



WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY

PROGRAMS COMMITTEE MEETING

Wednesday, August 7, 2019

3:00 p.m. - 4:30 p.m.

America's Job Center of California (AJCC)
2901 N. Ventura Rd. Oxnard - Third Floor (Timber Room)

AGENDA

- | | | |
|-----------|---|-------------------|
| 3:00 p.m. | 1.0 Call to Order, Introductions, and Agenda Review | Tony Skinner |
| 3:02 p.m. | 2.0 Public Comments | Tony Skinner |
| | <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> | |
| 3:05 p.m. | 3.0 Consent Items | Tony Skinner |
| | 3.1. Approval of Minutes: April 3, 2019 | |
| | 3.2. Report from Ad Hoc Affiliate AJCC Evaluation (sub-committee) April 24, 2019 | |
| | 3.3. Proposed Meeting Calendar PY 2019-2020 | |
| 3:10 p.m. | 4.0 WIOA Performance Indicators | Patrick Newburn |
| | 4.1. Q3 Report (Boys & Girls Clubs of Greater Oxnard & Port Hueneme, PathPoint, and HSA Career Services/WIOA Adult & Dislocated Workers) | |
| | 4.2. Q4 Report (Boys & Girls Clubs of Greater Oxnard & Port Hueneme, PathPoint, and HSA Career Services/WIOA Adult & Dislocated Workers) | |
| | 4.3. OJT Analysis – Effectiveness Serving Employers | |
| 4:10 p.m. | 5.0 WIOA Workforce Development Planning | Tony Skinner |
| | 5.1. Year-End Review | |
| 4:20 p.m. | 6.0 Committee Member Comments | Committee Members |
| 4:30 p.m. | 7.0 Adjournment | Tony Skinner |

Next Meeting:

NEW DATE

September 10, 2019 (3:00p.m. – 4:30 p.m.)
America's Job Center of California
2901 N. Ventura Rd., Third Floor (Timber Room)
Oxnard, CA 93036

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.

For information about the Workforce Development Board of Ventura County, go to workforceventuracounty.org



WDB Programs Committee Meeting
April 3, 2019

MINUTES

Meeting Attendees

Committee Members

Tony Skinner (Chair)*
Jesse Cuevas*
Linda Fisher-Helton

**WDB Members*

Guests

Pierrette Authier (PathPoint)
Mariana Cazares [Boys & Girls Clubs Greater
Oxnard and Port Hueneme (BGCOP)]
Jessica Gallardo (PathPoint)
Kim Whittaker (PathPoint)
Ken Barrow (Human Services Agency)

WDB Staff

Patricia Duffy
Rebecca Evans
Patrick Newburn
Ma Odezza Robite

1.0 Call to Order, Introductions, and Agenda Review

Tony Skinner called the meeting to order at 2:35 p.m.

2.0 Public Comments

None

3.0 Approval of Minutes: February 6, 2019

Motion to Approve: Linda Fisher Helton
Second: Tony Skinner
Motion approved

4.0 WIOA Youth Services Contract Evaluation:

Programs Committee members were asked to conduct the annual contracts performance evaluation for the purpose of oversight on behalf of the Workforce Development Board. The two contracts for potential renewal are for Option Year Two (PY2019-20 – July 1, 2019 - June 30, 2020) and the committee's role is to evaluate any available criteria and make their observation available to the WDB Executive Committee. Patrick Newburn instructed members to review the criteria provided for each youth services provider, Boys and Girls Clubs of Greater Oxnard and Port Hueneme, and PathPoint, then complete a one-page evaluation form.

Members were provided prior to meeting, via email, three reports to study in preparation for meeting: PY18-19 Contract Exhibit A (statement of work for each provider), WIOA Performance Indicators Q2 Reports (PY)18-19, and Employment Development Department (EDD)/ Human Services Agency (HSA) Monitoring Reports. Patrick explained all three reports in detail and answered member questions.

Members reviewed each report separately and discussed each provider separately before completing evaluation form and determining suitability for recommendation to the WDB Executive Committee. Considerable attention was focused on reviewing the seven-page Monitoring Report as well as the WIOA Performance Indicator's Report. Committee members also noted as helpful to their evaluation, that both providers have made presentations to the committee at the February meeting, and both have attended other committee meetings, making themselves available for member questions.

The committee's observation concluded that Boys and Girls Clubs of Greater Oxnard and Port Hueneme is performing the requirements of their contract without issue; that monitoring report results were acceptable; and lastly the WIOA Performance Indicators meet or are on target to meet the Annual Negotiated Performance Goals.

The committee's observation concluded that PathPoint performing the requirements of their contract without issue; that monitoring report results were acceptable; and lastly the WIOA Performance Indicators met or are on target to meet the Annual Negotiated Performance Goals. It was noted that the Credential Attainment indicator remains "Not Yet Accountable" according to the state, and the provider is not to be evaluated using that outcome.

5.0 WIOA Workforce Development Planning

WDB Executive Director, Rebecca Evans complemented the committee for their attention to detail and for their commitment to providing WIOA programs oversight on behalf of the WDB. Rebecca also provided the committee an update on the WDB's requirement to conduct a Hallmark of Excellence evaluation for the affiliate center, America's Job Center of California (AJCC) in Simi Valley. She explained the on-site evaluation would include a ranking of eight sections of criteria. The affiliate center is smaller with limited MOU partners on-site, so the evaluation is expected to last only 2 to 3 hours. Chair Tony Skinner asked the committee for volunteers and directed staff to conduct a Doodle Poll to determine best day/time within next couple weeks. Members requested that this evaluation be more streamlined in comparison to last year's comprehensive center evaluation which was conducted over four months.

Ms. Evans also provided an update about the recent grant awards and related programs: Prison to Employment Initiative (P2E); National Dislocated Worker Grant (NDWG); and The English Limited Learners Grant (ELL). Jesse Cuevas commented that the EDD might be able conduct a sweep of the Unemployment Insurance records looking for accounts marked as "disaster related", to help identify suitable applicants for the NDWG project.

6.0 Member Comments

Linda Fisher Helton announced that the U.S. Census Bureau is hiring for the decennial census 2020. She commented that although the positions are short term, the wages offered are above minimum wage.

7.0 Adjournment

Tony Skinner adjourned the meeting at 4:00 p.m.

Next Meeting

May 1, 2019 (3:00 p.m. – 4:30 p.m.)
America's Job Center of California (AJCC)
2900 N. Madera Rd. Suite 100 (Montana Room)
Simi Valley, Ca. 93065



TO: PROGRAMS COMMITTEE

**FROM: TONY SKINNER, CHAIR
MEMBERSHIP COMMITTEE**

DATE: JUNE 5, 2019

SUBJECT: AFFILIATE AJCC EVALUATION COMMITTEE REPORT

The Ad Hoc Affiliate AJCC Evaluations Committee met on April 24, 2019. In attendance were Committee members: Vic Anselmo*, Linda Fisher-Helton, Marilyn Jansen*, and Tressie Nickelberry. WDB Staff present was Patrick Newburn. Guest in attendance was: Christy Norton (Human Services Agency). * indicates WDB member. The following is a summary of topics discussed at the meeting:

Patrick Newburn introduced all in attendance and as well as guest, Christy Norton, the Program Coordinator for Career Services/WIOA staff, who functioned as the AJCC tour guide, but not as an evaluator due to firewall restrictions. Newburn explained the purpose of the Hallmarks of Excellence Assessment and provided a detailed overview. The evaluation process lasted almost 4 hours.

The committee tour a 45 minute tour of the Affiliate AJCC facilities, located at 2900 N. Madera Rd. Simi Valley. Christy Norton provided the committee with an excellent overview of the programmatic services available, the resource room with technological equipment, and how individuals with barriers to employment are served through the AJCC system. The tour also included staff offices, and other meeting rooms used to facilitate career services for customers of the AJCC. Members interviewed one of the AJCC staff as well as Ms. Norton. During the tour, members took notes on a detailed scoring matrix that was provided.

Following the tour, the committee members were provided detailed Hallmarks of Excellence evaluation instructions, which included: a) 8 Hallmarks to be evaluated; b) Score Ranking & Rationale required to justify score; c) Quality Indicators used to evaluate the AJCC; d) Strengths & Continuous Improvement Opportunities required documentation; e) Recommendations for Continuous Improvement required documentation.

The written evaluation was completed following committee Discussion. Members were provided a detailed notebook containing AJCC Staff Self-Assessment to be used as reference material. Ms. Norton and Patrick also provided answers to committee questions.

Patrick collected the scoring matrix and notes from the members and compiled the appropriate and required documents for the Hallmarks of Excellence evaluation. The recommendation and scores were presented to WDB board members who met in special session last May 9, 2019. Certification was approved and sent to the California Workforce Development Board per directive.

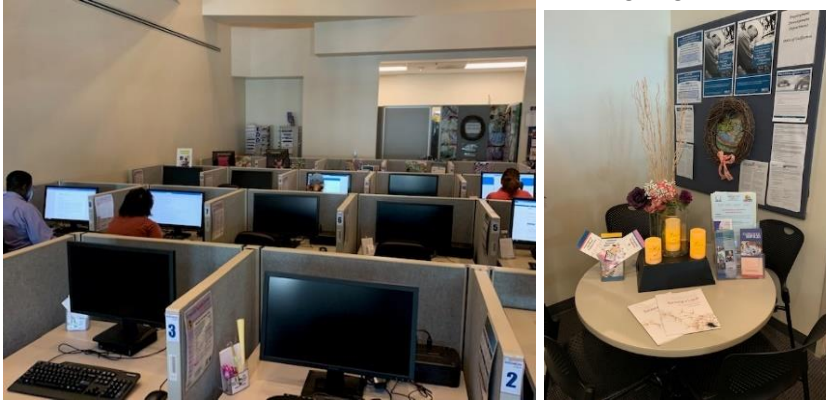
If you have questions or need more information, please call me at (805) 642-2149, or contact Patrick Newburn at (805) 477-5470, email patrick.newburn@ventura.org.

Hallmarks of Excellence Assessment

As part of the certification process, Local Workforce Development Boards (Local Board) must submit a Hallmarks of Excellence Assessment that includes a continuous improvement plan to either improve or maintain a “5” ranking for each category.

Hallmarks of Excellence #1 The AJCC’s physical location and facility enhances the customer experience
<p>Quality Indicators: The location of the AJCC is convenient for customers (including those with barriers to employment). It has adequate parking in rear of building and is accessible by public transportation (public bus on Madera Rd. within short walking distance to center). External signage does not clearly identify the location as an AJCC with appropriate logo and may not meet the branding requirements of Workforce Services Information Notice 12-43, however the building sign monument does display “County of Ventura, Human Services Agency”. The AJCC Resource Room is clean with a professional appearance. The AJCC Resource Room is designed so that it is easy for customers to access services directly off the building lobby, good resources, and good staff assistance. The AJCC’s resource area is neat, has adequate workstations to meet customer demand, and the equipment is in working order. The AJCC has adequate space available for customer reception, workshops, on-site employer recruitment events, itinerate partners, and job center staff. The AJCC has internal signage to help customers easily navigate the AJCC. Emergency evacuation procedures are in place and those procedures address the needs of individuals with disabilities. Adequate safety and security precautions are in place to protect both customers and staff.</p>
<p>Assessment of the AJCC’s Strengths and Continuous Improvement Recommendations: Building is a multi-service center, not exclusive as job center. Multiple social services are available to customers, including Children and Family Services, Medical, Cal Fresh, and more. The AJCC Resource Room is fully operational with well-arranged work stations and is equipped with printers, copy and fax machines, adjustable-height work stations, and a check-in area to better ascertain and meet customer needs. Upon entry into the Resource Center, each customer is to check in and enter reason for visit information into the Virtual One-Stop (VOS) Greeter. Telephones and staff are available to assist customers with contacting Unemployment Insurance call centers to apply for unemployment or resolve issues. Resource Center (AJCC) is welcoming and inviting. Clean and neat and attractive. Excellent array of office machines and computers. Security Officer on location and emergency procedure are posted and have been communicated with staff. The AJCC ensures emergency evacuation procedures are in place and address the needs of individuals to include a series of preparation activities including regularly scheduled evacuation drills, emergency and workplace safety desktop alerts and a comprehensive plan approved by the Safety Officer. Very Friendly and cross trained staff in the AJCC. Staff was knowledgeable and trained in multiple programs for customers. Calm environment conducive to focused work. Excellent array of brochures and information notices.</p>

The limited of “Job Center” signage is area for improvement.



Ranking (1-5): **4.375**

Rationale for this Ranking: Most of quality indicators of success are well represented in the Affiliate AJCC Resource Room. The center is well staffed, trained in cross programs, including available bi-lingual speakers. Facility is well equipped with ample computer work stations and equipment for handicapped. The resource room has good lay-out, and is neat, attractive, and inviting. The only exception which lowers the ranking below a 5, is the lack of “AJCC” branded signage on external building, on Resource Room Door, and within lobby directory of building.

Continuous Improvement Plan and Timeline: AJCC signage needs approved branded logo on external building including lobby and entrance to Resource Room. Nothing identifies the AJCC other than sign that says “Resource Room”, County of Ventura, Human Services Agency. Lobby directory has sign for Resource Room but nothing states Job Center. The lighting inside the Resource Room is subdued, and could be improved with workstation task lights. Recommendation for improvement to be delivered to Human Services Agency as the tenant of the facility. The Resource Room might consider including improved workstation lighting given the rooms’ reduced lighting. The Handicapped accessible workstation did not operate, possible

due to power cord? This needs immediate attention. Target Date for completion PY19-20.



Hallmarks of Excellence #2

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

Quality Indicators: All 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. 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. 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. The AJCC implements the veteran's preference and priority of service requirements. 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. The AJCC offers center-based as well as virtual services (see internet hosted CalJOBS system). The staff reported that the 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. The AJCC provides services outside of regular business hours where there is a need as defined by the local board.

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

Staff reported that the latest EOE audit in 2018 found no issues and no findings. (Document on file at H.S.A. and WDB.) AJCC staff (Account Executives) provide services outside of regular business hours at job fairs, and in meetings with employers to arrange participant job interviews and monthly evaluations of On the Job Training agreements. Multiple brochures and fliers in English and Spanish are posted throughout the resource room. The AJCC affiliate actively outreaches and provides access to non-collocated partner customers to participate in AJCC based services such as workshops and recruitment events.



Ranking (1-5): 4.75

Rationale for this Ranking: The affiliate AJCC has telephones for customers who are hearing and vision impaired. Staffing of the affiliate AJCC is provided to meet the language needs of the community being served. Staff is trained on cultural competency and disability awareness.

According to staff, the service delivery is provided in a human-centered, trauma-informed manner. The STRATUS video interpreting system provides access to communication services for non-English speaking customers. Written information is provided in both English and Spanish and can be provided to customers who speak other languages upon request. The AJCC has implemented the veteran's preference and priority of service requirements. The Resource Room has established a work station that is specifically configured for customers who need accommodations including adjustable height work station, vision and hearing-impaired devices. All public access work stations are equipped with adjustable work stations to meet the ergonomic needs of a diverse customer pool.

Continuous Improvement Plan and Timeline: The Handicapped accessible workstation did not operate, possible due to power cord? This needs immediate attention. This will be reported to the Human Services Agency the operator of the Affiliate AJCC. In order to improve access to the AJCC, AJCC management might consider holding Resource Center hours outside of 8-5pm Monday-Friday, in order to serve working individuals or students. Target Date for completion PY19-20.

Hallmarks of Excellence #3 The AJCC actively supports the one-stop system through effective partnerships
<p>Quality Indicators: The Affiliate AJCC has a strong connection to the comprehensive AJCC within the Local Area (see Oxnard Comprehensive AJCC at Riverpark which has co-located partners including 19 signed partner MOUs). There are no co-located partners at the Affiliate AJCC in Simi Valley. The AJCC records and a system is in place for follow-through on any referrals made.</p>
<p>Assessment of the AJCC's Strengths and Continuous Improvement Recommendations Referrals to partner services are tracked within CalJOBS system and document with case notes. Referral wherever possible are conducted with warm hand-off including but not limited to: career services, Medical, CalFresh, and Welfare to Work programs. Staff reported that CalWORKs and WIOA Title I staff work together to assist common customers. Most communication is handled in a face-to-face manner for referrals, feedback, case conferencing and program completion. Staff appears cross trained to know about partner services. WIOA orientation is conducted every Tuesday morning and is good opportunity to assess the needs of clients for other services needed, and to make appropriate referrals. The East County region might benefit from non-co-located Partner Services to be featured (showcased) at the Weekly WIOA Orientation meetings. This highlight of the Comprehensive AJCC partners might provide greater awareness to both staff and customer at the Affiliate AJCC.</p>
<p>Ranking (1-5): 4.75</p> <p>Rationale for this Ranking: Good linkage to partner services and programs, although no co-located partners at the Affiliate AJCC. Other services such as Cal Fresh, Medical, Welfare to Work, and Children and Family Services are located within the Multi Service Center in Simi Valley. Staff reported that the AJCC affiliate actively outreaches and provides access to non-collocated partner customers to participate in AJCC based services such as workshops and recruitment events.</p>
<p>Continuous Improvement Plan and Timeline: No Correction recommended, however periodic presentations (showcase) from non co-located partners will benefit Affiliate AJCC staff and customers. Target Date for completion PY19-20.</p>

Hallmarks of Excellence #4
The AJCC provides integrated customer-centered services

Quality Indicators: Affiliate AJCC staff identifies with the local one-stop system and not just their specific program. AJCC staff have received customer service and customer-centered design training. AJCC staff are versed in referring customers to either partner programs and/or the local Comprehensive AJCC. The AJCC has established 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.

Assessment of the AJCC's Strengths and Continuous Improvement Recommendations: As reported by staff, although there are no partners co-located at the affiliate site, CalWORKs services are provided there. Those staff members who are assigned to this affiliate location strive provide excellent customer service to visitors at this site. Integrated customer services are facilitated by case management staff and supervisors working together to develop an employment and training plan that incorporates multiple programs that eliminate duplication of effort/cost, and are most appropriate for the customer. Additionally, staff reported that Trade Adjustment Act participants (Dislocated workers affected by a company closure due to exporting of jobs to other countries) are co-case managed by WIOA Title I and TAA to fund various elements of the employment plan. The joint case management is recorded through CalJOBS. Committee members were told that training is offered to AJCC staff including customer service training and other relevant training to address the needs of customers. In addition, the WDB Regional Training Plan for the area includes a series of training for all AJCC staff. Suggestion for improvement, the Regional Training Plan includes a comprehensive list of training that is under consideration for AJCC staff. Although some AJCC staff participated in customer service through the Human Services Agency, the AJCC partner training in both topics is a work in process. As reported by staff, ongoing AJCC Supervisor meeting is held once each quarter; this meeting is held for discussing AJCC customer services, customer flow and safety and includes AJCC partner presentations to increase the knowledge and resources of all available services, on-site or offsite.

Ranking (1-5): 5.0

Rationale for this Ranking: Customer choice and customer centered were phrases used continually by staff in presenting reports and in answering evaluation committee questions. This is an excellent attitude and customer service oriented focus. The quality indicators meet the requirements of this element. No correction is recommended. Good cross trained Affiliate staff ensure integrated customer services.

Continuous Improvement Plan and Timeline: In order to maintain the top ranking, Continue the staff training by using the new regional training coordinator and other sources. Ensure that non co-located partners are offered training in addition to AJCC staff. Target Date for completion PY19-20.

Hallmarks of Excellence #5
The AJCC is an on-ramp for skill development

Quality Indicators: The Affiliate AJCC has skill development and/or training opportunities for customers at all skill and experience levels through the WIOA program, and including providers on the WDB approved ETPL. Affiliate AJCC staff are committed to and competent in helping customers navigate career pathways that result in industry-recognized credentials, however, their program fits into that pathway through interface in the Resource room and WIOA enrollment, and through partner referrals. 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 as demonstrated by their customer choice model. There are no co-located partners at the Affiliate AJCC, however within the comprehensive AJCC and 19 partner system, the Simi Valley staff ensures that supportive services are available to customers, as appropriate, to facilitate participation in training services. The Affiliate AJCC strives to increase the number and percentage of their customers receiving skill development and training services.

Assessment of the AJCC’s Strengths and Continuous Improvement Recommendations: The training services at the affiliate AJCC are designed to appeal to a broad audience and to address the needs of at-risk populations. Training services for customers with disabilities are offered through Department of Rehabilitation, TANF/CalWORKs participants, Youth and Re-entry training for youth and adults. Affiliate AJCC staff provide customers access to career and employment information at various points in the service delivery system. Information is provided about careers and accessing these resources at our Career workshops, WIOA Orientations, CalJOBS videos, and during intake/assessment of program services provided by staff. The staff provide access to training services, individual training accounts or on the job training, for occupations that are in growth industry sectors or are demonstrated to be an occupation in demand. Staff reported that AJCC customers attending the WIOA orientation are immediately provided an appointment for a program interview with an employment specialist for the purpose of discussing career and training services available under WIOA Title I or other partner programs such as DOR, CalWORKs or TAA. According to staff, the Affiliate AJCC ensures access to supportive services and are available to customers based on program guideline. For customers accessing Dislocated Worker services, supportive services are provided to fund industry recognized certificates, preparation courses, work clothes and transportation. The AJCC staff explore other community resources or coordinate with other partners to leverage supportive services funding. When customers demonstrate urgent need, referrals to a range of public support services are also offered. The evaluation committee believes that AJCC staff and services strive to offer demand-driven skills attainment, aligning, coordinating and integrating programs and services to economize limited resources.

Ranking (1-5): 5.0

Rationale for this Ranking: AJCC staff have regional knowledge of in-demand jobs. Staff is focused on customer choice with self-sustaining career outcomes. The AJCC is an on-ramp to multiple training and/or development programs with meaningful outcomes. AJCC and staff

assist customers to make informed decisions. Staff appear to be dedicated and professional in working for the benefit of customers for their long term successful outcomes. The programs offered are not just about getting a job, but are intended to offer paths that lead to meaningful employment.

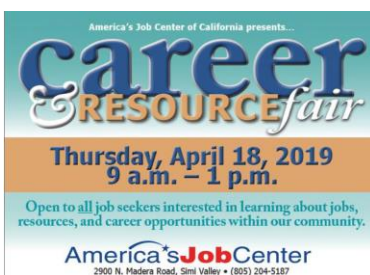
Continuous Improvement Plan and Timeline: Customers might benefit from a learning about past success of WIOA and AJCC programs. AJCC might consider by posting success stories, placement rates, successful outcomes. Maybe have testimonial videos loaded into CalJOBS or at minimum by placing attractive posters highlighting successful outcomes. Additionally, I is recommended to continually monitor that “in-Demand” jobs are posted conspicuously and labeled “In-Demand”. Target Date for completion PY19-20.

Hallmarks of Excellence #6

The AJCC actively engages industry and labor

Quality Indicators: The Affiliate AJCC promotes automated (CalJOBS) systems and partnerships that connect workers to high quality jobs or entry level work with clear routes to advancement. There are no co-located partners at the affiliate AJCC. However, the comprehensive AJCC has a strong MOU partner list with several co-located partners that engage with business and industry. The Affiliate AJCC works with the Comprehensive AJCC to minimize redundant employer contacts while maximizing access to system-wide, integrated business services. The Affiliate AJCC offers a range of AJCC-based services for employers such as referral of qualified candidates, on-site recruitment, pre-employment testing, skill-verification, and hiring and training subsidies. The AJCC consistently seeks feedback and satisfaction data from businesses on the delivery of services, primarily from the On the Job Training agreements, and applies knowledge gained for continuous improvement.

Assessment of the AJCC's Strengths and Continuous Improvement Recommendations: The Affiliate AJCC hosts Targeted Recruitments. This is an opportunity for partners to discuss and plan strategies to recruit local job seekers for demand-driven services. The Ventura County Workforce Development Board's Local Plan states business services will be provided by the AJCC delivery system and the economic development partners as well as the Local Board workforce. AJCC staff provide services to employers through referrals of qualified candidates, referrals to On-the-Job training opportunities, On-site employer recruitments are organized by EDD Workforce Services (who are not at the affiliate site). However, this partnership works as the AJCC affiliate staff refer qualified candidates and reserve rooms, greet the employer and provide any needed materials to the employer on the date of the recruitment. Within CalJOBS the Customer Relationship Management module facilitates ongoing employer services reporting. As indicated in the Ventura County Local Plan and Regional Plan, coordination of employer contact is accomplished in a variety of methods such as Account Executive engagement, Career Fairs, Chamber of Commerce meetings and participation in the WDB Sector committees.



Ranking (1-5): 5

Rationale for this Ranking: The evaluation committee all agree that the quality indicators have been fulfilled. The Affiliate AJCC through the Account Executives have strong business engagement consistent with the WDB local and regional plan. The emphasize quality

engagement process with meaningful outcomes. The Affiliate seems to have a strong appreciation for business partnerships and is demonstrated with robust on the Job Training agreements and Job Fairs held periodically.

Continuous Improvement Plan and Timeline: Continue the good work with business partnerships. Suggest that the Affiliate AJCC increase the promotion of their career placement and business partnership success both displayed in the Resource Room with testimonials from participants, and through their interface with new employers. Consider using videos to promote their success with participants as well as with employers hiring AJCC participants. Target Date for completion PY19-20.

Hallmarks of Excellence #7 The AJCC has high-quality well informed cross-trained staff
<p>Quality Indicators: The Affiliate AJCC is part of the WDBVC service delivery strategy, and the Affiliate AJCC is used to supplement and enhance customer access to services. Affiliate AJCC staff have received training on how to effectively assist customers in registering with CalJOBS and how to match customers to available jobs. AJCC staff have been cross-trained in collocated partner programs and basic.</p>
<p>Assessment of the AJCC's Strengths and Continuous Improvement Recommendations: The AJCC has regular staff meetings on a quarterly basis (including affiliate AJCC staff) on a quarterly basis during which time all staff from collocated partners are invited to attend. In addition, Comprehensive AJCC partner meetings are also held including non-collocated partners on a bi-monthly basis to build relationships, provide updates on program changes and information impacting all partners such as performance measures. At Comprehensive AJCC bi-monthly meetings, they include "spotlight" on partner services to highlight and share information about services. Affiliate AJCC staff who provide services in the Resource Center have been trained and know how to assist customers in registering for CalJOBS. AJCC staff also assist customers with how to set up a Virtual Recruiter in CalJOBS which is part of the job-matching process. Staff also know how to assist customers with using O*net online for job matching, labor market information research to match their skills with industry expectations. At the affiliate site, staff have been trained on the following: How to assist customers with applying for unemployment; Technical assistance for those who need to make use of the Unemployment Call Center from 8-5 Monday through Friday; Insuring disability forms are available to those in need; Veteran Services Navigator (VSN); How and when to refer veterans to the Claims Officer of the County of Ventura Veterans Services Office; How to make CalFresh and Medi-Cal referrals; Medi-Cal and CalFresh customers are referred to the Resource Center to access important documents to apply for services.</p>
<p>Ranking (1-5): 4.75</p> <p>Rationale for this Ranking: AJCC has regular staff meetings on a quarterly basis. AJCC staff who provide services in the Resource Center have been well trained and are cross trained in other services available. Need to continue training staff for continuous improvement.</p>
<p>Continuous Improvement Plan and Timeline: Continue to promote AJCC Success Stories of participants, employers, as well as expertise of the Affiliate AJCC staff. Continue to invite non-co-located partners to highlight their services at the Affiliate AJCC. Reach out to other service agencies for staff training and partner services. Target Date for completion PY19-20.</p>

Hallmarks of Excellence #8 The AJCC achieves business results through data driven continuous improvement
<p>Quality Indicators: The Affiliate AJCC operates in a cost-efficient manner and the resources invested are justified by the results. The AJCC has a system in place to collect satisfaction data from individuals and employers using the AJCC’s services. The AJCC has a system in place to collect satisfaction data from individuals and employers using the AJCC’s services. The AJCC has a system in place to capture and respond to specific customer feedback, complaints, and compliments. The AJCC analyzes and reviews feedback to develop specific plans for AJCC services improvements. The AJCC identifies areas of needed technical assistance and taps available resources.</p>
<p>Assessment of the AJCC’s Strengths and Continuous Improvement Recommendations: The affiliate AJCC operates in a cost-efficient manner by leveraging resources from the Human Services Agency’s CalWORKs allocation. There are no partners that occupy the affiliate AJCC. Career Shop evaluations have been utilized for those conducting career shops. Employer Satisfaction Surveys are utilized for on-the-job training employers and employers using the facility for targeted recruitments. Direct customer complaints are resolved “at the lowest level” possible. If these complaints cannot be resolved by the supervisor, they are elevated to program managers. The AJCC affiliate has a system in place for WIOA programmatic complaints, a Non-discrimination process and Equal Opportunity process. Flyers and posters are available and viewable in the Resource Center to provide the public information about their rights. Through quarterly All AJCC Supervisor meetings – the quality of services is discussed, action plans are developed and acted upon to monitor or improve the quality of services. The AJCC business services staff utilize employer feedback and information gathered through the delivery of business services to employers to improve results and identify other business needs. The CalJOBS Technical Administrator provides services for Virtual One-Stop (VOS) Greeter, labor exchange and employer services mandated by EDD to register with CalJOBS. In addition, through a long-standing relationship with Economic Development Collaborative, AJCC services tap into additional business services to help employers access SBA loans, consulting or assisting with ETP funding. Affiliate staff refer other matters to the comprehensive AJCC when appropriate, such as coordinating with EDD Workforce Services where there are existing partnerships.</p>
<p>Ranking (1-5): 4.0</p> <p>Rationale for this Ranking: Good Business services are offered with good follow-up. Direct customer complaints are resolved “at the lowest level” possible. Affiliate has a system in place for WIOA programmatic complaints, a Non-discrimination process and Equal Opportunity process. AJCC operates in a cost-efficient manner. Management is good in sharing positive and negative feedback to insure continuous staff improvement.</p>
<p>Continuous Improvement Plan and Timeline: This Hallmark has score of 4, the lowest score in the committee’s evaluation, and could be improved by implementing more collection of customer feedback. The overall efforts are very good to meet this Hallmark, but there is room for improvement. Improved collection of customer satisfaction is recommended. Use of kiosks or other friendly mechanism to collect user complaints is recommended. Regular evaluation of</p>

local customer satisfaction surveys is important for continuous improvement. Although Human Services Agency, Office of Strategy Management collects feedback, committee recommends Affiliate AJCC staff to use local techniques that gather important feedback to determine customer satisfaction. Continue staff training to know their value and always emphasize focus on customer satisfaction. Target Date for completion PY19-20.

Local Board Certification Process

Local Board Certification Process
1. Local Workforce Development Board (Local Board): Workforce Development Board of Ventura County (WDBVC)
2. AJCC: AJCC Afiliate- America's Job Center of California 2900 N. Madera Rd., Suite 100, Simi Valley, Ca. 93065
3. Reviewer(s): Enter the name of the person(s) conducting the review of the AJCC. <ul style="list-style-type: none"> Vic Anselmo, Applied Powdercoat, Immediate Past Chair of WDB, current WDB Member Marilyn Jansen, United Food & Commercial Workers Union Local 770, current WDB Member Linda Fisher Helton, Area Housing Authority, WDB Programs Committee member – non-board. Tressie Nickelberry, Ventura County Probation Agency, WDB Programs Committee Member – non board.
4. Reviewer's organization: Workforce Development Board of Ventura County <ul style="list-style-type: none"> The County Board of Supervisors is the CEO and the fiscal agent that oversees the County's Human Services Agency (HSA), in which workforce development activities are embedded. Workforce Development Board of Ventura County (WDBVC) is one board or 25 voting members within the Ventura Planning Unit region (VNP) The Adult and Family Services Department (AFS-WIOA) is the HSA department that provides WIOA and AJCC career services. WIOA Title I programs for Adults, Dislocated Workers, and Rapid Response are managed by the AFS-WIOA Service Provider as approved by the Governor through the California Workforce Development Board. The AJCC Operator is a consortium of three agencies (Human Services Agency, Employment Development Department, and the Center for Employment Training), as approved by the Governor through the California Workforce Development Board. HSA is the lead to the consortium
5. Reviewer's relationship: The WDBVC has established the Programs Committee as a standing committee, responsible for providing oversight to all WIOA career services and programs. The Programs Committee has been designated as the ad hoc AJCC Evaluation Committee with responsibility to provide an objective and independent evaluation of the comprehensive AJCC and provide its recommendation to the WDBVC. The evaluation committee may add other members useful for an objective evaluation. <ul style="list-style-type: none"> The AJCC Evaluation Committee is best suited for an independent and objective evaluation given the Programs Committee breadth of institutions represented. The WDBVC Policy on Non-WDB Members of

the Programs Committee membership includes a broad base of member institutions:

“Apart from WDB members who may choose to serve on the Programs Committee, no more than two non-WDB members may be appointed from any one of the categories below.” – Excerpt from WDBVC bylaws

- Educational institutions
 - Housing authorities
 - Juvenile justice/justice system/law enforcement
 - Behavioral/mental health agencies
 - Community-based organizations concentrating on workforce issues for youth or adults
 - Rehabilitation agencies
 - Workforce organizations
 - American Job Center of California (AJCC) partners
 - Employers
- The Programs Committee membership includes ethics training:
 - “In view of their 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 within 60 days of appointment, and to attend Programs Committee meetings regularly.” – Excerpt from WDBVC bylaws

6. Outline of certification process: Describe the process the Local Board used to certify each affiliate/specialized AJCC within their Local Area.

1. AJCC Evaluation Committee (Programs Committee) Duties:

- Conducts AJCC on-site evaluation, observations, and interviews with AJCC staff. Date: April 24, 2019.
- Evaluates observations and rates/scores the *Affiliate Hallmarks of Excellence Certification Matrix* provides recommendations for Corrective Action Plan (CAP) as may be appropriate and continuous improvement
- Formally report committee’s assessment to the WDBVC Executive Committee with recommendation for Certification and any required CAP or continuous improvement recommendations.

2. WDBVC Duties:

- WDBVC Chair directs WDB Programs Committee to serve as ad hoc AJCC Evaluations Committee.
- WDBVC Executive Committee considers Action Item from AJCC Evaluation Committee for recommendation to certify Affiliate AJCC

3. AJCC Consortium Duties

- Conduct Self-Assessment using Hallmarks of Excellence Matrix
- Implement continuous improvement process with partners and AJCC staff
- Implement Corrective Action Plan (if any) prior to June 30, 2019

4. **WDBVC Staff duties:**

- Analyzes Directives/ TEGLs, Deadlines and Required steps/deliverables and Communicate Process to WDBVC Executive Committee and Board
- As directed by Programs Committee chair, determines and invites AJCC Evaluation Committee
- Establishes Evaluation Committee Chart of Work as per process plan, Prepare Instruction to Evaluations Committee about certification goals/outcomes, Methods to evaluate AJCC, and prepares Meeting Schedules and Agenda
- In collaboration with AJCC Consortium, provide process for AJCC self-assessment
- Documents minutes, reports, and WDBVC Action Items, and archive documentation for monitoring

7. Firewalls:

- Excluded from ad-hoc AJCC Evaluation and committee membership as mandated in Directive WSD16-20: a) Service Provider for WIOA Title I adult and dislocated worker career services (Human Services Agency (HSA) is the Service Provider). B) AJCC Program Partner Staff (HSA, Employment Development Department (EDD) and Center for Employment Training (CET) are all three considered AJCC Program Partners and have staff either co-located or available off-site). Additionally all three entities HSA, EDD, and CET make-up the consortium procured to serve as the AJCC One-Stop Operator. Therefore WDBVC will exclude the three entities of the AJCC consortium from participating in the AJCC evaluation.
- Staff firewall: The Workforce Administration staff and the Adult and Family Services Department (AFS-WIOA) staff are both comprised of County of Ventura / Human Services Agency employees. However, Workforce Administration staff and AFS-WIOA staff, have separate and distinct roles and responsibilities, as well as separate reporting managers. Workforce Administration staff do not provide any program service at the AJCC, and are permitted to support the evaluation committee. Lastly, the HSA Adult and Family Services/ WIOA Manager, who is also the lead manager of the One-Stop Operator consortium and the manager for Title I Career Services, is recused from the evaluation and certification process.

8. Other: . Describe any additional criteria the Local Board chose to include if applicable.
Reviewers reviewed a Staff Self-Assessment which was conducted April 18, 2019.

Affiliate/Specialized AJCC Certification Form

Name of Local Board Workforce Development Board of Ventura County

Name of AJCC America's Job Center of California, 2900 N. Madera Rd., Simi Valley, Ca.

Certification Criteria		
1. Memorandum of Understanding (MOU)	Yes (Check box if yes)	No (Check box if no)
An MOU is in place between the the Local Workforce Development Board (Local Board) and each partner within the America's Job Center of California SM (AJCC).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Equal Opportunity	Yes (Check box if yes)	No (Check box if no)
The AJCC ensures equal opportunity for individuals with disabilities in accordance with the <i>Americans with Disabilities Act</i> , the <i>Workforce Innovation and Opportunity Act</i> (WIOA) Section 188, and all other applicable federal and state guidance.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. Local Board Certification Process	Attached (Check box if Attachment 2 is completed and attached)	
The Local Board's outline of the process used to certify the affiliate/specialized AJCC.	<input checked="" type="checkbox"/>	
4. Hallmarks of Excellence		
Include quality indicators, assessment of the AJCC's strengths and continuous improvement opportunities, continuous improvement goals and recommendations, and rational for ranking	Attached (Check box if category is explained on Attachment 3)	Ranking (Select from dropdown menu)
Category #1 – The AJCC physical location and facility enhances the customer experience.	<input checked="" type="checkbox"/>	4
Category #2 – The AJCC ensures universal access with an emphasis on individuals with barriers to employment.	<input checked="" type="checkbox"/>	4
Category #3 – The AJCC actively supports the One-Stop system through effective partnerships.	<input checked="" type="checkbox"/>	4
Category #4 – The AJCC provides integrated, customer-centered services.	<input checked="" type="checkbox"/>	5

Category #5 – The AJCC is an on ramp for skill development.	<input checked="" type="checkbox"/>	5
Category #6 – The AJCC actively engages industry and labor.	<input checked="" type="checkbox"/>	5
Category #7 – The AJCC has high-quality, well-informed, and cross trained staff.	<input checked="" type="checkbox"/>	4
Category #8 – The AJCC achieves business results through data driven continuous improvement.	<input checked="" type="checkbox"/>	4

Check one of the options below:

- ☒ The Local Board has determined the AJCC meets certification requirements.
- ☐ The Local Board has determined the AJCC is not yet able to certify.
- ☐ The California Workforce Development Board will determine the certification status of the AJCC.

The Local Board Chair must attest the Local Board's certification decision by signing below.


 Signature _____

 Name - Greg Liu

 Title - Chair, Workforce Development Board of Ventura
 County



WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY

PROGRAMS COMMITTEE

Proposed Meeting Calendar

Program Year 2019-2020			Location
Wednesday	August 7, 2019	3:00 – 4:30 p.m.	AJCC
Wednesday	September 10 **, 2019	3:00 – 4:30 p.m.	AJCC
Wednesday	October 2, 2019	3:00 – 4:30 p.m.	HSA
Wednesday	November 6, 2019	3:00 – 4:30 p.m.	HSA
Wednesday	December 4, 2019	3:00 – 4:30 p.m.	HSA
Wednesday	January 8, 2020	3:00 – 4:30 p.m.	HSA
Wednesday	February 5, 2020	3:00 – 4:30 p.m.	HSA
Wednesday	March 4, 2020	3:00 – 4:30 p.m.	HSA
Wednesday	April 1, 2020	3:00 – 4:30 p.m.	HSA
Wednesday	May 6, 2020	3:00 – 4:30 p.m.	HSA
Wednesday	June 3, 2020	3:00 – 4:30 p.m.	HSA

Location:

(AJCC) America's Job Center of California, 2901 N. Ventura Road, Oxnard, CA Third Floor – Ventura Room

(HSA) Human Services Agency 855 Partridge Dr.- Ventura, CA - Redwood Room.

****New Date (September 10) due to CWA Conference on Normal meeting date**



Workforce Development Board of Ventura County

WIOA QUARTERLY REPORT (CalJOBS WIOA ETA 9173)

Program Year 2018 – 2019: Third Quarter (Q3)

WIOA PERFORMANCE INDICATORS

DISCLAIMER: The WIOA performance indicators reported herein will serve to provide a quarterly report of program performance. Quarterly reports are generated through CalJOBS (Federal Reports/WIOA Performance/ 9173 Report). This report shows what was submitted to the Department of Labor. The Success Rate shows a numerical gauge of success in meeting the negotiated goal established by the WDB and EDD.

(Q3) Quarterly Report (CalJOBS Federal Report ETA 9173) YOUTH CONTRACTED SERVICE PROVIDERS

	Employment or Education Placement Rate 2nd Quarter After Exit (Cohort Period: 4/1/2017 - 3/31/2018)					Employment or Education Placement Rate 4th Quarter After Exit (Cohort Period: 10/1/2016 - 9/30/2017)					Credential Attainment within 4 Quarters After Exit (Cohort Period: 10/01/2016– 09/30/2017)				
	Goal	Qtr. Actual	Previous Quarter	Qtr. Success Rate	Clients	Goal	Qtr. Actual	Previous Quarter	Qtr. Success Rate	Clients	Goal	Qtr. Actual	Previous Quarter	Qtr. Success Rate	Clients
BGCOP	65.4%	100%	60%	152.9%	2/2	62.0%	100%	80.6%	161.3%	N/A.	53.0%	100%	91%	188.7%	3/3
PPT	65.4%	77.8%	83%	119.0%	14/18	62.0%	83.3%	77.5%	134.4%	10/12	53.0%	50.0%	53.3%	94.3%	1/2

	Median Earnings 2nd Quarter After Exit* (Cohort Period: 4/1/2017 - 3/31/2018)					Measurable Skills Gain* (Cohort Period: 4/1/2018 - 3/31/2019)				
	Goal	Qtr. Actual	Previous Quarter	Qtr. Success Rate	Clients	Goal	Qtr. Actual	Previous Quarter	Qtr. Success Rate	Clients
BGCOP	\$3,491*	\$6,002	\$5.153	171.9%	N/A	42.70%*	41.7%	60.9%	97.7%	15/36
PPT	\$3,491*	\$3,557	\$7,500	101.9%	17	42.70%*	20.6%	20%	46.8%	14/68

LEGEND

PPT: PathPoint

BGC: Boys & Girls Clubs of Oxnard and Port Hueneme

Goal: LWIA Final Performance Levels for PY 2018-2019

Success Rate: Actual performance divided by goal.

Clients: Numerator = only clients with a *positive* outcome.

Denominator = *All* clients included in the outcome

NA: Not Available

***(Proposed baseline/ Not yet Accountable)**

ENROLLMENTS: BGCOP

Participation Summary	Enrollment Goal	YTD Total	YTD Exited
Participants Carried In (PY17-18)	-	29	22
New Participants (PY18-19)	92	<u>93</u>	<u>2</u>
Total Participants	-	122	24

ENROLLMENTS: PPT

Participation Summary	Enrollment Goal	YTD Total	YTD Exited
Participants Carried In(Py17-18)	-	26	16
New Participants (PY18-19)	80	<u>82</u>	<u>04</u>
Total Participants	-	108	20

(Q3) Quarterly Report (CalJOBS WIOA ETA 9173)
HUMAN SERVICES AGENCY/ ADULT & FAMILY SERVICES/ WIOA CAREER SERVICES

	Employment Placement Rate 2nd Quarter After Exit (Cohort Period: 10/1/2017 – 12/31/2017)					Employment Placement Rate 4th Quarter After Exit (Cohort Period: 04/01/2017- 06/30/2017)					Credential Attainment within 4 Quarters After Exit (Cohort Period: 04/01/2017 – 06/30/2017)				
	Goal	Qtr. Actual	Previous Quarter	Qtr. Success Rate	Clients	Goal	Qtr. Actual	Previous Quarter	Qtr. Success Rate	Clients	Goal	Qtr. Actual	Previous Quarter	Qtr. Success Rate	Clients
Adult	64.0%	100%	88.2%	156.3%	20/20	60.5%	88.2%	96%	145.8%	15/17	53.0%	77.8%	100%	146.8%	7/9
DW	68.0%	96.6%	76.7%	142.1%	28/29	63.5%	94.7%	80.8%	149.1%	18/19	57.0%	83.3%	63.2%	146.1%	10/12

	Median Earnings 2nd Quarter After Exit (Cohort Period: 10/1/2017 – 12/31/2017)					Measurable Skills Gain* (Cohort Period: 10/1/2018 -12/31/2018)				
	Goal	Qtr. Actual	Previous Quarter	Qtr. Success Rate	Clients	Goal	Qtr. Actual	Previous Quarter	Qtr. Success Rate	Clients
Adult	\$5,200	\$6,855	\$7,947	131.8%	20	51.0%*	35.4%	33.3%	69.4%	28/79
DW	\$7,450	\$9,008	\$9,008	120.9%	28	45.7%*	27.5%	24.6%	60.2%	19/69

*(Proposed baseline/ Not yet Accountable)

ENROLLMENTS: Adult

Participation Summary	Enrollment Goal	YTD Total	YTD Exited
Participants Carried In(Py17-18)	-	49	34
New Participants (PY18-19)	99	<u>143</u>	<u>11</u>
Total Participants	-	192	45

ENROLLMENTS: Dislocated Worker

Participation Summary	Enrollment Goal	YTD Total	YTD Exited
Participants Carried In(Py17-18)	-	81	55
New Participants (PY18-19)	107	<u>86</u>	<u>07</u>
Total Participants	-	167	62



Workforce Development Board of Ventura County

WIOA QUARTERLY REPORT (CalJOBS WIOA ETA 9173)

Program Year 2018 – 2019: Fourth Quarter (Q4)

WIOA PERFORMANCE INDICATORS

DISCLAIMER: The WIOA performance indicators reported herein will serve to provide a quarterly report of program performance. Quarterly reports are generated through CalJOBS (Federal Reports/WIOA Performance/ 9173 Report). This report shows what was submitted to the Department of Labor. The Success Rate shows a numerical gauge of success in meeting the negotiated goal established by the WDB and EDD.

(Q4) Quarterly Report (CalJOBS Federal Report 9173 – Q4 Not Finalized)

YOUTH CONTRACTED SERVICE PROVIDERS

	Employment or Education Placement Rate 2nd Quarter After Exit (Cohort Period: 4/1/2018 – 6/30/18)					Employment or Education Placement Rate 4th Quarter After Exit (Cohort Period: 10/1/2017 – 12/31/17)					Credential Attainment within 4 Quarters After Exit (Cohort Period: 10/01/2017– 12/31/17)				
	Goal	Qtr. Actual	Previous Quarter	Qtr. Success Rate	Clients	Goal	Qtr. Actual	Previous Quarter	Qtr. Success Rate	Clients	Goal	Qtr. Actual	Previous Quarter	Qtr. Success Rate	Clients
BGCOP	65.4%	82.1%	100%	125.5%	55/67	62.0%	80%	100%	129%	4/8	53.0%	100%	100%	188.7%	1/1
PPT	65.4%	83.0%	77.8%	126.9%	39/47	62.0%	66.7%	83.3%	107.6%	4/6	53.0%	0.0%	50.0%	0.0%	0/0

	Median Earnings 2nd Quarter After Exit* (Cohort Period: 4/1/18 – 6/30/18)					Measurable Skills Gain* (Cohort Period: 4/1/19 – 6/30/19)				
	Goal	Qtr. Actual	Previous Quarter	Qtr. Success Rate	Clients	Goal	Qtr. Actual	Previous Quarter	Qtr. Success Rate	Clients
BGCOP	\$3,491*	\$3,711	\$6,002	106.3%	53	42.70%*	09.1%	41.7%	21.3%	3/33
PPT	\$3,491*	\$3,343	\$3,557	95.8%	48	42.70%*	21.2%	20.6%	49.6%	11/52

LEGEND

PPT: PathPoint

BGC: Boys & Girls Clubs of Oxnard and Port Hueneme

Goal: LWIA Final Performance Levels for PY 2018-2019

Success Rate: Actual performance divided by goal.

Clients: Numerator = only clients with a *positive* outcome.

Denominator = *All* clients included in the outcome

NA: Not Available

***(Proposed baseline/ Not yet Accountable)**

ENROLLMENTS: BGCOP

Participation Summary	Enrollment Goal	YTD Total	YTD Exited
Participants Carried In (PY17-18)	-	29	23
New Participants (PY18-19)	92	<u>93</u>	<u>8</u>
Total Participants	-	122	31

ENROLLMENTS: PPT

Participation Summary	Enrollment Goal	YTD Total	YTD Exited
Participants Carried In(Py17-18)	-	26	18
New Participants (PY18-19)	80	<u>82</u>	<u>18</u>
Total Participants	-	108	36

(Q4) Quarterly Report (CalJOBS WIOA ETA 9173 – Q4 Not Finalized)
HUMAN SERVICES AGENCY/ ADULT & FAMILY SERVICES/ WIOA CAREER SERVICES

	Employment Placement Rate 2nd Quarter After Exit (Cohort Period: 4/1/2018 – 6/30/18)					Employment Placement Rate 4th Quarter After Exit (Cohort Period: 10/1/2017 – 12/31/17)					Credential Attainment within 4 Quarters After Exit (Cohort Period: 10/01/2017– 12/31/17)				
	Goal	Qtr. Actual	Previous Quarter	Qtr. Success Rate	Clients	Goal	Qtr. Actual	Previous Quarter	Qtr. Success Rate	Clients	Goal	Qtr. Actual	Previous Quarter	Qtr. Success Rate	Clients
Adult	64.0%	77.3%	100%	120.8%	17/22	60.5%	88.2%	88.2%	145.8%	15/17	53.0%	90.9%	77.8%	171.5%	10/11
DW	68.0%	96.6%	76.7%	142.1%	28/29	63.5%	94.7%	80.8%	149.1%	18/19	57.0%	83.3%	63.2%	146.1%	10/12

	Median Earnings 2nd Quarter After Exit (Cohort Period: 4/1/18 – 6/30/18)					Measurable Skills Gain* (Cohort Period: 4/1/19 – 6/30/19)				
	Goal	Qtr. Actual	Previous Quarter	Qtr. Success Rate	Clients	Goal	Qtr. Actual	Previous Quarter	Qtr. Success Rate	Clients
Adult	\$5,200	\$6,421	\$6,855	123.5%	17	51.0%*	46.4%	35.4%	91%	39/84
DW	\$7,450	\$9,008	\$9,008	120.9%	28	45.7%*	27.5%	24.6%	60.2%	19/69

*(Proposed baseline/ Not yet Accountable)

ENROLLMENTS: Adult

Participation Summary	Enrollment Goal	YTD Total	YTD Exited
Participants Carried In (Py17-18)	-	49	41
New Participants (PY18-19)	99	<u>151</u>	<u>20</u>
Total Participants	-	200	61

ENROLLMENTS: Dislocated Worker

Participation Summary	Enrollment Goal	YTD Total	YTD Exited
Participants Carried In (Py17-18)	-	81	61
New Participants (PY18-19)	107	<u>97</u>	<u>14</u>
Total Participants	-	178	75



EFFECTIVENESS SERVING EMPLOYERS

WIOA Funded OJT Services Provided Employers & Individuals

PY2018-2019 (JULY 1, 2018 – JUNE 30, 2019)

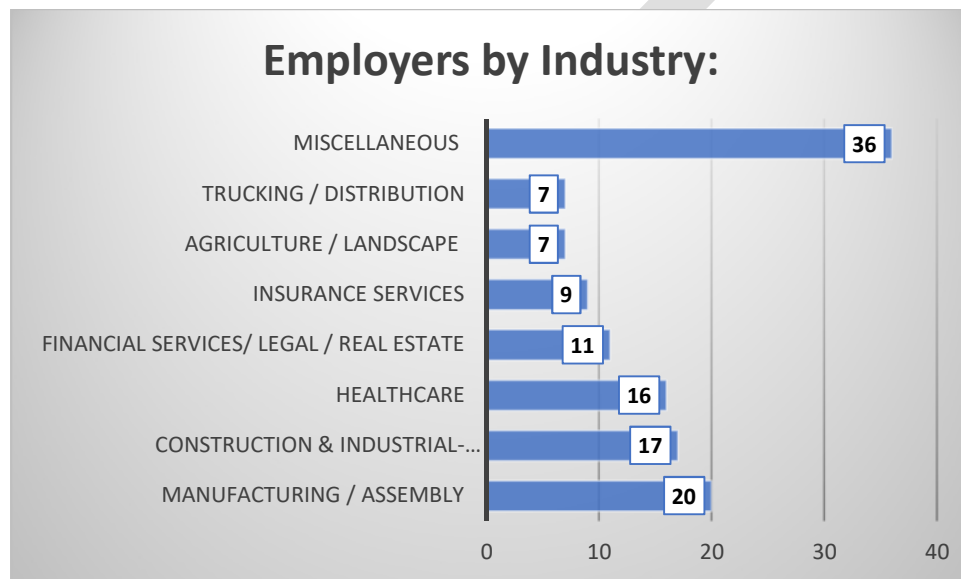
Source: CalJOBS (service code E30, 301)

Not Finalized

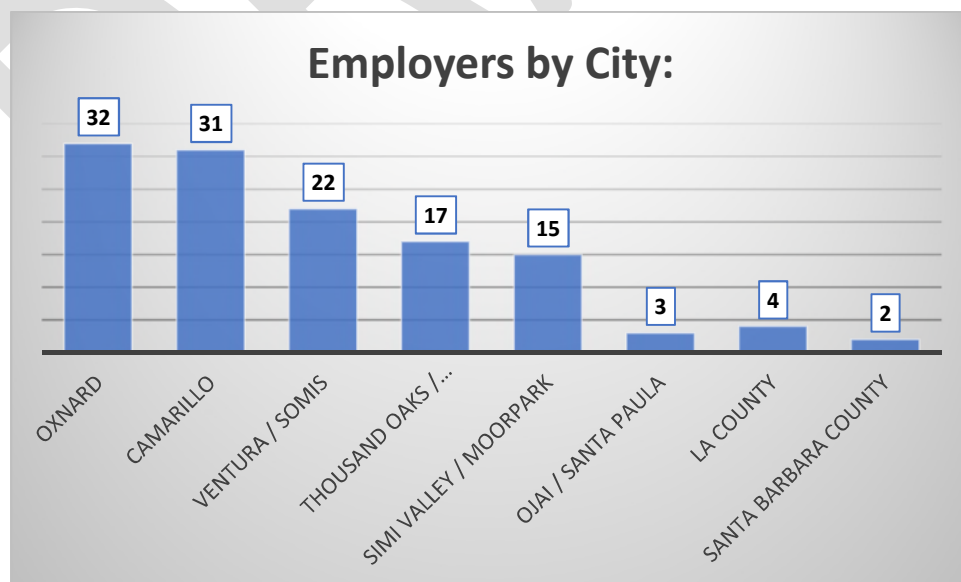
Employer Services -OJT (CalJOBS Service Code E30)

126 Employers offered OJT opportunities, or started OJT.

Employers by Industry:



Employers by City:



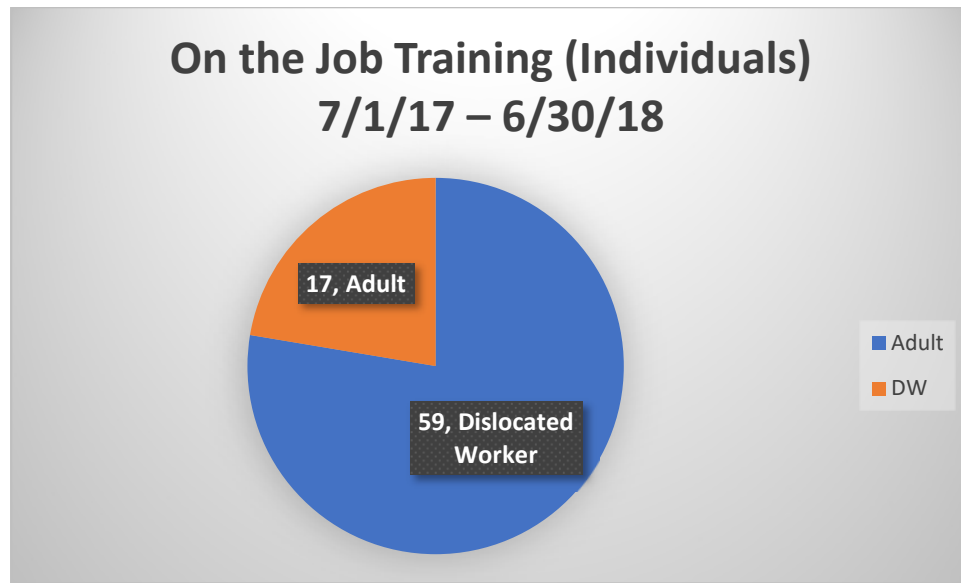


EFFECTIVENESS SERVING EMPLOYERS

Individual OJTs by WIOA Enrollment

WIOA Funds: 73-76? individuals (Adults & Dislocated Workers) started OJTs in PY18-19)

Non-WIOA funds: STEPS (12 Formerly Incarcerated individuals started OJTs in PY18-19)





EFFECTIVENESS SERVING EMPLOYERS

ETA 9169 Effectiveness in Serving Employers Indicators - Summary Report*

- State Region: LA Coastal WS Division 3
- Region/LWDB : Workforce Investment Board, Ventura County Human S
- Program Year: 2018-19
- Date Range: 07/01/2018 - 06/30/2019
- *Not Accountable – Not Finalized

Employer Services Type	Establishment Count
Employer Information and Support Services (total number of establishments who, during the reporting period, received staff-assisted services designed to educate them about and engage them in the local job market/economy and the range of services available through the local One-Stop delivery system. Establishment information services may be provided in a variety of service interventions including orientation sessions, workshops, or other business consultations (e.g., initial site visits). Information and support services that are delivered to establishments through mass mailings or communications, “cold” calling or other follow-up contacts, and regular establishment newsletters, brochures, or publications are not reportable services under this category.)	<u>304</u>
Workforce Recruitment Assistance (total number of establishments who, during the reporting period, received workforce recruitment assistance from staff or remotely through electronic technologies. Activities include, but are not limited to, assisting employers to meet their human capital and skilled workforce needs by: • Supporting employers’ search for qualified candidates; • Securing information on job requirements and providing employers with One-Stop staff support for candidate screening and preemployment interviews at the One-Stop Career Center (or affiliate site) or on site at the place of business; • Taking job order information and promoting the employment opportunities (e.g., advertising the opening to the workforce); • Conducting special recruitment efforts including out-of-area or out-of-state recruitment for candidates with special skills; • Organizing, conducting, and/or participating in job fairs; • Providing employers with meeting/work space at the One-Stop Career Center (or an affiliate site) for screening or interviewing; • Conducting pre-employment testing, background checks and assistance in completion of the I-9 paperwork; and • Providing employers with job and task analysis services, and absenteeism analysis	<u>1,259</u>
Strategic Planning/Economic Development Activities	<u>3</u>
Training Services (total number of establishments who, during the reporting period, received publicly funded training assistance, including customized training, on-the-job training, and incumbent worker training.)	<u>200</u>
Incumbent Worker Training Services	<u>3</u>
Rapid Response/Business Downsizing Assistance (total number of establishments who, during the reporting period, received an initial on-site visit or contact to either (a) discuss the range of rapid response services and other assistance available to workers and employers affected by layoff, plant closures, or natural disasters, or (b), as required by WIOA section 3(51) (A), plan a layoff response following notification of a current or projected permanent closure or mass layoff, including natural or other disasters.)	<u>10</u>



2018-2019 YEAR-END REVIEW

Workforce Development Board of Ventura County

WDB Programs Committee

2018-2019 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 Jesse Cuevas (Employment Development Department).

Other Members: Mary Navarro-Aldana (Employment Development Department), Jerry Beckerman (Segue Career Mentors), Linda Fisher-Helton (Area Housing Authority), Tressie Nickelberry (Ventura County Probation Agency), and Leslie Webster (Department of Rehabilitation), Tom Van Meeuwen (California Conservation Corps).

Committee Accomplishments

In support of the WDB's *Ventura County Regional Strategic Workforce Development Plan 2017-2020*, WDB Programs Committee accomplishments included:

- The principal role of oversight included WIOA Adult, Dislocated Workers, Rapid Response, and Youth programs.
- Discussed youth-related programs and services in Ventura County as described in presentations on the 100% Out-of-School Youth Requirement; Presentations from PathPoint, and Boys & Girls Clubs of Greater Oxnard and Port Hueneme.
- Studied the Rapid Response program. Committee members learned that Rapid response is authorized under Workforce Innovation and Opportunity Act (WIOA) Title I, with services provided to individuals (Dislocated Workers) being laid-off. Specifically, the service offered to employers and their affected employees are, the provision of information and access to unemployment compensation benefits, comprehensive One-Stop system services, and employment and training activities, including information on the Trade Adjustment Assistance (TAA) program and the North American Free Trade Agreement (NAFTA)-TAA program.
- Discussed adult programs and services offered at the America's Job Center of California in Oxnard and Simi Valley California, as described in a presentation from the Human Services Agency/ Adult and Family Services Department/WIOA programs. Topics included Labor Market Information, emphasis on Customer Choice in selecting services, online job matching tools available for job seekers (including CalJOBS software), Veteran Preference, services available to individuals with barriers to employment, and WIOA eligibility orientations.
- Discussed and studied the Adult, Dislocated Worker, and Youth, enrollments and four Performance Indicators (formerly Common Measures): Placement and Retention in Employment or Education-Training (2nd Quarter and 4th Quarter After exit); Median Earnings (2nd Quarter after Exit); Credential Attainment; and Measurable Skills Gain; Data source was CalJOBS Federal ETA 9173 Reports.

2018-2019 YEAR-END REVIEW

Workforce Development Board of Ventura County

- Reviewed WDB Program Policies. The operational policies are required according to WIOA. The policies are currently being developed and reviewed for accuracy, and the committee was invited to review them as part of their career service programs oversight duties. The 5 new and 3 revised WDB (Local Area) Policies for WIOA Program implementation included: NEW: Policy #18-01 Veteran and Adult Priority Of Service, Policy #18-02 Fraud, Program Abuse, Criminal Conduct, Policy #18-04 Follow-Up Services, Policy #18-06 Supportive Services – Youth, Policy #18-07 Monitoring And Oversight, Policy #18-08 Firewall, Policy #18-09 Incentives – Youth. REVISED POLICIES: Policy #18-03 Supportive Services – Adult and Dislocated Worker (This Policy Updates And Replaces The WIA Policy On Supportive Services Of 9/1/15), and Policy #18-05 Dislocated Worker Eligibility (This Policy Updates And Replaces The WIA Policy On Dislocated Worker Eligibility Of 7/1/15).
- Committee members reviewed and discussed the summary of the results and corrective actions from the 85% Program on-Site Monitoring of the Youth Programs conducted in January 2018. Members learned about WDB technical assistance and training provided to both Boys & Girls Clubs of Oxnard and Port Hueneme, and PathPoint in order to prepare Corrective Action Plans (CAP) as a result from findings listed in the state report.
- Committee conducted oversight of AJCC Hallmarks of Excellence Continuous Improvement Plan for the Comprehensive AJCC in Oxnard, that was conducted PY17-18. Positive observations included: AJCC partner meetings conducted monthly, new VOS Computer Greeter System being implemented October 2018 with improved layout, AJCC partner cross-training started, career services staff training started August/September 2018, regional training coordinator was hired by HSA/AFS.
- The WDB appointed the committee to serve as an independent and objective Ad. Hoc. AJCC Evaluations Committee. Members conducted on-site AJCC Evaluation at the Affiliate AJCC in Simi Valley, using the Hallmarks of Excellence Matrix. The Hallmarks of Excellence AJCC Certification is intended to encourage continuous improvement. Members conducted one on-site tour, dedicated to reviewing evidence to determine three key requirements for AJCC certification: 1) Effectiveness of the AJCC, 2) Physical and Programmatic Accessibility for individuals with disabilities, and 3) Continuous Improvement. The committee provided a final Matrix report to WDB that included: Numerical Ranking Scores, justification narrative, and recommendations for Continuous Improvement.
- Committee members conducted the annual contracts performance evaluation for the purpose of oversight on behalf of the Workforce Development Board. The two contracts for potential renewal are for Option Year Two (PY2019-20 – July 1, 2019 - June 30, 2020) and the committee's role was to evaluate any available criteria and make their observation available to the WDB Executive Committee. The committee recommended renewal for each provider.

Insights

- Committee members gained insight in the inner-workings of the AJCC Affiliate in Simi Valley through the Hallmarks of Excellence evaluation process and will use this knowledge for improved oversight of the WIOA programs
- Committee members continue to understand their roles and responsibilities for oversight of WIOA Adult, Dislocated Worker, Rapid Response, Youth, and AJCC career services.



2018-2019 YEAR-END REVIEW

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- 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 and the Boys and Girls Clubs of Greater Oxnard & Port Hueneme, as well as Title I career service provider, including Rapid Response, Adult & Family Services Department, were helpful to provide members an understanding about their mission, objectives, and achievements. Committee members were able to satisfy oversight responsibilities for WIOA programs including out of school youth contracts; and Title I career service providers. All service providers were readily available to answer questions, provide regular performance updates, and share inspiring client success stories.
- Negotiated WIOA Performance Indicators have required staff and committee members to understand the programs' obligations, constraints, and prerequisites in order to understand the outcomes listed in CalJOBS within the various measures of success. Members appreciate that CalJOBS, although slow to incorporate software updates, continues to be the source of performance reports.
- Committee members support the standing HSA practice that youth providers should be provided WIOA and CalJOBS training and other technical assistance as needed in order to continue progress in providing excellence in programs offered to youth with barriers to employment. Members discussed contractor outcomes from technical assistance. Members noted that contractors have attended CalJOBS training sessions and adopted lessons learned.
- Committee members welcomed the new WDB Executive Director, Rebecca Evans. Members are committed to providing program oversight and appreciate the guidance from Ms. Evans.
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