



WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY

EXECUTIVE COMMITTEE MEETING

Thursday, June 21, 2018
8:00 a.m. - 9:30 a.m.

United Food and Commercial Workers, Local 770 (UFCW)
816 Camarillo Springs Road (Suite A), Camarillo CA

AGENDA

- | | | |
|-----------|---|----------------|
| 8:00 a.m. | 1.0 Call to Order and Agenda Review | Vic Anselmo |
| 8:02 a.m. | 2.0 Public Comments | Vic Anselmo |
| | <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> | |
| 8:08 a.m. | 3.0 WDB Chair Comments | Vic Anselmo |
| 8:10 a.m. | 4.0 Consent Items | Vic Anselmo |
| | 4.1 Approve Executive Committee Minutes: May 10, 2018 | |
| | 4.2 Receive and File: WDB Committees Meetings Updates/Reports | |
| 8:25 a.m. | 5.0 Financial Status Report: April 2018 | Bryan Gonzales |
| 8:40 a.m. | 6.0 Action Item | |
| | 6.1 Recommendation that Workforce Development Board of Ventura County Executive Committee Approve the Certification of the Comprehensive America's Job Center of California (AJCC) at Riverpark (Oxnard, California) According to the Attached Hallmarks of Excellence Certification Criteria Matrix and Submit Signed Copy to the California Workforce Development Board | Tony Skinner |
| 9:00 a.m. | 7.0 WDB Administration | |
| | • WDB/WDB Regional Sectors Meeting Update | Patricia Duffy |
| | • On the Calendar | Vic Anselmo |
| | <u>July 31, 2018 (Time Certain 11:00 a.m.)</u> WDB Study Session with Board of Supervisors County Government Center Hall of Administration Board of Supervisors Hearing Room 800 S. Victoria Avenue, Ventura CA | |

August 23, 2018 (8:00 a.m. – 11:30 a.m.??)
Workforce Development Board Meeting
Ventura County Office of Education
5100 Adolfo Road (Salon C), Camarillo

9:25 a.m. **8.0 Committee Member Comments**

Committee
Members

9:30 a.m. **9.0 Adjournment**

Vic Anselmo

Next Meeting

July 12, 2018 (8:00 a.m.-9:30 a.m.)
United Food and Commercial Workers, Local 770
816 Camarillo Springs Road, (Suite A), Camarillo, CA

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 <http://www.workforceventuracounty.org/>



WDB Executive Committee Meeting
May 10, 2018

MINUTES

Meeting Attendees

Executive Committee

Vic Anselmo (Chair)
Gregory Liu (Vice Chair)
Brian Gabler
Anthony Mireles
Alex Rivera
Patty Schulz
Tony Skinner
Jesus Torres

WDB Administration

Melissa Livingston
(HSA/WDB Interim
Executive Director)
Patricia Duffy
Tracy Johnson
Patrick Newburn
Ma. Odezza Robite

Guests

Bryan Gonzales (HSA Fiscal CFO)
Sally Harrison (County of Ventura, CEO
Budget and Finance)
Richard McNeal (Public)
Chris Vega (HSA Fiscal)
Bruce Stenslie (EDC-VC)

1.0 Call to Order and Agenda Review

Vic Anselmo called the meeting to order at 8:00 a.m. No changes were made to the agenda.

2.0 Public Comments

No comments.

3.0 WDB Chair Comments

Chairman Anselmo commented at the last WDB meeting there was discussion about the desire to move forward in looking at other models of housing and oversight of the WDB administrative and fiscal entity and its make-up. He announced he will be working on the wording for the action item that is to be presented at the June 7 WDB Annual Meeting.

4.0 Consent Items

4.1 Approve Executive Committee Minutes: April 12, 2018

4.2 Receive and File: WDB Committee Meeting Update

Motion to approve the Consent Items: Alex Rivera
Second: Tony Skinner
Motion carried.

5.0 Performance Quarterly Reporting and Update (Q3)

- WIOA Adult, Dislocated Worker, and Youth

WDB staff Patrick Newburn reported out on the WIOA Enrollments Program Year 2017-2018, Third Quarter Report from July 1, 2017 to March 31, 2018. The combined PY 2017-18 (new)

and PY2016-17 (carry-in) total enrollments is 597. WIOA enrollments consisted of: 104 enrolled adults, 166 enrolled dislocated workers, 257 enrolled youth, 26 enrolled CWDB Steps2Work participants, and 44 enrolled DOL Bridges2Work participants. The non-enrolled Self Service (Universal Customers) total 8,042. The totals are a little lower than last year due to a decrease in the unemployment totals. The Universal Customers represent public visiting the AJCC seeking career assistance, use the resource center, signing up for resume or interview classes, as well as seeking Employment Development Department assistance.

Specific to Comprehensive WIOA Youth service providers: The Boys and Girls Club of Greater Oxnard and Port Hueneme enrollment plan (92) to actual (89) success rate is at 97% right on target. PathPoint enrollment plan (80) to actual (81) success rate is at 101% right on target. Both are on target to fulfill their PY 2017-18 contract.

Patrick Newburn reminded the committee of their approval to shift \$100,000 from dislocated worker to the adult funding stream allowing for increased On the Job Training (OJT) opportunities and supportive services. Melissa Livingston clarified the recent transfer of funds is directly related to the decline in dislocated worker enrollments and challenges of being able to serve the dislocated worker populations. Because of this the total number of enrollments for the dislocated workers program will show a decrease, however, there will be an increase with the adults programs of being able to provide services to this population.

- EDC-VC: Rapid Response, Business Retention and Layoff Aversion Allowable Activities

Bruce Stenslie reported out on his contracted rapid response, business retention and layoff aversion allowable activities for third quarter of program year 2017-18. He provided handouts to the Committee, the America's SBDC California Los Angeles Network Thomas Fire Disaster Response and Business Recovery Summary; Business Engagement Ecosystem Ideal State; and the EDC-VC Scope of Work Regional Plan Implementation an Augmentation to Business Retention & Layoff Aversion Services. You may view these handouts on the WDB website at www.workforceventuracounty.org.

Mr. Stenslie reported on the business retention/layoff aversion services program year 2017-18 plan to actual for at risk employers served (with one or more at-risk workers) provided layoff aversion services currently at 296%. Jobs at-risk and retained after completion of all employer services and at six weeks retention for employers served plan to actual and average score is at 84%. At-risk workers provided non-WIOA incumbent worker training for job retention by all providers plan to actual and average score is at 42%. Contracted expenditures 19% In-kind expenditures 70%. For additional information you may view the content in the meeting packet on the WDB website at www.workforceventuracounty.org

Mr. Stenslie provided an overview of the first handout which is a short summary highlighting activities through the Small Business Development Center (SBDC) partnering with FEMA, Small Business Administration (SBA) on how they were able to assist many Ventura County residence and businesses affected by the Thomas Fire by way of collaboration with other local government entities, receiving contributions of \$90K from the Governor's Office and local businesses and foundations. He thanked the WDB/WIOA Rapid Response contract and thanked the Committee.

6.0 Financial Status Report: March 2018

Bryan Gonzales, from HSA Fiscal, presented the Financial Status Report (FSR) for Fiscal Year 2017-2018, reflecting year-to-date expenditures from July 1, 2017 through March 31, 2018.

At this meeting the Financial Status Report (FSR) for Fiscal Year 2017-2018, reflecting year-to-date expenditures from July 1, 2017 through March 31, 2018. Bryan Gonzales reported that actual expenditures at 75% into the fiscal year are on target overall. Mr. Gonzales explained that 2017-2018 spending goals are on target to meet plan requirements. A copy of the March 2018 FSR is in the May 10, 2018 Executive Committee meeting packet posted on the WDB website: workforceventuracounty.org. The status of expenditures at 75% into fiscal year was:

| <u>WIOA Core Funds</u> | <u>2017-2018</u> | <u>YTD</u> | <u>% Expended vs.</u> |
|--------------------------------|------------------|-----------------|-----------------------|
| | <u>Plan</u> | <u>Expended</u> | <u>Plan</u> |
| Dislocated Worker | 2,307,232 | 1,536,540 | 67% |
| Adult | 1,782,885 | 1,193,460 | 67% |
| Youth | 1,874,121 | 1,294,656 | 69% |
| Rapid Response | 418,260 | 304,936 | 73% |
| <u>WIOA Non-Core Funds</u> | | | |
| DOL Bridges 2 Work Grant | 88,907 | 88,907 | 100% |
| CWDB Steps 2 Work Grant | 105,297 | 105,297 | 100% |
| VC I-E3 | 189,078 | 121,284 | 64% |
| High Performing Board | 0 | 0 | 0% |
| CWDB Regional Capacity Bldg. | 141,206 | 52,898 | 37% |

DOL Bridges 2 Work: Creates a specialized in-jail AJCC and augments current services by adding employment-focused activities and services to pre-release offenders. Multiple program year grant.

CWDB Step 2 Work: Provides training opportunities for ex-offenders at VCCCD and with local businesses in WDB priority Manufacturing and Clean Green industry sectors. Multiple program year grant.

VC Innovates: Expand, Enhance, Extend (VCI-E3) funding, through the California Career Pathways Trust.

High Performing Board: Pursuant to California Unemployment Insurance Code (CUIC) Section 14200(c), the California Workforce Development Board (State Board) has established standards for certification of high-performing Local Workforce Development Boards (Local Board). CUIC Section 14200(d) requires a portion of the Governor's discretionary fund to be made available for the purpose of providing incentives to high-performing Local Boards. WDB staff will bring back at the Executive Committee in March, recommendations for proper use of these funds.

CWDB Regional Capacity Building: For the Ventura County WIOA regional plan development and training coordination with the State. Multiple program year grant.

- WIA/WIOA Core Formula Funds Utilization

As shown in the table below, the summary of WIOA training expenditures, as of July 1, 2017 to March 31, 2018, indicated appropriate spending against the required Adult/Dislocated Worker training expenditure targets (25% in 2012-2013 through 2015-2016; 30% in 2016-2017 and each performance year thereafter) and against WIOA core grants across the overlapping federal two-year grant cycles.

| | Core Grant FY 15-17 | Core Grant FY 16-18 | Core Grant FY 17-19 |
|---|------------------------|------------------------|------------------------|
| Total Adult and Dislocated Worker Formula Fund Allocations | 4,133,724 | 4,014,468 | 3,687,904 |
| Training Expenditure Requirement | 1,240,117 | 1,204,340 | 1,106,371 |
| | 30% | 30% | 30% |
| Formula Fund Training Expenditures | 941,344 | 815,168 | 550,550 |
| Leveraged Resources | | | |
| • Total Leveraged Resources Used Toward Training Expenditures | 348,361 | 460,403 | 332,166 |
| • Maximum Allowed Leveraged Resources (10%) | 413,372 | 401,447 | 368,790 |
| Total Leveraged Resources Used Toward Training Expenditures | 348,361 | 401,447 | 332,166 |
| • Total Amount Spent on Training | 1,289,705 | 1,216,615 | 882,716 |
| • % of Training Requirement Met | 104% | 101% | 80% |
| (Final goal = 100%) | | | |

Bryan Gonzales presented the financial report summary highlights as shown:

1. FY 2017-18 Financial Status Report – 7/1/17-3/31/18
 - a. Report Period 7/1/17-3/31/18
 - b. 75% through the fiscal year
 - c. Summary Chart – provides a visual view of magnitude of grants and expenditures to date
 - d. Actual to Plan
 - i. Core Grants
 1. Total expenditure are in line in most Core Grants
 2. Some costs shifted to Core Grants as other small grants have ended
 - ii. Other Grants
 1. Small size of the grants can result in fairly significant % swings
 2. Bridges 2 Work and Steps 2 Work ended 12/31/17
 - a. 100% spend to date is appropriate
 - b. Final adjustments were made to maximize allowable allocated costs to these grants when they closed out (examples in high % Other Operating)
 3. VC I- E3 is on a slower than expected spend rate at this point and has been reviewed with program staff accordingly
 4. Regional Capacity Building – spending has been slow to date and has increased as staff have been working on this program and charging their time as well as attending pertinent conferences
 - a. 25% AA Regional Training Coordinator (\$43,385 award amount) grant term ended 3/31/18. Final adjustments made to maximize allowable allocated costs to this grant.

5. Regional Organizer (WDB) – Higher actual to plan percentage in direct program costs are due to required grant-related conferences and conference-related travel. Program staff has been consulted and will continue to monitor.
 6. Workforce Accelerator 6.0 – Program services for STEPS-Youth program associated with this grant continue to be ramped up.
 7. Regional Plan Implementation (WDB) – Amendments to contracts with The Agency and EDC-VC have been approved. Grant-related spending on The Agency contract to commence in May 2018.
 - e. Paid & Accrued – provides the breakout of actual paid and accrued expenditures
 - f. Training Report
 - i. 16-18 Grants (due 10/1/18)
 1. 101% of training requirement met (as of 6/30/17)
 2. Technically have until FY 2017-18 to accomplish requirement
 - ii. 17-19 Grants (Due 10/1/19)
 1. To date spending and leverage level are appropriate (80% as of 3/31/18)
2. FY 17-18 Plan (Approved 2/8/18) – Year To Date Expenditures
- a. Row 24 – As previously discussed, EDC-VC has had its contract amended to include services for the Regional Plan Implementation grant. Spending on this contract is anticipated to commence prior to June 2018.
 - b. Rows 25-26 – Contracts at lower than anticipated spend rates. Staff will monitor and work with contractors as needed.
 - c. Row 28 – Bridges 2 Work and Steps 2 Work Grants have ended; no further charges will be incurred
 - d. Row 31 – Low Training Expenditures have been addressed in part with a shift of \$100,000 from Dislocated Worker to Adult where there is higher demand
 - e. Row 32 – Prior year ITA/OJT – spent at the beginning of the year
 - f. Row 33 – Low Expenditure rate will be taken into consideration for in developing the budget for FY 2018-2019
 - g. Row 37 – Unspent funds under these grants will roll forward into next FY
 - h. Row 38 – Spending will be held to budgeted amount
 - i. Row 39 – The Agency has amended its contract to include services for the Regional Plan Implementation. As previously stated, spending on this contract will commence May 2018
 - j. Rows 49-69 – Variances among these various expenditure categories is common, especially in categories with relatively small expenditure levels
 - k. Row 66 – Does not Include “grant specific” travel that has been moved to rows 40 & 42

7.0 Action Item

The Executive Committee considered background information, asked questions, and discussed the following item before taking action. The meeting packet with background information on the action items is available on the WDB website: www.workforceventuracounty.org.

7.1 Recommendation that the Executive Committee Recommend Workforce Development Board of Ventura County (WDB) Approval of a Workforce Innovation and Opportunity Act (WIOA) Tentative Balanced Budget Plan for Program Year 2018-2019

Melissa Livingston, HSA Chief Deputy Direct and WDB Interim Executive Director, presented on the WIOA tentative balanced budget plan for program year 2018-2019 action item. She reported that next year's (2018-19) allocations for WIOA core funding (adult, dislocated worker,

youth) has a reduction of close to \$500K from the current PY 2017-18 budget. With significant reduction in the PY 2018-19 budget, and at the request of the Executive Committee from its last meeting was, she and HSA Fiscal Chief Financial Officer Bryan Gonzales brought back three options for committee review and discussion. (Budget spreadsheets may be viewed in the meeting packet on the WDB website).

Option 1: 3% Management Reserve, \$150,000 Salary Savings

Budget Assumptions:

- 1) Grants for Dislocated, Adult, and Youth are based on EDD Plan Estimate updated 4/26/18, Management Reserve is at 3%
- 2) \$400k Steps to Work (AB2060) is pending final notification
- 3) Grant balances rolled over from FY17-18 are estimated; actual amounts may be different pending on year-end close out
- 4) \$100k fund transfer from Dislocated Worker to Adult is included in ITA/OJT committed in FY17-18 but spent in FY18-19
- 5) Salaries are based on CEO Salary Forecast, 26.7 FTEs for AFS assuming 24 filled + 2 to be filled, and .7 fixed-term; 6.75 FTES for WIB assuming 6 filled + Exe. Director to be filled for 9 months.
- 6) Proposed Salary Savings of \$150K; actual allocation to be determined (5/2/18)
- 7) All other services and overhead costs are at FY17-18 levels
- 8) Line 22 - EDC-VC Core Services contract reduced by \$10K (5/3/18)
- 9) Lines 23 and 24 - Youth Contract Services (PathPoint and Boys and Girls Club) reduced by \$90K each (5/3/18)
- 10) Line 36 - The Agency contract reduced by \$10K (5/3/18)
- 11) Line 37 - Outreach/Meeting/Conference -WDB reduced by \$5K (5/3/18)
- 12) Line 39 - Outreach/Meeting/Conference-AFS reduced by \$10K (5/3/18)
- 13) Line 60 - Conference/Seminars - AFS Staffs reduced by \$3K (5/3/18)
- 14) Line 61 - Conference and Seminars - WDB Staffs reduced by \$10K (5/3/18)

Option 2: 2% Management Reserve, \$150,000 Salary Savings

Budget Assumptions:

- 1) Grants for Dislocated, Adult, and Youth are based on EDD Plan Estimate updated 4/26/18, Management Reserve is at 2%
- 2) \$400k Steps to Work (AB2060) is pending final notification
- 3) Grant balances rolled over from FY17-18 are estimated; actual amounts may be different pending on year-end close out
- 4) \$100k fund transfer from Dislocated Worker to Adult is included in ITA/OJT committed in FY17-18 but spent in FY18-19
- 5) Salaries are based on CEO Salary Forecast, 26.7 FTEs for AFS assuming 24 filled + 2 to be filled, and .7 fixed-term; 6.75 FTES for WIB assuming 6 filled + Exe. Director to be filled for 9 months.
- 6) Proposed Salary Savings of \$150K; actual allocation to be determined (5/2/18)
- 7) All other services and overhead costs are at FY17-18 levels
- 8) Line 22 - EDC-VC Core Services contract reduced by \$10K (5/3/18)
- 9) Lines 23 and 24 - Youth Contract Services (PathPoint and Boys and Girls Club) reduced by \$65K each (5/3/18)
- 10) Line 36 - The Agency contract reduced by \$10K (5/3/18)
- 11) Line 37 - Outreach/Meeting/Conference -WDB reduced by \$5K (5/3/18)
- 12) Line 39 - Outreach/Meeting/Conference-AFS reduced by \$13K (5/3/18)
- 13) Line 60 - Conference/Seminars - AFS Staffs reduced by \$3K (5/3/18)
- 14) Line 61 - Conference and Seminars - WDB Staffs reduced by \$10K (5/3/18)

Option 3: 2% Management Reserve, \$190,000 Salary Savings

Budget Assumptions:

- 1) Grants for Dislocated, Adult, and Youth are based on EDD Plan Estimate updated 4/26/18, Management Reserve is at 2%
- 2) \$400k Steps to Work (AB2060) is pending final notification
- 3) Grant balances rolled over from FY17-18 are estimated; actual amounts may be different pending on year-end close out
- 4) \$100k fund transfer from Dislocated Worker to Adult is included in ITA/OJT committed in FY17-18 but spent in FY18-19
- 5) Salaries are based on CEO Salary Forecast, 26.7 FTEs for AFS assuming 24 filled + 2 to be filled, and .7 fixed-term; 6.75 FTES for WIB assuming 6 filled + Exe. Director to be filled for 9 months.
- 6) Proposed Salary Savings of \$190K; actual allocation to be determined (5/2/18)
- 7) All other services and overhead costs are at FY17-18 levels
- 8) Line 22 - EDC-VC Core Services contract reduced by \$10K (5/3/18)
- 9) Lines 23 and 24 - Youth Contract Services (PathPoint and Boys and Girls Club) reduced by \$45K each (5/3/18)
- 10) Line 36 - The Agency contract reduced by \$10K (5/3/18)
- 11) Line 37 - Outreach/Meeting/Conference -WDB reduced by \$5K (5/3/18)
- 12) Line 39 - Outreach/Meeting/Conference-AFS reduced by \$13K (5/3/18)
- 13) Line 60 - Conference/Seminars - AFS Staffs reduced by \$3K (5/3/18)
- 14) Line 61 - Conference and Seminars - WDB Staffs reduced by \$10K (5/3/18)

Committee members reviewed and discussed all three options and requested moving forward to review WIOA programs staff performance metrics, to set up on-site monitoring visits to the AJCC, conduct quarterly monitoring reviews on youth contracts, and to have contractors provide presentations to the committee and the full Board to ensure they are getting a return on investment with all WIOA programs staff, WDB administration staff, and WIOA/WDB contracts. Melissa Livingston agreed with the committee's requests and will bring back performance metrics for WIOA programs and WDB administration staff as well as address other concerns.

Motion: Approve Option 1, 2, or 3

Moved by Brian Gabler, seconded by Anthony Mireles

Vote to Approve WIOA Budget Option 1: Vic Anselmo (Chair) and Alex Rivera

Vote to Approve WIOA Budget Option 2: Gregory Liu (Vice Chair), Brian Gabler, Anthony Mireles, Patty Schulz, Tony Skinner, and Jesus Torres

Vote: Motion carried 6-2 for PY 2018-19 WIOA Budget Option 2

Absent: Jim D. Faul and Greg Barnes

7.2 Recommendation that the Executive Committee Recommend to the Workforce Development Board of Ventura County (WDB) Approval of Option Term One (July 1, 2018 through June 30, 2019) of Contracts dated June 20, 2017 to Provide Comprehensive Workforce Innovation and Opportunity Act (WIOA) Youth Services in the Amounts not to Exceed \$604,000 for the Boys and Girls Club of Greater Oxnard and Port Hueneme, and Amounts not to Exceed \$604,000 for PathPoint

WDB Programs Committee Chair Tony Skinner presented the recommendation to the committee to recommend to the Workforce Development Board of Ventura County (WDB)

approval of Option Term One (July 1, 2018 through June 30, 2019) of contracts dated June 20, 2017 to provide comprehensive Workforce Innovation and Opportunity Act (WIOA) Youth Services in the amounts not to exceed up to \$604,000 for the Boys and Girls Club of Greater Oxnard and Port Hueneme, and amounts not to exceed up to \$604,000 for PathPoint.

Mr. Skinner reported at its May 2nd Programs Committee meeting, after carefully reviewing a series various documents (e.g., monitoring reports, enrollment statistic, performance indicators reports) as well presentations to the committee, the committee concluded that both providers have met the terms of the contract and have provided appropriate WIOA services to the enrolled participants, out of school youth ages 16-24. The committee also observed a spirit of continuous improvement by both providers with respect to understanding and being accountable for WIOA Performance Indicators and negotiated goals.

The Programs Committee recommends that the Executive Committee approve Option Term One (July 1, 2018 through June 30, 2019) for both providers. If approved by the Executive Committee, the WDB will consider approval of the contracts on June 7, 2018.

Motion to approve: Brian Gabler
Second: Tony Skinner
Motion carried unanimously.

8.0 WDB Administration

- AJCC Certification Evaluation Update: Hallmarks of Excellence 2nd Review of Criteria and Rankings
WDB staff Patrick Newburn reported progress to date of the second phase of the AJCC Certification, the Hallmarks of Excellence Review of Criteria and Rankings. The first phase began Fall of 2017 called the Comprehensive AJCC Baseline Certification Matrix, the WDB approved Baseline certification at its January 2018 Meeting. Mr. Newburn shared that the Programs Committee have been working since January 2018 on part two of the AJCC certification, Hallmarks Excellence that must be submitted to the state by June 30, 2018. The Programs Committee was assigned oversight of this extensive process ensuring independently and objectively, that the comprehensive AJCC is meeting the WIOA statutory and regulatory requirements for AJCC certification. The committee has evaluated evidence of services, conducted on-site evaluation, written justification narratives, and provided rankings for the eight segments of criteria to be evaluated. They also provide suggestions for continuous improvement to maintain or improve the scored rankings. The recommendation from the Programs Committee will be completed and submitted to the WDB for their approval to certify the AJCC prior to the June 30 deadline.
- Ad Hoc Nominating Committee Update
Patrick Newburn reported the three person *ad hoc* nominating committee, chaired by Peter Zierhut met on April 27, 2018. The committee conducted a thorough meeting which included reviewing bylaws, nominations process, member rosters and WDB participation, and discussed the 15 eligible board members from the business sector to become the next chair and vice chair. The committee has concluded its work and their nominations for the 2018-2019 chair and vice chair will be announced at the June 7 WDB Annual Meeting and election.
- Proposed Workforce Development Board and Executive Committee Meetings Schedules for Program Year 2018-2019
Chairman Anselmo presented the tentative WDB meeting calendar and tentative WDB Executive Committee meeting calendar for program year 2018-2019 with the committee. All members present had no problems moving this item forward to the full board meeting as a consent item with a

recommendation of adopting this tentative WDB meetings calendar. A list of the WDB and Executive Committee meetings dates and times may be viewed in the meeting packet on the WDB website at www.workforceventuracounty.org.

- On the Calendar:

- ✓ The Workforce Development Board Annual Meeting will be held on June 7, 2018, at the Ventura County of Education, 5100 Adolfo Road, Camarillo, from 8:00 a.m. to 10:00 a.m.
- ✓ The Workforce Development Board Study Session with the County Board of Supervisors will be held on July 31, 2018 at the County Government Center Hall of Administration Board of Supervisors Hearing Room, 800 S. Victoria Avenue, Ventura, from 11:00 a.m. to 11:30 a.m.

9.0 Committee Member Comments

No comment.

10.0 Adjournment

Motion to adjourn at 9:55 a.m.: Brian Gabler

Second: Tony Skinner

Motion carried

Next Meeting

June 21, 2018 (8:00 a.m.-9:30 a.m.)

United Food and Commercial Workers, Local 770

816 Camarillo Springs Road, (Suite A), Camarillo, CA



Workforce Development Board of Ventura County

MEETINGS UPDATE FOR JUNE – AUGUST

June 21, 2018

- | | | |
|-------------------------------|----------------|---|
| • Business Services Committee | TBA | Committee report of the <u>June 6</u> meeting is attached. |
| • Clean/Green Committee | TBA | Committee report from the <u>May 18</u> meeting will be provided at the July 12 Executive Committee meeting. |
| • Healthcare Committee | TBA | Committee report from the <u>May 4</u> meeting will be provided at the July 12 Executive Committee meeting. |
| • Manufacturing Committee | June 28, 2018 | Committee report from the <u>April 19</u> meeting is attached. |
| • Membership Committee | TBA | Committee report from the <u>June 5</u> meeting is attached. |
| • Outreach Committee | July 18, 2018 | Committee report for the <u>July 18</u> meeting will be provided at the August 9 Executive Committee meeting. |
| • Programs Committee | August 1, 2018 | Committee report from the <u>June 6</u> meeting is attached. |



WORKFORCE DEVELOPMENT BOARD

855 Partridge Drive, Ventura, CA 93003

(805) 477-5306

workforceventuracounty.org

TO: EXECUTIVE COMMITTEE

**FROM: JESUS TORRES, CHAIR
BUSINESS SERVICES COMMITTEE**

DATE: JUNE 21, 2018

SUBJECT: BUSINESS SERVICES COMMITTEE

The Business Services Committee met on Wednesday, June 6, 2018. In attendance were Committee members Jesus Torres (Chair), Tracy Perez (Vice Chair), Stephen Yeoh, Ashish Shah; WDB staff Talia Barrera; and guests Claire Briglio and Bruce Stenslie (Economic Development Collaborative of Ventura County), Ray Bowman (Ventura County Small Business Development Center), Rana Ghadban (Simi Valley Chamber), Nancy Lindholm (Oxnard Chamber), Dona Toteva (The Port of Hueneme), and Lisa Minyard (Women's Economic Ventures).

Jesus Torres shared with the new goals for the committee and the potential strategies to accomplish these initiatives.

Bruce Stenslie shared with the committee the Regional Plan Implementation project (funded by the Workforce Development Board) that EDC-VC will be working on. EDC-VC will develop a Lean Six Sigma project, which will help identify cross organizational training, processes and tools for information sharing for businesses, to be able to establish a communication and information sharing system for the region's partners in business outreach and engagement.

The discussion included ideas for innovative partnerships with organizations that provide business support, how to help the WDB become more relevant to local businesses and help local employers find the talent they need among workforce, improving the demands of sustainable business engagement and expansion of economic development opportunities in the region to improve overall economic growth.

Committee strategies include the following:

- Take inventory of resources available to businesses in the region, to include, chambers WEV, AJCC, EDC-VC, SBDC, Education and any other organizations that provide business support, including workforce development
- Identify business needs in the region, become a resource to the business community,
- Actively listen and connect with businesses in the region, identify, engage and communicate with local partners in an effort to increase awareness of local resources to support businesses through local partnerships
- Committee will go on a "Listening Tour" throughout the region to identify areas of opportunity

Committee is interested in creating a survey and distribute to local businesses to identify who should be included in the conversations to identify the areas of need.

Committee will be gathering data which will help identify the areas of need. Members agreed to work together to identify regional economic indicators related to business services.

Talia Barrera also shared with the committee a tool that is currently being used for business engagement; Ventura County Grows Business website, which is a platform developed by the Workforce Development Board and is being utilized as a collaborative resource to provide information to businesses in the region.

The next Business Services Committee meeting is TBD.

If you have questions or need more information, please call me at (805) 910-7028, or contact Talia Barrera at 805-477-5341, email: talia.barrera@ventura.org.



TO: EXECUTIVE COMMITTEE

FROM: ALEX RIVERA, CHAIR
MANUFACTURING COMMITTEE

DATE: JUNE 21, 2018

SUBJECT: MANUFACTURING COMMITTEE REPORT

The Manufacturing Committee met on April 19, 2018. In attendance were Committee members: Alex Rivera* (Chair), Michael Bastine, Cindy Guenette*, Marybeth Jacobsen, Marilyn Jansen*, Byron Lindros*, Greg Liu*, Tiffany Morse, Bill Pratt*, Tre Robinson, and Peter Zierhut*; Workforce Development Board (WDB) staff Patrick Newburn. Guests in attendance were Israel Rodriguez (Small Manufacturers Association). * Indicates WDB Member. The following is a summary of topics discussed at the meeting:

WIOA WORKFORCE DEVELOPMENT PLANNING

- Survey Report: Joint Meeting WDB Regional Sector Committees November 16, 2017 "Skills Attainment for Upward Mobility & Aligned Services for Shared Prosperity"

Committee members discussed the summary report of their survey results based upon their observations and ranking from the November 2017 Joint WDB Regional Sector Committee meeting:

What are top three or more current work-based learning activities being practiced in Manufacturing?

- 1 Incumbent Worker Training
- 2 On the Job Training (OJT) – America's Job Center/WIOA
- 3 University Internships

What is the ideal vision of work-based learning one year from now in Ventura County?

- 1 Anchor employers; employers are saying "Thank you!"
- 2 Clear understanding of pathways
- 3 Directory of all Work Based learning programs with business partnerships

What top three Business Engagement obstacles stand in the way of reaching the vision of a unified work-based learning strategy in Ventura County?

- 1 Partnerships between business and education are needed
- 2 Employer engagement
- 3 Sustaining Commitment of Employers

What top three Process and Bureaucracy obstacles stand in the way of reaching the vision of a unified work-based learning strategy in Ventura County?

- 1 Coordination of efforts
- 2 Fractured leadership and direction (capacity/priorities)
- 3 Funding stream

What top three Leadership obstacles stand in the way of reaching the vision of a unified work-based learning strategy of Ventura County?

- 1 Project Champions wanted (Strategic Oversight)
- 2 Funds + Better coordination
- 3 Actionable Plans needed

What top three Education/Training/Marketing obstacles stand in the way of reaching the vision of a unified work-based learning strategy in Ventura County?

- 1 Student knowledge of career options
- 2 Perception of academic learning vs. work-based learning
- 3 Education integrated with industry

What top three Youth obstacles stand in the way of reaching the vision of a unified work-based learning strategy in Ventura County?

- 1 Student career inspiration/ initiative lacking
- 2 Transportation
- 3 Supportive transit system not available

What are top three Next Steps for the WDB Manufacturing Committee?

- 1 Actively network to bring business to table
- 2 Pair with business to provide training
- 3 Utilize programs that are available (once we find out)

Member follow-up comments included the following:

- Business members agreed that growing your own staff is needed and the models of OJT, incumbent worker training, and internships are used within their companies. Some members questioned the long term success rate if outcomes expectations were not managed well in the beginning of the training.
- Members expressed a need to publish a list of available certificated training, apprenticeships, and work based training opportunities throughout Ventura County.
- According to one member, enrollment is down in Bio-Technology Manufacturing courses, that this committee and local community college helped create, however wages and opportunities are strong. This bio-tech program at Ventura and Moorpark Colleges needs greater outreach and promotion. Another member responded that the process of enrolling in college is overly complicated including the shortage of career and college counseling to prospective students. Also commented was the shift in college culture an awareness to get teachers, students, parents, and counselors on the same page.
- Members discussed and requested more information and presentation on topic of manufacturing certificate clearinghouse. A franchise model might be workable and can be explored at a future meeting. There's need for a successful ongoing ecosystem of manufacturing certificate programs that is sustainable through centralization and coordination.
- Foundation grants are a good way to fund additional workforce programs related to or go beyond WIOA training and manufacturing industry needs. The WDB may want to reestablish the Resource Development Committee to explore alternative funding beyond core WIOA grants.

- Members discussed the growing demand for job candidates for all occupations to possess strong soft skills in interpersonal and written communication, teamwork, adaptability, problem solving, and conflict resolution.

WORKFORCE DEVELOPMENT REPORTS

- Workforce Education Coalition (WEC): - Community Based Organization Update

Marybeth Jacobsen, president of WEC, presented an overview of the nonprofit mission and purpose to communicate the needs of employers to education within Ventura County. WEC is an offshoot from the Simi Valley Chamber of Commerce Economic Development Committee and was independently incorporated in 2014. Recent accomplishments from WEC include: Providing student tours, STEM equity and STEM Emersion, Entre to Employment Dinners in collaboration with VC Innovates, and Laptop Advantage a program to provide underserved kids laptops to be used for homework assignments. Additionally WEC is a facilitator of Guild-X advisory boards to education. The two Guilds are in the manufacturing and information technology industry sectors. WEC is also actively involved in the collaboration between Ventura College and local manufacturers to develop curriculum for CNC and introductory manufacturing related courses.

- California Community Colleges: Workforce Training – Manufacturing

Michael Bastine, Deputy Sector Navigator for Manufacturing, from the California Community Colleges provided updates about CNC Fast Track Program using ETP funds with availability through Ventura County Community College District (VCCCD). The program uses Work-Keys to screen prospective students; offers 14 of the NIMS credentials; course lasts 320 hours over two months; and boasts of placement rate near 80% upon completion. Additionally, Bastine announced upcoming events at College of the Canyons including a Maker Fair and a summer STEM institute. Lastly, he spoke of the availability of \$20K to support makerspace robotics development.

- Ventura County Office of Education: Career Education

Dr. Tiffany Morse, director of Career Education, provided updates about Career Technical Education (CTE) programs offered by the Ventura Office of Education. Upcoming Entre to Employment dinner for engineering career pathway is to be hosted at California State University Channel Islands on April 25. Facilitated through VC Innovates, the event allows students to connect directly with employers over dinner and table side conversation. Additionally, Dr. Morse announced a regional maker fair for entrepreneurship to be held May 5. Of special news is the availability of 60 high school students for summer internships, program sponsored by Harbor Freight Tools, seeking internships in July to work in manufacturing and welding occupations. Tiffany also announced that CTE teachers will receive training in NIMS Certificate at the Camarillo Airport Career Education Campus on June 16-17. Also, teachers will be receiving safety training given that some CTE classes using saws, cutters, and industrial equipment.

The next Manufacturing Committee meeting is scheduled for June 28, 2018, from 8:00 a.m. to 9:30 a.m., at the United Food and Commercial Workers, Local 770 building, 816 Camarillo Springs Road, Camarillo, CA.

If you have questions or need more information, please call me at (805) 579-5188, or contact Patrick Newburn at (805) 477-5306, email: patrick.newburn@ventura.org.



TO: EXECUTIVE COMMITTEE

FROM: PATTY SCHULZ, CHAIR
MEMBERSHIP COMMITTEE

DATE: JUNE 21, 2018

SUBJECT: MEMBERSHIP COMMITTEE REPORT

The Membership Committee met on June 05, 2018. In attendance were Committee members: Patty Schulz (Committee Chair), Capt. Doug King, and Jesus Torres. (All are Board members). WDB Staff present was Patrick Newburn. The following is a summary of topics discussed at the meeting:

Membership Status

- Reappointments: As previously considered at the May 1, 2018 meeting, current WDB member terms indicate six total reappointments for consideration will be coming due in June (Anthony Mireles) and August (Brian Gabler, Greg Gillespie, Cindy Guenette, Kathy Harner, and William Pratt). The committee unanimously agreed to extend reappointment invitations to all six and all have accepted the invitation. Patrick Newburn subsequently prepared board of supervisor (BOS) recommendation for reappointment and they will be considered for reappointment at the BOS meeting on June 19, 2018. No other reappointments were discussed at the June 5 meeting.
- Appointments: As previously discussed at the May 1, 2018 meeting, one Government/Workforce Services category prospective member Jesse Cuevas was discussed as a potential appointment for this mandatory category, given a resignation from Connie Chan due to job reassignment by EDD. The EDD representative is mandated in this category as there are no other entities that fulfill the WIOA mandate for Workforce Services. Patrick Newburn received Mr. Cuevas resume, application and letter of recommendation. Ms. Chan confirmed her resignation by letter. Newburn has prepared the board of supervisor (BOS) recommendation for reappointment and Mr. Cuevas will be considered for new appointment at the BOS meeting on June 19, 2018. Committee members discussed board composition, WIOA categories of representation, required business member and workforce member ratios, and the engagement/recruitment process. The committee agreed that the WDB remains WIOA compliant with 29 voting members in all mandated categories. Additionally WDB has four non-voting members.
- Recruitments: Committee members discussed one business category candidate from the manufacturing industry on the horizon for WDB engagement. Patrick Newburn will connect and discuss board mission and growth opportunity.

WIOA Workforce Development Planning

Committee members reviewed the 2017-2018 Year-End Review and made several insights to be included in the draft document that will be reviewed again at the next meeting August 7, 2018.

Committee Member Comments

Members discussed the WDB Executive Director vacancy relating to WDB member engagement, development, and retention. Newburn reported that the position will be posted within the next few weeks according to Melissa Livingston, Chief Deputy Director, Human Services Agency.

If you have questions or need more information, please call me at (805) 650-8611, or contact Patrick Newburn at (805) 477-5306, email patrick.newburn@ventura.org.



TO: EXECUTIVE COMMITTEE

FROM: TONY SKINNER, CHAIR
PROGRAMS COMMITTEE

DATE: JUNE 21, 2018

SUBJECT: PROGRAMS COMMITTEE REPORT

The Programs Committee met on June 6, 2018. In attendance were Committee members: Tony Skinner (Chair)*, Dr. Roger Rice*, Jerry Beckerman, Linda Fisher-Helton, Mary Navarro-Aldana, Tressie Nickelberry, and Tom Van Meeuwen. WDB Staff Patrick Newburn, and Ma. Odezza Robite. Guests Nancy Ambriz (Human Services Agency), Diana Fernandez (Boys & Girls Clubs Greater Oxnard and Port Hueneme), and Jessica Gallardo (PathPoint). * Indicates WDB Member. The following is a summary of topics discussed at the meeting:

AJCC CERTIFICATION EVALUATION: HALLMARKS OF EXCELLENCE

WDB staff Patrick Newburn compiled a summary report and presented all rankings, narrative, and comments received from five members. Committee members thoroughly reviewed each of the eight matrix elements and considered the previous responses and rankings. The members had lively discussion about recommendations for WDB consideration and certification. The committee concluded that all Hallmarks exceeded the minimum ranking score of three, with no corrective action plan warranted. Members concluded their evaluation on June 6, 2018 and have agreed that all eight Hallmarks scored four (significantly meeting the hallmark with room for improvement). Members finalized their narrative recommendations for continuous improvement on each of the eight elements to be included in the Comprehensive AJCC Certification Matrix Hallmarks of Excellence Criteria. Newburn will prepare the finalized Matrix for recommendation at the June 21, 2018 WDB Executive Committee meeting. If approved and certified by the Executive Committee, and accepted by the state, the AJCC certification will become effective July 1, 2018.

Evaluators were thanked by Mr. Newburn and presented with a certificate of appreciation for their 9 month service on behalf of the WDB for the extensive two part AJCC Certification evaluation process. Newburn will email the committee an after action survey to gather comments and critique useful in future AJCC certifications.

WIOA WORKFORCE DEVELOPMENT PLANNING

Committee members reviewed the 2017-2018 Year End Review and were invited to provide insights to be included in the draft document that will be reviewed again at the next meeting August 1, 2018.

The next Programs Committee meeting is scheduled for August 1, 2018, from 3:00 p.m. to 4:30 p.m., at the Human Services Agency (Redwood Room), 855 Partridge Drive, Ventura.

If you have questions or need more information, please call me at (805) 642-2149, or contact Patrick Newburn at (805) 477-5306, email: patrick.newburn@ventura.org.

WDB Executive Committee
Finance Report Summary Highlights
June 21, 2018

1. FY 2017-18 Financial Status Report – 7/1/17-4/30/18

- a. Report Period 7/1/17-4/30/18
- b. 83% through the fiscal year
- c. Summary Chart – provides a visual view of magnitude of grants and expenditures to date
- d. Actual to Plan
 - i. Core Grants
 - 1. Total expenditure are in line in most Core Grants.
 - 2. Some costs shifted to Core Grants as other small grants have ended.
 - 3. \$100K funds transfer request from Dislocated Workers to Adult was approved by EDD and will be reflected in the May 2018 report.
 - ii. Other Grants
 - 1. Small size of the grants can result in fairly significant % swings.
 - 2. Bridges 2 Work and Steps 2 Work ended 12/31/17.
 - a. 100% spend to date is appropriate.
 - b. Final adjustments were made to maximize allowable allocated costs to these grants when they closed out (examples in high % Other Operating).
 - 3. Regional Capacity Building – spending has been slow; staff are aware and are monitoring.
 - a. 25% AA Regional Training Coordinator (\$43,385 award amount) grant term ended 3/31/18. Final adjustments made to maximize allowable allocated costs to this grant.
 - 4. Regional Organizer (WDB) – there are sufficient grant funds to cover the expended amounts shown; grant extends into next program year; over-expended amounts in the current fiscal year will simply reduce the amount of unspent grant funds that roll into next program year. Program staff have been consulted and will continue to monitor.
 - 5. Workforce Accelerator 6.0 – Program services for STEPS-Youth program associated with this grant continue to be ramped up.
 - 6. Regional Plan Implementation (WDB) – Amendments to contracts with The Agency and EDC-VC have been approved. Grant-related spending of \$32K on The Agency contract is included in this month's report.
- e. Paid & Accrued – provides the breakout of actual paid and accrued expenditures
- f. Training Report
 - i. 16-18 Grants (due 10/1/18)
 - 1. 101% of training requirement met (as of 6/30/17).
 - 2. Technically have until FY 2017-18 to accomplish requirement.
 - ii. 17-19 Grants (Due 10/1/19)
 - 1. To date spending and leverage level are appropriate (84% as of 4/30/18).

WDB Executive Committee
Finance Report Summary Highlights
June 21, 2018

2. FY 17-18 Plan (Approved 2/8/18) – Year To Date Expenditures

- a. Row 24 – As previously discussed, EDC-VC has had its contract amended to include services for the Regional Plan Implementation grant. Spending on this contract is anticipated to commence prior to June 2018.
- b. Rows 25-26 – Contracts at lower than anticipated spend rates. Staff will monitor and work with contractors as needed.
- c. Row 28 – Bridges 2 Work and Steps 2 Work Grants have ended; no further charges will be incurred.
- d. Row 31 – Low Training Expenditures have been addressed in part with a shift of \$100,000 from Dislocated Worker to Adult where there is higher demand.
- e. Row 32 – Prior year ITA/OJT – spent at the beginning of the year.
- f. Row 33 – Low Expenditure rate will be taken into consideration for in developing the budget for FY 2018-2019.
- g. Row 37 – Unspent funds under these grants will roll forward into next FY.
- h. Row 38 – Spending will be held to budgeted amount.
- i. Row 39 – The Agency has amended its contract to include services for the Regional Plan Implementation. As previously stated, expenses on this contract are included in this month's reporting.
- j. Row 41 – This line represents the cost of current year-to-date WDB members to attend conferences. This amount consists of expenditures that were previously reported in Mileage Reimbursement (Row 64) and Conference and Seminars (Row 66); small overage will reduce the net rollover amount from this program year to next.
- k. Rows 49-69 – Variances among these various expenditure categories is common, especially in categories with relatively small expenditure levels.
- l. Row 66 – Does not include "grant specific" travel that has been moved to rows 40 and 42.

3. FY 18-19 Plan – Funding Level Update

- a. Projected increased funding of \$430,000
 - i. Net grant increases of \$466,000 less increase in Mgmt. Reserve of \$10,000 (increases in Dislocated, Adult, Youth; decrease in Rapid Response)
 - ii. WDB was not awarded the \$400,000 grant for Steps to Work / AB 2060 (\$180k net impact in FY 18-19)
 - iii. Projected increase of \$154,000 in rollover amounts (less salary savings, more Direct Expense)
- b. The additional funding will allow for the full restoration of the \$378,000 reductions in the FY 18-19 Budget Plan approved by the WDB Directors on June 7, 2018; An updated Plan will be provided for consideration at the next WDB Executive Committee

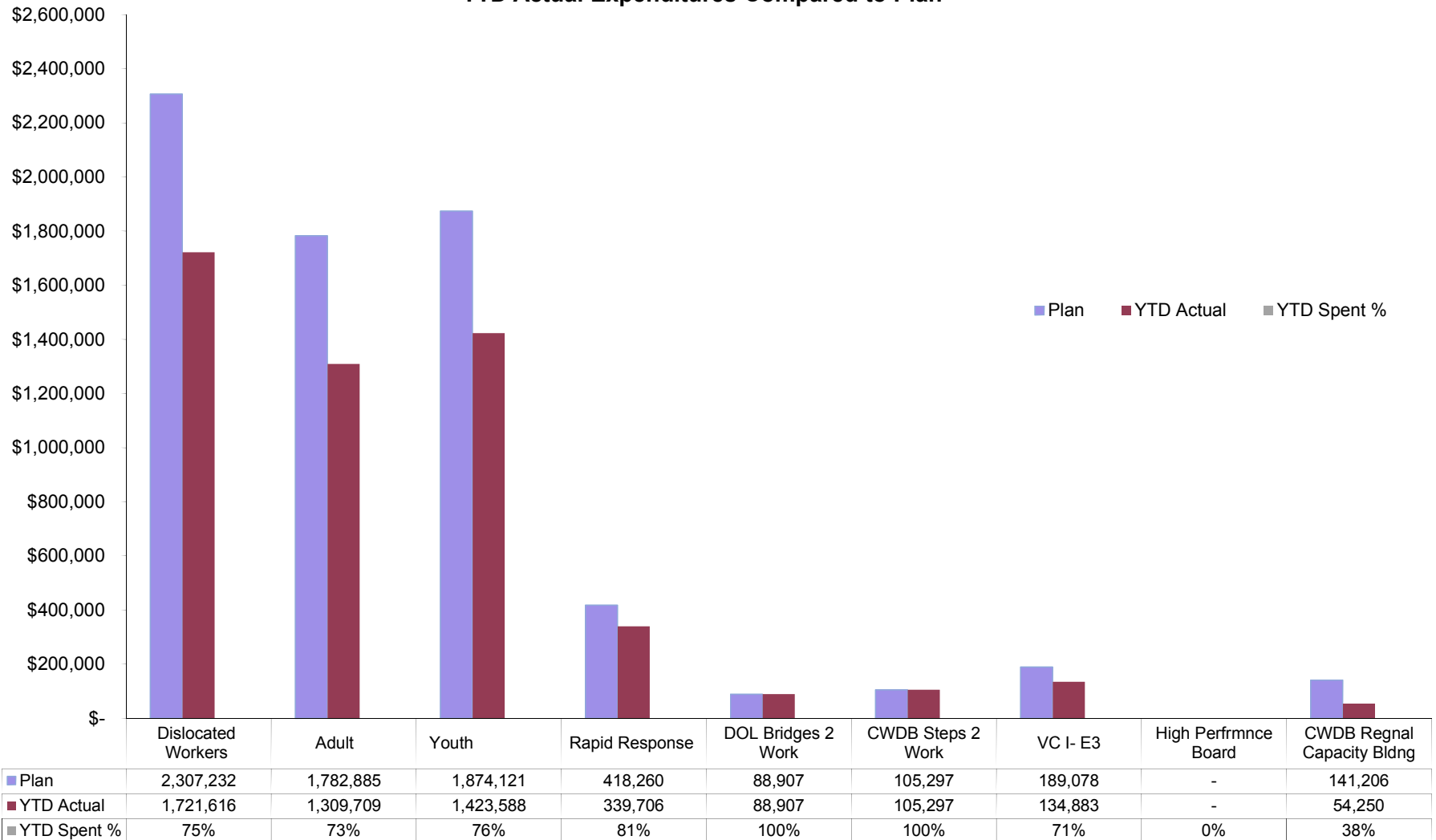


FINANCIAL STATUS REPORT for FISCAL YEAR 2017-2018
Year to Date Expenditures from 07/01/17 to 04/30/18 (83% into the Fiscal Year)
Submitted on: June 21, 2018

FINANCIAL STATUS REPORT for FISCAL YEAR 2017-2018

Year to Date Expenditures from 07/01/17 to 04/30/18 (83% into the Fiscal Year)

YTD Actual Expenditures Compared to Plan



FINANCIAL STATUS REPORT for FISCAL YEAR 2017-2018

Year to Date Expenditures from 07/01/17 to 04/30/18 (83% into the Fiscal Year)

| Name of Grants | Salaries and Benefits | | | Direct Program/WIOA Special Projects | | | Other Operating Expenses | | | Total | | | |
|----------------------------------|-----------------------|---------------------|------------|--------------------------------------|---------------------|------------|--------------------------|-------------------|------------|---------------------|---------------------|------------|---------------------|
| | Plan | YTD Actual | % | Plan | YTD Actual | % | Plan | YTD Actual | % | Plan * | YTD Actual | % | Plan Balance |
| Core Grants: | | | | | | | | | | | | | |
| Dislocated Worker | 1,298,338 | 1,118,524 | 86% | 731,696 | 360,350 | 49% | 277,197 | 242,742 | 88% | 2,307,232 | 1,721,616 | 75% | 585,616 |
| Adult | 1,083,178 | 780,453 | 72% | 484,828 | 352,115 | 73% | 214,880 | 177,141 | 82% | 1,782,885 | 1,309,709 | 73% | 473,176 |
| Youth | 377,731 | 309,765 | 82% | 1,261,000 | 931,080 | 74% | 235,390 | 182,743 | 78% | 1,874,121 | 1,423,588 | 76% | 450,533 |
| Rapid Response | 253,850 | 213,286 | 84% | 114,000 | 84,496 | 74% | 50,410 | 41,924 | 83% | 418,260 | 339,706 | 81% | 78,554 |
| Others: | | | | | | | | | | | | | |
| DOL Bridges 2 Work | 66,355 | 66,355 | 100% | 15,007 | 15,007 | 100% | 7,545 | 7,546 | 100% | 88,907 | 88,907 | 100% | 0 |
| CWDB Steps 2 Work | 23,625 | 23,625 | 100% | 71,614 | 71,614 | 100% | 10,058 | 10,058 | 100% | 105,297 | 105,297 | 100% | (0) |
| VC I- E3 | 170,000 | 122,602 | 72% | - | - | 0% | 19,078 | 12,281 | 64% | 189,078 | 134,883 | 71% | 54,195 |
| High Perfrmnce Board | - | - | 0% | - | - | 0% | - | - | 0% | - | - | 0% | - |
| Regional Capacity Building (AFS) | 80,308 | 46,879 | 58% | 43,000 | - | 0% | 17,898 | 7,370 | 41% | 141,206 | 54,250 | 38% | 86,956 |
| Regional Organizer (WDB) | 42,500 | 45,184 | 106% | 8,000 | 12,166 | 152% | 6,921 | 9,075 | 131% | 57,421 | 66,425 | 116% | (9,005) |
| Wrkforce Accel 6.0 | 30,115 | 4,915 | 16% | 40,000 | - | 0% | 9,609 | 773 | 8% | 79,724 | 5,688 | 7% | 74,036 |
| Regional Plan Implem. (WDB) | 34,000 | - | 0% | 119,000 | 32,818 | 28% | 20,967 | - | 0% | 173,967 | 32,818 | 19% | 141,149 |
| Total WIOA Grants | \$ 3,460,000 | \$ 2,731,589 | 79% | \$ 2,888,145 | \$ 1,859,647 | 64% | \$ 869,953 | \$ 691,652 | 80% | \$ 7,218,098 | \$ 5,282,887 | 73% | \$ 1,935,211 |

| FINANCIAL STATUS REPORT for FISCAL YEAR 2017-2018 | | | | | | | | | | | | |
|--|-----------------------|------------------|---------------------|--------------------------------|-------------------|---------------------|--------------------------|-------------------|-------------------|---------------------|-------------------|---------------------|
| Year to Date Expenditures from 07/01/17 to 04/30/18 (83% into the Fiscal Year) | | | | | | | | | | | | |
| | Salaries and Benefits | | | Direct Program/Client Expenses | | | Other Operating Expenses | | | Total | | |
| | Paid | Accrued | YTD Total | Paid | Accrued | YTD Total | Paid | Accrued | YTD Total | Paid | Accrued | YTD Total |
| CORE GRANTS: | | | | | | | | | | | | |
| Dislocated Worker | 1,085,927 | 32,596 | 1,118,524 | 342,700 | 17,650 | 360,350 | 192,754 | 49,988 | 242,742 | 1,621,382 | 100,234 | 1,721,616 |
| Adult | 757,274 | 23,180 | 780,453 | 312,268 | 39,847 | 352,115 | 140,915 | 36,226 | 177,141 | 1,210,457 | 99,253 | 1,309,709 |
| Youth | 300,595 | 9,171 | 309,765 | 788,839 | 142,241 | 931,080 | 145,393 | 37,350 | 182,743 | 1,234,827 | 188,761 | 1,423,588 |
| Rapid Response | 206,380 | 6,906 | 213,286 | 67,644 | 16,852 | 84,496 | 30,805 | 11,119 | 41,924 | 304,829 | 34,877 | 339,706 |
| OTHERS: | | | | | | | | | | | | |
| DOL Bridges 2 Work | 66,355 | - | 66,355 | 15,007 | - | 15,007 | 7,545 | - | 7,545 | 88,906 | - | 88,906 |
| CWDB Steps 2 Work | 23,625 | - | 23,625 | 71,614 | - | 71,614 | 10,058 | - | 10,058 | 105,297 | - | 105,297 |
| VC I- E3 | 119,120 | 3,482 | 122,602 | - | - | - | 8,572 | 3,709 | 12,281 | 127,692 | 7,191 | 134,883 |
| High Performnce Board | - | - | - | - | - | - | - | - | - | - | - | - |
| Regional Capacity Building (AFS) | 45,491 | 1,388 | 46,879 | - | - | - | 5,892 | 1,479 | 7,370 | 51,383 | 2,867 | 54,250 |
| Regional Organizer (WDB) | 43,847 | 1,338 | 45,184 | 12,166 | - | 12,166 | 7,254 | 1,821 | 9,075 | 63,267 | 3,158 | 66,425 |
| Wrkforce Accel 6.0 | 4,769 | 146 | 4,915 | - | - | - | 618 | 155 | 773 | 5,387 | 301 | 5,688 |
| Regional Plan Implem. (WDB) | - | - | - | - | 32,818 | 32,818 | - | - | - | - | 32,818 | 32,818 |
| Total WIOA Grants | \$ 2,653,383 | \$ 78,206 | \$ 2,731,589 | \$ 1,610,238 | \$ 249,409 | \$ 1,859,647 | \$ 549,805 | \$ 141,846 | \$ 691,651 | \$ 4,813,426 | \$ 469,460 | \$ 5,282,886 |

WIOA Training Activity Summary (Expended and Leveraged)

(based on annual report "Summary of Leveraged Resources - Attachment 6 - page 35 of WSD12-3)

Year to Date Expenditures from 07/01/17 to 04/30/18 (83% into the Fiscal Year)

| Rpt Line # | Program Year Funding and Traing Expenditures | FY 13-15 Grants Due 10/01/15 | 14-16 Grants (Due 10/1/16) | 15-17 Grants K698402 (Due 10/1/17) | 16-18 Grants K7102079 (Due 10/1/18) | 17-19 Grants K8106696 (Due 10/1/19) |
|---------------|--|---------------------------------|-------------------------------|--|---|---|
| 4) | Adult and Dislocated Worker Formula Fund Allocations | 4,346,991 | 4,092,349 | 4,133,724 | 4,014,468 | 3,687,904.00 |
| 5) | Training Expenditures Required | 1,086,748 | 1,023,087 | 1,240,117 | 1,204,340 | 1,106,371 |
| | <i>Training Expenditures % Required</i> | 25% | 25% | 30% | 30% | 30% |
| 6) | Formula Fund Training Expenditures | 1,053,524 | 1,128,877 | 941,344 | 809,988 | 583,455 |
| | Leveraged Resources | | | | | |
| | - Total Leveraged Resources | 400,025 | 425,933 | 348,361 | 460,403 | 346,135 |
| | - Maximum Allowed Leveraged Resources (10%) | 434,699 | 409,235 | 413,372 | 401,447 | 368,790 |
| 7) | - Total Leveraged Resources Used Towards Training Expenditures | 400,025 | 409,235 | 348,361 | 401,447 | 346,135 |
| 8) | Total Amount Spent On Training (should equal/exceed Line 5) | 1,453,549 | 1,538,112 | 1,289,705 | 1,211,435 | 929,590 |
| | % of Training Requirement Met (final goal is 100%) | 134% | 150% | 104% | 101% | 84% |

| | | | | | | |
|----|---|----------------|----------------|----------------|----------------|----------------|
| 9) | Leveraged Resources Detail (notes) | | | | | |
| | (a) Pell Grant | 233,994 | 135,654 | 150,761 | 105,201 | 118,470 |
| | (b) Programs Authorized by the Workforce Innovation and Opportunity Act | 0 | 0 | | | |
| | (c) Trade Adjustment Assistance (EDD) | 0 | 0 | | | |
| | (e) Match Fund from Employers, and Industry Associations (OJT 50%) | 166,031 | 290,279 | 197,600 | 355,201 | 227,665 |
| | Total | 400,025 | 425,933 | 348,361 | 460,403 | 346,135 |
| | Legends/Coding for Source/Type of Leveraged Resources: 9a) = Pell Grant 9b) = Programs Authorized by the Workforce Innovation and Opportunity Act (specify) 9c) = Trade Adjustment Assistance 9d) = Dept of Labor National Emergency Grants 9e) = Match funds from employers, industry, and industry associates (specify) 9f) = Match funds from joint labor-management trusts (specify) 9g) = Employment Training Panel grants | | | | | |

NOTES:

Early in the year, the "% of Training Requirement Met..." shown above may appear to "understate" the degree to which the organization is actually accomplishing its planned training goals (i.e. the organization is likely doing better than it looks here). This is because the training expenditures shown in this report do NOT include costs related to two areas of current year training activities that are in the current year Plan:

- 1) Current year training activities (in current year Plan) that have been paid with prior year grant funds
- 2) Current year training activities (in current year Plan) that have been committed to but not yet paid

| FY 2017-18 WIOA BUDGET PLAN (Approved on 06/08/17, Updated on 02/8/18) | | | | | | | | | | | | | | | Year to Date Expenditures from 07/01/17 to 04/30/18 (83% into the Fiscal Year) |
|--|--|-------------------|-----------|-----------|----------------|--------------------|-------------------|-----------|----------------------|----------------------------------|--------------------------|--------------------|-----------------------------|---------------|--|
| | | Dislocated Worker | Adult | Youth | Rapid Response | DOL Bridges 2 Work | CWDB Steps 2 Work | VC I- E3 | High Perfrmnce Board | Regional Capacity Building (AFS) | Regional Organizer (WIB) | Wrkforce Accel 6.0 | Regional Plan Implem. (WIB) | FY 17-18 Plan | |
| 1 | Revenue Projection: | | | | | | | | | | | | | | |
| 2 | FY17-18 Grants (EDD Est.) -3.0% | 2,035,933 | 1,651,971 | 1,815,841 | 370,661 | 500,000 | 400,000 | 317,920 | 54,838 | 287,927 | 85,714 | 250,000 | 350,000 | 8,120,805 | |
| 3 | FY17-18 Mgmt. Reserve:(3% DW, Adult, Youth) (67,278) | (67,278) | (46,059) | (55,075) | - | - | - | - | | | | | | (168,412) | |
| 4 | Grant balance to be spent in the future | | | | | | | | (54,838) | (107,000) | (28,000) | (170,000) | (176,000) | (535,838) | |
| 5 | Grant balance rollover | | | | | | | | | | | | | | |
| 6 | Spent in prior years | - | - | - | - | (338,964) | (244,349) | (128,457) | - | (40,000) | - | - | - | (751,770) | |
| 7 | Balance rolled over from prior year grants: | | | | | | | | | | | | | | |
| 8 | FY16-17 Mgt Reserve | 113,486 | 87,149 | 113,382 | - | - | - | - | - | - | - | - | - | 314,017 | |
| 9 | Additional rollover - Salaries Savings/ | 43,973 | 159 | - | 31,743 | - | - | - | - | - | - | - | - | 75,875 | |
| 10 | Overhead Saving/(Overage) | 1,198 | - | - | - | - | - | - | - | - | - | - | - | 1,198 | |
| 11 | FY 15-16 Unspent Direct expense | 140,736 | 57,361 | - | 16,135 | - | - | - | - | - | - | - | - | 214,232 | |
| 12 | ITA/OJT Committed FY16-17 Spent in FY17-18 | 39,196 | 32,328 | - | - | - | - | - | - | - | - | - | - | 71,524 | |
| 13 | Total Available Grants to be Spent | 2,307,244 | 1,782,909 | 1,874,148 | 418,539 | 161,036 | 155,651 | 189,463 | - | 140,927 | 57,714 | 80,000 | 174,000 | 7,341,631 | |
| 14 | Grants % | 31.4% | 24.3% | 25.5% | 5.7% | 2.2% | 2.1% | 2.6% | 0.0% | 1.9% | 0.8% | 1.1% | 2.4% | 100.0% | |
| 15 | AFS FTEs Assigned to the programs | 11.02 | 9.00 | 1.90 | 2.08 | 0.50 | 0.40 | - | - | 0.80 | | 0.30 | | 26.00 | |
| 16 | % Direct FTES Allocated to Grants | 42.4% | 34.6% | 7.3% | 8.0% | 1.9% | 1.5% | 0.0% | 0.0% | 3.1% | 0.0% | 1.2% | 0.0% | 100.0% | |
| 17 | % Admin Staff Allocated to Grants | 22.6% | 21.1% | 22.00% | 5.30% | 0.0% | 0.0% | 20.0% | 0.0% | 0.0% | 5.0% | 0.0% | 4.0% | 100.0% | |
| 18 | Expenditure Projection: | | | | | | | | | | | | | | |
| 19 | Salaries and Benefits: | | | | | | | | | | | | | | |
| 20 | AFSWIOA (23 regular + 0.7 fixed term + 3 vac. 2,610,000) | 1,106,238 | 903,828 | 190,731 | 208,800 | 66,355 | 23,625 | - | - | 80,308 | - | 30,115 | - | 2,610,000 | 2,054,207 79% |
| 21 | WDB Admin (6 reg +1.5 fixed +1.1 vacant) 850,000 | 192,100 | 179,350 | 187,000 | 45,050 | - | - | 170,000 | - | - | 42,500 | - | 34,000 | 850,000 | 677,381 80% |
| 22 | Subtotal Salaries and Benefits | 1,298,338 | 1,083,178 | 377,731 | 253,850 | 66,355 | 23,625 | 170,000 | - | 80,308 | 42,500 | 30,115 | 34,000 | 3,460,000 | 2,731,589 79% |
| 23 | Direct Expenses: | | | | | | | | | | | | | | |
| 24 | Grant Specific Contracts: | | | | | | | | | | | | | | |
| 25 | EDC-VC Business Services | - | - | - | 95,000 | - | - | - | - | - | - | - | 50,000 | 145,000 | 70,454 49% |
| 26 | Boys and Girls Club: Core Program | - | - | 604,000 | - | - | - | - | - | - | - | - | - | 604,000 | 418,700 69% |
| 27 | Pathpoint: Core Program | - | - | 604,000 | - | - | - | - | - | - | - | - | - | 604,000 | 459,992 76% |
| 28 | AFS-CalWORKs Activities | - | - | - | - | 12,824 | 27,145 | - | - | - | - | - | - | 39,969 | 39,969 100% |
| 29 | Subtotal - Contracted Program Expense | - | - | 1,208,000 | 95,000 | 12,824 | 27,145 | - | - | - | - | - | 50,000 | 1,392,969 | 989,116 71% |
| 30 | Client Expenses: | | | | | | | | | | | | | | |
| 31 | ITA / OJT (30% required - 10% leverage) | 590,000 | 375,000 | - | - | - | - | - | - | - | - | - | - | 965,000 | 512,327 53% |
| 32 | ITA / OJT Committed 16-17 Spent in 17-18 | 39,196 | 32,328 | - | - | - | - | - | - | - | - | - | - | 71,524 | 71,524 100% |
| 33 | Others/Childcare/Trans - JTA | 31,000 | 24,000 | - | - | 2,183 | 3,219 | - | - | - | - | - | - | 60,402 | 24,926 41% |
| 34 | Subtotal - Client Expense | 660,196 | 431,328 | - | - | 2,183 | 3,219 | - | - | - | - | - | - | 1,096,926 | 608,777 55% |
| 35 | Other Allocated/Contracted Expenses | | | | | | | | | | | | | | |
| 36 | | | | | | | | | | | | | | | |
| 37 | CapacityBuilding/WKFAcc Contractual Services | - | - | - | - | - | - | - | - | 35,000 | - | 40,000 | - | 75,000 | - 0% |
| 38 | S2W CCD Training | - | - | - | - | - | 41,250 | - | - | - | - | - | - | 41,250 | 41,250 100% |
| 39 | Outrch/Mktg: theAgency 215,000 | 52,500 | 40,500 | 45,000 | 12,000 | - | - | - | - | - | - | - | 65,000 | 215,000 | 181,532 84% |
| 40 | Outreach/Meeting/Conf -WDB 36,000 | 10,000 | 6,000 | 6,000 | 2,000 | - | - | - | - | - | 8,000 | - | 4,000 | 36,000 | 28,166 78% |
| 41 | WDB Expense - Non Staff 8,000 | 4,000 | 2,000 | 2,000 | - | - | - | - | - | - | - | - | - | 8,000 | 10,806 135% |
| 42 | Outreach/Meeting/Conf-AFS 23,000 | 5,000 | 5,000 | - | 5,000 | - | - | - | - | 8,000 | - | - | - | 23,000 | - 0% |
| 43 | State Project(s): Update Pending - | - | - | - | - | - | - | - | - | - | - | - | - | - | - 0% |
| 44 | | | | | | | | | | | | | | | |
| 45 | Subtotal - other allocated expense 282,000 | 71,500 | 53,500 | 53,000 | 19,000 | - | 41,250 | - | - | 43,000 | 8,000 | 40,000 | 69,000 | 398,250 | 261,754 66% |
| 46 | Subtotal- Program/Clients Expenses | 731,696 | 484,828 | 1,261,000 | 114,000 | 15,007 | 71,614 | - | - | 43,000 | 8,000 | 40,000 | 119,000 | 2,888,145 | 1,859,647 64% |
| 47 | Total Direct Program Expense | 2,030,035 | 1,568,005 | 1,638,731 | 367,850 | 81,362 | 95,239 | 170,000 | - | 123,308 | 50,500 | 70,115 | 153,000 | 6,348,145 | 4,591,235 72% |
| 48 | Overhead/Administration: | 31.98% | 24.70% | 26.57% | 5.79% | 0.867% | 1.156% | 2.68% | 0.00% | 1.94% | 0.80% | 1.10% | 2.41% | 100.00% | |
| 49 | Communication/Voice/data 75,000 | 23,984 | 18,525 | 19,930 | 4,346 | 650 | 867 | 2,008 | - | 1,457 | 597 | 828 | 1,808 | 75,000 | 58,210 78% |
| 50 | Insurance 14,043 | 4,491 | 3,469 | 3,732 | 814 | 122 | 162 | 376 | - | 273 | 112 | 155 | 338 | 14,043 | 17,626 126% |
| 51 | Facilities Maint. 95,090 | 30,408 | 23,487 | 25,268 | 5,510 | 825 | 1,099 | 2,546 | - | 1,847 | 756 | 1,050 | 2,292 | 95,090 | 86,607 91% |
| 52 | Membership and dues 12,350 | 3,949 | 3,050 | 3,282 | 716 | 107 | 143 | 331 | - | 240 | 98 | 136 | 298 | 12,350 | 11,029 89% |
| 53 | Education allowance (consolidated w 0 | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 54 | Indirect cost recovery(County A87) 98,670 | 31,553 | 24,372 | 26,219 | 5,718 | 856 | 1,141 | 2,642 | - | 1,917 | 785 | 1,090 | 2,378 | 98,670 | 95,312 97% |
| 55 | Books and Publication 2,000 | 640 | 494 | 531 | 116 | 17 | 23 | 54 | - | 39 | 16 | 22 | 48 | 2,000 | 1,719 86% |
| 56 | Office Equip./Supp. & Furniture/Fixtures< 20,000 | 6,396 | 4,940 | 5,315 | 1,159 | 173 | 231 | 536 | - | 388 | 159 | 221 | 482 | 20,000 | 17,042 85% |
| 57 | Mail Center - ISF 6,000 | 1,919 | 1,482 | 1,594 | 348 | 52 | 69 | 161 | - | 117 | 48 | 66 | 145 | 6,000 | 5,922 99% |
| 58 | Purchase Charges - ISF 3,800 | 1,215 | 939 | 1,010 | 220 | 33 | 44 | 102 | - | 74 | 30 | 42 | 92 | 3,800 | 2,980 78% |
| 59 | Copy Machine - ISF 9,000 | 2,878 | 2,223 | 2,392 | 522 | 78 | 104 | 241 | - | 175 | 72 | 99 | 217 | 9,000 | 7,863 87% |
| 60 | Information Tech - ISF 10,000 | 3,198 | 2,470 | 2,657 | 579 | 87 | 116 | 268 | - | 194 | 80 | 110 | 241 | 10,000 | 6,554 66% |
| 61 | Computer Services Non ISF 2,000 | 640 | 494 | 531 | 116 | 17 | 23 | 54 | - | 39 | 16 | 22 | 48 | 2,000 | 1,774 89% |
| 62 | Building Lease/Rental 95,000 | 30,379 | 23,465 | 25,244 | 5,505 | 824 | 1,098 | 2,544 | - | 1,845 | 756 | 1,049 | 2,290 | 95,000 | 88,245 93% |
| 63 | Storage Charges - ISF 5,000 | 1,599 | 1,235 | 1,329 | 290 | 43 | 58 | 134 | - | 97 | 40 | 55 | 121 | 5,000 | 6,665 133% |
| 64 | Mileage Reimb. - Staffs only 26,000 | 8,314 | 6,422 | 6,909 | 1,507 | 225 | 301 | 696 | - | 505 | 207 | 287 | 627 | 26,000 | 21,616 83% |
| 65 | Conference/Seminars - AFS Staffs 11,000 | 2,518 | 2,717 | 2,923 | 637 | 95 | 127 | 295 | - | 1,214 | 88 | 121 | 265 | 11,000 | 11,367 103% |
| 66 | Conference and Seminars - WDB St 20,000 | 6,396 | 4,940 | 5,315 | 1,159 | 173 | 231 | 536 | - | 388 | 159 | 221 | 482 | 20,000 | 11,624 58% |
| 67 | Fiscal/HR/BTD/ET (HSA) 350,000 | 111,924 | 86,451 | 97,224 | 20,281 | 3,036 | 4,047 | 5,154 | - | 6,798 | 2,784 | 3,866 | 8,436 | 350,000 | 230,144 66% |
| 68 | Attorney Fees 10,000 | 3,198 | 2,470 | 2,657 | 579 | 87 | 116 | 268 | - | 194 | 80 | 110 | 241 | 10,000 | 4,487 45% |
| 69 | Other misc. Admin Services 5,000 | 1,599 | 1,235 | 1,329 | 290 | 43 | 58 | 134 | - | 97 | 40 | 55 | 121 | 5,000 | 4,864 97% |
| 70 | Subtotal Overhead 869,953 | 277,197 | 214,880 | 235,390 | 50,410 | 7,545 | 10,058 | 19,078 | - | 17,898 | 6,921 | 9,609 | 20,967 | 869,953 | 691,651 80% |
| 71 | Planned Total Grant Expenses | 2,307,232 | 1,782,885 | 1,874,121 | 418,260 | 88,907 | 105,297 | 189,078 | - | 141,206 | 57,421 | 79,724 | 173,967 | 7,218,098 | 5,282,886 73% |
| 72 | Admin Rate for State Reporting | 7% | 7% | 7% | 7% | 5% | 5% | 5% | 0% | 7% | 7% | 7% | 7% | 7% | |
| 73 | Admin Rate (State Reported + Other) | 12% | 12% | 13% | 12% | 5% | 6% | 10% | 0% | 13% | 12% | 12% | 12% | 12% | |
| | Work in Progress: Grant Balances | 12 | 23 | 27 | 279 | 72,129 | 50,354 | 385 | - | (279) | 293 | 276 | 33 | 123,530 | |



WORKFORCE DEVELOPMENT BOARD

855 Partridge Drive, Ventura, CA 93003

(805) 477-5306

workforceventuracounty.org

TO: EXECUTIVE COMMITTEE

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

DATE: JUNE 21, 2018

SUBJECT: RECOMMENDATION THAT WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY EXECUTIVE COMMITTEE APPROVE THE CERTIFICATION OF THE COMPREHENSIVE AMERICA'S JOB CENTER OF CALIFORNIA (AJCC) AT RIVERPARK (OXNARD, CALIFORNIA) ACCORDING TO THE ATTACHED HALLMARKS OF EXCELLENCE CERTIFICATION CRITERIA MATRIX AND SUBMIT SIGNED COPY TO THE CALIFORNIA WORKFORCE DEVELOPMENT BOARD.

RECOMMENDATION

Recommendation that Workforce Development Board of Ventura County Executive Committee Approve the Certification of the Comprehensive America's Job Center of California (AJCC) at Riverpark (Oxnard, California) According to the Attached Hallmarks of Excellence Certification Criteria Matrix and Submit Signed Copy to the California Workforce Development Board. (State Board).

BACKGROUND

The WIOA establishes a framework under which Local Boards are responsible for maintaining a network of high-quality, effective AJCCs. To assist in these efforts, the California Workforce Development Board (State Board), in consultation with an AJCC Certification Workgroup comprised of state-level partners and Local Board representatives, developed objective criteria and procedures for Local Boards to use when certifying the AJCCs within their Local Workforce Development Areas.

The WIOA Joint Final Rule outlines three key requirements for AJCC certification: effectiveness of the AJCC, physical and programmatic accessibility for individuals with disabilities, and continuous improvement. California's certification process is centered on these key requirements and sets a statewide standard of service delivery that ensures all customers consistently receive a high-quality level of service. In accordance with WIOA Section 121(g), Local Boards must conduct an independent and objective evaluation of the AJCCs in their Local Areas once every three years using criteria and procedures established by the State Board.

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

The authority for local boards to conduct the AJCC certification is specified in directive WSD16-20. The Ventura County Consortium (Human Services Agency, Employment Development Department, and the

Center for Employment Training) is the approved AJCC Operator. Therefore according to the directive, WDB has the authority and responsibility to conduct an independent and objective evaluation and complete its own certification according to the process listed in the directive and outlined in the attached matrix. The WDB bylaws has established the Programs Committee as a standing committee, responsible for providing oversight to all WIOA career services and programs. The WDB chair appointed the Programs Committee to function as the Ad Hoc AJCC Evaluation Committee, with responsibility to provide an evaluation of the comprehensive AJCC and provide its recommendation for certification and continuous improvement to the WDB. As mandated by the state's evaluation guidelines in order to avoid conflict of interest, specifically excluded from the evaluation process are any staff or managers from the One Stop AJCC Operator Consortium, and the Human Services Agency - Adult and Family Services Department / WIOA Career Services Provider (HSA). Nancy Ambriz, HSA Sr. Program Manager for WIOA Career Services and AJCC One Stop Operator Consortium Manager is recused from the evaluation to avoid conflict of interest, although she was asked to provide the committee programmatic evidence and access to the AJCC. Mary Navarro-Aldana, Programs committee member, AJCC One Stop Operator Consortium Manager and EDD Manager, also recused herself from the evaluation process to avoid perceived conflict of interest. Jaime Mata, WDB member, and AJCC One Stop Operator Consortium Manager from Center for Employment Training is also recused from evaluation to avoid any perceived conflict of interest.

DISCUSSION

Baseline Certification: On October 4, 2017 the Programs Committee conducted an on-site visit of the AJCC and evaluated the key components outlined in the Baseline Criteria Matrix. The Programs Committee completed the on-site evaluation based upon compliance with WIOA statutory and regulatory requirements. Committee members with unanimous agreement, recommended the WDB approve the Certification of the Comprehensive America's Job Center of California (AJCC) At Riverpark (Oxnard, California) according to the Baseline Criteria Matrix. Subsequently, the WDB Executive Committee at their meeting November 9, 2017, considered and approved the Programs Committee recommendation for certification and submitted the signed Baseline Matrix to the State Board on December 20, 2017 in compliance with the December 31, 2017 deadline. The WDB did not meet in December 2018 due to meeting cancellation due to Thomas Fire of December 4, 2018. WDB at its January 25, 2018 meeting ratified the WDB Executive Committee approval.

Hallmarks of Excellence Certification: In order to highlight areas where AJCCs can continuously improve their service delivery, the State Board has identified eight Hallmarks of Excellence, with each one ranked on a scale of 1-5. In order to receive a Hallmarks of Excellence AJCC Certification, an AJCC must meet Baseline AJCC Certification and receive a ranking of a least 3 for each of the Hallmarks. On February 7, 2018, the Programs Committee started the extensive evaluation process. Committee meetings were also conducted April 17, 2018, May 2, 2018, and June 6, 2018. In addition to on-site observation, committee members were provided live presentation explaining AJCC services, as well as provided evidence binders containing photographs, charts, flyers, and narrative to explain the broad physical and programmatic services provided at the AJCC and through 20 system partners. Members reviewed a 30 page set of instructions for the specified evaluation and ranking criteria. Members also discussed their individual and committee responsibilities as independent and objective evaluators. Evidence was also made available to members online via the WDB website in order for their evaluation to continue outside of monthly meetings. The committee concluded that all Hallmarks exceeded the minimum ranking, and no corrective action plan is warranted. Since the goal is for the WDB to work with the AJCC to continually improve and progress within each Hallmark of Excellence, WDB must also develop a continuous improvement plan, for the AJCC that outlines how they plan to increase their ranking for each Hallmark of Excellence or maintain their ranking. Members concluded their evaluation on June 6, 2018 and have compiled the eight Hallmarks ranking and summarized their narrative for continuous improvement for your consideration on the attached Comprehensive AJCC Certification Matrix Hallmarks of Excellence Criteria (Exhibit 1).

It is recommended that the WDB Executive Committee approve the Certification of the Comprehensive America's Job Center of California (AJCC) At Riverpark (Oxnard, California) according to the attached Hallmarks of Excellence Criteria Matrix and submit a signed copy to the California Workforce Development Board (State Board) by June 30, 2018. If ratified by the WDB and accepted by the State, AJCC certification will become effective July 1, 2018.

If you have questions or need more information, contact Patrick Newburn at (805) 477-5306, email patrick.newburn@ventura.org.

Attachments:

Exhibit 1: Comprehensive AJCC Certification Matrix Hallmarks of Excellence Criteria

EXHIBIT 1 - Comprehensive AJCC Certification Matrix

Comprehensive AJCC Certification Matrix Hallmarks of Excellence

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

Hallmarks of Excellence Ranking

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

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

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

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

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

Name of Local Board Workforce Development Board of Ventura County

Name of AJCC America's Job Center of California at Riverpark (Oxnard)

| Hallmark of Excellence #1 | |
|--|--|
| The AJCC physical location and facility enhances the customer experience | |
| Characteristics of a High Quality AJCC a. The physical layout of the AJCC must inform and engage customers in staff-supported activities and allow for workshops, group meetings and a robust basic career services, rather than moving all customers to the AJCC resource room computers to conduct a job search. | California State Plan Vision and Strategies a. The vision for the AJCC system in California, is to provide seamless customer-centered services focused on demand driven skills attainment and upward mobility for all Californians. The services should be delivered by aligning, coordinating, and integrating the programs and services of required and optional partners. |
| | b. AJCCs must be a professional and clean, environment where customers are greeted as they enter the AJCC. Information should be readily available about all partner program services, including how to access them. |

Quality Indicators

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

Hallmark of Excellence #1

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

Strengths: AJCC was moved to this location September 2016. Physical capability reported to handle up to 2000-3000 visitors monthly. AJCC houses Title I Career Services, TANF services, Employment Development Department (EDD) Workforce Services, and several of the 20 MOU partners. Variety of career services for job seekers include help with resumes, customers can conduct online job searches, participate in career workshops, and learn about training opportunities as well as receive referral to many social services (Medi-Cal, CalFresh and CalWORKs). Auxiliary aids and services are available upon request to individuals with disabilities. Transportation nearby is served by Gold Coast Transit. Reception Desk on third floor is good height for customers and staff, work tables in resource room are adjustable for accommodation. Resource Center and ample meeting/training rooms appears adequate to meet needs of job seeker community and employers for recruitment activities. Comments include: *"Overall great facility!"; "Attractive Internal signs, ample parking, great location near public transportation and shopping mall, beautiful business style building"; "Plenty of space and computer workstations in the resource room"; "Neat, professional, accessible from 101 freeway"*

Opportunities: Improve Building Exterior Signage; Improve First Floor "Waiting" signage; Improve Reception Desk Layout; Improve reception "welcome" process.

Hallmark of Excellence #1 Ranking (1-5): **Four (4) Significantly meeting the hallmark with room for improvement.**

Rationale for This Ranking: AJCC at Riverpark has adequate parking and is accessible by public transportation. The external building signage identifies the location as an AJCC but is not obviously visible from the street. The AJCC is clean and attractive with a professional appearance and is designed so that it is easy for customers to access services, resources, and 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, and on-site employer recruitment events, colocated partners, and job center staff. The AJCC has good internal signage to help customers easily navigate the AJCC. First floor directions to go to the 3rd floor are clear. No waiting in line. No signs observed saying out of order. Auxiliary aids and services are available upon request to individuals with disabilities.

Hallmark of Excellence #1

Continuous Improvement Goals and Recommendations:

- High Priority Recommendation: Need to add prominent signage (AJCC) “America’s Job Center of California” located front of building, on the street that is more obvious and explanatory than existing monument sign. Collaborate with building owner to add third floor balcony external signage visible from street.
- Recommendation: Collaborate with building owner to change first floor lobby sign about waiting. Sign reading: “No Waiting in the first floor Lobby” is unfriendly! Recommendation to add “please” or rephrase to indicate that waiting in the first floor lobby is a distraction for the first floor businesses.
- Recommendation: that AJCC collaborate with City of Oxnard to get directional sign along the access roadway (similar to one displaying National University).
- Recommendation: Locate a staff person (security guard or others) to greet people when they come in the third floor AJCC reception area. Friendly greeting and welcoming is the best way to engage customer who are not necessarily certain what is offered at the AJCC.
- Recommendation: Layout of reception desk would improve welcoming and ease of customer friendly access if desk turned to face elevator/ main entrance. Consider security guard desk be located to a less prominent area yet remain visible in order to present a welcoming atmosphere.

Hallmark of Excellence #2

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

US DOL Characteristics of a High Quality AJCC

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

California State Plan Vision and Strategies

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

Hallmark of Excellence #2

Quality Indicators

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

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

Strengths: AJCC is an inclusive facility serving a diverse population. Good services available for Veterans, Limited English Proficient Individuals, Seniors, and Individuals with Disabilities. Resource room has specialty computer and desk reserved for people with disabilities. Comments include: *"Veterans 'Mystery Shopper' gave an excellent rating for his visit!"; "Participation at annual Latino Business Expo is good event for engaging both job seekers and employers."; "AJCC did an excellent job with outreach to people affected by the December 2017 Ventura County-Thomas Fire."*

Opportunities: AJCC universal access has no major gaps; Improve Reception Greeter system and add sign language interpreter signage.

Hallmark of Excellence #2

Hallmark of Excellence #2 Ranking (1-5): 4 (Four) Significantly meeting the hallmark with room for improvement.

Rationale for This Ranking: AJCC staff honor and accommodate diversity and are comfortable and adept in working with all types of individuals. The AJCC serves Limited English Proficient people by providing 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 provides services outside of regular business hours, as needed, where there is a workforce need as defined by the Local Board. The AJCC delivers both AJCC-based and virtual services. 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. There are separate phones for translation services. There are services for justice involved individuals, such as “STEPS” program. There are farm worker newsletters, and signage for youth employment opportunities.

Continuous Improvement Goals and Recommendations:

- Recommendation that an electronic VOS Greeter (Virtual One Stop) or similar kiosk type electronic system be implemented near front of AJCC resource room. This will help track visitors and help to determine needs of customers. This may help with tracking referrals to AJCC partners.
- Recommendation that signage be added in the resource room that announces sign language interpreter is available and other translation service is available.

| Hallmark of Excellence #3 | |
|---|---|
| The AJCC actively supports the One-Stop system through effective partnerships | |
| US DOL Characteristics of a High Quality AJCC | California State Plan Vision and Strategies |
| a. Reflect the establishment of robust partnerships among partners. The AJCC operator facilitates an integrated, colocated partnership that seamlessly incorporates the services of all the AJCC partners. | a. Aligning, coordinating, and integrating programs and services to economize limited resources while also providing the right services to clients, based on each client's particular and potentially unique needs so as to facilitate skills-attainment. |
| <p><u>Quality Indicators</u></p> <p>a. A system is in place to assess the satisfaction of both colocated and non-colocated partners with the AJCC and its services.</p> <p>b. Both colocated and non-colocated partners believe that the AJCC adds value to their program and their customers.</p> <p>c. The required AJCC partners meet on a regular basis to discuss the One-Stop system and the AJCC's contribution to the system and make recommendations for continuous improvement.</p> <p>d. The AJCC actively outreaches and provides access to non-colocated partner customers to participate in AJCC-based services, such as workshops and recruitment events.</p> <p>e. An inventory and overview of all partner services is available to all AJCC staff and all AJCC staff has received an orientation to all partner programs and services.</p> <p>f. One-Stop system marketing materials have been developed that overview all partner services for distribution to customers at the AJCC and at all non-colocated partner locations.</p> <p>g. The AJCC's partner referral process (as outlined in the Memorandum of Understanding) is being implemented with a focus on quality referrals that are likely to convert to service.</p> <p>h. Referrals are recorded and a system is in place for partners to follow-through and report progress on referrals made.</p> <p>i. The AJCC connects to the community through multiple community partnerships and community access points.</p> | |

Hallmark of Excellence #3

Assessment of the AJCC's Strengths and Continuous Improvement Opportunities

Strengths: AJCC has held numerous orientations, tours, and even holds meetings to ensure local community partners are knowledgeable of the facility and programs. AJCC offers a good variety of workshops. AJCC sends flyers to 45 agencies; there is a robust mix of 20 partners including community based organizations, as part of the MOU phase I and Phase II agreements; and there are strong partnerships with education providers. AJCC has a willingness and ongoing practice to seek customer feedback and uses an electronic survey device in the resource center. Comments include: *"Good variety of partners with many available on-site"; "AJCC has a good amount of education partners."*

Opportunities: Improve staff knowledge of partner programs by continuous cross-training; Increase promotion of Career Technical Education & Apprenticeships; Increase Chamber of Commerce participation; Improve partner referral tracking & reporting system; Regularly update printed material.

Hallmark of Excellence #3 Ranking (1-5): 4 (Four) Significantly meeting the hallmark with room for improvement.

Rationale for This Ranking: A system is in place to assess the satisfaction of both colocated and non-colocated partners with the AJCC and its services. Both colocated and non-colocated partners believe that the AJCC adds value to their program and their customers. The AJCC actively conducts outreach and provides access to non-colocated partner customers to participate in AJCC based services, such as workshops and recruitment events. An inventory and overview of all partner services is available to all AJCC staff and all AJCC staff have received a basic orientation to all partner programs and services. The AJCC connects to the community through multiple community partnerships and community access points. The AJCC Consortium has regular AJCC partner meetings monthly to get to know each other, tour of programs, and develop working relationships. AJCC collaborates with partner recruitments; Career shops are offered free to customers; Referrals to partners and CBOs are made with warm hand-offs wherever possible; There is a written MOU phase I and Phase II agreement with partners; CalJOBS is fully implemented for customer enrollments and referrals.

Hallmark of Excellence #3

Continuous Improvement Goals and Recommendations:

- High Priority Recommendation: Continue to provide AJCC staff and partner staff with cross training to develop baseline and expand upon knowledge of each other's services and help minimize procedural snags with customer referrals.
- Recommendation to increase promotion and availability of apprenticeships provided through electrical, construction, and related trade unions. Collaborate with WDB to increase awareness of apprenticeships as career options.
- Recommendation to increase promotion of Career Technical Education for youth. Increase support and collaboration between AJCC partners, Adult Education Schools, Ventura County Office of Education, Community Colleges, and Community Based organizations. Continue to help customers determine career passion and career exploration early in the AJCC service cycle.
- Recommendation for AJCC staff to assign a primary Point of Contact for partner services data to be collected and maintained with regular updates, current contact information, and accurate bulletin information in order to improve accurate information being provided to AJCC customers.
- Recommendation to develop and fully implement a common system (CalJOBS or other system) used by AJCC partners for tracking/ reporting AJCC customer service referrals.
- Recommendation to increase participation at several Chamber of Commerce meetings and other local business events in order to promote the awareness of employer recruitment services and availability of job seekers for high quality and good paying jobs within in-demand occupations.

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

Hallmark of Excellence #4

Quality Indicators

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

Hallmark of Excellence #4

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

Strengths: AJCC staff and partners demonstrate serious attitude of providing customer centered service. The staff appears well organized and the facility is designed to serve many functions. There are ongoing training for staff in customer service methodologies. AJCC resource room has a very inviting waiting area. Comments include: *"Seems very customer service oriented"; "staff seems very organized"; "Very inviting waiting area";*

Opportunities: Improve promotion of services available for people with disabilities; Improve staff skills in simplified communication of eligibility criteria and co-enrollment programs; improve staff cross training; Improve customer job matching for high quality job that pay living wages.

Hallmark of Excellence #4 Ranking (1-5): **Four (4) Significantly meeting the hallmark with room for improvement.**

Rationale for This Ranking: AJCC staff identifies with the AJCC system (as a collaboration of several partners), believes that all AJCC customers are shared customers, and contributes to providing a positive AJCC experience for every AJCC customer. The AJCC has clearly identified the roles, responsibilities, and authorities of both functional leaders and the supervisors of program partners including an integrated functional organizational chart. The AJCC has a reception processes in place to greet all AJCC customers, identify the reason for their visit and their needs, and connect them to appropriate services as quickly as possible. Staff have received training and use cross training to be able to refer customers to appropriate program staff. Efforts to improve and expand knowledge and skills of staff and coordinators with partner agencies are noted.

Hallmark of Excellence #4

Continuous Improvement Goals and Recommendations:

- High priority Recommendation: to improve promoting services available and referral opportunities for individuals with disabilities. Provide cross training to staff as soon as possible regarding customer service techniques and partner referral process to improve the customer's experience (perception and reality).
- Recommendation to improve staff skills and simplify message in communicating eligibility criteria to customers and improved communication of availability and advantages of co-enrollment in other programs. Customers do not know what they don't know.
- Recommendation to continue AJCC and partner staff cross training to establish baseline knowledge of each other's services and policies.
- Recommendation to improve customer job matching using various Labor Market Information resources in addition to CalJOBS. Related recommendation for AJCC and partner staff to receive training regarding customer interviewing techniques to improve staff's ability to determine customer needs and career aspirations for improved job matching.
- Recommendation to improve tracking and follow-up on customer and employer telephone inquiries and voice messages.

Hallmark of Excellence #5

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

US DOL Characteristics of a High Quality AJCC

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

California State Plan Vision and Strategies

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

Hallmark of Excellence #5

Quality Indicators

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

Hallmark of Excellence #5

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

Strengths: AJCC has knowledge of and uses regional sector career pathways. Ventura County has a robust training and career pathways program, and is well connected with local industries. AJCC is doing a good job of learning and communicating about the extremely broad array of programs and services available in Ventura County. The AJCC also ensures customers have access to supportive services to support training programs. Strong emphasis in On the Job Training opportunities. Comments include: *"Staff uses the WDB Regional strategy"; "Wonderful network of Adult Schools, community colleges, and universities"; "Great coordination with the WDB, AJCC, and local education programs"; "There's a good list of available training."*

Opportunities: Continue Staff Cross Training for certificate programs at Adult Schools and Apprenticeships through Labor Organizations.

Hallmark of Excellence #5 Ranking (1-5): **Four (4) Significantly meeting the hallmark with room for improvement.**

Rationale for This Ranking: AJCC staff value both skill development and employment outcomes and know how they can promote and contribute to both. AJCC staff know the regional target sectors, can identify regional sector career pathways, and can understand what those mean in terms of providing services to customers. The AJCC offers skill development and training opportunities for customers at all skill and experience levels. The AJCC ensures that supportive services are available to customers, as appropriate, to facilitate participation in training services. AJCC staff are committed to and competent in helping customers navigate career pathways that result in industry-recognized credentials. AJCC staff use the WDB regional and local plan strategy to support economic and customer self-growth. Staff and partners know how they can promote skill development. AJCC staff host a Career & Resources Fair, career shops; AJCC staff use the EDD Job Outlook Report which lists the jobs in demand; AJCC managers participate in the WDB Outreach Committee meetings to provide input on AJCC and customer issues and to learn what is important to the WDB.

Continuous Improvement Goals and Recommendations:

- Recommendation to continue AJCC and partner staff cross training in all programs related to career pathways including through adult education and ROP course offerings.
- Recommend to increase promotion of Registered Apprenticeships and similar work based training opportunities
- Recommend to track long term customer outcomes of industry recognized certificates as well as training programs.

Hallmark of Excellence #6

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

US DOL Characteristics of a High Quality AJCC

- a. Design and implement practices that actively engage industry sectors and use economic and labor market information, sector strategies, career pathways, registered apprenticeships, and competency models to help drive skill-based initiatives.
- b. Develop, offer, and deliver quality business services that assist specific businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy.

To support area employers and industry sectors most effectively, AJCC staff identify and have a clear understanding of industry skill needs, identify appropriate strategies for assisting employers, and coordinate business services activities across AJCC partner programs, as appropriate.

This includes the incorporation of an integrated and aligned business services strategy among AJCC partners to present a unified voice for the AJCC in its communications with employers.

Additionally, AJCCs use the forthcoming performance measure(s) on effectiveness in serving employers to support continuous improvement of these services.

California State Plan Vision and Strategies

- a. Regional partnerships: building partnerships between industry leaders, workforce professionals, education and training providers, and economic development leaders to develop workforce and education policies that increase job quality and support regional economic growth.
- b. Sector strategies: aligning workforce and education programs with leading and emergent industry sectors' skills needs.
- c. Fostering demand-driven skills attainment: workforce and education programs need to align program content with the state's industry sector needs so as to provide California's high road employers and businesses with the skilled workforce it needs to compete in the global economy.

Hallmark of Excellence #6

Quality Indicators

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

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

Strengths: The AJCC is a vital partner and collaborates with community partners. The mission is guided through the WDB and efforts are well coordinated. AJCC has close ties with WDB and business sector. AJCC staff conducts outreach to various industries throughout Ventura County. AJCC participates in the development of training programs that meet higher paying jobs, skills desired by employers. (E.g. T-Ten partnership between Ventura College and Toyota). Comments include: *"Business engagement efforts are well coordinated"*.

Opportunities: Enhance job seeker preparation; Improve partnerships with Chamber of Commerce; Continue to inform staff of Labor Market Information about high in-demand and quality jobs

Hallmark of Excellence #6

Hallmark of Excellence #6 Ranking (1-5): **Four (4) Significantly meeting the hallmark with room for improvement.**

Rationale for This Ranking: AJCC staff has knowledge of the regional economy, labor market conditions, business talent supply chains, and the needs of high-growth sectors and quality employers. The AJCC focuses on quality jobs by actively promoting targeted sector opportunities and high-demand occupations to all AJCC customers. The AJCC promotes process and partnerships that connect workers to high-quality jobs or entry-level work with clear routes to advancement. The AJCC is an integral partner in the implementation of the Local Board's integrated business services strategy and seeks to minimize redundant employer contacts while maximizing system wide access to integrated business services. Employer Recruitments are held at the AJCC with advance job postings listed. AJCC offers free Career Shops and calendars provided to customers are posted. On the job training is explained and promoted to employers willing to offer training to new employees.

Continuous Improvement Goals and Recommendations:

- Recommendation to expand and enhance job seeker preparation in fundamentals of search activities such as completing applications, and interview skills. Emphasize and educate customers to seek higher quality jobs with better pay and career advancement.
- Recommendation that AJCC continue to cross train AJCC and partner staff and regularly provide staff with latest EDD available Labor Market Information and data regarding in-demand high quality jobs with opportunity for higher wages.
- Recommend to continue to educate local employers about living wages and skills quality of available workforce.
- Recommendation to increase participation at several Chamber of Commerce organizations and other business association events in order to promote the awareness of employer recruitment services and availability of AJCC job seekers for high quality and good paying jobs within in-demand occupations.

Hallmark of Excellence #7

The AJCC has high-quality, well-informed, and cross-trained staffing

US DOL Characteristics of a High Quality AJCC

- a. Train and equip AJCC staff in an ongoing learning process with the knowledge, skills, and motivation to provide superior service to job seekers, including those with disabilities, and businesses in an integrated, regionally focused framework of service delivery. Center staff are cross-trained, as appropriate, to increase staff capacity, expertise, and efficiency. Cross training allows staff from differing programs to understand every program and to share their expertise about the needs of specific populations so that all staff can better serve all customers.

Center staff are routinely trained and are keenly aware as to how their particular function supports and contributes to the overall vision of the local board.
- b. Staff the center with highly trained career counselors, skilled in advising job seekers of their options, knowledgeable about local labor market dynamics, aware of available services inside and outside the AJCC.

California State Plan Vision and Strategies

- a. Certification criteria will include an assessment of professional development and staff capacity building.

Hallmark of Excellence 7

Quality Indicators

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

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

Strengths: Good use of CalJOBS and O*Net OnLine to help people find jobs; CalJOBS is a good system for customer services reporting; CalJOBS may have potential for partner referral tracking. AJCC conducts regular staff meetings to provide updates on center activities and improvements. AJCC consortium conducts bi-monthly partner meetings. There is a diverse representation of AJCC partners in MOU Phase I and II agreements. Comments include: *"AJCC is a trusted resource"; "Efforts are made to train staff in key areas"; "No major gaps observed."*

Opportunities: Enhance and expand AJCC and partner staff baseline knowledge through continual cross training.

Hallmark of Excellence #7

Hallmark of Excellence # 7 Ranking (1-5): **Four (4) Significantly meeting the hallmark with room for improvement.**

Rationale for This Ranking: The AJCC appears to have a good reputation with customers and is considered a trusted resource with its partners and serves a broad and diverse group of clients. The AJCC has regular staff meetings with all AJCC staff (i.e. the staff of all colocated partners regardless of program) to build relationships, provide updates on center activities, and discuss strategies for AJCC improvement.

Continuous Improvement Goals and Recommendations:

- Recommendation to expand partner's opportunities to provide training to all AJCC staff on a regular basis. AJCC might develop a professional development plan for staff and partners. Consider a Partner Spotlight once every 2 months at staff meetings, in order to provide for a well-informed staff.
- Recommendation that AJCC continue to cross train AJCC and partner staff in apprenticeships and other work based training programs that offer industry recognized certificates and opportunity for in-demand occupations.
- Recommendation that AJCC include topics like ethics and cultural considerations/inclusion are part of staff training curriculum. Expand training beyond disability training to include other barriers to employment.
- Recommendation to ensure all AJCC staff have an opportunity to be trained in the many programs and services available to its clients through adult education, ROP, Community colleges, trade schools and higher education.

Hallmark of Excellence 8

The AJCC achieves business results through data-driven continuous improvement

US DOL Characteristics of a High Quality AJCC

- a. Use common performance indicators to ensure that federal investments in employment and training programs are evidence-based, labor market driven, and accountable to participants and taxpayers. Center performance is transparent and accountable to the communities and regions served; data entry staff are trained and understand the importance of data validation, data collection processes, and the importance of accurate reporting.

California State Plan Vision and Strategies

- a. Certification criteria will include an assessment of the way the AJCC will use data for continuous improvement.

- b. Develop and implement operational policies that reflect an integrated system of performance, communication, and case management, and use technology to achieve integration and expanded service offerings.

c.

Quality Indicators

- a. The AJCC contributes to the achievement of WIOA performance indicators for all core program partners.
- b. The AJCC reports to the Local Board on an ongoing basis the number of customers served, the types of services provided, and the outcomes of those services.
- c. The AJCC operates in a cost-efficient manner and the resources invested are justified by the results.
- d. The AJCC has a system in place to collect satisfaction data from individuals and employers using the AJCC's services.
- e. The AJCC has a system in place to capture and respond to specific customer feedback, complaints, and compliments.
- f. The AJCC regularly reviews and analyzes performance, customer satisfaction, and service data and develops specific plans for AJCC service improvements.
- g. The AJCC regularly identifies areas of needed technical assistance to improve business results and taps available resources to obtain needed assistance.

Hallmark of Excellence 8

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

Strengths: AJCC works to operate in an efficient and focused manner and contributes to WIOA's mission. AJCC provides WDB reports on number of people served, services provided and outcome of services. AJCC collects customer evaluation surveys as well as employer surveys. CalJOBS is widely utilized for WIOA customer performance outcomes and employer reporting.

Opportunities: Improve reporting to WDB regarding customer outcomes of performance indicators as well as any related issues of concern; Collaborate with state for CalJOBS reporting updates.

Hallmark of Excellence # 8 Ranking (1-5): **Four (4) Significantly meeting the hallmark with room for improvement.**

Rationale for This Ranking: The AJCC contributes to the achievement of WIOA performance indicators for all core program partners. The AJCC reports to the Local Board on an ongoing basis the number of customers served, the types of services provided, and the outcomes of those services. The AJCC operates in a cost-efficient manner and the resources invested are justified by the results.

Continuous Improvement Goals and Recommendations:

- Recommendation that AJCC collaborate to provide more reports about customer outcomes and/or issues of concern to be made available to WDB Programs Committee. Share information that summarizes issues of concern and how issues were resolved, so the WDB is knowledgeable about how AJCC works to resolve and address concerns to improve its practice. WDB could provide helpful recommendations and develop policy better when provided with expanded AJCC reports.
- Recommendation that AJCC continue to improve efforts capture and respond to specific customer feedback. Increase the number of responses and set a target goal for responses. Develop satisfaction surveys to collect feedback from customers on their wants and needs; include employer surveys to gather their wants and needs.
- Evaluations Committee noted the difficulty of accurate CalJOBS Performance Indicator reports due to state programming issues. Recommend that AJCC staff continue to collaborate with state for CalJOBS reporting updates.

| Summary of Rankings Hallmarks of Excellence AJCC Certification | |
|---|-----------|
| The Hallmarks of Excellence | Ranking |
| 1. The AJCC Physical Location and Facility Enhances the Customer Experience | 4 |
| 2. The AJCC Ensures Universal Access, With An Emphasis of Individuals with Barriers to Employment | 4 |
| 3. The AJCC Actively Supports the One-Stop System Through Effective Partnerships | 4 |
| 4. The AJCC Provides Integrated, Customer-Centered Services | 4 |
| 5. The AJCC is an on-ramp for skill development and the attainment of industry-recognized credentials which meet the needs of targeted regional sectors and pathways. | 4 |
| 6. The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs. | 4 |
| 7. The AJCC Has High-Quality, Well-Informed, Cross-Trained Staffing | 4 |
| 8. The AJCC Achieves Business Results Through Data-Driven Continuous Improvement | 4 |
| Total Ranking for Hallmarks of Excellence: | 32 |

| | Yes | No |
|--|-----|----|
| Did the AJCC meet all Baseline Criteria requirements? | YES | |
| Did the AJCC receive a “3” ranking or better on each Hallmark of Excellence? | YES | |

YES Hallmark AJCC Certification

YES Baseline AJCC Certification

_____ Not Yet Able to Certify

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

Signature

Victor Anselmo, Jr.

Name

Chair, Workforce Development Board of Ventura County

Title

| Summary of Rankings Hallmarks of Excellence AJCC Certification | |
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| 6. The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs. | 4 |
| 7. The AJCC Has High-Quality, Well-Informed, Cross-Trained Staffing | 4 |
| 8. The AJCC Achieves Business Results Through Data-Driven Continuous Improvement | 4 |
| Total Ranking for Hallmarks of Excellence: | 32 |

| | Yes | No |
|--|-----|----|
| Did the AJCC meet all Baseline Criteria requirements? | YES | |
| Did the AJCC receive a "3" ranking or better on each Hallmark of Excellence? | YES | |

YES Hallmark AJCC Certification

YES Baseline AJCC Certification

 Not Yet Able to Certify

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


 Signature

Victor Anselmo, Jr.

Name

Chair, Workforce Development Board of Ventura County

Title