



**WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY**  
**PROGRAMS COMMITTEE MEETING**

**Wednesday, November 6, 2019**

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

Americas Job Center of California (AJCC)  
2901 N. Ventura Rd, (3<sup>rd</sup> floor - Ventura Room), Oxnard, Ca.

**REVISED**  
**AGENDA**

- |           |  |                          |
|-----------|--|--------------------------|
| 3:00 p.m. | <b>1.0 Call to Order, Introductions, and Agenda Review</b>   | Kathy Harner, Vice Chair |
| 3:02 p.m. | <b>2.0 Public Comments</b><br><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>  | Kathy Harner             |
| 3:05 p.m. | <b>3.0 Consent Items</b><br>3.1. Approval of Minutes: October 2, 2019  | Kathy Harner             |
| 3:10 p.m. | <b>4.0 WIOA Local Policies (Review &amp; Recommendation)</b><br>4.1. Policy #2019-02 <b>Debt Collection</b><br>4.2. Policy #2019-04 <b>Definition of Basic Skills Deficient</b><br>4.3. Policy #2019-07 <b>Priority of Service</b> ( <i>This policy supersedes Local Policy Bulletin #2018-01 Veteran and Adult Priority of Service, dated August 23, 2018</i> ) | Norman Albances          |
| 3:40p.m.  | <b>5.0 WIOA Performance</b><br>5.1. Q1 Report WIOA Performance Indicators  | Patrick Newburn          |
| 4:10 p.m. | <b>6.0 Committee Member Comments</b>   | Committee Members        |
| 4:30 p.m. | <b>7.0 Adjournment</b>   | Kathy Harner             |

Next Meeting:

December 4, 2019 (3:00 p.m. – 4:30 p.m.)  
Human Services Agency  
855 Partridge Dr. (Redwood Room)  
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.

For information about the Workforce Development Board of Ventura County, go to [workforceventuracounty.org](http://workforceventuracounty.org)





**WDB Programs Committee Meeting**  
**October 2, 2019**

**REVISED**  
**MINUTES**

**Meeting Attendees**

Committee Members

Tony Skinner\* (Chair)  
Kathy Harner\*  
Linda Fisher-Helton  
Carolyn Vang-Walker\*

\*WDB Members

Guests

Nancy Ambriz (HSA)  
Mariana Cazares (BGCOP)  
Dian Fernandez (BGCOP)  
Jessica Gallardo (PathPoint)  
Marixa Juarez (PathPoint)  
Christy Norton (HSA)  
Vivian Pettit (HSA)  
Jay Turner (I.U.O.E. Local12)  
Omar Zapata (BGCOP)

WDB Staff

Norman Albances  
Patricia Duffy  
Rebecca Evans  
Patrick Newburn  
Andrea Sanchez  
Diana Saldana

**1.0 Call to Order, Introductions, and Agenda Review**

Tony Skinner called the meeting to order at 3:02 p.m.

**2.0 Public Comments**

None

**3.0 Consent Items**

- Approval of Minutes: August 7, 2019

Motion to Approve: Carolyn Vang-Walker

Second: Tony Skinner

Consent Item approved

**4.0 Action**

Recommendation that the Programs Committee Recommend to the Executive Committee of the Workforce Development Board of Ventura County (WDB) approval of the draft WIOA Youth Services Request for Proposal (RFP) For PY2020-2021.

Motion: Linda Fisher Helton

Second: Kathy Harner

Action Item approved

Committee members conducted review and discussion of the draft WIOA Youth Services RFP. The RFP as prepared by WDB staff and the HSA Contracts and Grants Department, was presented to the committee by Executive Director Rebecca Evans. Among the new changes from previous contracts, is a funding provision to allow serving In-School Youth, allowing up to 25% expenditure, as well as Out of School Youth, which requires a minimum 75% expenditure, according to WIOA legislation. One of the key issues actively discussed was the proposed restructuring of services into two geographic regions versus the current three service areas that have been in effect for many years. Mrs. Evans, explained the rationale for proposing two region service areas, was based upon

analysis of several data points which included US Census Bureau data such as unemployment ratios, youth population census counts, youth living in poverty level ratios, and benefit case counts from the HSA. The intent is to allow providers to equitably serve Ventura county's 16-24-year-old youth population proportionate to the need within each city. The committee, strongly recommended that youth within the three cities (Santa Paula, Fillmore, Piru) within the Santa Clara River Valley, who have a history of high poverty levels would be well served without splitting the three cities into two regions, as was presented to the committee in committee's draft version RFP. Some members commented that no specific data points were provided to illustrate the need to re-distribute/re-align the regions currently in use. Additionally, members noted the timing of the RFP release was such that there was no opportunity for the committee to provide review at future meetings on a final version beyond the draft presented. After robust discussion, committee consensus directed WDB staff to incorporate member recommendations in the final RFP and present to the WDB.

## **5.0 WIOA Career Services Presentation**

Members received a complete presentation from Nancy Ambriz, Career Services Programs Manager and, Christy Norton, Business Services Program Coordinator both from the Adult and Family Services Dept. / Human Services Agency. The PowerPoint presentation featured the career services provided within WIOA Adult, Dislocated Worker, & Rapid Response Programs. Ms. Ambriz additionally provided an overview of services provided at Oxnard Riverpark and Simi Valley AJCCs. Christy Norton presented the committee with brochures and presented on the business services provided to employers and explained the Rapid Response program. The Account Executives from the Human Services Agency meet with employers and work closely with the Employment Specialists in the Career Services department in providing direct employer connection to the enrolled WIOA participants. Committee Chair Skinner thanked Nancy and Christy for their informative presentation. Members commented that the presentations help with their understanding of career services offered through the AJCC and the WIOA program.

## **6.0 EDD Program Monitoring**

Rebecca Evans, WDB Executive Director, provided members the upcoming EDD Monitoring focused on Youth Programs scheduled in early October. The monitors will review 30 sample case files from each provider, as well as on site interviews with staff and participants over the course of the week on monitoring. Additionally, Mrs. Evans discussed the Corrective Action Plan (CAP) from previous EDD monitoring in 2018 focused on Incentives Policy and Supportive Services. The CAP calls for clear explanations and training for providers. There were disallowed costs in supportive services that one of the providers had to reimburse. The WIOA monies require reasonable and necessary justifications and detailed case notes to justify necessary expenditures.

## **7.0 Adjournment**

Tony Skinner adjourned the meeting at 4:31 p.m.

### **Next Meeting**

November 6, 2019 (3:00 p.m. – 4:30 p.m.)

Americas Job Center of California (AJCC)

2901 N. Ventura Rd, (3<sup>rd</sup> floor - Ventura Room), Oxnard, Ca.



## DEBT COLLECTION

### PURPOSE

This policy provides guidance regarding prior for debt collection associated with the misexpenditure of Workforce Innovation and Opportunity Act (WIOA) funds.

### SCOPE

The Workforce Development Board of Ventura County (WDBVC) and its contractors and subrecipients.

### REFERENCES

- Workforce Innovation and Opportunity Act, Section 184, Fiscal Controls; Sanctions
- Workforce Services Directive WIAD01-5, Debt Collection (September 10, 2001)

### POLICY

The Workforce Development Board of Ventura County (WDBVC) is responsible for their subrecipient audit resolution and aggressive debt collection action. At the State level, audit resolution and debt collection are the responsibility of the Employment Development Department's (EDD) Compliance Review Division (CRD).

The settlement of all debts resulting from fraud, malfeasance, misapplication of funds or other serious violations or illegal acts must be cash from nonfederal sources. Funds collected by WDBVC in settlement of these debts must be returned to CRD immediately on their receipt. The mailing address for CRD is:

Employment Development Department  
Compliance Review Division, MIC 22M  
P.O. Box 826880  
Sacramento, CA 94280-0001

The WDBVC must maintain records that document the action taken with respect to debt collection, restoration, or other debt resolution activities. The WDBVC must also document the reason for the action taken.

When the debt was not a result of fraud, malfeasance, misapplication of funds or other serious violations of illegal acts, the cash repayment of the disallowance is a credit to the title and year to which it was originally charged. The credit reduces the expenditures of the period of the cost that was refunded. If the year of allocation is still open, WDBVC may expend the funds within the

cost limits. Cash payment received after the fund availability period must be remitted to CRD.

Debt collection procedures include:

- A process for notifying subrecipients of the establishment of the debt, their appeal rights, the date that the debt will be considered delinquent, the sanctions (which may include but are limited to debarment) if the debt is not repaid and the interest rate charged, if any.
- The requirement that that three (3) debt collection letters be sent to the subrecipient at no less than 30 calendar day intervals.
- The establishment of an outstanding debt category in the local area's accounts receivable system.
- The WDBVC standards and specifications for terminating, comprising, and litigating debts; and
- An audit resolution tracking log shall document the disposition of reported questioned costs and corrective actions taken for all findings and shall maintain a permanent record of all debt cases and their status.

To be relieved of liability for a subrecipient's debt, the WDBVC must submit a written request that EDD seek the Department of Labor agreement to forego collection action to the CRD. Requests must include documentation and other demonstrations of facts showing compliance with WIOA Section 184(d) and Title 20 CFR 683.740 to CRD. Mere statements of compliance and recitation of the criteria will not be acceptable. Without the prior approval of both CRD and DOL, The WDBVC will remain responsible for repayment of the entire debt.

All WIOA debts must be paid within 30 calendar days of the date on which the debt was established as final. If the debtor is unable to make restitution in full, an installment repayment agreement may be negotiated. Installment repayment agreements must be short in duration, from 3 to 12 months, with a maximum of 36 months. The length of the repayment agreement will be negotiated based on the size of the debt and the debtor's ability to pay. All installment repayment agreements must have prior approval by the CRD.

#### **ACTION**

Bring this policy to the attention of all affected staff.

#### **INQUIRIES**

Inquiries regarding this policy can be addressed to the WDBVC at 805-477-5306.

/S/ Rebecca Evans, Executive Director  
Workforce Development Board of Ventura County



## DEFINITION OF BASIC SKILLS DEFICIENT

### PURPOSE

This policy provides guidance on the definition of basic skills deficient.

### SCOPE

The Workforce Development Board of Ventura County (WDBVC) and its contractors and subrecipients.

### REFERENCES

- Workforce Innovation and Opportunity Act, Public Law 113-128
- Workforce Services Directive WSD17-07, WIOA Youth Program Requirements (January 16, 2018)

### POLICY

WIOA provides states and or local areas with the authority to develop policy on Part B of the basic skills deficient definition.

Eligibility Criteria	Acceptable Documentation
(A) who is a youth, that the individual has English reading, writing, or computing skills at or below the 8th grade level (8.9 or below) on a generally accepted standardized test; or	Scores of a generally accepted standardized test or a comparable score on a criterion referenced test
(B) who is a youth or adult, that the individual is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual’s family, or in society.  <i>Considerations for defining “at a level necessary to function on the job, in the individual’s family, or in society”:</i> <ul style="list-style-type: none"> <li>• Computer skills</li> <li>• Financial literacy</li> <li>• Ability to follow directions</li> <li>• Ability to relay information accurately</li> </ul>	Scores of a generally accepted standardized test or a comparable score on a criterion referenced test; school documentation indicating basic skill deficiency; employer statement  <i>Detailed case notes based on reliable information are acceptable to explain “at a level necessary to function on the job, in the individual’s family, or in society”. In addition to standard requirements for all case notes, those case notes must also detail how that determination was made.</i>

*The Workforce Development Board of Ventura County is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.*

Definition of Basic Skills Deficient

<ul style="list-style-type: none"><li>• <i>Ability to receive, attend to, interpret, and respond to verbal messages and other cues</i></li></ul>	
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**ACTION**

Bring this policy to the attention of all affected staff.

**INQUIRIES**

Inquiries regarding this policy can be addressed to the WDBVC at 805-477-5306.

/S/ Rebecca Evans, Executive Director  
Workforce Development Board of Ventura County





## PRIORITY OF SERVICE

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### PURPOSE

This policy provides the guidance and establishes the procedures regarding the priority of service requirement for U.S. Department of Labor (DOL) funded programs and services.

This policy supersedes Local Policy Bulletin #2018-01 Veteran and Adult Priority of Service, dated August 23, 2018. Retain this policy until further notice.

### SCOPE

The Workforce Development Board of Ventura County (WDBVC) and its contractors and subrecipients.

### REFERENCES

- WIOA (Public Law 113-128) Sections 3(5), 3(36), and 3(50), and 134
- Workforce Services Directive WSD15-14 (PDF), Subject: WIOA Adult Program Priority of Service (January 22, 2016)
- Workforce Services Directive WSD19-04 (PDF), Subject: Priority of Service for Veterans and Eligible Spouses (September 11, 2019)

### POLICY

#### Definitions

The definitions listed below are for the purposes of implementing priority of service only. The definitions of “veteran” and “eligible spouse” applicable to the priority of service requirement are different from, and broader than, than the definitions of “veteran” and “other eligible persons” applicable to services provided by the Disabled Veterans’ Outreach Program Specialist and Local Veterans’ Employment Representative staff.

*Basic Skills Deficient* – An individual that is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual’s family, or in society (WIOA Section 3[5]). Criteria used to determine whether an individual is basic skills deficient includes the following:

- Lacks a high school diploma or high school equivalency and is not enrolled in postsecondary education.
- Enrolled in a Title II Adult Education/Literacy program.
- English, reading, writing, or computing skills at or below the 8th grade level (8.9 or below) on a generally accepted standardized test.

- Determined to be Limited English Skills proficient through staff-documented observations.
- Other objective criteria determined to be appropriate by the Local Area and documented in its required policy.

*Case Notes* – Paper or electronic statements by the case manager that identifies, at a minimum, (1) a participant's status for a specific data element, (2) the date on which the information was obtained, and (3) the case manager who obtained the information. If case notes are used as a documentation source, the case notes must provide an auditable trail back to the source of information verified. The case manager does not need to keep a hard copy of the information verified in the participant's case file.

**Example:** A case manager verifies an individual is basic skills deficient by viewing school records, specifically, enrollment in a Title II Adult Education/Literacy program. The case notes must include auditable information, such as the name of the school and the date of enrollment, which could allow an auditor/monitor to later retrieve this information. The case manager would not need to keep a hard copy of the school record in the participant's file (TEGL 06-14, Attachment A).

*Covered Person* – a veteran or eligible spouse.

*Eligible Spouse* – the spouse (including the same-sex spouse) of any of the following:

- a. Any veteran who died of a service-connected disability.
- b. Any member of the Armed Forces serving on active duty who, at the time of application or the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
  - i. Missing in action.
  - ii. Captured in the line of duty by a hostile force.
  - iii. Forcibly detained or interned in the line of duty by a foreign government or power.
- c. Any veteran who has a total disability resulting from a service-connected disability, as evaluated by the U.S. Department of Veterans Affairs (VA).
- d. Any veteran who died while a disability, as indicated in category c. of this definition, was in existence.

A spouse whose eligibility is derived from a living veteran or service member (i.e., categories b. or c. above) would lose his or her eligibility if the veteran or service member were to lose the status that is the basis for the eligibility (e.g., if a veteran with a total service-connected disability were to receive a revised disability rating at a lower level), or upon divorce from the veteran or service member.

**Note:** A surviving spouse who is a widow or widower AND remarries on or after December 16, 2003, AND on or after attaining age 57, is entitled to continue to receive Dependency and Indemnity Compensation.

**Low-Income** – An individual that meets one of the four criteria below:

1. Receives, or in the past six months has received, or is a member of a family that is receiving, or in the past six months has received, assistance through the Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance For Needy Families (TANF), program supplemental security income program, or state or local income-based public assistance.
2. In a family with total family income that does not exceed the higher of the following:
  - a. The poverty line.
  - b. 70 percent of the Lower Living Standard Income Level.
3. A homeless individual.
4. An individual with a disability whose own income does not exceed the income requirement, but is a member of a family whose total income does. (Reference WIOA Section 3[36])

**Non-covered Person** – any individual who neither meets the definition of veteran nor the definition of eligible spouse.

**Public Assistance Recipient** – An individual that receives federal, state, or local government cash payments for which eligibility is determined by a needs or income test (WIOA Section 3[50]).

**Point of Entry** – the point at which a veteran or eligible spouse expresses an interest in receiving employment, training, and placement services. It may be in-person or online, and can include physical locations such as reception areas, resource areas, and self-service kiosks in an America's Job Center of California (AJCC), as well as websites such as CalJOBS, and other virtual service delivery resources.

**Priority of Service** – with respect to any qualified job training program, a covered person shall be given priority over a non-covered person for the receipt of employment, training, and placement services provided under that program, notwithstanding any other provision of the law. Such priority includes giving access to such services to a covered person before a noncovered person or, if resources are limited, giving access to such services to a covered person instead on a non-covered person:

**Program Operator** – a recipient or subrecipient of DOL funds for a qualified job training program.

**Qualified Job Training Program** – any program or service for workforce preparation, development, or delivery that is directly funded, in whole or in part by the DOL.

**Recipient** – an entity that is awarded federal financial assistance, in whole or in part, directly from the DOL or through a subaward for any qualified job training program.

**Self-Attestation** – When a participant states his or her status for a particular data element, such as low income, and then signs and dates a form acknowledging this status. The key elements for self-attestation are (1) the participant identifying his or her status for permitted elements, and

(2) signing and dating a form attesting to this self-identification. The form and signature can be on paper or in the Local Area management information system, with an electronic signature (TEGL 06- 14, Attachment A).

\*Note that self-attestation is not to be used as the primary method of gathering documentation to verify data elements. Self-attestation as a documentation source is only to be used when the preferred options of paper documentation or third party corroboration are not available.

*Subrecipient* – an entity that is awarded federal financial assistance through a subaward funded by the DOL for any qualified job training program.

*Veteran* – a person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable. Active service includes full-time duty in the National Guard or a Reserve component, other than full-time duty for training purposes. Active service does not include full-time active duty performed by National Guard personnel who are mobilized by state rather than federal authorities.

### **Priority of Service**

As stated in the WIOA Section 134(c)(3)(E), with respect to individualized career services and training services funded with WIOA adult funds, priority of service must be given to recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient.

Priority of service status is established at the time of eligibility determination and does not change during the period of participation. Priority does not apply to the dislocated worker population.

### **Priority of Service for Veterans and Eligible Spouses**

Program operators are required to provide priority of service to veterans and eligible spouses for all WIOA and Wagner-Peyser funded activities, including technology–assisted activities. Priority of service means that veterans and eligible spouses are entitled to take precedence over non-covered persons in obtaining employment, training, and placement services. More specifically, a veteran or an eligible spouse either receives access to a service earlier in time than a non-covered person or, if the resource is limited, the veteran or eligible spouse receives access to the service instead of or before the non-covered person.

In implementing priority of service, program operators must ensure veterans and eligible spouses receive basic career services and individualized career services before other noncovered individuals. Additionally, they must ensure veterans and eligible spouses receive first priority on waiting lists for training slots, and are enrolled in training prior to non-covered persons. However, once a non-covered participant is enrolled in a workshop or training class, priority of service is not intended to allow a veteran or eligible spouse to bump the noncovered participant from that class or service.

Program operators must ensure that priority of service is applied by all subrecipients of DOL funds. Pertinent language should be included in contracts, subgrants, solicitations for proposals, memorandums of understanding, and other service provision agreements.

### **Applying Priority of Service**

The application of priority of service varies depending on the eligibility requirements of the particular program. There are four basic categories of DOL-funded programs: universal access programs, programs that require participants to meet specified eligibility criteria, programs with statutory priorities, and programs with discretionary priorities. The following describes how priority of service applies to these basic types of programs.

#### *Universal Access Programs*

For workforce programs that operate or deliver services to the public as a whole without targeting specific groups (e.g., WIOA basic career services), veterans and eligible spouses receive priority of service over all other program participants.

#### *Programs with Eligibility Criteria*

Eligibility criteria identify basic conditions that each participant in a specific program is required to meet. For example, for the WIOA Adult, Dislocated Worker, and Youth programs, every participant is required to meet program eligibility requirements (e.g., age, selective service registration, etc.). A veteran or eligible spouse must first meet all of the eligibility criteria in order to be considered eligible for participation in the program. Once determined eligible for participation, the veteran or eligible spouse receives priority for participation in the program and receipt of services.

#### *Programs with Statutory Priorities*

In addition to the eligibility criteria that all participants are required to meet, some programs have priorities that target certain populations and establish a rank order for enrolling or serving participants (e.g., the WIOA priority for Adult funds to serve recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient). While veterans' priority is required under federal law and cannot be waived, it is not intended to displace existing eligibility requirements and statutory priorities. Therefore, in these instances, veterans and eligible spouses must first meet both the program's eligibility and statutory priority criteria to receive priority for participation in the program and receipt of services. Program operators must determine the status of each individual veteran or eligible spouse and apply priority of service in the following order:

1. Veterans and eligible spouses who meet the program's statutory priority requirement (e.g., veterans and eligible spouses who are also recipients of public assistance, other low income individuals, or individuals who are basic skills deficient).
2. Non-covered persons who meet the program's statutory priority requirement (e.g., non-covered persons who are recipients of public assistance, other low income individuals, or individuals who are basic skills deficient).
3. Veterans and eligible spouses who do not meet the program's statutory priority requirement.
4. Priority populations established by the Governor and/or Local Workforce Development Board.
5. Non-covered persons outside the program's statutory priority requirement.

#### *Programs with Discretionary Priorities*

Programs with discretionary priorities may make an effort to provide a certain level of service to a particular group. However, the law does not mandate that the target group be served before other eligible individuals. With respect to priority of service, the only feature that distinguishes discretionary targeting programs from universal access programs is the additional application of the discretionary targeting criterion to non-covered persons. Therefore, program operators must apply priority of service in the order below:

1. Veterans and eligible spouses.
2. Non-covered persons within the discretionary targeting group.
3. Non-covered persons outside the discretionary targeting group.

#### *Income Eligibility Requirements*

When determining eligibility for programs that have a statutory requirement to serve low income individuals, many types of military service-related income are exempt. Specifically, the following pay, financial allowances, and financial benefits must be disregarded for veterans, transitioning service members, or any other individuals for whom these amounts would normally be applied in making an eligibility determination.

- Military pay or allowances paid while on active duty.
- Military pay or allowances paid by the VA for vocational rehabilitation, disability payments, or related VA-funded programs (including the VA work study allowance), and including any financial benefits received under the following chapters of Title 38 U.S.C.:
  - Chapter 11 - Compensation for service-connected disability or death.
  - Chapter 13 - Dependency and indemnity compensation for service-connected deaths.
  - Chapter 30 - All-volunteer force educational assistance program.
  - Chapter 31 - Training and rehabilitation for veterans with service-connected disabilities.
  - Chapter 33 – Post-9/11 educational assistance.

- Chapter 35 - Survivors' and dependents' educational assistance.
- Chapter 36 - Administration of educational benefits.
- Any benefits received under Title 10 U.S.C. Chapter 106 - Educational assistance for members of the selected reserve.

In contrast, the following types of military-related income are included in low-income calculations:

- Pension payments authorized by Title 10 U.S.C., such as those received by military retirees, whether or not their retirement was based on disability.
- Pension benefits paid under Title 38 U.S.C. Chapter 15 – Pensions for low-income, wartime veterans who are disabled for reasons not connected or related to their military service.

It is also important to note that VA benefits for education and training services do not constitute “other grant assistance” under WIOA’s eligibility requirements. Therefore, veterans or eligible spouses who are eligible for the GI Bill or other forms of VA-funded education or training are not required to coordinate their entitlement to those benefits with their eligibility for WIOA-funded training, as stipulated under 20 CFR Section 680.230. Specifically, program operators may not require veterans or eligible spouses to exhaust their entitlement to VA-funded training prior to enrolling them in WIOA-funded training.

### **Identifying Veterans and Eligible Spouses**

Program operators must put processes into place to ensure that veteran and eligible spouses are identified at the point of entry and given an opportunity to take full advantage of priority of service. The point of entry includes physical locations such as AJCCs, as well as websites such as CalJOBS, and other virtual service delivery resources. These processes should ensure that veterans and eligible spouses are aware of their entitlement to priority of service, the full array of employment, training, and placement services available under priority of service, any applicable eligibility requirements for those programs and services, and in cases of online points of entry, how to access assistance via the nearest America’s Job Center of California.

### **Documenting Eligibility for Priority of Service**

It is not necessary for staff to verify the status of priority of service until the individual undergoes eligibility determination and is enrolled in a WIOA individualized career service or training service. Until the point at which the participant receives an individualized career service or training service, an individual who states they meet the priority eligibility criteria must be accorded priority of service on the basis of self-attestation.

In those instances in which eligibility determination and enrollment in a WIOA individualized career service occur at the point of entry, a covered person must be enrolled, provided immediate priority, and permitted to follow-up subsequently with any required verification of

his or her status as a covered person.

Program operators may use the following sources of documentation to verify whether a participant qualifies for priority of service under WIOA:

<b>PRIORITY OF SERVICE</b>	
<b>Priority of Service Criteria</b>	<b>Acceptable Documentation</b> (Only the documentation sources listed below may be used.)
<b>1. Recipient of Public Assistance</b>	<ul style="list-style-type: none"> <li>• Cross-match with public assistance database</li> <li>• Copy of authorization to receive cash public assistance</li> <li>• Copy of public assistance check</li> <li>• Medical card showing cash grant status</li> <li>• Public assistance records</li> <li>• Refugee assistance records</li> </ul>
<b>2. Low Income</b>	<ul style="list-style-type: none"> <li>• Alimony agreement</li> <li>• Award letter from veteran's administration</li> <li>• Bank statements</li> <li>• Compensation award letter</li> <li>• Court award letter</li> <li>• Pension statement</li> <li>• Employer statement/contact</li> <li>• Family or business financial records</li> <li>• Housing authority verification</li> <li>• Pay stubs</li> <li>• Public assistance records</li> <li>• Quarterly estimated tax for self-employed persons</li> <li>• Social Security benefits</li> <li>• Unemployment Insurance documents</li> <li>• Self attestation*</li> </ul>
<b>3. Basic Skills Deficient</b>	<ul style="list-style-type: none"> <li>• School Records                             <ul style="list-style-type: none"> <li>○ A referral or records from a Title II Basic Adult Education program or English Language Learner program</li> </ul> </li> <li>• Results of academic assessment</li> <li>• Case notes*</li> <li>• Self-Attestation*</li> </ul>
<b>4. Veteran</b>	<ul style="list-style-type: none"> <li>• DD-214</li> <li>• Letter from U.S. Department of Veterans Affairs</li> <li>• Cross match with other veteran databases</li> <li>• Self-Attestation*</li> </ul>
<b>5. Eligible Spouse</b>	<ul style="list-style-type: none"> <li>• Marriage License or Income Tax Return</li> <li>• Self-Attestation*</li> </ul>
<p>*Please reference the definition section of this directive for additional guidance on case notes or self-attestation being used for documentation purposes.</p>	



For reporting and statistical purposes, the WDBVC recommends program operators document all barriers of employment to accurately measure populations served.

### **Workforce Development Board of Ventura County Policy and Procedures**

Program operators must establish policy and procedures for implementing priority of service within existing service delivery strategies. Program operator policies must ensure that priority populations, especially veterans and eligible spouses, are identified at the point of entry and given an opportunity to take full advantage of priority of service. These policies must ensure that priority populations are aware of their entitlement to priority of service, the full array of employment, training, and placement services available under priority of service, and any applicable eligibility requirements for those programs and/or services. Additionally, program operators must ensure that written copies of local priority of service policies are maintained at all service delivery points and, to the extent practicable, posted in a way that makes it possible for members of the general public to easily access them.

#### **ACTION**

Bring this policy to the attention of all affected staff.

#### **INQUIRIES**

Inquiries regarding this policy can be addressed to the WDBVC at 805-477-5306.

/S/ Rebecca Evans, Executive Director  
Workforce Development Board of Ventura County





**Workforce Development Board of Ventura County**  
**WIOA QUARTERLY REPORT (CALJOBS WIOA ETA 9173)**  
**Program Year 2019 – 2020: First Quarter (Q1) July 1, 2019-September 30, 2019**

**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 gage of success in meeting the negotiated goal established by the WDB and EDD. **Report date: 10.31.19**

**(Q1) Quarterly Report (CALJOBS Federal Report 9173)**  
**YOUTH CONTRACTED SERVICE PROVIDERS**

Employment or Education Placement Rate 2nd Quarter After Exit (Cohort Period: 7/1/2018 - 9/30/2018)					Employment or Education Placement Rate 4th Quarter After Exit (Cohort Period: 1/1/2018 - 3/31/2018)					Credential Attainment within 4 Quarters After Exit (Cohort Period: 1/1/2018 - 3/31/2018)					
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%	68.8%	82.1%	105%	11/16	62.0%	100%	80%	161%	NA	53.0%	100%	100%	188%	2/2
PPT	65.4%	60.0%	83.0%	91.7%	6/10	62.0%	72.2%	66.7%	116%	13/18	53.0%	40.0%	0.0%	75.5%	4/10

Median Earnings 2nd Quarter After Exit* (Cohort Period: 7/1/2018 - 9/30/2018)					Measurable Skills Gain* (Cohort Period 7/1/2019 - 9/30/2019)					
Goal	Qtr. Actual	Previous Quarter	Qtr. Success Rate	Clients	Goal	Qtr. Actual	Previous Quarter	Qtr. Success Rate	Clients	
BGCOP	\$3,491*	\$4,442	\$3,711	127%	10	42.70%*	50.0%	14.7%	117%	16/32
PPT	\$3,491*	\$2,138	\$3,343	61%	6	42.70%*	8.2%	21.2%	19%	4/49

**LEGEND**  
**PPT:** PathPoint  
**BGC:** Boys & Girls Clubs of Oxnard and Port Hueneme  
**Goal:** LWIA Final Performance Levels for PY 2019-2020  
**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**

<b>CURRENT QUARTERLY</b>				<b>PREVIOUS PY ANNUAL</b>	
	PY2019-2020 Enrollment Goal	YTD Total	YTD Exited	Enrolled Previous Program Year Total (PY18-19)	Previous Program Year Exited
Participation Summary					
Participants Carried In (PY18-19)	-	48	6	29	28
New Participants (PY19-20)	92	<u>76</u>	<u>0</u>	93	46
Total Participants	-	<b>124</b>	6	122	74

**ENROLLMENTS: PPT**

<b>CURRENT QUARTERLY</b>				<b>PREVIOUS PY ANNUAL</b>	
	PY2019-2020 Enrollment Goal	YTD Total	YTD Exited	Enrolled Previous Program Year Total (PY18-19)	Previous Program Year Exited
Participation Summary					
Participants Carried In(PY18-19)	-	40	1	26	25
New Participants (PY19-20)	90	<u>46</u>	<u>0</u>	<u>81</u>	<u>42</u>
Total Participants	-	<b>86</b>	1	107	67

**(Q1) Quarterly Report (CALJOBS WIOA ETA 9173 – Q1)  
HUMAN SERVICES AGENCY/ ADULT & FAMILY SERVICES/ WIOA CAREER SERVICES**

Employment Placement Rate 2nd Quarter After Exit (Cohort Period: 7/1/2018 - 9/30/2018)					Employment Placement Rate 4th Quarter After Exit (Cohort Period: 1/1/2018 - 3/31/2018)					Credential Attainment within 4 Quarters After Exit (Cohort Period: 1/1/2018 - 3/31/2018)					
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	
<b>Adult</b>	64.0%	94.7%	77.3%	148%	18/19	60.5%	85.0%	88.2%	140%	17/20	53.0%	80.0%	90.9%	151%	4/5
<b>DW</b>	68.0%	74.1%	90.0%	109%	20/27	63.5%	96.6%	73.3%	152%	28/29	57.0%	90.5%	94.4%	159%	19/21

Median Earnings 2nd Quarter After Exit (Cohort Period: 7/1/2018 - 9/30/2018)					Measurable Skills Gain* (Cohort Period: 7/1/2019 - 9/30/2019)					
Goal	Qtr. Actual	Previous Quarter	Qtr. Success Rate	Clients	Goal	Qtr. Actual	Previous Quarter	Qtr. Success Rate	Clients	
<b>Adult</b>	\$5,200	\$9,525	\$6,421	183%	18	51.0%*	58.7%	50.0%	115%	44/75
<b>DW</b>	\$7,450	\$10,726	\$12,127	144%	20	45.7%*	55.9	49.3%	122%	38/68

\*(Proposed baseline/ Not yet Accountable)

**ENROLLMENTS: Adult**

CURRENT QUARTERLY				PREVIOUS PY ANNUAL	
Participation Summary	PY2019-2020 Enrollment Goal	YTD Total	YTD Exited	Enrolled Previous Program Year Total (PY18-19)	Previous Program Year Exited
Participants Carried In (PY18-19)	-	99	8	49	44
New Participants (PY19-20)	182	37	0	151	57
Total Participants	-	136	8	200	101

**ENROLLMENTS: Dislocated Worker**

CURRENT QUARTERLY				PREVIOUS PY ANNUAL	
Participation Summary	PY2019-2020 Enrollment Goal	YTD Total	YTD Exited	Enrolled Previous Program Year Total (PY18-19)	Previous Program Year Exited
Participants Carried In (PY18-19)	-	71	9	81	70
New Participants (PY19-120)	106	33	0	97	37
Total Participants	-	104	9	178	107



# Workforce Development Board of Ventura County

## Effectiveness in Serving Employers Indicators Summary Report (ETA 9169)

Current Program Year: 2019-2020  
YTD: 07/01/2019 – 10/15/2019

Employer Services Type (see definitions Page 3)	Establishment Count	
Employer Information and Support Services	<u>101</u>	
Workforce Recruitment Assistance	<u>574</u>	
Untapped Labor Pools Activities	<u>1</u>	
Training Services	<u>73</u>	
Rapid Response/Business Downsizing Assistance	<u>1</u>	

  

Performance Results	Numerator	Rate
	Denominator	
Retention with the same employer in the 2nd and 4th Quarters After the Exit Quarter	<u>451</u>	25.70%
	<u>1,753</u>	
Employer Penetration Rate	<u>602</u>	0.00%
	N/A	
Repeat Business Customer Rate	<u>473</u>	19.50%
	<u>2,424</u>	

**Effectiveness in Serving Employers Indicators  
Summary Report  
(ETA 9169)**

**Previous Program Year: 2018-2019  
07/01/2018 - 06/30/2019**

Employer Services Type (see definitions Page 3)	Establishment Count
Employer Information and Support Services	<u>321</u>
Workforce Recruitment Assistance	<u>1,180</u>
Strategic Planning/Economic Development Activities	<u>3</u>
Training Services	<u>173</u>
Incumbent Worker Training Services	<u>3</u>
Rapid Response/Business Downsizing Assistance	<u>7</u>

Performance Results	Numerator	Rate
	Denominator	
Retention with the same employer in the 2nd and 4th Quarters After the Exit Quarter	<u>2,305</u>	66.60%
	<u>3,460</u>	
Employer Penetration Rate	<u>1,236</u>	0.10%
	1,586,424	
Repeat Business Customer Rate	<u>662</u>	35.70%
	<u>1,854</u>	



**DEFINITIONS:**

<b>Employer Services Type</b>
<p><b>Employer Information and Support Services</b> (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.)</p>
<p><b>Workforce Recruitment Assistance</b> (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</p>
<p><b>Strategic Planning/Economic Development Activities</b> AJCC staff engaged in workforce investment strategic planning or business growth and economic development strategic planning. These activities include, but are not limited to, participating in community-based strategic planning, sponsoring employer forums, securing information on industry trends, providing information for the purpose of corporate economic development planning, partnering in collaborative efforts to identify workforce challenges, and developing ways to address those challenges.</p>
<p><b>Training Services</b> (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.)</p>
<p><b>Incumbent Worker Training Services</b> The participant participated in an incumbent worker training designed to meet the needs of an employer or group of employers in an effort to help avert potential layoffs, or for the employee to obtain the skills necessary to retain employment, such as increasing the skill levels of employees so they can be promoted within the company and create backfill opportunities for less-skilled employees</p>
<p><b>Rapid Response/Business Downsizing Assistance</b> (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.)</p>

