resource area is neat, has adequate workstations to meet customer demand, and the equipment is in working order.
- f. The AJCC has adequate space available for customer reception, workshops, on-site employer recruitment events, itinerate partners, and job center staff.
- g. The AJCC has internal signage to help customers easily navigate the AJCC.
- h. Emergency evacuation procedures are in place and those procedures address the needs of individuals with disabilities.
- i. Adequate safety and security precautions are in place to protect both customers and staff.

Hallmark of Excellence #2

The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

US DOL Characteristics of a High Quality AJCC

- a. Reflect a welcoming environment to all customer groups who are served by the AJCC. All AJCC staff are courteous, polite, responsive, and helpful to job seekers, businesses, and others who visit the AJCC. Staff are sensitive to the unique needs of individuals with disabilities and are prepared to provide necessary accommodations.
- b. Ensure meaningful access to all customers. AJCCs must be physically and programmatically accessible to all customers, including individuals with disabilities. In so doing, AJCCs use principles of universal design and human-centered design, such as flexibility in space usage, the use of pictorial, written, verbal and tactile modes to present information for customers with disabilities or limited English proficiency; providing clear lines of sight to information for seated or standing users; providing necessary accommodations; and providing adequate space for the use of assistive devices or personal assistants. AJCCs use assistive technology and flexible business hours to meet the range of customer needs.
- c. Include both virtual and center-based service delivery for job seekers, workers, and employers. Both methods of delivery support the talent needs of the regional economy, although each may better serve different customers with different levels of service needs at any given time. The system can expand its reach by delivering robust virtual services; and increasing the accessibility of those services through community partners, such as libraries, community and faith-based organizations, and other partners.

California State Plan Vision and Strategies

- a. Enabling upward mobility for all Californians including populations with barriers to employment. Workforce and education programs need to be accessible for all Californians and ensure that everyone has access to a marketable set of skills and is able to access the level of education necessary to ensure economic self-sufficiency and security.

Hallmark of Excellence #2

Quality Indicators

- a. All AJCC staff honor and accommodate diversity and are comfortable and adept in working with all types of individuals, including those with disabilities, cultural differences, and all individuals with barriers to employment.
- b. 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.
- c. The AJCC has a Limited English Proficiency Plan to provide meaningful access for individuals that do not speak English as their primary language and who have limited ability to read, speak, write, or understand English.
- d. The AJCC uses the principles of universal and customer-centered design to ensure inclusive space and materials are available to individuals regardless of their range of abilities, mobility, age, language, learning style, intelligence, or educational level.
- e. The AJCC implements the veteran's preference and priority of service requirements.
- f. The AJCC provides services outside of regular business hours where there is a workforce need as defined by the Local Board.
- g. The AJCC delivers both AJCC-based and virtual services.
- h. The AJCC ensures that individuals with disabilities are able to access virtual services in a manner that is comparable to the access available to others.

Hallmark of Excellence #3	
The AJCC actively supports the One-Stop system through effective partnerships	
US DOL Characteristics of a High Quality AJCC <ul style="list-style-type: none"> a. Reflect the establishment of robust partnerships among partners. The AJCC operator facilitates an integrated, colocated partnership that seamlessly incorporates the services of all the AJCC partners. 	California State Plan Vision and Strategies <ul style="list-style-type: none"> a. Aligning, coordinating, and integrating programs and services to economize limited resources while also providing the right services to clients, based on each client's particular and potentially unique needs so as to facilitate skills-attainment.
<u>Quality Indicators</u> <ul style="list-style-type: none"> a. A system is in place to assess the satisfaction of both colocated and non-colocated partners with the AJCC and its services. b. Both colocated and non-colocated partners believe that the AJCC adds value to their program and their customers. c. The required AJCC partners meet on a regular basis to discuss the One-Stop system and the AJCC's contribution to the system and make recommendations for continuous improvement. d. The AJCC actively outreaches and provides access to non-colocated partner customers to participate in AJCC-based services, such as workshops and recruitment events. e. An inventory and overview of all partner services is available to all AJCC staff and all AJCC staff has received an orientation to all partner programs and services. f. One-Stop system marketing materials have been developed that overview all partner services for distribution to customers at the AJCC and at all non-colocated partner locations. g. The AJCC's partner referral process (as outlined in the Memorandum of Understanding) is being implemented with a focus on quality referrals that are likely to convert to service. h. Referrals are recorded and a system is in place for partners to follow-through and report progress on referrals made. i. The AJCC connects to the community through multiple community partnerships and community access points. 	

Hallmark of Excellence #4	
The AJCC provides integrated, customer-centered services	
<p>US DOL Characteristics of a High Quality AJCC</p> <ul style="list-style-type: none"> a. Organize and integrate services by function (rather than by program); when permitted by a program’s authorizing statute and as appropriate, and by coordinating staff communication, capacity building, and training efforts. Functional alignment includes having AJCC staff who perform similar tasks serve on relevant functional teams, e.g. skills development team. Service integration focuses on serving all customers seamlessly (including targeted populations) by providing a full range of services staffed by cross-functional teams, consistent with the purpose, scope, and requirements of each program. b. Use an integrated and expert intake process for all customers entering the AJCCs. Frontline staff are highly familiar with the functions and basic eligibility requirements of each program, and can appropriately assist customers and make knowledgeable referrals to partner programs, as needed and as appropriate given the authorized scope of the program. c. Develop and maintain integrated case management systems that inform customer service throughout the customer’s interaction with the integrated system and allows information collected from customers at intake to be captured. Customer information is properly secured in accordance with personally identifiable information guidelines, and facilitated as appropriate, with the necessary MOU or other forms of confidentiality and data sharing agreements. Data, however, would be shared with other programs, within the One-Stop system only after the informed written consent of the individual has been obtained, where required. 	<p>California State Plan Vision and Strategies</p> <ul style="list-style-type: none"> a. Integrated Service Delivery: braiding resources and coordinating services at the local level to meet client needs. b. Customer-Centered Service Design: use of customer centered design to involve frontline staff and customers in the development, prototyping and evaluation of AJCC services, resources, tools, and systems.

Hallmark of Excellence #4

Quality Indicators

- a. AJCC staff identifies with the AJCC system (and not just their specific program), believes that all AJCC customers are shared customers, and contributes to providing a positive AJCC experience for every AJCC customer.
- b. AJCC staff have received customer service and customer-centered design training
- c. AJCC staff is cross-trained in program partner eligibility and services, so they have the capacity to functionally serve customers well.
- d. The AJCC has clearly identified the roles, responsibilities, and authorities of both functional leaders and the supervisors of program partners and the AJCC has an integrated functional organizational chart.
- e. The AJCC has a system in place to promptly greet all AJCC customers, identify the reason for their visit and their needs, and connect them to appropriate services as quickly as possible
- f. The AJCC has developed integrated customer flow procedures that respond to customer need and moves customers seamlessly between AJCC entry and service delivery with as few hand-offs as possible.
- g. All AJCC colocated partners have identified the Career Services that are applicable to their program and the AJCC has developed methods to align/integrate the delivery of those services.
- h. The AJCC has establish protocols 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.

Hallmark of Excellence #5

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.

US DOL Characteristics of a High Quality AJCC

- a. Improve the skills of job seeker and worker customers. AJCCs offer access to education and training leading to industry-recognized credentials through the use of career pathways, apprenticeships, and other strategies that enable customers to compete successfully in today's global economy.
- b. Value skill development by assessing and improving each individual's basic, occupational, and employability skills.
- c. Balance traditional labor exchange services with strategic talent development within a regional economy.
- d. Create opportunities for individuals at all skill levels and levels of experience by providing customers as much timely, labor market, job-driven information and, choice as possible related to education and training, careers, and service delivery options, while offering customers the opportunity to receive both skill-development and job placement services.

California State Plan Vision and Strategies

- a. Career Pathways: enabling of progressive skills development through education and training programs, using multiple entry and exit points, so that each level of skills development corresponds with a labor market payoff for those being trained or educated and results in industry-recognized credentials.
- b. Earn and Learn: using training and education best practices that combine applied learning opportunities with material compensation while facilitating skills development in the context of actual labor market participation.
- c. Supportive Services: providing ancillary services like childcare, transportation, and counseling to facilitate program completion by those enrolled in training and education courses.
- d. AJCCs as an access point for programs that provide for "demand-driven skills attainment." From this perspective, AJCCs will be operated as an "on ramp" or "gateway" to the "Regional Sector Pathways" programs either built-out or identified through the regional planning process described above.
- e. AJCCs will continue to provide the full array of Career Services and function as labor exchanges but there will be much greater emphasis on treating AJCCs as an access point for education and training services for those who want and need it.

Hallmark of Excellence #5

Quality Indicators

- a. All AJCC staff (i.e., the staff of all colocated partners regardless of staff position or program) value both skill development and employment outcomes and know how they can promote and contribute to both.
- b. All AJCC staff knows the regional target sectors, can identify regional sector career pathways, and can understand what those mean in terms of providing services to customers.
- c. The AJCC has skill development and training opportunities for customers at all skill and experience levels.
- d. The AJCC has robust training services and staff assists customers in accessing and enrolling in these services, including career pathways, integrated education and training, workforce preparation, work-based learning, and apprenticeship.
- e. AJCC staff are committed to and competent in helping customers navigate career pathways that result in industry-recognized credentials.
- f. The AJCC does not implement a “sequence of service requirement” for training and does not have cumbersome entry steps that prohibit easy access to education and training that leads to industry-recognized credentials.
- g. The AJCC ensures that supportive services are available to customers, as appropriate, to facilitate participation in training services.
- h. The AJCC strives to increase the number and percentage of all AJCC customers receiving skill development and training services resulting in industry recognized credentials.

Hallmark of Excellence #6	
The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.	
<p>US DOL Characteristics of a High Quality AJCC</p> <ul style="list-style-type: none"> a. Design and implement practices that actively engage industry sectors and use economic and labor market information, sector strategies, career pathways, registered apprenticeships, and competency models to help drive skill-based initiatives. b. Develop, offer, and deliver quality business services that assist specific businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy. <p>To support area employers and industry sectors most effectively, AJCC staff identify and have a clear understanding of industry skill needs, identify appropriate strategies for assisting employers, and coordinate business services activities across AJCC partner programs, as appropriate.</p> <p>This includes the incorporation of an integrated and aligned business services strategy among AJCC partners to present a unified voice for the AJCC in its communications with employers.</p> <p>Additionally, AJCCs use the forthcoming performance measure(s) on effectiveness in serving employers to support continuous improvement of these services.</p>	<p>California State Plan Vision and Strategies</p> <ul style="list-style-type: none"> a. Regional partnerships: building partnerships between industry leaders, workforce professionals, education and training providers, and economic development leaders to develop workforce and education policies that increase job quality and support regional economic growth. b. Sector strategies: aligning workforce and education programs with leading and emergent industry sectors’ skills needs. c. Fostering demand-driven skills attainment: workforce and education programs need to align program content with the state’s industry sector needs so as to provide California’s high road employers and businesses with the skilled workforce it needs to compete in the global economy.

Hallmark of Excellence #6

Quality Indicators

- a. All AJCC staff has high-knowledge of the regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and high road employers.
- b. The AJCC focuses on quality jobs by actively promoting targeted sector opportunities and high-demand occupations to all AJCC customers
- c. The AJCC promotes systems and partnerships that connect workers to high-quality jobs or entry-level work with clear routes to advancement.
- d. The AJCC has a defined strategy in place to regularly seek and capture employer advice in the design and delivery of demand-driven services for job seekers.
- e. The AJCC is an integral partner in the implementation of the Local Board's integrated business services strategy and seeks to minimize redundant employer contacts while maximizing access to system-wide, integrated business services.
- f. The AJCC offers a wide range of AJCC-based services for employers including referral of qualified candidates, on-site recruitment, pre-employment testing, skill verification, and hiring and training subsidies.
- g. The AJCC consistently seeks feedback and satisfaction data from businesses on the delivery of business services and applies the learning for continuous improvement.

Hallmark of Excellence #7	
The AJCC has high-quality, well-informed, and cross-trained staffing	
<p>US DOL Characteristics of a High Quality AJCC</p> <p>a. Train and equip AJCC staff in an ongoing learning process with the knowledge, skills, and motivation to provide superior service to job seekers, including those with disabilities, and businesses in an integrated, regionally focused framework of service delivery. Center staff are cross-trained, as appropriate, to increase staff capacity, expertise, and efficiency. Cross training allows staff from differing programs to understand every program and to share their expertise about the needs of specific populations so that all staff can better serve all customers. Center staff are routinely trained and are keenly aware as to how their particular function supports and contributes to the overall vision of the local board.</p> <p>b. Staff the center with highly trained career counselors, skilled in advising job seekers of their options, knowledgeable about local labor market dynamics, aware of available services inside and outside the AJCC.</p>	<p>California State Plan Vision and Strategies</p> <p>a. Certification criteria will include an assessment of professional development and staff capacity building.</p>

Hallmark of Excellence #7

Quality Indicators

- a. The AJCC has regular staff meetings with all AJCC staff (i.e. the staff of all colocated partners regardless of program) to build relationships, provide updates on center activities, and discuss strategies for AJCC improvement.
- b. Partners have agreed to provide training to all AJCC staff on a regular basis.
- c. There is a capacity building and/or professional development plan for staff and partners.
- d. All AJCC staff has received training on the services of One-Stop partners, eligibility for those services, and the process for referring customers to partners.
- e. All AJCC staff has received training on how to use labor market information to help customers identify career pathways and develop in-demand skills and credentials and find jobs.
- f. All AJCC staff has received training in how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs.
- g. All AJCC staff has received training on serving individuals with barriers to employment, including customers with disabilities.
- h. All AJCC staff has received training on providing excellent customer service and customer-centered design.
- i. All AJCC staff has received training on sector strategies, career pathways, job quality and high road training partnerships.

Hallmark of Excellence #8	
The AJCC achieves business results through data-driven continuous improvement	
<p>US DOL Characteristics of a High Quality AJCC</p> <ul style="list-style-type: none"> a. Use common performance indicators 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; data entry staff are trained and understand the importance of data validation, data collection processes, and the importance of accurate reporting. b. Develop and implement operational policies that reflect an integrated system of performance, communication, and case management, and use technology to achieve integration and expanded service offerings. 	<p>California State Plan Vision and Strategies</p> <ul style="list-style-type: none"> a. Certification criteria will include an assessment of the way the AJCC will use data for continuous improvement.
<p><u>Quality Indicators</u></p> <ul style="list-style-type: none"> a. The AJCC contributes to the achievement of WIOA performance indicators for all core program partners. b. The AJCC reports to the Local Board on an ongoing basis the number of customers served, the types of services provided, and the outcomes of those services. c. The AJCC operates in a cost-efficient manner and the resources invested are justified by the results. d. The AJCC has a system in place to collect satisfaction data from individuals and employers using the AJCC's services. e. The AJCC has a system in place to capture and respond to specific customer feedback, complaints, and compliments. f. The AJCC regularly reviews and analyzes performance, customer satisfaction, and service data and develops specific plans for AJCC service improvements. g. The AJCC regularly identifies areas of needed technical assistance to improve business results and taps available resources to obtain needed assistance. 	



WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY

Programs Committee Guidelines, Roles, and Responsibilities for Oversight and Monitoring

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1. **WDB VISION AND COMMITMENT**

The Ventura County region will have a high quality, appropriately-skilled workforce that is ready and able to support the changing business needs of employers in a dynamic, competitive, global economic environment. The regional workforce strategy will include ongoing skills attainment that is supportive of regional growth industry sectors and clusters and enabled by a braided, leveraged workforce system that addresses business-driven demands and worker needs for well-paid, steady employment.

The Local Board is committed to its role and will coordinate workforce development programs and economic development by serving as the neutral broker, convener, facilitator, and matchmaker to bring disparate elements of the region's workforce, education, human service, and economic development programs into alignment through partnerships.

2. **WDB POLICY:** *Local policy bulletin #2018-07: Monitoring and Oversight of WIOA Title I Youth, Adult and Dislocated Worker Programs*

The Workforce Development Board of Ventura County (WDB) will, conduct oversight for Title I youth formula activities, and Adult and Dislocated Worker employment and training activities, Rapid Response, and the one-stop delivery system in Ventura County. WDB will ensure the appropriate use and management of the WIOA funds for workforce development activities. WDB will ensure the appropriate use, management, and investment of funds to maximize State and Federal performance outcomes.

Specifically WDB will:

- a) Ensure that job training opportunities for youth, adults and dislocated workers are accessible through providers of career services who are responsive to the need of all local job seekers;
- b) Ensure that the job training system satisfies the needs of local employers, both large and small, and that the system is driven by the demands of the market and of employers;
- c) Ensure that the local employment and training system is guided by vigorous standards of performance accountability in such areas as customer satisfaction, rates of job placement, job retention and earnings.
- d) Oversee the job training system, that is, the collective activities of partners engaged in WIOA business;
 - i. Select the One-Stop Operator with the agreement of the County's Board of Supervisors;
 - ii. Review annually the operations of the job-training system and, if appropriate, recommend termination for cause of the eligibility of any of the system's partners;
 - iii. Establish and maintain through the agency of the One-Stop Operator(s) at least one full-service Job and Career Center (a physical site) that provides job seekers with integrated employment, education, training and job search services and with information on the filing for unemployment compensation and disability benefits and offers comprehensive workforce-related business service;



WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY

Programs Committee Guidelines, Roles, and Responsibilities for Oversight and Monitoring

- e) WDB will conduct an independent and objective evaluation of the America's Job Center of California (AJCC) in Ventura County once every three years using criteria and procedures established by the California Workforce Development Board (State Board)
- f) Following State Board policy and the policy direction of the State Plan, WDB will be responsible for ensuring that AJCC MOUs require a baseline level of WIOA core program and mandatory One-Stop partner participation in the AJCCs that meets federal requirements such that program services are coordinated, and when appropriate, integrated in ways that make customizable services available to clients on the basis of their particular individual needs.
- g) Lead efforts in the local area to identify and promote proven and promising strategies and initiatives for meeting the needs of employers, and workers and jobseekers (including individuals with barriers to employment) in the local workforce development system, including providing physical and programmatic accessibility, in accordance with section 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.), to the one-stop delivery system.
- h) WDB will annually monitor all service providers, including eligible training providers, for compliance with Section 188 of the WIOA and 29 CFR Part 38. WDB will keep copies of compliance monitoring efforts and reports on file.
- i) WDB, in order to maintain compliance with State and Federal law, and ensure accountability and transparency, will appoint an oversight committee (Programs Committee) that will oversee and report back to the WDB, the development, operation and evaluation of all WIOA-funded programs involving enrolled clients and employers: Youth, Adult, Dislocated Worker, and Rapid Response, the entire continuum of client engagement. WDB may appoint non-WDB members to three year terms upon recommendation by the Membership Committee, to ensure independent and objective evaluation and to benefit from their appropriate experience and expertise and also to promote additional community engagement where needed,

3. PROGRAMS COMMITTEE ROLE

The Programs Committee was established by the WDB by-laws as a standing committee, to more fully meet the WDB's responsibility for oversight of Workforce Innovation and Opportunity Act (WIOA) programs. The intent of the Programs Committee is to identify pertinent information to report and recommend benchmarks in order to maintain accountability and transparency.

"The Programs Committee will oversee the development, operation and evaluation of all WIOA-funded programs involving enrolled clients and employers: Youth, Adult, Dislocated Worker, and Rapid Response—the entire continuum of client engagement." (WDB Bylaws 07.2016 Sec. VIII-D)

- a) Members must avoid conflict of interest according to County of Ventura policy and be un-biased in their oversight duties. In view of the Programs Committee responsibility to participate in making fiscal recommendations to the WDB, non-WDB members also will be required to complete ethics training and a WDB orientation session. (WDB Policy #16-03)
- b) Members will review and report data to the WDB and or the Executive Committee, information and recommendations that will inform and shape WDB policy for WIOA programs oversight and performance.
- c) With assistance from WDB Administrative staff, members will strive to be familiar and knowledgeable about program provider services and programs, provider contract elements, and AJCC Career Services elements.



WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY

Programs Committee Guidelines, Roles, and Responsibilities for Oversight and Monitoring

- d) The committee will oversee the WIOA Title I grant funded programs of the America's Jobs Center of California, Youth contracted services, Rapid Response, and other WDB initiatives as directed by the WDB. The committee will serve as the "front line" for recommending policy to strengthen the performance of WIOA Programs and promoting continuous improvement of the AJCC system.
- e) The committee is responsible for the oversight of the WIOA Youth Program that provides eligible youth, with emphasis on Out-of-School Youth, various opportunities and services to help them be successful in the workforce and their careerpath.
- f) Programs committee's tasks will include evaluation review of: negotiations and agreements on local performance accountability measures, service provider performance reports, proposed service provider monitoring schedule, monitoring reports, and corrective action responses from service providers.
- g) The committee will oversee and monitor AJCC One-Stop physical and programmatic accessibility in accordance with applicable provisions of the Americans with Disabilities Act of 1990
- h) The committee will review mandated monitoring schedules and results from all monitoring activities and report findings and any corrective action plans to the WDB. Assessments are conducted for the purposes of local monitoring as well as reporting effectiveness to the WDB. Program data, such as expenditures, quarterly enrollment and performance data, measured-against goals, customer satisfaction survey results, site visits and interviews, and contracts executed are utilized in the assessment process.
- i) The committee, as directed by the WDB, will perform AJCC One-Stop evaluation at such frequency as required under WIOA, and report recommendations for continuous improvement, certification, and or corrective action to WDB.

4. **WORKFORCE LOCATIONS AND ON-LINE SERVICES**

- America's Job Center of California: in-person assisted services for job seekers and employers at locations in Oxnard and Simi Valley
 - 2901 N. Ventura Rd. Oxnard, Ca. (comprehensive service center)
 - 2900 N. Madera Rd. Simi Valley, Ca.
- Statewide resources for job seekers and employers: www.CalJOBS.ca.gov
- Regional information and services for employers: www.venturacountygrowsbusiness.com
- Ventura County youth career awareness and preparation: www.vcjobswithafuture.org
- Workforce Development Board: (805) 477-5306: www.workforceventuracounty.org



2016-2017 YEAR-END REVIEW

Workforce Development Board of Ventura County

WDB Programs Committee

2016-2017 Members

WDB Members: Tony Skinner, Chair (Tri Counties Building & Construction Trades Council), Roger Rice, Vice Chair (Ventura County Office of Education), Kathy Harner (California Department of Rehabilitation), and Mary Navarro-Aldana (Employment Development Department).

Other Members: Jerry Beckerman (Segue Career Mentors), Linda Fisher-Helton (Area Housing Authority), Juan Mercado (California Conservation Corps), Tressie Nickelberry (Ventura County Probation Agency), Archie Scott (Ventura Unified School District), and Leslie Webster (Department of Rehabilitation).

Committee Accomplishments

In support of the WDB's *Ventura County Regional Strategic Workforce Development Plan 2013-2017*, WDB Programs Committee accomplishments included:

- WDB established new standing committee, Programs Committee, with responsibility for oversight of all WIOA Title I programs including Adult, Dislocated Worker, and Youth. Members learned that the new Committee has a more expanded role than the previous Youth Council which was disbanded after June 30, 2016, in order to provide for WIOA programs oversight. In accordance with WDB policy for Non-WDB members on the Programs Committee, Non-WDB Members were required to submit new committee membership applications and resumes in order to receive recommendation from the WDB Membership Committee for approval by the WDB
- Members learned committee roles and responsibilities. The principal role of oversight was defined by members as separate from the role of monitoring
- Reviewed the WIOA youth enrollment requirements for ages 16 to 24 years of age, and the specific requirements for out-of-school youth
- Discussed youth-related programs and services in Ventura County as described in presentations on the 100% Out-of-School Youth Requirement; Presentations from PathPoint, Inc. and Boys & Girls Clubs of Greater Oxnard and Port Hueneme; Progress on WIOA Implementation
- Reviewed the 2016-2017 WIOA Adult, Dislocated Worker, and Youth program enrollment Quarterly Reports; CalJOBS software was unable to produce reliable WIOA Performance Indicator reports and State of California allowed grace period for reporting until new software updated
- Discussed and reviewed how adult and youth program providers, either directly or through partners, arrange for all 14 WIOA elements to be provided as needed by individual clients
- Discussed and studied the Adult, Dislocated Worker, and Youth, four Performance Indicators (Common Measures): Placement and Retention in Employment-Education-Training (2nd Quarter and 4th Quarter after exit); Median Earnings (2nd Quarter after Exit); and Credential Attainment and Measurable Skills Gain



2016-2017 YEAR-END REVIEW

Workforce Development Board of Ventura County

Insights

- Committee members are committed to support the pipeline to the workplace with viable candidates both in the workforce now and emerging (youth); huge gains have been made in bringing key resources that will change lives into play.
- Presentations by PathPoint Inc. and the Boys and Girls Clubs of Greater Oxnard & Port Hueneme, as well as Title I career service providers were helpful to provide members an understanding about their mission, objectives, and achievements with WIOA out of school youth; Contracted youth agencies and Title I career service providers are always available to answer questions, provide regular performance updates, and share inspiring client success stories.
- For effective oversight, committee members need to be able to review relevant documents prior to decision making, seek staff's guidance, and understand the range of acronyms used in WIOA programs.
- Committee members and WDB staff need to continue to define and understand their roles and responsibilities for oversight of WIOA Adult, Dislocated Worker, Rapid Response, Youth, and AJCC career services.
- The enormity of the changes in WIOA program requirements experienced while transitioning to WIOA has required staff and committee members to work closely together to understand the programs' obligations, constraints, and prerequisites.
- Despite the retirement of several key individuals this past year, WDB staff have stepped up and carried on with impressive professionalism, personal caring and commitment.



Workforce Development Board
Bringing People & Opportunities Together



America's **JobCenter**
of California™

Programs Committee Meeting

Wednesday, January 10, 2018
3:30 p.m. – 5:00 p.m.

Human Services Agency
855 Partridge Dr. Ventura, Ca.



America's **JobCenter**
of California™

AJCC Certification Overview

- Hallmarks of Excellence Criteria



Programs Committee Responsibilities



Hallmarks of Excellence

- The Programs Committee has been designated with the task to serve as the ad hoc **AJCC Evaluation Committee** with responsibility to provide an **objective** and **independent** evaluation of our comprehensive America's Job Center of California at RiverPark In Oxnard (AJCC)
- You are asked to provide objective and independent evaluation based upon three key requirements for AJCC certification:
 1. Effectiveness of the AJCC
 2. Physical and Programmatic Accessibility for individuals with disabilities
 3. Continuous Improvement.



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WDBVC Responsibilities



Hallmarks of Excellence

- WIOA mandates that WDBVC must conduct an independent and objective evaluation of their comprehensive AJCC once every three years using criteria and procedures established by the California Workforce Development Board.
- The WDBVC must formally adopt the **Baseline Certification** and submit its decision* not later than **December 31, 2017 [DONE]** and
- The more rigorous **Hallmarks of Excellence Certification** is due by **June 30, 2018**



4

Hallmarks of Excellence

Introduction



Hallmarks of Excellence

In order to highlight areas where AJCCs can continuously improve their service delivery, the State Board has identified eight Hallmarks of Excellence, with each one ranked on a scale of 1-5.



5

Hallmarks of Excellence

Introduction



Hallmarks of Excellence

In order to receive a Hallmarks of Excellence AJCC Certification, an AJCC must meet Baseline AJCC Certification [**DONE**] and receive a ranking of at least 3 for each of the following:



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Hallmarks of Excellence

8 Hallmarks



AJCC Evaluation Overview

1. The AJCC physical location enhances the customer experience.
2. The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.
3. The AJCC actively supports the One-Stop system through effective partnerships.
4. The AJCC provides integrated, customer-centered services.



7

Hallmarks of Excellence

8 Hallmarks



AJCC Evaluation Overview

5. 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.
6. The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.



8

Hallmarks of Excellence

8 Hallmarks



AJCC Evaluation Overview

7. The AJCC has high-quality, well-informed, and cross-trained staff.
8. The AJCC achieves business results through data-driven continuous improvement.



9

Hallmarks of Excellence

Continuous Improvement



Hallmarks of Excellence

Since the goal is for the Local Board to work with their AJCC to continually improve and progress within each Hallmark of Excellence, the Local Boards must also develop a **continuous improvement plan**, with target dates, for the AJCC that outlines how they plan to increase their ranking for each Hallmark of Excellence or maintain their ranking for any Hallmark of Excellence in which they have already achieved a 5.



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Hallmarks of Excellence

Ranking Scale



Hallmarks of Excellence

1. No progress on the hallmark at this time.
2. Have started progress on the hallmark but not yet satisfactory.
3. **Have a satisfactory amount of the hallmark in place the majority of the time. [MINIMUM]**
4. Significantly meeting the hallmark with room for improvement.
5. **Achieving and excelling at the hallmark. [IDEAL!]**



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AJCC Certification Timeline



Local Boards must submit a completed matrix and continuous improvement plan to their Regional Advisor for each comprehensive AJCC by June 30, 2018.



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Certification Timeline



AJCC Certification Timeline

January 2018 – March 2018:

AJCC Consortium plans, prepares, implements improvements for the April 4, 2018 onsite evaluation by the Programs Committee/AJCC Evaluation Committee

April 2018:

AJCC Evaluations Committee conducts AJCC Visitation April 4, 2018 and ranks the comprehensive AJCC *Hallmarks of Excellence* matrix



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Certification Timeline



AJCC Certification Timeline

May 2018 – June 2018:

- AJCC Evaluations Committee reports recommendation to WDBVC.
- WDBVC considers recommendation for *Hallmarks of Excellence Certification* (Action Item).
- WDBVC Staff prepares report and gathers evidence and documentation for submittal to State Workforce Board (CWDB)



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Thank You

...for your time, expertise and objectivity in
ensuring this AJCC is evaluated and verified.

