

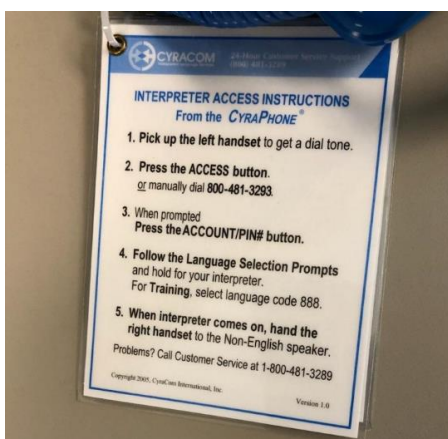
Hallmark of Excellence #2

(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. The AJCC provides resources to customers including informational booklets to Farm Labor workers.

Telephone for customers who are hearing and vision impaired



The Cyracom telephone provides access to services for non-English speaking customers



AJCC provides services to those with disabilities.



DOR DEPARTMENT of REHABILITATION
Employment, Independence & Equality
Disability Access Services
721 Capitol Mall
Sacramento, CA 95814

Boost Your Business
Learn how to invite and welcome customers with disabilities to enter, purchase, and participate at your place of business.

Employment Today
Watch this DVD for helpful tips on how to recruit, hire and accommodate employees with disabilities.

BOOST Your BUSINESS Employment TODAY

Knowledge is Power!
For more **FREE** information, scan the QR code with your smartphone or visit www.dor.ca.gov/disabilityaccessinfo



DOR DEPARTMENT of REHABILITATION
Employment, Independence & Equality

Follow us, like us, and subscribe to our newsletter!

QR code for newsletter subscription

Facebook
CaliforniaDOR

Twitter
@CaliforniaDOR

LinkedIn
California Department of Rehabilitation

Instagram
@dorcalifornia

AJCC provides information for services to older workers.

FACT SHEET



SERVICES TO OLDER WORKERS

Through its participation in the America's Job Center of CaliforniaSM (AJCCSM) system, the Employment Development Department (EDD) provides services that promote equal employment opportunities for older workers.

Who is an Older Worker?

An older worker is defined as a job seeker at least 40 years of age who encounters or expects to encounter difficulty in getting or keeping a job principally because of age.

Laws Protecting Older Workers

The Federal Age Discrimination in Employment Act of 1967 prohibits age discrimination in employment to workers who are 40 years of age or older.

A California law, the Fair Employment and Housing Act, also prohibits employer discrimination against job seekers who are 40 years of age or older.

The EDD ensures that all of its job listings comply with federal, state, and local laws and regulations.

Employment Services for Older Workers

The EDD provides the following services at the AJCCSM throughout the state:

- CalJOBSSM - this Internet service enables employers to enter job listings and search for qualified applicants, and enables job seekers to enter résumés and review job listings. Register at your local AJCCSM or anywhere with Internet access. For more information, visit the CalJOBSSM website at www.caljobs.ca.gov.

- Job seekers in professional, technical, and managerial occupations can take advantage of the EDD-sponsored Experience Unlimited (EU) job clubs. By participating in this voluntary self-help networking organization, job seekers lend one another job hunting assistance and direction. The EU chapters are located throughout California.
- Job Search Training Workshops that impart skills to increase success in finding work.
- Information about and referral to services offered by the EDD's partners at the AJCCSM.
- Information about the job market and other EDD services, such as Unemployment Insurance or Disability Insurance.
- Information about training programs or supportive services available through other public or private agencies.

Employment-related services provided to older workers are basically the same as those for other customers. Older workers who are experiencing difficulty finding work may seek assistance from the EDD staff, who have expertise in helping to solve problems faced by older workers. Local EDD staff also participates in activities that promote public awareness of older worker issues and partner with other agencies that serve older workers.

For more information on services to older workers, other EDD programs and services, or to find the nearest EDD Workforce Services office, visit EDD's website at www.edd.ca.gov.

EDD is an equal opportunity employer/program.
Auxiliary aids and services are available upon request to individuals with disabilities.

Additional information for older workers



SER Jobs for Progress, Inc. Senior Community Service Employment Program (SCSEP)



SER SCSEP is funded by the U.S. Department of Labor and focuses on the needs of mature workers, the community and employers. SER SCSEP prepares eligible mature workers for unsubsidized jobs through training at community based organizations. The eligible worker will receive a stipend while he or she is in training with the goal of getting unsubsidized employment.

What are the eligibility requirements?

- 55 years or older
- Be unemployed & need further training to perform jobs available in the area
- Be a resident of the county where the program is managed by SER
- Authorized to work in the U.S.
- Meet family income requirements (Limit of 125% of Poverty Guidelines)

Discover what SER-SCSEP can offer you:

- Services tailored to each individual
- Second career training opportunities
- Training at community-based organizations
- Training with flexible schedules
- Receive On-the-Job Training
- Receive a paid stipend while participating

2018 Poverty Guidelines	
For the 48 Contiguous States and the District of Columbia	
Persons in Family/Household	Poverty Guideline (x125%)
1	\$15,175
2	\$20,575
3	\$25,975
4	\$31,375
5	\$36,775
6	\$42,175
7	\$47,575
8	\$52,975
For families/households with more than 8 persons, add \$5,400 for each additional person.	

Provide acceptable source documents to prove age, income for the last 6 or 12 month (including family size), residency and employment authorization.

For more information contact:
Maria Lopez @ (805) 289-8129

2901 Ventura Rd., 3rd Floor
Oxnard, CA 93036



SER JOBS FOR PROGRESS, INC.

2901 Ventura Rd., 3rd Fl., Oxnard, CA 93036

(805) 289-8129

Services funded through Ventura Area Agency on Aging



AJCC provides information for Veteran's Program

FACT SHEET



VETERANS' PROGRAM

The Employment Development Department (EDD) is California's designated state workforce agency. The EDD partners with Local Workforce Investment Boards and other public and private service entities that provide resources and networking within a statewide workforce system and local America's Job Centers of CaliforniaSM (AJCC).

The Veterans' Program is a grant-funded program within the EDD's Workforce Services Branch. Each year, the U.S. Department of Labor-Veterans' Employment and Training Service awards the Jobs for Veterans State Grant to EDD to support the services to veterans provided by two principal staff positions:

- Disabled Veterans' Outreach Program (DVOP) specialists
- Local Veterans' Employment Representatives (LVER)

The DVOP and LVER staff at the local AJCC coordinate, along with partner agencies, a wide array of services including, employment services, job training, vocational education, supportive services, and participation in community college programs.

Dedicated Staff

The EDD Veterans' Program staff is responsible for providing employment services to veterans and eligible spouses. Upon entering a AJCC, a veterans' services navigator will conduct a Needs Based Determination (NBD) to identify the employment needs of the veteran. The NBD will identify potential barriers to employment and determine what services the veteran requires to improve their employability. Employment services can range from:

- Self-Service – Individuals are job-ready and require little or no direct assistance from Veterans' Program staff when enrolling and entering résumé data into EDD's Internet-based labor exchange system - California Job Openings Browse System (CalJOBSSM);


- Group Services – Individuals who are essentially job-ready, but require a low to moderate level of staff assistance; or
- One-on-One Services – An in-depth assessment is conducted by the Veterans' Program staff to determine if a veteran client requires receipt of intensive services.

The DVOP specialists focus their efforts on those economically or educationally disadvantaged veterans who can reasonably be expected to benefit as a result of the receipt of intensive services. These veterans will receive priority of service within the AJCC system including:

- Comprehensive assessment of education, skills, and abilities;
- Employability development plan to identify employment goals, interim objectives, and appropriate services that will enable the veteran to meet his or her employment goals;
- In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- Group and individual career coaching; and
- Short-term pre-vocational services that may include the development of learning and communication, interviewing, and personal maintenance skills; and professional conduct to prepare individuals for career goals.

The LVER staff conducts outreach to employers, assist veterans in job development contacts, conducting job search workshops, and establishing job search groups. They also facilitate employment, training, and placement services to promote the hiring of veterans. The LVER concentrates on individualized job development services for veterans, especially those determined to be job-ready after receipt of intensive services from a DVOP specialist.

AJCC provides specialized training for customers who are law enforcement involved



STEPS

Specialized Training & Employment Project for Success

Do you want a Second Chance to succeed in life?
Are you ready to find a job?
Are you interested in classes that will lead to improved employment opportunities?

If so, apply to S T E P S!

STEPS was designed specifically to help ex-offenders who seek employment:

STEPS is a collaborative partnership between the *Ventura County Human Services Agency* & the *Ventura County Probation Department* offering you tools to help you find a job and keep a job. STEPS will show you how to:

- ✓ Create online tools to help you apply for jobs
- ✓ Effectively interview and answer tough questions
- ✓ Provides you with the support of employment services professionals
- ✓ Find appropriate career options based on your interests, abilities, and skills
- ✓ Access vocational training and offers incentives for participation
- ✓ Find jobs in high growth industries.

STEPS provides information about specialized technical training in industries or fields that interest you. STEPS can guide you towards community college coursework and certification to work in the trades and high-tech markets. To see how STEPS changed the lives of several participants who found solid employment opportunities, watch "Smart Justice in Ventura County" at <https://www.youtube.com/watch?v=Dw4M9kU9AKk>

How do I apply to STEPS?

Tell your probation officer that you are interested in STEPS. Based on your readiness to fully participate in employment, you will be referred to STEPS Employment Services.

How does STEPS operate?

Once STEPS employment services staff receives a referral from your probation officer, a STEPS staff member will contact you to schedule a STEPS Program Interview. You and the STEPS employment development staff member will develop an *Individual Employment Plan* (IEP) to help you find and keep a job that meets your needs.

There are other benefits when you participate in STEPS.

Need housing, childcare, and transportation? STEPS will also provide access to the non-profit and social service agencies that can help you. Returning to school? STEPS provides tips for applying for financial aid.

What do you require from participation in STEPS?

To fully benefit from STEPS, we ask everyone to participate in the following services:

- ✓ Attend all required STEPS Job Readiness Workshops and other workshops.
- ✓ Fully participate in all program activities including employment workshops.
- ✓ Be on time and ready to learn.
- ✓ Partner with STEPS staff to help link you to jobs that are a good fit for you.
- ✓ Respond to phone or email messages promptly. Regular communication is key.

Think STEPS is too good to be true? See SUCCESS STORIES on the back of this flyer! For more information about STEPS, contact your probation officer or the Ventura County Probation Department at (805) 654-2106.

FARM LABOR INFORMATION BULLETIN



January 2018

FREE

Volume 28, Number 1

Defining Sexual Harassment

In 2017, sexual harassment became a widely discussed issue. It is important to define sexual harassment and to know your rights when it comes to sexual harassment in the workplace.

There are two types of sexual harassment: quid pro quo sexual harassment and hostile work environment sexual harassment. Quid pro quo sexual harassment either comes in the form of an offer or a threat. The first is when an employer or supervisor offers a job benefit, such as a raise or a promotion, in exchange for some kind of sexual conduct. The second is when an employer or supervisor threatens work-related punishments, such as demotion, pay reduction, or termination, unless the employee gives in to their sexual demands. Hostile work environment sexual harassment is when the victim's work environment is made hostile, offensive, oppressive, intimidating, or abusive due to serious and persistent harassment.

Harassment can be categorized as the following types of behaviors: physical harassment, verbal harassment, visual harassment, or sexual harassment. In the workplace, you are protected from: sex being used as a condition of employment, unwanted touching, unwelcome sexually derogatory comments, unwanted sexual comments, and unwanted sexual images.

There are several steps that can be taken to prevent sexual harassment. Part of an employer's duty to prevent sexual harassment from occurring involves distributing educational material regarding sexual harassment law and company procedures to their employees. Employers with 50 or



more employees must provide two hours of sexual harassment training to supervisory employees at least once every two years. A new law regarding sexual harassment (SB 295), requires that the sexual harassment training needed to receive a farm labor contractor's license must be conducted or interpreted into the language understood by the employee.

The consequences for unlawful

sexual harassment can be severe. Victims may seek compensatory damages, emotional distress damages, punitive damages, attorney fees and costs, and injunctive relief.

Knowing what to do if you have been sexually harassed is very important. It is a good idea to document the inappropriate conduct. Write down the details about each incidence of sexual harassment including: the harasser's name, the date and time, and a full description of the events that occurred. Make sure to report the sexual harassment to your supervisor or human resources department. When you report it, make sure it is in writing and keep a copy of the report for yourself as evidence. You can also speak to a lawyer about whether or not it would be beneficial to bring a lawsuit. Many lawyers offer free consultations to discuss these matters. The Fair Employment and Housing Act, says that unlawful sexual harassment claims must be filed with the Department of Fair Employment and Housing within 1 year of the incident. Under the Equal Employment Opportunity Commission, employees have 300 days from the date of the incident to assert a sexual harassment claim. Finally, under the Fair Employment and Housing Act, California employers are prohibited

Continued on page 6



Definición de acoso sexual

EN 2017, EL ACOSO SEXUAL se ha transformado en un tema muy común. Es importante definir lo que significa acoso sexual y conocer sus derechos cuando ocurre un caso de acoso sexual en el lugar de trabajo.

Existen dos tipos de acoso sexual: el acoso sexual a cambio de algo (quid pro quo) y el acoso sexual en un entorno laboral hostil. El acoso sexual a cambio de algo se da como una oferta o una amenaza. El primero es cuando un empleador o supervisor ofrece un beneficio de trabajo, como un aumento de sueldo o un ascenso, a cambio de cierto tipo de conducta sexual. El segundo es cuando un empleador o supervisor amenaza con castigos relacionados con el trabajo, como descenso de categoría de trabajo, reducción de sueldo o despido, a menos que el empleado/la empleada acceda a los requerimientos sexuales. El acoso sexual en un entorno laboral hostil se da cuando el entorno de trabajo de la víctima pasa a ser hostil, ofensivo, opresivo, intimidatorio o abusivo debido a un acoso grave y persistente.

El acoso se puede clasificar en los siguientes tipos de conductas: acoso físico, acoso verbal, acoso visual o acoso sexual. En el lugar de trabajo, usted tiene protección contra lo siguiente: relaciones sexuales como condición de empleo, contacto físico indeseado, comentarios sexualmente despectivos y fuera de lugar, comentarios sexuales indeseados e imágenes sexuales indeseadas.

Hay varios pasos que se pueden seguir para prevenir el acoso sexual. Parte de las obligaciones de un empleador para prevenir el acoso sexual incluye la entrega a

los empleados de material educativo acerca de los procedimientos de la compañía y las leyes sobre el acoso sexual. Los empleadores con 50 empleados o más deben brindar dos horas de capacitación sobre



el acoso sexual a los empleados en cargos de supervisión al menos una vez cada dos años. Una nueva ley relacionada con el acoso sexual (SB 295) establece que la capacitación sobre acoso sexual necesaria para recibir la licencia de contratista de trabajo agrícola debe ser dictada e interpretada en el idioma que pueda comprender el empleado.

Las consecuencias del acoso sexual ilegal pueden ser graves. Las víctimas pueden solicitar compensación por daños

y perjuicios, compensación por angustia emocional, compensación por daños punitivos, gastos y costos de abogado, medidas cautelares.

Es muy importante saber qué hacer si usted ha sido víctima de acoso sexual. Es recomendable documentar la conducta inapropiada. Escriba los detalles sobre cada incidente de acoso sexual, incluyendo: el nombre del acosador, la fecha y la hora, y una descripción completa de los eventos que ocurrieron. Asegúrese de informar el acoso sexual a su supervisor o al Departamento de Recursos Humanos. Cuando lo informe, asegúrese de que se haga por escrito y conserve una copia de lo informado como evidencia. También puede hablar con un abogado sobre si sería conveniente llevar esto a juicio. Muchos abogados ofrecen consultas gratuitas para analizar estas cuestiones. La Ley de Igualdad en el Empleo y la Vivienda (Fair Employment and Housing Act) establece que las reclamaciones de acoso sexual ilegal se deben presentar ante el Departamento de Igualdad en el Empleo y la Vivienda en el lapso de 1 año del incidente. Según la Comisión de Igualdad de Oportunidades de Empleo, los empleados tienen 300 días a partir de la fecha del incidente para sostener la reclamación por acoso sexual. En último lugar, según la Ley de Igualdad en el Empleo y la Vivienda, los empleadores de California tienen prohi-

Continúa en la página 6



La Voz del Campo / Voice of the Field Newsletter



FEB
2018

**Covered California H-2B Workers
Health Access & Eligibility**



JAN
2018

Defining Sexual Harassment



DEC
2017

**Employment Education and
Outreach**



NOV
2017

The Road to Recovery



OCT
2017

What is Labor Trafficking?



SEP
2017

Are you Ready for Flu Season?



AUG
2017

**School Immunization
Requirements**



JUL
2017

Healthcare in California



JUN
2017

Heat Safety

AJCC provides information for CalWORKs customers for example, those affected by a recent fire

CalWORKs

CalWORKs Families: You may be eligible for a Special Needs payment if you were affected by the fire. Please contact your caseworker.



The CalWORKs (California Work Opportunity & Responsibility to Kids) program can provide cash assistance to families with children. Certain adults in the program are required to participate in welfare-to-work activities, such as looking for a job, attending job training, working, or furthering their education, which will improve their chances for long term employment and self-sufficiency. CalWORKs employment specialists help parents develop and achieve their career goals, and assist with referrals to Child Development Resources (child care) so that parents can work. CalWORKs participants are automatically eligible for Medi-Cal and may qualify for CalFresh benefits.

Eligibility

You may qualify for CalWORKs if you are a low-income or unemployed parent with dependent children living at home. Countable monthly income must be under a certain limit (see table below). Since there are many kinds of deductions, you are encouraged to apply, even if your income is close to the countable income amount. Also, the property limit is \$2,250 per family or \$3,250 per family if a member is over age 60 or has disabilities. Examples of property include cash, bank accounts, vehicles, and homes (real property), although the home (primary residence) you live in is not included.

When you apply, you will be asked for information about residency, citizenship, all income, property, school attendance, child support and will be asked to provide Social Security Numbers for all applicants. Additionally, adults will need to have their fingerprints and a photo taken, and provide proof of immunizations for all children.

Family Size	Monthly Gross Income Limit	Family Size	Monthly Gross Income Limit
1 person	\$660	6 people	\$2,044
2 people	\$1,082	7 people	\$2,246
3 people	\$1,342	8 people	\$2,444
4 people	\$1,592	9 people	\$2,652
5 people	\$1,817	10 people	\$2,878
Each extra person \$26			

These figures are current through June 2018

How To Apply

First, use the easy online tool at My Benefits CalWIN to see if you are eligible for benefits.

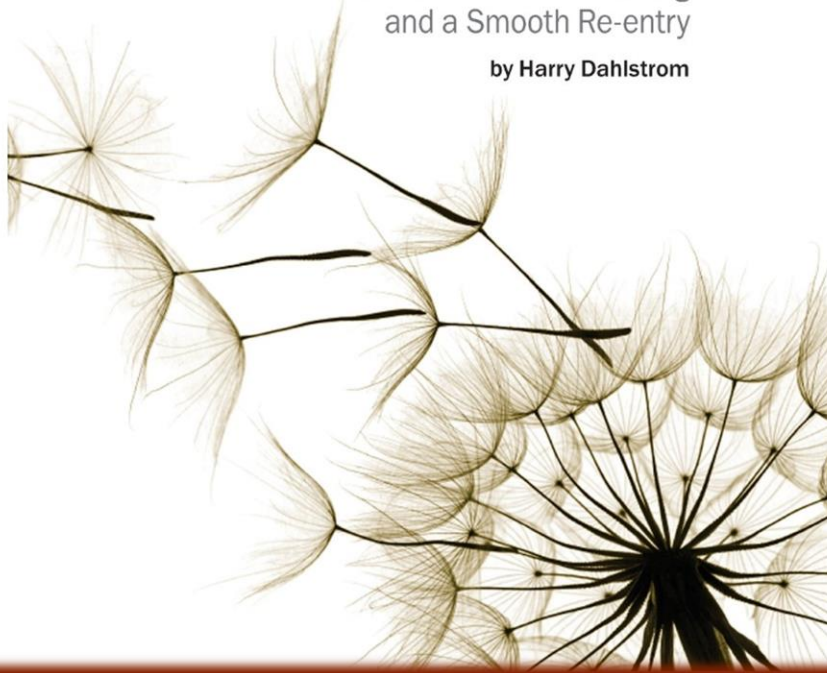
AJCC provides information for those who suffer a layoff

How to cope with the emotional stress of losing your job
How to pay your bills when you have no paycheck or savings
How to find a new job when no one seems to be hiring

Surviving a Layoff

Your Guide to a Soft Landing
and a Smooth Re-entry

by Harry Dahlstrom



AJCC provides services for youth (1 of 2)

YOUTH EMPLOYMENT OPPORTUNITY PROGRAM



Are you between the ages of 15 and 25 and need help finishing high school, college, or finding a job? Let a YEOP specialist help you get back on track to reach your educational and/or career goals.

It's up to you!

Contact your local Employment Development Department office:

Jesse Estrella
jesse.estrella@edd.ca.gov
(805) 288 3749

Alexis Ortiz
alexis.ortiz@edd.ca.gov
(805) 288 3750

Jessica Cabral
jessica.cabral@edd.ca.gov
(805) 288 3751

Employment Development Department
West Oxnard Job and Career Center
2901 North Ventura Rd, Third Floor, Oxnard, Ca



The EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Requests for services, aids, and/or alternate formats need to be made by calling 805-382-8610 (voice). TTY users, please call the California Relay Service at 711.



YOUTH NETWORKED SERVICES

JOIN TODAY

- Are you 16-24 years old?
- Eligible to work in the U.S.?
- Qualify under Los Angeles area 70% LLSIL guidelines?
- Resident of Ventura County?



OPPORTUNITIES INCLUDE

- ✓ Paid Internships
 - ✓ Resume Building Workshops
 - ✓ Interview Techniques
 - ✓ Application Assistance
 - ✓ Job Search
- and more!

East County & Camarillo:
Pierrette Authier—805.298.3507

Santa Paula, Fillmore, Piru:
Charlotte Piper—805.302.2666

Ventura & Ojai:
Jessica Gallardo—805.654.5297

Hallmark of Excellence #2

(b) The local Equal Opportunity Officer periodically reviews the AJCC's policies, procedures, and facility for accessibility and equal opportunity and the provides recommendations and staff training where needed.

WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY (WDB)
LOCAL POLICY BULLETIN #2015-07: Policy on Non-discrimination and Equal Opportunity

Effective date: July 1, 2015
(Original effective date: April 11, 2011)

SUBJECT: Policy/Procedures for Non-discrimination and Equal Opportunity

PURPOSE AND REFERENCE:

The purpose of this policy is to comply with the non-discrimination and equal opportunity requirements of the Workforce Innovation and Opportunity Act (WIOA), the regulatory requirements of the Americans with Disabilities Act (ADA), Federal Title VI of the Civil Rights Act of 1964, as amended, and the Rehabilitation Act of 1973, as amended. This policy supplements the currently existing and documented policies and procedures of the Human Services Agency of Ventura County.

POLICY:

Neither the Workforce Development Board as recipient of federal funds nor its subcontractors will discriminate against disabled persons in any case involving:

- Registration for services
- Reasonable accommodations
- Written procedures
- The accessibility of programs
- Employment practices

This statement involves the following positive protections:

- No pre-employment inquiries irrelevant to the job in question
- The secure storage of individuals' disability/medical information
- The right to choose participation in a non-disability program, that is, programs that are integrated, or accessible to all

Notice and Communications (Procedures)

- Information about accessible services and non-discrimination notices in English and Spanish are provided at all offices and at all sites accessible to clients. Notices are available in the appropriate formats.
- The agendas of all public meetings and of all training sessions contain a statement providing for participation by persons with disabilities.
- Appropriate services and/or auxiliary aids for the vision- or speech-impaired are provided.

Staff Training (Procedures)

To promote awareness in the Job and Career Centers of issues involving disability, civil rights, confidentiality, ethics, conflict management, work place diversity and accommodations for accessibility, the administrative staff of the WDB will do the following:

- Make provision, no less than once a year, at one or more locations and in conjunction with the Office of Integrity Assurance of the Human Services Agency, for a training session based on an established curriculum. This training session is mandatory for the WIOA-funded staff of all Job and Career Centers, and it will be available to any Job and Career Center staff member deemed appropriate by the relevant Job and Career Center Director.
- Require attendance at this session or sessions of a representative of all current WIOA program contractors.

INQUIRIES:

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

WORKFORCE INVESTMENT BOARD OF VENTURA COUNTY REASONABLE ACCOMMODATION POLICY AND PROCEDURES

Purpose & References	<p>The purpose of this policy is to comply with federal and State requirements to provide reasonable accommodation for individuals with disabilities who are seeking services from any program operator funded by the Workforce Investment Board of Ventura County. Specific legislation: Title II of Americans with Disabilities Act (ADA); Section 504 of the Rehabilitation Act of 1973; California's Fair Employment Housing Act (FEHA); California Government Code 11135; the Americans with Disabilities Act Amendment Act of 2008 (ADAAA); and Section 188 of the Workforce Investment Act of 1998. This policy, effective indefinitely from October 13, 2011, supplements the currently existing and documented policies and procedures of the Human Services Agency of Ventura County</p>
Reasonable Accommodation of Individuals with Disabilities Who Are Seeking Services (Policy)	<p>To all persons seeking services under the Workforce Investment Act (WIOA) the Workforce Investment Board of Ventura County (WIB) and its program operators will provide reasonable accommodation to allow enjoyment of the benefits of the Act, unless to do so would impose an undue hardship on the Board or its program operators. The Board and its program operators will engage in a timely, good-faith interactive process with clients with known physical or mental disabilities who are in need of reasonable accommodation. Reasonable accommodation may include making service sites readily accessible and usable, acquiring or modifying equipment or devices, adjusting or modifying modes of communication, training materials or policies, or providing qualified readers or interpreters.</p> <ul style="list-style-type: none"> An individual has a disability if he or she meets at least 1 or 3 tests: (1) has a physical or mental impairment that substantially limits one or more major life activity; (2) has a record of such an impairment; or (3) is regarded as having such an impairment. Such an individual must be qualified for the service in question and must be able to perform it with or without reasonable accommodation. Typical mental, physical or medical disabilities: deafness, blindness, intellectual disability, autism, cancer, cerebral palsy, diabetes, epilepsy, missing limbs & mobility/wheelchair use, HIV infection, multiple sclerosis, muscular dystrophy, major depressive disorder, bipolar disorder, TSD, obsessive compulsive disorder, schizophrenia. Laws do not protect persons with (1) disorders resulting from current illegal drug use; (2) sexual behavior disorders/impairments; (3) compulsive disorders. Persons with a history of substance abuse dependence are legally protected if they: (1) no longer use drugs illegally and (2) have successfully completed or currently participate in a supervised drug rehabilitation program. Other exceptions: (1) a user of alcohol who cannot perform the necessary service; (2) someone who has a disease that prevents him or her from performing the necessary service; (3) anyone who is, for whatever reason, a direct threat to the health or safety of others. No charges will be made for necessary accommodations.

Notice and Communications (Procedures)	<p>Any program receiving federal or State funding is required to provide equal access to programs and services for persons with disabilities.</p> <ul style="list-style-type: none"> • Customer Service Inquiries: give directions to the agency via bus or other transportation, if requested; have bilingual staff available to respond to customer calls; ask all customers if they require a reasonable accommodation; document accommodation requests. • Arrivals: make sure that the path of travel is safe and accessible; directions in the center should be clearly marked; furniture should be accessible and lighting appropriate. • Program Materials: these should be available in alternate formats and offered in other languages if requested or if appropriate; they should be created with accessibility guidelines; they should include guidelines for requesting a reasonable accommodation; they should include <u>Equal Opportunity Taglines</u>.
Notice and Communications (Procedures)	<p>To promote awareness of the need for reasonable accommodations, the Administrative staff of the WIB will do the following:</p> <ul style="list-style-type: none"> • Make provision, no less than once a year, at one or more locations and in conjunction with the Human Services Agency (Human Resources), for a training lesson on an established curriculum. This training is mandatory for the WIOA-funded staff of the One-Stop Resource Centers, and it will be available to any One-Stop staff member deemed appropriate by the relevant One-Stop Center Director. • Require the attendance at this session or sessions of a representative of all current WIOA program operators. These operators are responsible for training their respective staffs between the annual training sessions. • Provide a PowerPoint presentation, "Disability Awareness," that can be used as a tool for general orientation and a resource for the new staff of any program operator.

This notice is posted in the AJCC lobby in English and Spanish

COUNTY OF VENTURA

HUMAN SERVICES AGENCY

Workforce Innovation and Opportunity Act

EQUAL OPPORTUNITY IS THE LAW

It is against the law for this recipient of Federal financial assistance to discriminate on the following basis: Against any individual in the United States, on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity); national origin (including limited English proficiency); age, disability, political affiliation or belief; or against any beneficiary of, applicant to, or participant in, programs financially assisted under Title I of the *Workforce Innovation and Opportunity Act* (WIOA), on the basis of the individual's citizenship status or participation in any WIOA Title I-financially assisted program or activity.

The recipient must not discriminate in any of the following areas: Deciding who will be admitted, or have access, to any WIOA Title I financially assisted program or activity; providing opportunities in, or treating any person with regard to, such a program or activity; or making employment decisions in the administration of, or in connection with, such a program or activity.

Recipients of federal financial assistance must take reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. This means that, upon request and at no cost to the individual, recipients are required to provide appropriate auxiliary aids, and services to qualified individuals with disabilities.

WHAT TO DO IF YOU BELIEVE YOU HAVE EXPERIENCED DISCRIMINATION

If you think that you have been subjected to discrimination under a WIOA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either the recipient's Equal Opportunity Officer (or the person whom the recipient has designated for this purpose), or **Director, Civil Rights Center (CRC), U.S. Department of Labor 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210** or electronically as directed on the CRC website at www.dol.gov/crc.

If you file your complaint with the recipient, you must wait either until the recipient issues a written *Notice of Final Action*, or until 90 days have passed (whichever is sooner), before filing with the CRC (see address above).

If the recipient does not give you a written *Notice of Final Action* within 90 days of the day on which you filed your complaint, you may file a complaint with CRC before receiving that notice. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient).

If the recipient does give you a written *Notice of Final Action* on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the *Notice of Final Action*.

FOR INFORMATION OR TO FILE A COMPLAINT, CONTACT

DON AGUIRRE, EQUAL OPPORTUNITY OFFICER
don.aguirre@ventura.org
County of Ventura, Human Services Agency
855 Partridge Drive, Ventura, CA 93003
(805) 477-5166

Effective Date: This notice is effective immediately and will remain in effect until further notice.

I certify that I have been afforded an opportunity to discuss the "EQUAL OPPORTUNITY IS THE LAW" notice with a WIOA Representative.

Please be advised. Information you provide to the WIOA may be made available to the Federal, State or Local agencies and their subcontractors who administer employment and training programs.

Print Name: _____

Signature: _____

Date: _____

Auxiliary aids and services are available upon request to individuals with disabilities.

Equal Opportunity Employer Program
TTY No: 1(800) 735-2922

COUNTY OF VENTURA**HUMAN SERVICES AGENCY****Workforce Innovation and Opportunity Act
LA IGUALDAD A LA OPORTUNIDAD ES LA LEY**

Es contra la ley para este programa, el cual es financiado por el gobierno federal, discriminar a un individuo que reside en los Estados Unidos con base a su raza, color de piel, religión, sexo (que incluye embarazo, parto, o condición médica, estereotipos sexuales, estado transgénero, e identidad de género), origen nacional (que incluye personas con dominio limitado del idioma inglés), edad, discapacidad, afiliación política o creencia, o cualquier individuo que haya recibido pagos de beneficios, solicitado, o participado en programas que reciben financiamiento bajo el Title 1 de la ley titulada en inglés Workforce Innovation and Opportunity Act (WIOA, por sus siglas en inglés), con base a su estado de ciudadanía o su participación en cualquiera de los programas o actividades financiados por la misma ley.

Los programas que reciben financiamiento por parte del gobierno federal deben tomar los pasos razonables para asegurar que su comunicación con cualquier persona con una discapacidad sea efectiva, igual que como lo haría con cualquier otra persona. Esto significa que cuando una persona con una discapacidad solicite ayuda, los programas que reciben financiamiento por parte del gobierno federal son requeridos de proporcionar la ayuda apropiada y proveer servicios a las personas con discapacidades que sean elegibles para obtener sus servicios sin costo adicional.

¿QUE HACER SI USTED CREE QUE HA EXPERIMENTADO DISCRIMINACIÓN?

Si usted cree que ha sido discriminado por el programa que recibe financiamiento por parte del gobierno federal bajo el Title 1 de la ley titulada en inglés Workforce Innovation and Opportunity Act (WIOA), usted puede presentar una queja dentro de 180 días a partir de la fecha en que ocurrió el incidente. Su queja debe ser presentada por escrito al oficial de igualdad de oportunidad (Equal Opportunity Officer) o a la persona designada por el programa; o el Centro de Derechos Civiles (Civil Rights Center) del Departamento del Trabajo (Department of Labor) a: **Director, Civil Rights Center (CRC), Department of Labor 200 Constitution Avenue NW, Room N-4123 Washington, DC 20210** O electrónicamente como se indica en el sitio web del CRC en www.dol.gov/crc.

Si usted primero presenta su queja con la persona designada del programa, usted debe esperar recibir una respuesta por escrito titulada en inglés Notice of Final Action por parte de la persona designada del programa o dejar pasar 90 días, lo que ocurra primero, antes de presentar su queja con el Centro de Derechos Civiles (CRC).

Si la persona designada del programa no le envía la notificación titulada en inglés Notice of Final Action dentro de 90 días después de la fecha en que usted presentó su queja, usted no tiene que esperar más tiempo para presentar su queja con el Centro de Derechos Civiles (CRC), pero asegúrese de presentar su queja con el Centro de Derechos Civiles (CRC) dentro de 30 días después de la fecha límite del período de 90 días (en otras palabras, usted debe presentar su queja dentro de 120 días después de haber presentado su queja con la persona designada del programa).

Si la persona designada del programa sí le envía la notificación titulada en inglés Notice of Final Action, pero no está satisfecho con la determinación hecha o la resolución propuesta para su caso, usted entonces puede presentar su queja con el Centro de Derechos Civiles (CRC). Usted tiene que presentar su queja con el Centro de Derechos Civiles (CRC) dentro de 30 días después de la fecha en que usted haya recibido la notificación titulada en inglés Notice of Final Action.

**PARA INFORMACION O PARA REGISTRAR
UNA QUEJA, COMUNIQUESE CON**

DON AGUIRRE, EQUAL OPPORTUNITY OFFICER
don.aguirre@ventura.org
County of Ventura, Human Services Agency
855 Partridge Drive, Ventura, CA 93003
(805) 477-5166

Este aviso es efectivo inmediatamente y sera efectivo hasta aviso adicional.

Yo certifico que han dado la oportunidad de discutir la forma de "Igualdad de Oportunidad la Ley" con un representante de Workforce Innovation and Opportunity Act.

Por favor ser avisado. Informacion que usted le da al programa de WIOA puede ser disponible a agencias Federales, Estatales y locales y a sus contratistas que administran programas de trabajo y entrenamiento.

Nombre en molde: _____

Firma: _____

Fecha: _____

Ayudantes auxiliares y servicios estan disponibles para individuos con incapacidades.
Programa de Oportunidades de Igualdad del Empleo.TTY por favor llamar a 1(800) 735-2922

This notice is also posted in the AJCC lobby in English and Spanish

COUNTY OF VENTURA

HUMAN SERVICES AGENCY

Workforce Innovation and Opportunity Act
PROGRAM GRIEVANCE/COMPLAINT PROCEDURES

The County of Ventura Community Services Department (CSD) recognizes each individual's right to receive fair and impartial treatment under all of its services. As such, CSD encourages and supports a model of open communication and resolution at all program levels.

Workforce Innovation and Opportunity Act (WIOA) participants, applicants, sub-grantees, subcontractors and employees have the right to file a non-criminal complaint with regards to WIOA program activities. Grievances or complaints must be filed within one year of the alleged violation. **All grievances or complaints, amendments and withdrawals must be in writing.** All persons filing a grievance or complaint shall be free from restraint, coercion, reprisal, or discrimination.

The complaint procedure includes: 1) The opportunity to file a written complaint, 2) The opportunity for an informal resolution of the complaint, 3) A written notification of the opportunity for a hearing before an impartial hearing officer*, 4) Final written decision of the complaint within sixty (60) days from the filing date**, and 5) Notification of the right to appeal the final decision to the State, 6) The right to receive technical assistance in filing your complaint. In addition, you are entitled to file a complaint regarding the terms and conditions of your employment.

These procedures provide for resolution of complaints alleging a violation of WIOA regulations as promulgated under either Act, recipient grants, subagreements or other specific agreements under either Act, including terms and conditions of participant employment; and resolution of complaints arising from actions, such as audit disallowances or the imposition of sanctions taken by the governor with respect to audit findings, investigations or monitoring reports.

If you wish to file a complaint please adhere to the following process for the quickest resolution:

1. Complaints regarding staff or services should first be addressed with the Program Supervisor.
2. If the issue is not resolved, please ask to speak with the Program Manager.
3. If resolution has not been reached with the Program Manager, you may file a formal written complaint with the Grievance Officer.

Formal complaints may be filed with the County of Ventura, Human Services Agency, 855 Partridge Drive, Ventura, CA 93003; Attention: Don Aguirre, Grievance Officer (805) 477-5166; don.aguirre@ventura.org. All complaints will be handled confidentially.

Read and Acknowledged by _____

Date _____

* Hearings on any grievance or complaint shall be conducted within 30 days of filing. All parties will be notified in writing 10 days prior to the date of the hearing.

**You may request a State hearing if you have not received a local decision within 60 days by submitting a written notice of Appeal to: Chief, Compliance Review Division, MIC 22-M, Employment Development Department, P.O. BOX 826880, Sacramento, CA 94280-0001

Auxiliary aids and services are available upon request to individuals with disabilities.
Equal Opportunity Employer Program
TTY No: 1(800) 735-2922

56-21-102 (06/15)

Workforce Innovation and Opportunity Act
PROCEDIMIENTO DE QUEJA CIVIL DEL PROGRAMA

El programa de Servicios Comunitarios del Condado de Ventura reconoce el derecho individual de recibir el tratamiento justo e imparcial debajo de todos sus servicios. Nuestro programa apoya un modelo de comunicacion y resolucion en todos los niveles del programa.

Los participantes, aplicantes, subcontratistas, contratistas y empleados de Workforce Innovation and Opportunity Act (WIOA), tienen el derecho de presentar una queja civil con respecto al programa de WIOA y sus actividades dentro de un (1) año de la fecha de la supuesta ocurrencia. **Su queja puede ser retirada o cambiada por escrito cuando Usted guste.** Usted no puede ser castigado de ninguna forma por hacer una queja.

El procedimiento de la queja incluye: 1) La oportunidad de presentar una queja escrita, 2) La oportunidad para una resolución informal de la queja, 3) Una notificación escrita de la oportunidad para una audiencia ante un oficial imparcial*, 4) La decisión final de la queja escrita dentro de sesenta (60) días de la fecha en que fue presentada,** y 5) Notificación del derecho de apelar la decisión final a el Estado. 6) El derecho de recibir asistencia en submitir una queja. Usted no puede ser penalizado de ninguna manera por presentar una queja. Además, usted tiene derecho de presentar una queja con respecto a los términos y condiciones de su empleo.

Estos procedimientos proporcionados para la resolución de quejas que alegan una violación de las regulaciones promulgadas bajo el Acto de WIOA, las becas de recipientes, subacuerdos o otros acuerdos específicos bajo estos Actos, incluyendo términos y condiciones de empleo del participante; y resolución de quejas que surgen de acciones, tal como la anulación de intervención o la imposición de sanciones tomadas por el gobernador con respecto a hallazgos de intervención, las investigaciones o reportes comprobados.

En caso de que Usted no este satisfecho(a) con los servicios del programa por favor siga el siguiente procedimiento para obtener una resolucion rapida:

1. Quejas de servicios o trabajadores deben ser reportadas a el Supervisor(a) del programa.
2. Si Usted no esta satisfecho(a) con la resolucion del Supervisor(a), debe hablar con el Director(a) del programa.
3. Si no puede resolver la queja con el Director(a) o no esta de acuerdo con la decision, puede someter una queja formal por escrito al Oficial de Quejas.

Si usted desea presentar una queja, usted puede entablarla con el County of Ventura, Human Services Agency, 855 Partridge Drive, Ventura, CA 93003; Atención: Don Aguirre, Grievance Officer (805) 477-6592; don.aguirre@ventura.org. Todas las quejas se manejarán confidencialmente.

Leído y Reconocido por

Fecha

* Las audiencias deben ser conducidas dentro de 30 dias de su queja. Todas person relacionadas a su queja serán notificadas por lo menos 10 dias antes del dia de la audiencia.

** Usted puede pedir una audiencia estatal si no ha recibido una decisión local dentro 60 dias. Puede escribir a: Chief, Compliance Review Division, MIC 22-M, Employment Development Department, P.O. Box 826880, Sacramento, CA 94280-0001

Ayudantes auxiliares y servicios están disponibles para individuos con incapacidades.
Programa de Oportunidades de Igualdad Del Empleo.
TTY por favor llamar a 1(800) 735-2922

Hallmark of Excellence #2

(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.

- Workforce Development Board's regional plan for Ventura County
- Flyer for ESL classes at AJCC.
- Limited English Proficiency Plan Policy.

The Ventura County Regional Plan explains the Limited English Proficiency Plan



**SKILLS ATTAINMENT FOR UPWARD MOBILITY
ALIGNED SERVICES FOR SHARED PROSPERITY**

**Ventura County Regional
Workforce Development Plan**

**Workforce Innovation and Opportunity Act (WIOA)
for Program Years 2017-2020**

FEBRUARY 28, 2017

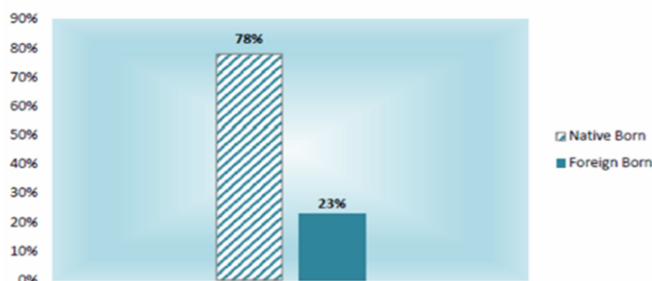
v. Description of Region's Foreign Born and Limited English Proficient (LEP); Meeting LEP Needs

Persons who are foreign born and whose primary language is not English typically face considerable barriers to employment. According to the 2014 American Community Survey, approximately 23% of County residents were born outside the United States. Approximately 38.2% of the population speak a language other than English at home. (See Figures 9-10)

SECTION 2 REGIONAL PLAN

Figure 9

Ventura County Region Native and Foreign Born



Source: US Census Bureau – American Community Survey 2014

Figure 10

English Learners	Population	Percentage
Speaks English Less Than "Very Well"	127,100	16.3%
Speaks English "Very Well"	171,402	21.9%
Speaks Only English	482,682	61.8%
Total	781,184	100.0%

Source: U.S. Census Bureau, 2010-2014 American Community Survey, 5-Year Estimates.

Needs for the limited English proficient population are increasingly met by the development of new offerings by the region's eight adult schools, which, with increased funding and the creation of the Ventura County Adult Education Consortium (VCAEC), have re-established old programs and begun new ones, notably in the Santa Clara Valley and in Moorpark and Oxnard. Existing adult education programs in the region:

- Adult Basic Education
- Adult Secondary Education
- English as a Second Language (including civics and citizenship)
- Post-secondary Career Technical Education
- Adults with Disabilities

According to the 2015-2016 data from VCAEC and the Ventura County Community College District, 13,216 ESL students were served by adult schools throughout the region and an additional 142, by the three colleges.

SECTION 2 REGIONAL PLAN

VCAEC's Draft Master Plan 2016 identifies how, specifically, services for individuals with basic skills challenges will be expanded, developed and provided to meet regional needs. The local American Job Centers provide reasonable steps to ensure that LEP persons receive, free of charge, the language assistance necessary to afford them access to the programs, services and information to which they are entitled through WIOA. The local AJCCs provide language services in two primary ways: oral interpretation either in person or via a telephone interpretation service and written translation. When oral interpretation is needed and reasonable, the Job and Career Centers provide bilingual staff, hire interpreters or use community volunteers. Additionally, staff have access to the Interpreter Network through the use of a multiple handset phone.

AJCC provides ELS classes and promotes this service in English and Spanish

ENGLISH as a SECOND LANGUAGE

Free! New ESL Class!!!
Starting on Monday 3/5/2018

ESL to Work

Monday through Thursday

9:00 AM—12:00 PM

America's Job and Career Center
2901 N. Ventura Road Oxnard 93036

- Continue to improve your English language skills: reading, writing and speaking.
- Learn English in the workplace.
- Improve your job-related skills and employment opportunities.
- Explore different job opportunities and transition from ESL classes into job search and employment or professional/technical programs.
- Instruction by computer provided 3-4 hours a week.

Open to new and current ESL students in levels 4-6. (Level 3 with teacher recommendation)

Register in class or at Oxnard Adult School.



1101 W. 2nd St. Oxnard, CA 93030 (805) 385-2578

¡GRATIS!
¡Nueva clase de Inglés como Segundo Idioma!

ESL to Work

LUNES A JUEVES

9:00 AM-12:00 PM

Empieza el 5 de marzo de 2018 en nuestra nueva localidad:

America's Job and Career Center

2901 N. Ventura Rd. Oxnard 93036

- Continúe mejorando sus habilidades en el idioma inglés: lectura, escritura y comunicación verbal.
- Aprenda inglés en el trabajo.
- Mejore sus habilidades laborales y oportunidades de empleo.
- Explore diferentes oportunidades de trabajo y la transición de clases de inglés a la búsqueda de empleo, al trabajo en sí, o a programas técnicos/profesionales.
- Se provee instrucción por computadora 3-4 horas a la semana.

Programa abierto a estudiantes nuevos y a los ya inscritos en nuestros niveles de ESL 4-6. (Nivel 3 con una recomendación de su instructor)
Regístrese ahora mismo en Oxnard Adult School.



Llame al (805) 385-2578 para mayor información.

WDB Limited English Proficiency Policy

WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY (WDB) **LOCAL POLICY BULLETIN #2015-13: Policy on Limited English Proficiency**

Effective date: July 1, 2015
(Original effective date: April 15, 2013)

SUBJECT: Policy/Procedures on Limited English Proficiency

PURPOSE:

This policy provides guidelines for the Ventura County Job and Career Centers' obligation to take reasonable steps to ensure that Limited English Speaking (LEP) persons receive, free of charge, the language assistance necessary to afford them access to the programs, services and information to which they are entitled through the Workforce Innovation and Opportunity Act (WIOA).

REFERENCE:

The Civil Rights Act of 1964 and its implementing regulations provide that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives Federal financial assistance.

Section 188 of the WIOA of 2014 contains the non-discrimination and equal opportunity provisions. These provisions prohibit discrimination on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation or belief, or participation in the WIOA Title I-financially assisted programs and activities, including participation by citizens and non-citizens eligible to participate in Title I programs.

As required by Executive Order 13166, entitled, "Improving Access to Services for Persons with Limited English Proficiency," issued by the President on August 11, 2000, the DOL Civil Rights Center (CRC) published policy guidance in the Federal Register (January 17, 2001) regarding the prohibition against national origin discrimination as it affects persons with limited English proficiency. The policy guidance was issued pursuant to the requirements of Title VI of the Civil Rights Act.

POLICY:

The Ventura County Job and Career Centers shall provide language services in two primary ways: Oral interpretation either in person or via a telephone interpretation service and written translation. The correct mix of language assistance services should be based on what is both necessary and reasonable for each individual's need.

When oral interpretation is needed and reasonable, the Ventura County Job and Career Centers shall provide bilingual staff, hire staff interpreters, use community volunteers or family members or friends. Additionally, staff has access to the Interpreter Network through the use of a multiple handset phone.

When the JCCs serve a "substantial number of non-English speaking people," they will employ a "sufficient number of qualified bilingual staff in public contact positions" and will translate documents explaining available services into their clients' languages.

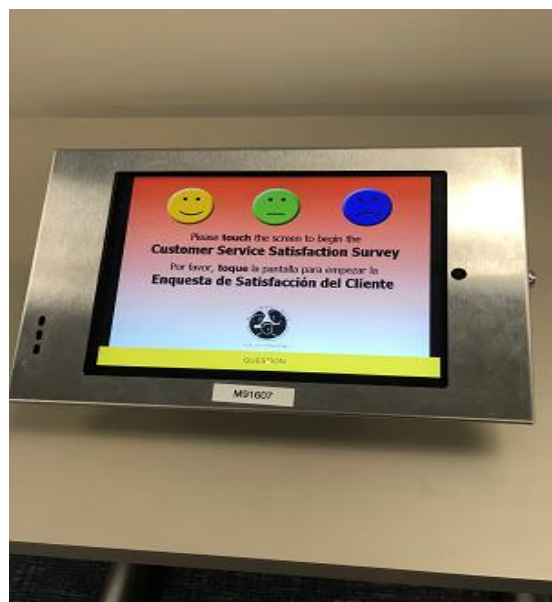
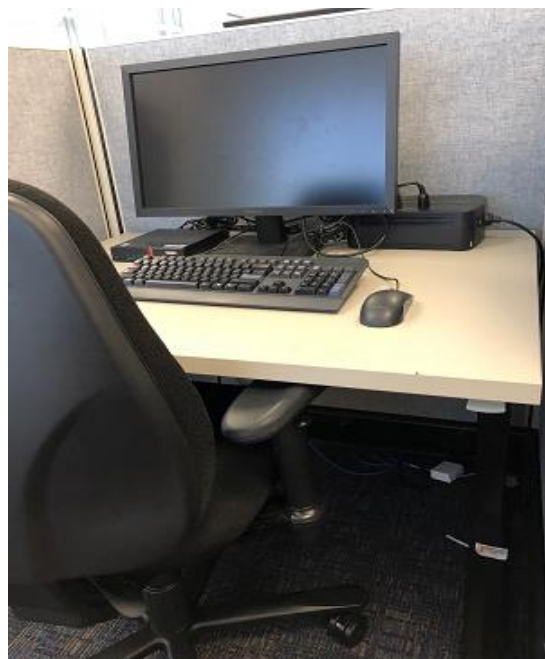
INQUIRIES:

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

Hallmark of Excellence #2

(d) The AJCC uses the principle of universal and customer centered design. The AJCC uses the principle by providing adjustable workstations for customers. The AJCC also has an adjustable desk at reception which is wheelchair accessible.

The AJCC also uses the principle by offering a children's waiting room to our customers. The AJCC also offers a way for customers to give feedback by providing an iPad for customer satisfaction survey.



Hallmark of Excellence #2

(e) The AJCC implements the veteran's preference and priority of service requirements.

- **Veteran Priority of Service Policy**
- **Veteran's Assessment process**
- **Veteran's intake Form**
- **Veteran's Program Fact Sheet**
- **WIOA orientation slides**
- **EDD Veteran Services Orientation flyer**
- **Salvation Army –The Haven services flyer**
- **Financial coaching for Veterans flyer**
- **Ventura County Veteran Services office flyer**
- **Employment Development Department information for Veterans.**

COUNTY OF VENTURA HUMAN SERVICES AGENCY

WORKFORCE INVESTMENT ACT PROGRAM OPERATIONS

VETERAN PRIORITY OF SERVICE POLICY

REFERENCES:

Veteran's Benefits, Title 38, United States Code (U.S.C.), section 101(2) (38 U.S.C. 101(2))

Eligibility Requirements for Veterans Under Federal Employment and Training Programs, 38 U.S.C. 4213

The Jobs for Veterans Act (JVA) of 2002, Public Law (P.L.) 107-288, section 2(a) codified at 38 U.S.C. 4215

Veterans' Benefits, Health Care and Information Technology Act of 2006, P.L. 109-461

Priority of services for Covered Persons Final Rule, 20 CFR Part 1010, Fed Reg. 78132 Dec 19, 2008

EFFECTIVE DATE:

REVISION DATE:

January 19, 2009

March 14, 2011

PURPOSE

The purpose of this policy is to establish priority of services to Veterans and eligible spouses.

BACKGROUND

Public Law 107-288, the Jobs for Veterans Act, signed into law on November 7, 2002, required qualified job training programs to implement priority of services for veterans and eligible spouses with an effective date of January 19, 2009.

POLICY

Veterans and eligible spouses shall be given priority over non-veterans for receipt of employment, training and placement services in the WIA program, provided the veteran and spouse meet the program's eligibility requirements.

Veterans are defined as those who have served at least one day in the active military, naval or air service, and who was discharged or released from service under any condition other than a condition classified as dishonorable.

Eligible spouse means any of the following; a) any veteran who died of a service connected disability, b) any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been listed for a total of more than 90 days; i) missing in action ii) captured in the line of duty by a hostile force or; iii) forcibly detained or interned in the line of duty by a foreign government or power; c) a spouse of a veteran who has a total disability resulting from a service-connected disability and d) a spouse of a veteran who died while a disability was in existence.

PROCESS

1. Staff will be trained to ask and identify veterans and eligible spouses.
 2. Sign in sheets will have questions to identify veterans and eligible spouses at the entry point.
-

3. Once a veteran or eligible spouse is identified, an immediate referral will be made to the Local Veteran Employment Representative (LVER) and the Disabled Veteran Outreach Program (DVOP).
4. WIA staff and LVER/DVOP will partner to ensure eligible veterans and spouses are provided priority of all employment services.
5. Sub-contractors/recipients will be notified of the veteran's priority services and must follow the same policy and process.
6. Data will be collected to track services to veterans and eligible spouses.
7. Regular monitoring will be conducted to ensure compliance.

SUMMARY OF CHANGES

1. Update reflects use of Jobs for Veterans' Act definition of veterans.
-

Veteran's Assessment

1. Customer can give verbal verification that he/ she is a Veteran
2. Ask customer what service they are here for at America's Job Center
If they are here for employment services ask if they would like to be **screened** to see if they are eligible to receive one on one case management assistance. VSN form must be completed correctly. * see sample application on the next page
 - Section 1: Customer must have a CalJobs account **and** be showing that he is registered as a Veteran, American flag me present next to profile name (question #2 on Military Service section must be marked as YES and more questions will populate). Vet must also have an active resume on in CalJobs.
 - Section 2: Customer needs to meet at least one of the top 6 sections to qualify (Significant Barrier to Employment). If customer meets the disability category, ask for their disability rating and write it down - **it must be 30% or more to be eligible**. If customer meets any of the other requirements they automatically qualify.
 - Section 3: If a customer is determined eligible check off box number 1 for "Client Referred to DVOP" and complete the 3 items in that section.
 - Sign and print name and hand deliver form to Fred Garcia who will then give it to an EDD rep.

❖ To determine if customer is low income, take the gross income for the last 6 months and multiply by 2 using WIOA income guidelines.

WIOA Income Guidelines							
Family size	1	2	3	4	5	6	Each Add'l Add
Annual Income	\$12,060	\$17,737	\$24,352	\$30,063	\$35,475	\$41,493	\$6,018

3. If customer does not meet eligibility requirements let them know of other services we have to offer such as:
 - Veteran Orientations 1x a month in our office
 - Workforce Innovation and Opportunity Act
 - Career Workshops
 - Financial Coaching
 - The Salvation Army Haven Veterans Employment Services
4. If the customer wants to use a computer, show them to the designated computer area set aside for Veteran's only, #'s 33, 34, and 35.
5. When the customer does not meet eligibility requirements make a case note in CalJobs and place the form in a separate binder labeled Veteran's in the Resource Room.

VETERANS' INTAKE FORM (VIF)
****CONFIDENTIAL****

(SECTIONS 1-3 MUST BE COMPLETED BY VSN)

Date: _____

Client Name: _____

Last four of SSN: _____

SECTION 1

E-mail: _____

Phone: _____

Reason for today's visit: _____

All below items must be checked as confirmation of completion.

<input type="checkbox"/> Registered in CalJOBS SM	<input type="checkbox"/> Completed CalJOBS SM profile
<input type="checkbox"/> Completed résumé	<input type="checkbox"/> Verified RTW documents

Check all that apply to client:

SECTION 2

<input type="checkbox"/> Disabled/special disabled: (Receiving VA Compensation)	<input type="checkbox"/> Homeless
<input type="checkbox"/> Recently separated service member and unemployed (27+ weeks)	<input type="checkbox"/> Released from incarceration (within last 12 months)
<input type="checkbox"/> Lacking high school diploma or equivalent certificate	<input type="checkbox"/> Low income
<input type="checkbox"/> Veteran age 18 to 24 years old	<input type="checkbox"/> Gold Card (Post 9/11)
<input type="checkbox"/> Eligible Spouse (with SBE)	<input type="checkbox"/> Eligible Person: (see instructions)

(If any above are checked, client is referred to DVOP for services – DVOP see page 2)

Does the eligible veteran, eligible spouse or eligible person want services from a DVOP? Yes ☐ No ☐

After eligibility determined, check off the remaining applicable process as confirmation of completion.

SECTION 3

1. Client referred to DVOP ☐

<input type="checkbox"/> Enter service code 101-Orientation and 102-Initial Assessment into client's CalJOBS SM file.
<input type="checkbox"/> Add case note titled, "VSN Vet Intake-REF'D TO DVOP"
<input type="checkbox"/> Print and sign name below. Forward intake sheet to DVOP.

2. Client directed to Wagner-Peyser, partner services or provided referrals ☐

VSN, check applicable items:

<input type="checkbox"/> Currently in school	<input type="checkbox"/> Currently employed
<input type="checkbox"/> Applied/receiving UI/DI benefits, If yes, circle UI or DI	<input type="checkbox"/> Need to update work skills

Check off the remaining applicable process as confirmation of completion.

<input type="checkbox"/> Enter service code 101-Orientation and 102-Initial Assessment into client's CalJOBS SM file.
<input type="checkbox"/> Add case note titled, "VSN Vet Intake-INITIAL"
<input type="checkbox"/> Print and sign name below. Forward intake sheet to designated program manager.

5.0 x 11.00 in

VSN PRINT NAME _____

VSN SIGNATURE _____

Notes:

FACT SHEET



VETERANS' PROGRAM

The Employment Development Department (EDD) is California's designated state workforce agency. The EDD partners with Local Workforce Investment Boards and other public and private service entities that provide resources and networking within a statewide workforce system and local America's Job Centers of CaliforniaSM (AJCC).

The Veterans' Program is a grant-funded program within the EDD's Workforce Services Branch. Each year, the U.S. Department of Labor-Veterans' Employment and Training Service awards the Jobs for Veterans State Grant to EDD to support the services to veterans provided by two principal staff positions:

- Disabled Veterans' Outreach Program (DVOP) specialists
- Local Veterans' Employment Representatives (LVER)

The DVOP and LVER staff at the local AJCC coordinate, along with partner agencies, a wide array of services including employment services, job training, vocational education, supportive services, and participation in community college programs.

Dedicated Staff

The EDD Veterans' Program staff is responsible for providing employment services to veterans and eligible spouses. Upon entering a AJCC, a veterans' services navigator will conduct a Needs Based Determination (NBD) to identify the employment needs of the veteran. The NBD will identify potential barriers to employment and determine what services the veteran requires to improve their employability. Employment services can range from:

- Self-Service – Individuals are job-ready and require little or no direct assistance from Veterans' Program staff when enrolling and entering résumé data into EDD's Internet-based labor exchange system - California Job Openings Browse System (CalJOBSSM);

- Group Services – Individuals who are essentially job-ready, but require a low to moderate level of staff assistance; or
- One-on-One Services – An in-depth assessment is conducted by the Veterans' Program staff to determine if a veteran client requires receipt of intensive services.

The DVOP specialists focus their efforts on those economically or educationally disadvantaged veterans who can reasonably be expected to benefit as a result of the receipt of intensive services. These veterans will receive priority of service within the AJCC system including:

- Comprehensive assessment of education, skills, and abilities;
- Employability development plan to identify employment goals, interim objectives, and appropriate services that will enable the veteran to meet his or her employment goals;
- In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- Group and individual career coaching; and
- Short-term pre-vocational services that may include the development of learning and communication, interviewing, and personal maintenance skills; and professional conduct to prepare individuals for career goals.

The LVER staff conducts outreach to employers, assist veterans in job development contacts, conducting job search workshops, and establishing job search groups. They also facilitate employment, training, and placement services to promote the hiring of veterans. The LVER concentrates on individualized job development services for veterans, especially those determined to be job-ready after receipt of intensive services from a DVOP specialist.

WORKFORCE INNOVATION AND OPPORTUNITY ACT



WELCOME!!! **Informational Session of Services,** **Guidelines and Requirements** **WIOA General Information Line 800-500-7705**

WIOA is an Equal Opportunity Employer/Program.
Auxiliary aids and services are available upon request to individuals with disabilities by calling
805-264-5150. Requests should be made at least 5 working days in advance to ensure availability.
TTY - 1-800-735-2922

56-21-201
rev. 12/2017

America's JobCenter
of California

WIOA Eligibility Requirements

There are **three** ways to qualify for WIOA individualized services. Please note that only **one** has to be met to qualify: (Priority is given to US Veterans and their spouses)

1. General Requirements for all individuals:

- Be 18 years or older
- Have proof of right to work in the United States
- Have registered with Selective Service between your 18th and 26th birthday (applicable only to males born after December 31, 1959)

2. Low Income Program Requirements:

- Meet the General Requirements and the Family Income Guidelines (page 6)
- Show proof of family members such as Birth & Marriage Certificates. Family members are your legally married spouse & children under 18 years of age living with you (natural, adopted, or of whom you have legal guardianship)
- Show proof of all family income



Orientation- Veteran Services

The Employment Development Department & the America's Job Center of California invites you to attend an Orientation of services to Veterans, provided by experts in Veterans issues, and honoring our active duty servicemen, women, and veterans.

Tuesday, Mar. 13, 2018

1:30 p.m. - 3:30 p.m.

**America's Job Center of California
2901 N. Ventura Road, Third Floor
Oxnard, CA 93036**

**Please
join
us!**

Featuring:

Information about employment and training programs through the Oxnard America's Job Center
Counseling & Rehabilitation to get back to work and civilian life
Information on the GI Bill/Loans, VA Medical and Federal benefits.....

For additional information, please call your
Employment Development Department Veteran Representative
EDD (805)288-8400



Are you a veteran in need of employment?

The Haven Veteran's Employment Services Program is a veteran-centered employment program designed to provide veterans with a customized approach to career development.

OUR ARRAY OF SERVICES INCLUDE:

- Assessments to determine career interests, strengths and talents
- Assistance with overcoming barriers to employment
- Resume development, interview skills training and job search strategies
- Individualized in-depth job search
- Connection with training and housing resources
- Pre-employment counseling and supportive services
- Post-employment coaching and supportive services

WHO IS ELIGIBLE TO RECEIVE THESE SERVICES?

- Be a veteran who was not dishonorably discharged
- Unemployed or under-employed
- Low or unstable income

FOR MORE INFORMATION PLEASE CALL US!



WEST LA COUNTY
(310) 694-7332

NORTH LA COUNTY
(310) 562-0357

SOUTH LA COUNTY
(310) 562-2874

VENTURA/SANTA BARBARA COUNTIES
(310) 592-9856



Free Financial Coaching for Veterans

Call us to learn more about the program.

Tele-coaching and virtual coaching services available.

Contact:

Lucia Trujillo, JD, AFC
Financial Coach
Desk: 805-289-8124
Mobile: 805-335-0383
ltrujillo@afsc.com



American Job Center of California, County of Ventura, Human Service Agency- has partnered with the *Consumer Financial Protection Bureau* to provide free financial coaching services to veterans. Financial coaches provide support, encouragement, accountability, and tools to help make informed decisions.

Who is eligible for this service?

- Veterans
- Inactive National Guardsmen and Reservists
- Immediate family members

A financial coach is a trained professional who will guide you in a process that is non-judgmental and based on your goals. Financial coaches provide support, encouragement, accountability, and tools to help you make informed decisions.

- **One-on-one:** Your coach will work with you to help you identify your financial goals, create a plan, and track your progress
- **Personalized:** The coaching relationship starts with you. Your financial coach will meet you wherever you are on your financial journey.
- **No cost to you:** The financial coaching services are offered at no cost to you and with no strings attached.

We do not sell products or give advice on specific investment

Financial coaching is provided through an initiative of the Consumer Financial Protection Bureau (CFPB), a federal agency. This program is managed through a contract with the Armed Forces Services Corporation (AFSC).

**County of Ventura
Veteran Services Main Office**

5740 Ralston Street, Suite 304, Ventura, CA 93003

Phone: (805) 477-5155

Fax: (805) 477-5418

Field offices are located
throughout Ventura County.

Call (805) 477-5155
to schedule an appointment
or for more information.



Referral line for health, human,
& community services.



COUNTY OF VENTURA

Toll-Free (866) 904-9362

www.vchsa.org/veterans

Veteran Services Office



Serving those
who served



COUNTY OF VENTURA



Services for Veterans

[En español](#)

The Employment Development Department (EDD) assists veterans and their eligible spouses to maximize their employment and training opportunities. Veterans are entitled to many resources designed to help in their search for employment.

The EDD veterans' representatives specialize in assisting veterans in their efforts to return to work and are located in many local EDD offices. Services provided include a veteran 24-hour priority hold on all job listings, customized job search assistance, job fairs, employer recruitments, and other events and resources.

Veterans are encouraged to schedule an appointment with an EDD veterans' representative for personalized services and assistance to achieve professional goals.

CalJOBSSM: California labor exchange system allows job seekers to create résumés that can be seen by employers, search the full-service employment center for job openings, and more. CalJOBS can help veterans translate their military training and specialties into marketable skills applicable to civilian jobs. It also allows employers to post job openings, browse through thousands of viable résumés and find qualified candidates.

[Show All](#) | [Hide All](#)

• EDD Resources for Veterans

• [CalJOBS](#)

Veterans often have an established record of reliability, discipline, resilience, and willingness to learn new skills that are applicable to a variety of fields. Their military experience, skills, and specialized training can be matched to number of desirable qualifications sought by employers, making veterans already ready and able to work. Let CalJOBS help you translate your military skills into something civilian employers can understand and appreciate in just three simple steps:

- **Step 1: Visit [CalJOBS](#) ; and select "Find a Job"**
- **Step 2: Use the link under the "Search" button, next to the U.S. Flag to enter your military occupation.**
- **Step 3: Under the "Military Occupational Specialty" section, select the options to begin your search.**

Veterans will be directed to employers with job openings that match their military experience.

• [Veteran Eligibility](#)

The EDD service eligibility requirements for veterans are defined.

• [EDD Office Locator](#)

Each local office has a veteran representative who is available to work with you.

• [Unemployment Insurance \(UI\)](#)

The UI program provides workers, who lose their jobs through no fault of their own, with weekly UI payments. Former service personnel may be eligible for UI benefits.

• [Job Fairs and Workshops](#)

Locate job fairs and workshops for veterans in your area.

Hallmark of Excellence #2

(f) The AJCC provides services outside of regular business hours where there is a workforce need as defined by the local board.

- Rapid Response Processes & Procedures Policy
- Rapid Response Employer Services Summary of Services
- The AJC Business Services Staff are tasked with conducting AJC business in the evenings and on the week if the needs of the organization require such service

Typical outside services would include:

- 1) Attending a weekend community event as an AJC rep.
- 2) Attending a Chamber of Commerce event as an AJC rep.
- 3) Attending an HSA sponsored event as an AJC rep.
- 4) Attending a community forum/same
- 5) Attending a Job Fair event/same

COUNTY OF VENTURA HUMAN SERVICES AGENCY	
WORKFORCE INNOVATION AND OPPORTUNITY ACT PROGRAM	
RAPID RESPONSE PROCESSES & PROCEDURES	
REFERENCES:	WIOA 134(a)(2)(A), WIOA Section 3(15) and 3(51) 20CFR 682.300-370, TEGL 26-14, TEN 9-12 WSD 16-04 Records Management Procedures Guides Web Advantage http://157.145.204.191/webadv
EFFECTIVE DATE:	July 1, 2015
REVISION DATE:	None

BACKGROUND

Rapid Response reporting and associated activities are authorized under the Workforce Innovation and Opportunity Act of 2014, Section 134(a)(2)(A), WIOA Sections 3(15), 3(51), and 20 CFR 682.300-370.

PURPOSE

The purpose of this operational process and procedure is to establish guidelines for delivery of and reporting of allowable rapid response and layoff aversion activities.

OVERVIEW

Rapid Response activities promote economic development and vitality and delivers critically important solutions to workers and businesses in transition.

Rapid response encompasses the strategies and activities necessary to:

- (1) Plan for and respond to as quickly as possible following an lay-off type of event; and
- (2) Deliver services to enable dislocated workers to transition to new employment as quickly as possible.

The purpose of rapid response is to promote economic recovery and vitality by developing an ongoing, comprehensive approach to identifying, planning for, responding to layoffs and dislocations, and preventing or minimizing their impacts on workers, businesses, and communities. A successful rapid response system includes:

- (1) Informational and direct reemployment services for workers, including but not limited to information and support for filing unemployment insurance claims, information on the impacts of layoff on health coverage or other benefits,

information on and referral to career services, reemployment-focused workshops and services, and training;

(2) Delivery of solutions to address the needs of businesses in transition, provided across the business lifecycle (expansion and contraction), including comprehensive business engagement and layoff aversion strategies and activities designed to prevent or minimize the duration of unemployment;

(3) Convening, brokering, and facilitating the connections, networks and partners to ensure the ability to provide assistance to dislocated workers and their families such as home heating assistance, legal aid, and financial advice; and

(4) Strategic planning, data gathering and analysis designed to anticipate, prepare for, and manage economic change.

Rapid response must be delivered when one or more of the following circumstances occur:

- 1) Announcement or notification of a permanent closure, regardless of the number of workers affected;
- 2) Announcement or notification of a mass layoff as defined in § 682.305;
- 3) A mass job dislocation resulting from a natural or other disaster; or
- 4) The filing of a Trade Adjustment Assistance (TAA) petition.

PROCESS

The Ventura County Rapid Response team maintains a business engagement infrastructure that includes early warning systems to ensure a timely response to worker dislocations. These are accomplished through close communication with employer representatives, industry groups, and organized labor.

Labor market trends are tracked through constant contact with EDD to obtain information about increased Unemployment Insurance claims, EDD LMID information, through the California Worker Adjustment and Retraining Notification (WARN) Act notices, and analysis of economic data to assess the health of businesses.

Layoff Aversion activities: All layoff version will be referred to the EDC-VC (Economic Development Collaborative – Ventura County).

The Rapid Response 121 report must be completed to report all employer layoff/closure planning/orientation meetings. Planning meetings and/or orientations of nine or less employees are for information only.

PROCEDURES

The Ventura County Rapid Response team will comply with wsd16-04 attachment 1 that outlines required, allowable and prohibited services. See below.

Categorization of Rapid Response Activities

Title 20 Code of Federal Regulations Notice of Proposed Rule Section 682.330

Activity	Required	Allowable	Prohibited
Conducting planning meeting with employer	X		
Assessing layoff aversion potential	X		
Conducting orientation meeting with employees	X		
Providing TAA orientation	X		
Delivering/mailling Rapid Response informational materials	X		
Providing access to CalJOBS SM and SkillsMatch on-site, using company's or mobile facility	X		
Enabling participants to register with America's Job Center of California SM onsite	X		
Job fair or information expo focused on one or more dislocation events, at or not at the dislocation site	X		
Coordinating Labor-Management/Workforce Transition Committee	X		
Providing information about services available in the AJCCs and setting up systems to provide on-site access to information and services	X		
Providing training orientation on industry specific opportunities (ex: Biotech)	X		
Providing resources for food, shelter, clothing and other emergency assistance	X		
Conducting Business Engagement Activities	X		
Conducting Research on Business Activities	X		
Devising layoff aversion strategies with employer	X		
Providing layoff aversion technical assistance to employer	X		
Conducting business services workshops	X		
Training affected workers to upgrade skills for another position in company	X		
Attending Regional Roundtable		X	
Attending conferences		X	
Conducting interview technique workshops		X*	
Conducting job search assistance and resume writing workshops		X*	
Completing Unemployment Insurance applications			X
Job fair or information expo not related to a dislocation event			X

* Local Workforce Development Areas may conduct group workshops (e.g. job search assistance and/or resume writing workshops) as part of on-site Rapid Response to business closures or significant layoffs and charge the cost to their 25 Percent Rapid Response funds if they have determined, in consultation with the local workforce services manager, that EDD workforce services staff are not available to conduct such workshops.

Ventura County Rapid Response Employer Services Summary of Services

When a company or business determines a need to reduce their workforce, the Rapid Response Team provides services to support companies during a period of workforce reduction:

Businesses may expect to receive the following services:

- Confidential consultation regarding workforce transition planning;
- Coordinated services to include partner representatives;
- Customized services with the Rapid Response Coordinator (on-site or off-site)

Rapid Response services offered by BESD and our key partners:

- Human Services Agency –BESD/ Workforce Rapid Response Services (www.caljobs.ca.gov; or www.wib.ventura.org).
- Rapid-Reemployment services to access to Workforce Investment Act (WIA) employment and training services (offered on-site or off-site);
- (WIA) employment and training services (including customized training for employers who request assistance with skills upgrade);
- Job & Career Center Resources – career workshops, employer recruitment events;
- Online job listings – available 24/7 at no cost
- Access to community resources/services
- State EDD –Job Services and Unemployment Insurance (www.edd.ca.gov)
 - (Re-employment Services; and accessing UI; and California Training Benefits (CTB);
- Cabrillo Economic Development Corporation - www.keepYourHomeCalifornia.org
 - Mortgage Assistance, Mortgage Reinstatement, Principal Reduction, Transition Assistance.
- John Stokes – John Stokes Financial (financial choices for managing your resources, 401K).
- Economic Development Collaborative-Ventura County/Small Business Development Center
 - (SBDC). Information for individuals interested in exploring self-employment options.
- Human Services Agency – Public Assistance and Affordable Care Act Information.

Rapid Response Services are part of a comprehensive workforce system coordinated by the Human Services Agency, the State of CA Employment Development Department, and our partner representatives.

For more information, contact: Fred Garcia – Rapid Response Coordinator at (805) 204-165 or our Employment Service Information line: (800) 500-7705.

Hallmark of Excellence #2

(g) The AJCC delivers both AJCC based and virtual services

- CalJOBSSM splash page and information page
- Workforce Development Board Website
- Human Services Agency Website

Additional online resources available for customers to access information on AJCC Services:

The screenshot displays the CalJOBS website. At the top, the CalJOBS logo is on the left, and on the right, there is a language selector for 'En Español', a login section with 'Username' and 'Password' fields and a 'Sign In' button, and links for 'Register New User' and 'Forgot Password?'. Below the header is a large banner featuring a close-up of hands typing on a laptop keyboard. On the left side of the banner is a blue box with the text 'UI OnlineSM It's here!'. On the right side, text reads 'A fast, convenient, and secure way to access claim information, certify for benefits, and manage claims.' with a 'LEARN MORE >' button. Below the banner is a row of four buttons: 'Find a Job', 'Find a Candidate', 'Find an Office', and two green buttons labeled 'More Career Services' and 'More Employer Services'. Below this is a 'Job Search' section with a search bar and filters for 'Enter Keyword', 'Enter City', 'Enter ZIP Code', a distance dropdown set to '10 miles', and a 'Search' button. The bottom section, titled 'Useful Links', contains several informational links and text blocks regarding mobile apps, ETPL providers, job fairs, and help desk contact information.

CalJOBSSM

En Español

Username Password Sign In

Register New User Forgot Password?

UI OnlineSM
It's here!

A fast, convenient, and secure way to access claim information, certify for benefits, and manage claims.

LEARN MORE >

Find a Job **Find a Candidate** **Find an Office** **More Career Services** **More Employer Services**

Search for jobs in your area.

Job Search Enter Keyword Enter City Enter ZIP Code 10 miles Search

Useful Links

CalJOBS Mobile App Available
Attention Job Seekers! Look for jobs from your smartphone with the CalJOBS mobile app, available on [Apple](#) and [Google Play](#) stores.

Access California's Only ETPL and Apprenticeship Providers
Access the Eligible Training Provider List (ETPL) featuring educational programs and apprenticeships for job seekers. Training providers who would like to be included in the ETPL will need to establish an account by registering in CalJOBS. The Department of Labor and Division of Labor Apprenticeships Standards approved apprenticeships are listed on the ETPL under the Provider, Department of Labor Apprenticeships and Division of Apprenticeship Standards. For more information, please contact your local [America's Job Center of California](#).

Find Jobs Fairs And Workshops in Your Area
Visit the [Job Fairs and Workshops](#) page to get information on upcoming events in your area.

Need Assistance With Your CalJOBS Account?
Contact the CalJOBS Help Desk at 1-800-758-0398, Monday through Friday from 8:00 a.m. to 5:00 p.m. Closed on state holidays.

CalJOBSSM Information

[En español](#)

The CalJOBSSM system is California's online resource to help job seekers and employers navigate the state's workforce services. The enhanced system allows users to easily search for jobs, build résumés, access career resources, find qualified candidates for employment, and gather information on education and training programs.

- [Getting Started](#)
- [Benefits and Features](#)
- [Helpful Information](#)
- [Publications](#)

Getting Started

- Get Started: [Register for CalJOBSSM](#)
- Already Registered? [Sign In to CalJOBSSM](#)

Note: Google Translate[™] is not available within CalJOBSSM. For more information, please visit [Google Translate[™] Information](#).

Job Seekers

Complete the online application and create your own login information, including a username and password. You will need your Social Security Number to create a login.

Answer the on-screen questions, and begin your job search. Within minutes you will be looking through thousands of job openings statewide.

Employers

Complete the online application and create your own login information including a username and password. In addition to your company's contact information, you will need your company's Unemployment Insurance Tax Identification Number to create a login. Within minutes you will be looking through thousands of candidates statewide.

[Back to Top](#)

Benefits and Features

Job Seekers can:

- Create and upload multiple versions of their résumé tailored to specific jobs or career paths.
- Customize and conduct job searches.
- Set up alerts for job openings – either via email or text message.
- Apply for job openings.
- Research prospective employers.
- Make customized résumés viewable to prospective employers.

WDB Website:



HSANet- County of Ventura Human Services Agency – Employment Services

The screenshot shows a web browser window with the address bar displaying <https://www.ventura.org/human>. The browser has multiple tabs open, including 'HSANet', 'HSA Services - Ventura County', and 'Resources for Job Seekers - ...'. The website header features the County of Ventura Human Services Agency logo and the phone number (805) 654-3200. A navigation menu includes links for 'HUMAN SERVICES AGENCY', 'ABOUT HSA', 'HSA SERVICES', 'HOW DO I?', 'PARTNERS & PROVIDERS', 'HSA EVENT CALENDAR', and 'HSA ALERT'. The main content area is titled 'Resources for Job Seekers' and prominently displays the 'America's Job Center of California' logo. Below the logo, a paragraph describes the services provided at the centers, including employment action plans, training, and access to job listings. It mentions locations in Oxnard and Simi Valley and provides links to 'Community Service Centers' and 'online job search services'. At the bottom, there is a 'CalJOBS' logo and a description of the CalJOBS network as a free online employment service. A 'TRANSLATE' button is visible in the bottom right corner.

Resources for Job Seekers

America's Job Center of CaliforniaSM

America's Job Centers provide a direct link to local resources that can help adults and youth find employment. At the centers, employment specialists help job seekers of all ages create an employment action plan, and access training and education information. Services available at the centers are free and include: use of computers, printers, fax machines, access to electronic job listings, and information on careers and high-demand occupations. America's Job Centers are [located in Oxnard and Simi Valley](#). Additionally, the Human Services Agency's [Community Service Centers](#) in Ventura, Santa Paula, Fillmore, Thousand Oaks and Moorpark offer access to [online job search services](#).

CalJOBSSM
CalJOBS network is a free employment service offered online that allows users to tap into thousands of local job listings, ob

TRANSLATE

Hallmark of Excellence #2

(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 such as having assistive technology equipment available.

This computer is specifically configured for customers who need accommodations including adjustable height work station, vision and hearing impaired. All public access work stations are all equipped with adjustable work stations to meet the ergonomic needs of a diverse customer pool.



WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY (WDB)
LOCAL POLICY BULLETIN #2015-08: Policy on Reasonable Accommodation

Effective date: July 1, 2015
(Original effective date, as last modified: May 20, 2013)

SUBJECT: Policy on Reasonable Accommodation

PURPOSE AND REFERENCE:

This policy complies with Federal and State requirements to provide reasonable accommodation for individuals with disabilities who are seeking services from any program operator funded by the Workforce Development Board of Ventura County. Specific legislation: Title II of Americans with Disabilities Act (ADA); Section 504 of the Rehabilitation Act of 1973; California's Fair Employment Housing Act (FEHA); California Government Code 11135; the Americans with Disabilities Act Amendment Act of 2008 (ADAAA); and Section 188 of the Workforce Innovation and Opportunity Act (WIOA) of 2014. This policy supplements the currently existing and documented policies and procedures of the Human Services Agency of Ventura County.

POLICY:

To all persons seeking services under the Workforce Innovation and Opportunity Act (WIOA), the Workforce Development Board of Ventura County (WDB) and its program operators will provide reasonable accommodation to allow enjoyment of the benefits of the Act, unless to do so would impose an undue hardship on the Board or its program operators. The Board and its program operators will engage in a timely, good-faith interactive process with clients with known physical or mental disabilities who are in need of reasonable accommodation. Reasonable accommodation may include making service sites readily accessible and usable, acquiring or modifying equipment or devices, adjusting or modifying modes of communication, training materials or policies, or providing qualified readers or interpreters.

- An individual has a disability if he or she meets at least 1 of 3 tests: (1) has a physical or mental impairment that substantially limits one or more major life activities; (2) has a record of such an impairment; or (3) is regarded as having such an impairment.
- Such an individual must be qualified for the service in question and must be able to perform it with or without reasonable accommodation.
- Typical mental, physical or medical disabilities: deafness, blindness, intellectual disability, autism, cancer, cerebral palsy, diabetes, epilepsy, missing limbs & mobility/wheelchair use, HIV infection, multiple sclerosis, muscular dystrophy, major depressive disorder, bipolar disorder, TSD, obsessive-compulsive disorder, schizophrenia.
- Laws do not protect persons with (1) disorders resulting from current illegal drug use; (2) sexual behavior disorders/impairments; (3) compulsive disorders.
- Persons with a history of substance abuse dependence are legally protected if they: (1) no longer use drugs illegally and (2) have successfully completed, or currently participate in, a supervised drug rehabilitation program.
- Other exceptions: (1) a user of alcohol who cannot perform the necessary service; (2) someone who has a disease that prevents him or her from performing the necessary service; (3) anyone who is, for whatever reason, a direct threat to the health or safety of others.
- No charges will be made for necessary accommodations.

Notice and Communications (Procedures)

Any program receiving Federal or State funding is required to provide equal access to programs and services for persons with disabilities.

WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY (WDB)
LOCAL POLICY BULLETIN #2015-08: Policy on Reasonable Accommodation

- Customer Service inquiries: give directions to the agency via bus or other transportation, if requested; have bilingual staff available to respond to customer calls; ask all customers if they require a reasonable accommodation; document accommodation requests.
- Arrivals: make sure that the path of travel is safe and accessible; directions in the center should be clearly marked; furniture should be accessible and lighting appropriate.
- Program Materials: these should be available in alternate formats and offered in other languages if requested or if appropriate; they should be created with accessibility guidelines; they should include guidelines for requesting a reasonable accommodation; they should include Equal Opportunity taglines.

Staff Training (Procedures)

To promote awareness of the need for reasonable accommodations, the administrative staff of the WDB will do the following:

- Make provision, no less than once a year, at one or more locations and in conjunction with the Human Services Agency (Human Resources), for a training lesson on an established curriculum. This training is mandatory for the WIOA-funded staff of the Job and Career Centers, and it will be available to any Job and Career Center staff member deemed appropriate by the relevant Job and Career Center Director.
- Require the attendance at this session or sessions of a representative of all current WDB program operators. These operators are responsible for training their respective staffs between the annual training sessions.
- Provide a PowerPoint presentation, "Disability Awareness," that can be used as a tool for general orientation and a resource for the new staff of any program operator.

INQUIRIES:

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