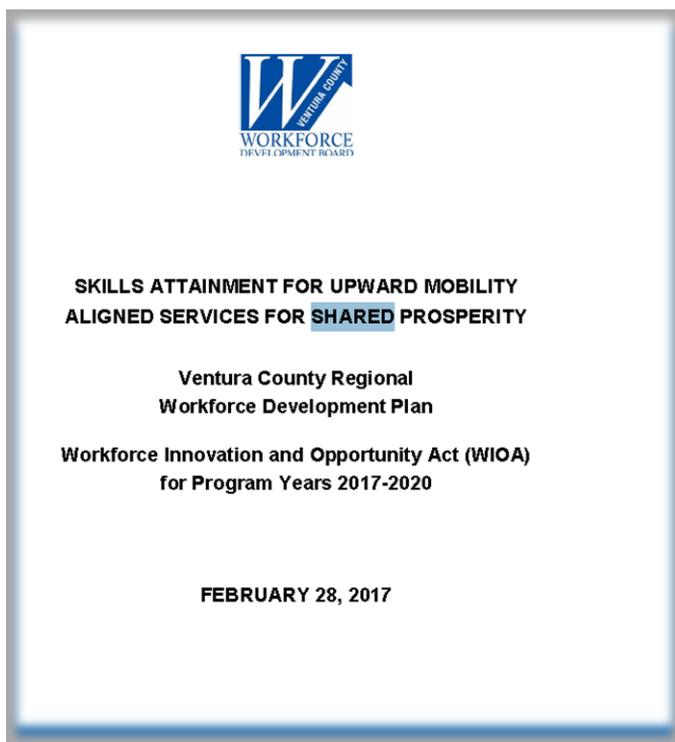


Hallmark of Excellence #4

(a) All AJCC identified with the AJCC system (and not just their specific program), believes that all AJCC customers are shared customers, and contributes to providing a positive AJCC experience for every AJCC customer.

The AJCC staff from our core partners maintain a shared calendar to provide services to customers accessing services at the AJCC. The calendar is updated on a monthly basis and it also includes shared supervision role/responsibility regardless of the program they represent. In addition, we also schedule ongoing AJCC Supervisor Meetings for the purpose of discussing AJCC customer services, customer flow, safety, and also include AJCC Partner presentations as a means to increase the knowledge and resources of all available services, on-site or off-site.

Lastly, staff rotate into the Resource Room and as mentioned in the Ventura County Regional Plan, all partners are collaborating to provide services to clients to meet their unique needs. The AJCC also utilizes customer surveys for Career Shops and employer recruitments to ensure we continue to meet customer needs.



AJCC Resource Room Staff Coverage Calendar

Resource Room April 2018

Monday	Tuesday	Wednesday	Thursday	Friday
Supervisor Alex Garcia 2 8-12 – Paul 8-12:30 – Raul – Martha 8:30-12 & 2-4 – Jackie 12:30-3 – Ricardo	Supervisor Fred Garcia 3 8-12:30 – Peggy 8-5 - Sandra 8:30-1:30 – Jackie 2-4 – Alma	Supervisor Rolando Morales 4 8-12 - Paul 8-5 Martha 8:30-4 - Jackie	Supervisor Alex Garcia 5 8-12:30 – Cynthia 8-5 – Esme 8:30-4 – Jackie	Supervisor Pat Dupree 6 8-12–Ana/1:30-3:30 Ana Jackie 8-3 Cathie 8-9 & 10-12 12-1 – Gloria 1-5 – Esme
Supervisor Alex Garcia 9 8-12 – Ana 8-12 - Alma 8-12:30 – Raul 8:30-4 - Jackie 12:30-5 – Ricardo-Letty	Supervisor Pat Dupree 10 8-12:30 – Peggy 8-5 - Karina 8:30-1:30 - Jackie 1-5 - Ignacio	Supervisor Arah Castle-Ibara 11 8-12 - Paul 8-5 – Martha 10-12 & 2-4 - Jackie	Supervisor Alex Garcia 12 8-12 - Cathie 8-12:30 – Cynthia 8-5 - Ana 9:30-4 - Jackie	Supervisor Pat Dupree 13 8-12 - Paul 8-12:30 – Sandra 9:30-4 – Jackie 12:30-5 – Ricardo
Supervisor Alex Garcia 16 8-12 – Imelda R. 8-12:30 – Raul 8-10 –Anacani/10-12 –Maria F. 8:30-4 – Jackie 2:30 – 5 – Ricardo-Letty	Supervisor Patricia Valenzuela 17 8-12:30 – Cynthia 8-10 – John/10-12 – Claudio 8:30-1:30 - Jackie 12:30-5 – Sandra 1-5 – Ignacio	Supervisor Fred Garcia 18 8-12 – Cathie 8-5 – Letty 8:30-4 – Jackie	Supervisor Alex Garcia 19 8-12 - Paul 8-12:30 – Peggy 8-1 – Ana 8:30-4 - Jackie 1-3 – AJ/3-5 –Ive	Supervisor Pat Dupree 20 8-12 – Ana 8:30-1:30 – Jackie 12-1 – Gloria 1-5 – Esme 1-5 – Alma
Supervisor Alex Garcia 23 8-12 - Ignacio 8-12:30 – Raul 8-10 – Loretta/10-12 – Maria C. 8:30-4 - Jackie 12:30-5 – Letty	Supervisor Fred Garcia 24 8-12:30 – Cynthia 8-10 – Neri/10-12 – Imelda B. 8:30-1:30 – Jackie 12:30-5 – Sandra 1-5 – Cathie	Supervisor Arah Castle-Ibara 25 8-12 Paul 8-5 – Sandra 8:30-4 – Jackie	Supervisor Alex Garcia 26 8-12 – Alma 8-12:30 – Peggy 8-5 – Karina 8:30-4 – Jackie	Supervisor Rolando Morales 27 8-12 – Imelda R. 8-12 – Ana/1-3:30 9:30-4 – Jackie 12-1 – Gloria 1-5 – Sandra
Supervisor Alex Garcia 30 8-12 – Cathie 8-12:30 – Raul – Letty 8:30-4 – Jackie 12:30-5 – Ricardo				

Revised 3/30/18

• **Aligning, Coordinating and integrating programs and services:**

- The Ventura AJCC partners are collaborating to prevent duplication of services, braid resources and develop shared resources to align, frame and guide program coordination to effectively provide services to clients to meet their unique needs.
- The WDBVC Sector Committees share information across agencies and facilitate collaboration to align industry and education to develop career pathway programs that deliver industry-valued credentials aligned with regional workforce needs.

In alignment with the vision and goals outlined in the California Workforce Development Plan, the Regional Plan for Ventura County reflects a serious commitment to supporting state policies and administrative practices across programs, while working to implement local policies and service delivery. Regional sector partners in Ventura County recognize and value the importance of fostering demand-driven skills attainment; enabling upward mobility for all Californians; and aligning, coordinating and integrating workforce development programs for maximum benefit with limited resources.

AJCC Joint Supervisor Meeting Agenda:

America's Job Center *of California*
AJCC Joint Supervisor Meeting
April 10, 2017; 3:00-4:30

Agenda

Agenda Review

Review Action Items

- Presentation – Safety Committee
- Resource Room Coverage Calendar (supervisor and staff coverage)
- Resource Center Activities
 - What is the standard of service expected and how we measure it
 - Staff Training – Job Shadowing
- Business Services Update
- Facilities –Updates
 - Requests of facility usage by outside agencies;
- AJCC Partners:
 - Ventura College Career Technical Education Open House
- Training & Staff Development
 - AJCC – Windmills Training (Department of Rehabilitation)

Upcoming AJCC Events:

- Regional Round Table – May
- Feria Campesina - August
- All AJCC Staff Awards Ceremony-pending
- WIOA System Training- pending
- Resource & Career Opportunity Fair (combine job fair and events)
- Employer Forum (Recognition to employers who support our training)

Next Meeting: TBD - Timber Room

Career Shop Evaluation

Career Shop Title _____ Date _____
 Location _____ Instructor _____

Thank you for taking the time to evaluate our Career Shops. Feel free to provide additional comments and recommendations. Your response will help us continue meeting the needs of our customers.

Purpose/Goals	Strongly Agree	Agree	Disagree Explain below	Strongly Disagree Explain below
1. The purpose and goals were clearly stated.				
2. The stated goals were met.				
3. Overall, I was satisfied with what I learned.				
Materials and Presentation Aids				
4. The handouts, activities, and materials helped me learn.				
5. The training materials and information will help me get a job.				
Instructor				
6. The instructor was prepared and organized.				
7. The instructor encouraged interest and participation.				
8. The instructor presented information effectively.				
9. The instructor answered questions clearly.				

10. Career Shop length was: just right _____ too short _____ too long _____

11. Would you recommend this Career Shop to others? Yes _____ No _____

12. How did you hear about this Career Shop? Please mark any that apply.

Media

___ Radio
 ___ Television
 ___ Newspaper
 ___ Website
 ___ Other publication
 (please list) _____

Staff Member of County Program

___ Resource Room
 ___ WIA
 ___ CalFresh (Food Stamps)
 ___ General Relief
 ___ Children and Family Services
 ___ Medi-Cal
 ___ CalWORKs
 ___ Welfare to Work
 ___ Adult Services

Other

___ Family
 ___ Friend
 ___ Other (please list)

Comments and Recommendations _____

56-21-031 (03/11)

THANK YOU

County of Ventura
Rapid Response Customer Survey - Employee

Name _____ Date _____
 (Optional)

Event Location: _____

Thank you for taking the time to let us know how we can improve our services. Please feel free to provide additional comments and recommendations. Your participation is important in helping us meet the needs of our customers.

Purpose/Goals	Strongly Agree	Agree	Disagree	Strongly Disagree
1. The purpose/goals of the presentation were clearly stated.				
2. The presentation goal(s) were met.				
3. Overall, I was satisfied with what I learned.				
Materials and Presentation Aids				
4. The handouts, activities, and materials helped me learn about available resources.				
5. The materials and information will help me get a job.				
6. The presenter(s) were prepared and organized.				
7. The presenter(s) encouraged questions.				
8. The presenter(s) presented the information effectively.				
9. The presenter(s) answered questions clearly.				

10. Presentation length was: just right _____ too short _____ too long _____

11. Would you recommend this presentation to others? Yes _____ No _____

12. My current job title is: _____

13. The length of time I have work for this employer is: _____

12. Do you plan to access any of these services? Please mark any that apply.

Unemployment Insurance _____ Employment & Training _____ Job & Career Center Services _____

Housing Assistance _____ Self Employment Services _____ Financial counseling _____

Public Assistance _____ Other _____

Comments: _____

THANK YOU

Hallmark of Excellence #4

(b) AJCC staff have received customer service and customer centered design training.

Training is offered to staff including customer service training and other relevant training to address the needs of customers. In addition, our Regional Training Plan for the area includes a series of training for all AJCC staff.

Training Details



Principles of Trauma Informed Services - Safety Approach Section B

Session · County of Ventura · 7 hours, 30 minutes · \$0.00

[Request](#)[Calendar View](#)[Print](#)[View Event](#)

This is a one day interactive foundational training which reviews the principles of Trauma Informed Services; to enhance how you provide your services. Your understanding of why and how the effects of trauma impact your clients and therefore accordingly how you deliver services to our clients. You will recognize the necessity to universally utilize a trauma informed approach, due to the ACES research which identified the prevalence of childhood adverse experiences. At the end of this AFS mandatory 6 hour workshop, you will have the foundation for your understanding of how the loss of a person's safety dictates the necessity to provide trauma-informed services. You will also have a personalized trauma-informed toolbox to guide you as you provide trauma-informed services. of how the loss of a person's safety dictates the necessity to provide trauma-informed services.

Training Details



Creating CEOs

Session · County of Ventura · 9 hours · \$0.00

[Request](#)[Calendar View](#)[Print](#)[View Event](#)

Creating CEO's is an essential customer service skills workshop for all service providers who interact with internal/external customers. Training is MANDATORY for all HSA employees.

The Regional Training Plan includes a comprehensive list of training that is under consideration for AJCC staff. Although some AJCC staff participated in customer service training through the Human Services Agency, the AJCC partner training in both topics is work in process.

REGIONAL TRAINING PLAN PROGRAM YEAR 2017-2018					
Contact Information					
Name: Nancy Ambriz		Region (RPU): Ventura			
Phone Number: (805) 204-5188		Email Address: Nancy.ambriz@ventura.org			
Staff Category	Training Topic	Quarter?	Regional or Specific to LWDBs?	Training Modality?	Number of Staff?
AJCC Staff	WIOA 101 for WDB and One Stop Staff - CSI Works	1st Quarter	Ventura	WEB	100
	Overview of WIOA - Rick Record	1st Quarter	Ventura	WEB	100
	One Stop Basics: Providing Accessibility - Disability Navigation Services	1st Quarter	ventura	WEB	100
	Understanding the ABCs of WIOA Adult Common Measures - Rick Record	2nd Quarter	Ventura	WEB	50
	Understanding the ABCs of WIOA Youth Common Measures (Rick Record)	1st Quarter	Ventura	Onsite	25
	Case Managing Strategies for Engaging OOO (Rick Record)	1st Quarter	ventura	Onsite	25
	Youth Program Certification - Workforce180	1st Quarter	Ventura	WEB	25
	Building and Effective Business Services Team - AHA Consulting	3rd Quarter	Ventura	Onsite	15
	End the Search: Navigating Today's Competitive Labor Market - Network Kinection	2nd Quarter	Ventura	Webinar	100
	Layoff Aversion and Business Engagement Strategies - EMSI	2nd Quarter	Ventura	Webinar	30
	Expanding Employer Engagement: Seeking Advice and involvement in WIOA Service Design and Delivery - Greg Newton	3rd Quarter	Ventura	Webinar	100
	Strategies for working with TANF - Carey & Associates	3rd Quarter	Ventura	ONLINE	100
	Strategies for effectively serving, placing and retaining mature workers - Human Solutions	1st Quarter	Ventura	Webinar	40
	How to Design a Master Strategy for Business Services - Robbin and Associates	1st Quarter	Ventura	Onsite	40
	From Jails to Jobs - Robbin and Associates	1st Quarter	Ventura	Webinar	100
	Customer Service - Utilizing Emotional Intelligence (Envision Education)	1st Quarter	Ventura	ONLINE	75
	Integrated Service Delivery - Greg Newton	2nd Quarter	Ventura	Webinar	75
	Business Services tool box 101 (Network Kinection LLC)	2nd Quarter	Ventura	ONLINE	75
	Soft Skills Training for Clients - CSI Works	3rd Quarter	Ventura	Webinar	75
	Certification in Career Advising - UCSD	2nd Quarter	Ventura	ONLINE	25
	Maximizing Earn and Learn Models -Network Kinection,LLC	2nd Quarter	Ventura	Onsite	100
	How to Make Job Center Workshops Work Much Better - Robbin and Associates	1st Quarter	Ventura	Onsite	75
	Managing Jobseeker Resistance: (Workforce180)	2nd Quarter	Ventura	Webinar	75
	Customer Service Skills for Workforce Agency Staff	1st Quarter	Ventura	Webinar	100
Career Pathways Development - CAEL	2nd Quarter	Ventura	WEB	100	
Career Planning 101 - CSI Works	1st Quarter	Ventura	ONLINE	30	

Hallmark of Excellence #4

(c) AJCC staff is cross-trained in program eligibility and services, so they have the capacity to functionally serve customers well. Some training has been provided and additional training is in progress.

All AJCC staff –have been invited to attend:

One System for all and all for one: Serving People with Disabilities – All of us can, but do we?

Date: 05/24/ and 05/25/18



CWA Presents:

EDD Traveling Disability Resource Coordinator Training

*One System for All and All for One:
Serving People with Disabilities - All of Us Can, but Do We?*

Coming to the Ventura Region:

Thursday May 24th, or Friday May 25th, 2018

9:00 AM – 4:00 PM

**West Oxnard Job and Career Center (AJCC)
2901 N. Ventura Rd., Suite 310, Oxnard, CA 93036**

This training is brought to you by EDD's Disability Employment Initiative (DEI) team. Join us for a 1-day session in 4 modules to bring your region best practices and perspectives discovered through CA's DEI efforts to improve service delivery to Individuals with Disabilities in your region. This training will be offered twice and will present the same information at both sessions May 24th and 25th, 2018. Modules offered include:

1. One System for All and All for One

- o Serving People with Disabilities: All of Us Can, but Do We?

WINDMILLS

This program is designed for Human Resource, hiring managers and supervisors to successfully include persons with disabilities as an excellent labor resource. It focuses on attitudes and human factors, as well as concerns and issues related to legal requirements and accommodation.

Participants will:

- **Explore the fears, biases and myths that create barriers for employees who become disabled through work or non-work related injuries and illnesses.**
- **Provide effective techniques for hiring and increasing the retention of employee's with disabilities.**
- **Create a catalyst for integrating these techniques and resources strategically into existing Diversity programs.**

This presentation is a disability attitude change program that addresses the roots of emotions, fear and lack of knowledge from which unconscious and unintended acts of bias arise. The intent of the program is to focus on abilities and the diversity of our workforce.



*"Fantastic insight into the lives and obstacles surrounding those with disabilities."
-ADECCO Hiring Manager*

- Windmills training was provided on April 2017 to all AJCC staff by the Department of Rehabilitation.
- AJCC staff will be invited to these, probably end of June or early July.

Module #1: WIOA Overview

Module #2: Module #2: WIOA Administration, Structure, & Funding

Module #3: Module #3: WIOA Reporting & Performance

AJCC staff were provided with customer intake/eligibility training for serving high priority populations such as Veteran's Services Navigator, Trade Adjustment Act AJCC; Migrant Seasonal Farmworkers.



WORKFORCE SERVICES INFORMATION NOTICE

Number: WSIN14-55

Date: May 15, 2015

Expiration Date: 06/15/17

69:125:tv:17337

TO: WORKFORCE DEVELOPMENT COMMUNITY

SUBJECT: VSN ONLINE TRAINING VIDEO AVAILABLE FOR AJCC STAFF

A new Veterans' Services Navigator (VSN) eLearning training video is now available for America's Job Center of CaliforniaSM (AJCC) staff. The training provides guidelines and instructions on the new veterans' screening process and the newly revised Veterans' Intake Form (VIF). The training includes the following:

- History and background of the VSN program.
- VSN roles and responsibilities.
- Instructions on how to use the new standardized VIF.
- Instructions on how to properly screen all veterans and potential customers in determining eligibility and corresponding services.

The VSN training and corresponding hand-outs can be accessed online at [CBU eLearning](#).

For veterans' program information, please contact Adrian Morado at Adrian.Morado@edd.ca.gov.

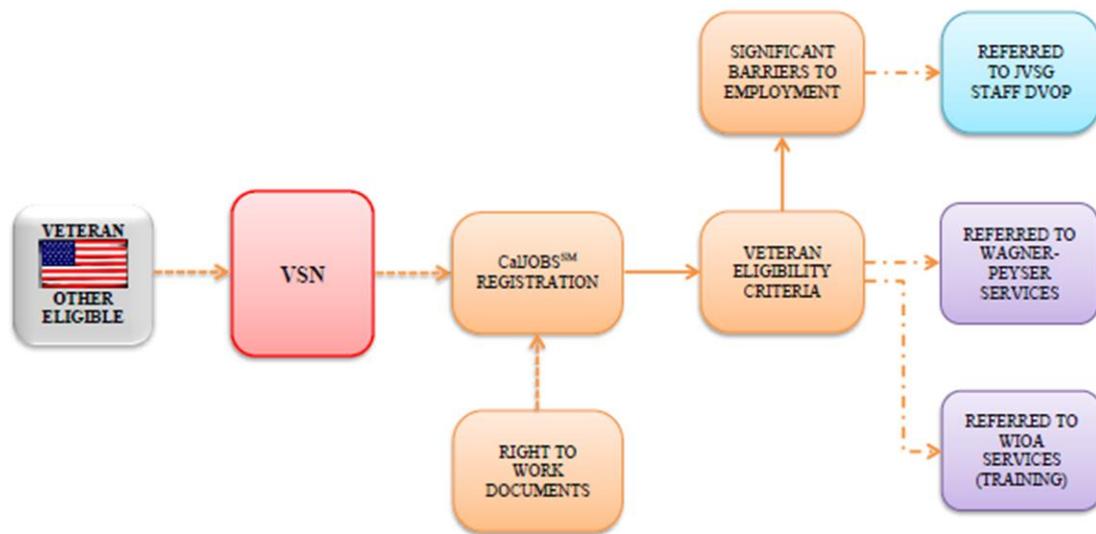
/S/ JOSÉ LUIS MÁRQUEZ, Chief
Central Office Workforce Services Division

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

Workforce Services Division / P.O. Box 826880 / MIC 50 / Sacramento CA 94280-0001

www.edd.ca.gov

Veteran Service Navigator (VSN) Service Delivery Model



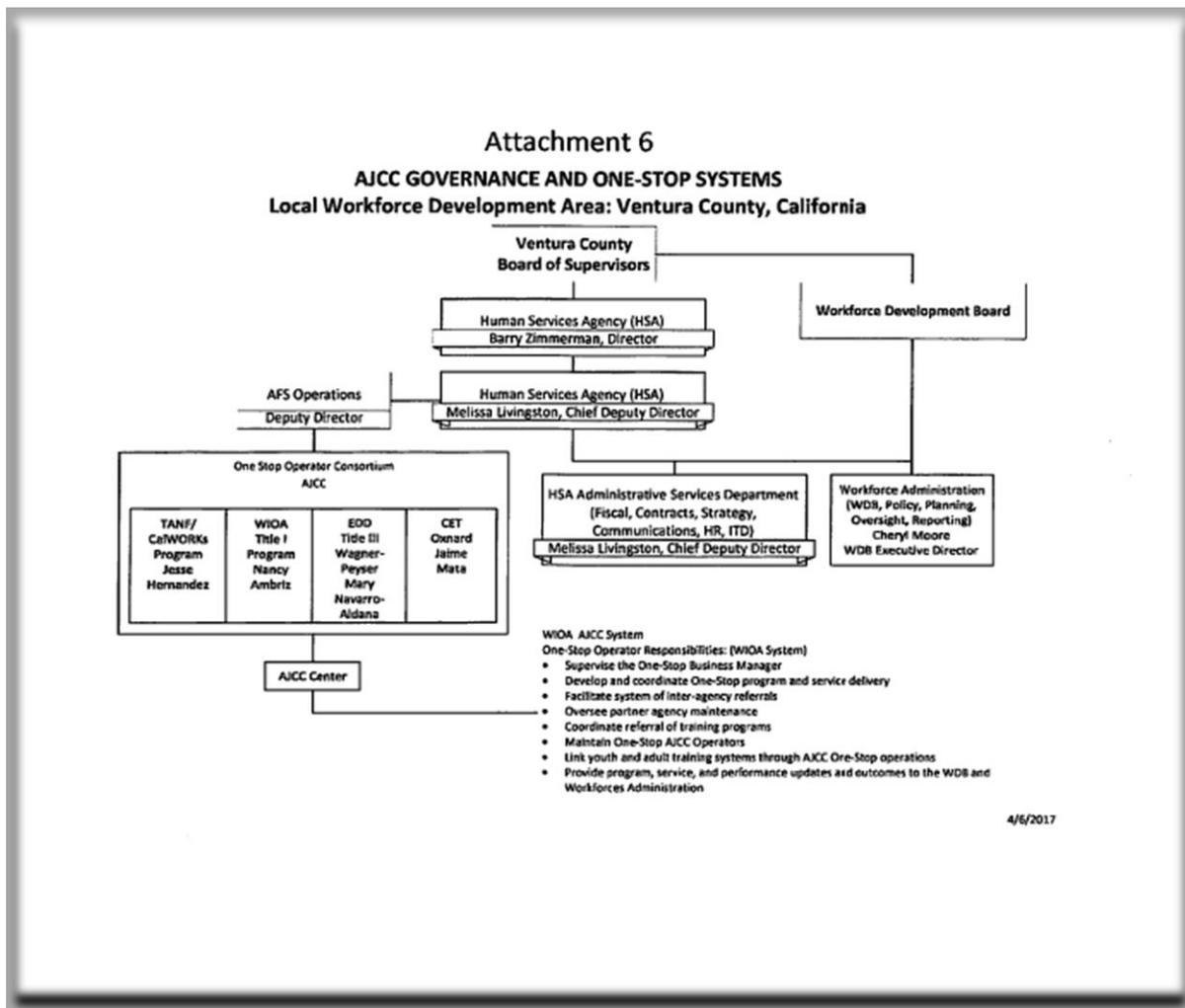
Legend:

-  = Required Interaction
-  = Process
-  = Referral

Hallmark of Excellence #4

(d) The AJCC has clearly identified the roles, responsibilities and authorities of both functional leaders and the supervisors of program partners and the AJCC has an integrated functional chart.

The AJCC leadership organizational strategy is built under a partner consortium consisting of EDD, Workforce Services; Human Services Agency and Center for Employment Training (CET). The Consortium is responsible for review and creating operational procedures, implementation of local policies and providing ongoing support to collocated and non-collocated partners. Supervisors of each individual program(s) are responsible for operating and managing the respective functional areas of each program. Attached is a flowchart providing a general overview.

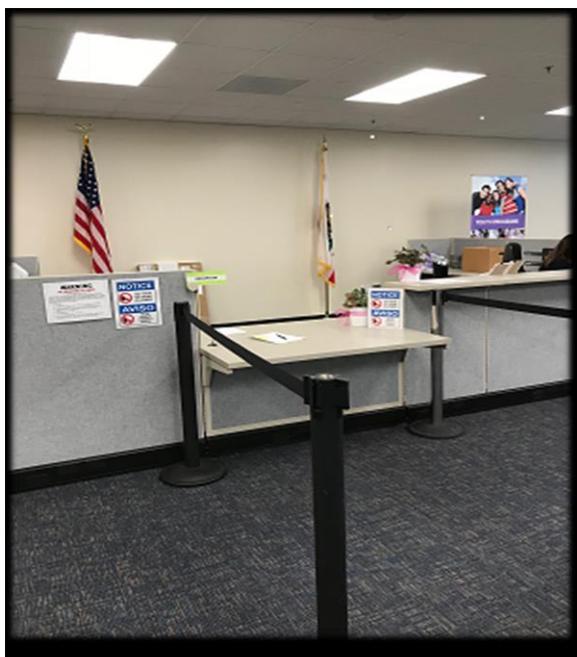


Hallmark of Excellence #4

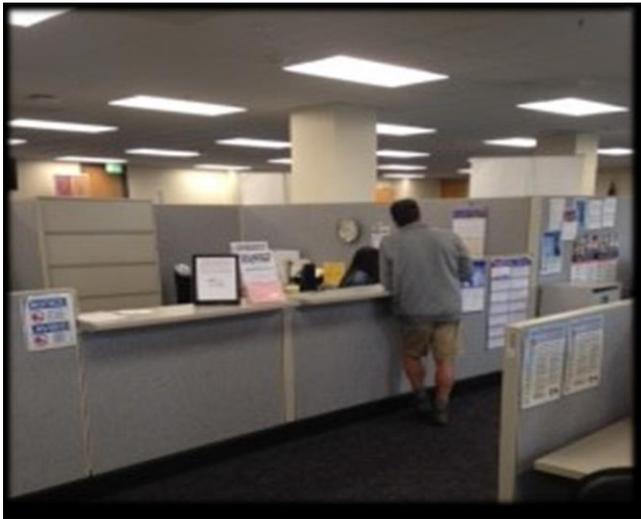
(e) The AJCC has a system in place to promptly greet all AJCC customers, identify the reason for their visit and their needs and connect them to appropriate services as quickly as possible.

All customers entering the AJCC check in at reception and staff directs them to the service they are inquiring about and/or they are provided general program information. If a customer requests access to use a computer or employment assistance, he/she are directed to the resource room. At the Resource Room, staff will also provide guidance and information based on their specific need.

Front Reception



Resource Room Reception



The AJCC reception staff greet customers accessing services at the AJCC and are required to provide customers with guidance/direction on the program service they are requesting. Each customer's visit is tracked in the County's CalWIN system and monthly reports with total customers by service are logged. Below is an example of the reception flowchart designed to instruct staff on the process for directing customers to a variety of services.



Monthly Report reflecting the number of visitors tracked by service.

Date	PARTNERS											CW ES	CW CBS	Total	1 Information category includes questions about UI, SDI and PFL forms, telephone numbers and addresses; how to apply for State and VC benefits; EDD questions re: completing work search page.
	EDD RESEA	EDD PJSA	Resource Ctr	AJCC Info ¹	WIOA	EDD ³	CW CDR	CWBehav Health	AJCC VETS	Meetings& Wrkshops ²	OPEN				
3/1/2018	3	7	3	0	1	3	1	1	0	1	0	10	11	41	
3/2/2018	0	17	3	1	0	0	0	3	0	20	10	16	24	94	
Week Total	3	24	6	1	1	3	1	4	0	21	10	26	35	135	
3/5/2018	10	0	5	0	10	0	1	1	0	9	1	34	27	98	
3/6/2018	12	0	12	0	10	1	1	0	0	2	0	27	16	81	
3/7/2018	10	9	1	0	1	0	2	4	0	1	0	13	13	54	
3/8/2018	0	6	5	0	0	0	0	2	0	2	0	16	10	41	
3/9/2018	1	13	1	0	0	1	0	0	0	16	12	16	12	72	
Week Total	33	28	24	0	21	2	4	7	0	30	13	106	78	346	
3/12/2018	11	0	0	3	4	0	0	2	1	0	0	26	28	75	
3/13/2018														0	
3/14/2018														0	
3/15/2018														0	
3/16/2018														0	
Week Total	11	0	0	3	4	0	0	2	1	0	0	26	28	75	
3/19/2018														0	
3/20/2018														0	
3/21/2018														0	
3/22/2018														0	
3/23/2018														0	
Week Total	0	0	0	0	0	2	0	0	0	0	0	0	0	0	
3/26/2018														0	
3/27/2018														0	
3/28/2018														0	
3/29/2018														0	
3/30/2018														0	
Week Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Month Total	47	52	30	4	26	7	5	13	1	51	23	158	141	556	
ADJUSTED															
NEW TOTAL	47	52	30	4	26	7	5	13	1	51	23	158	141	556	

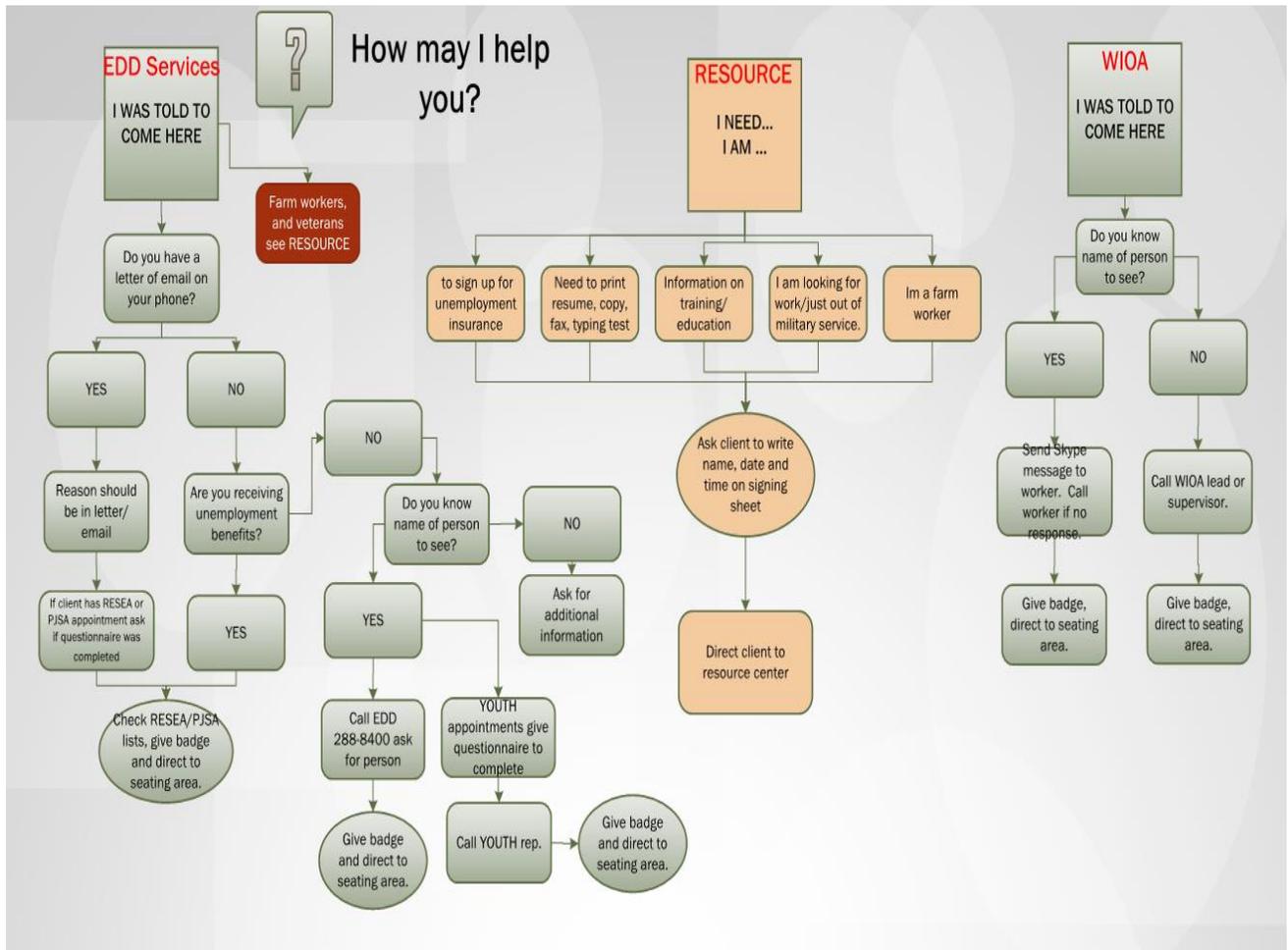
² Meetings & Workshops category includes outside partners, e.g. VCVEC; trainings held @ AJCC; YEOP; Technicas, Resumes, Interviewing workshops; EDD recruitments for area employers. Salvation Army, GoodWill, Ox Adult Ed

³ EDD_DOR_SER

Hallmark of Excellence #4

(f) The AJCC has developed integrated customer flow procedures that respond to customer need and moves customers seamlessly between AJCC entry and service delivery with as few hand-offs as possible.

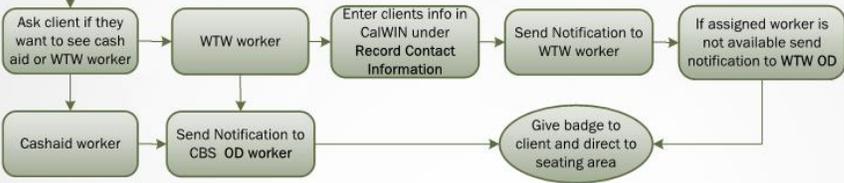
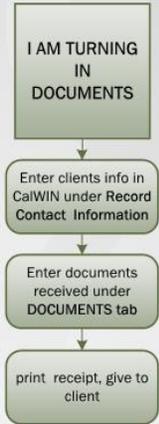
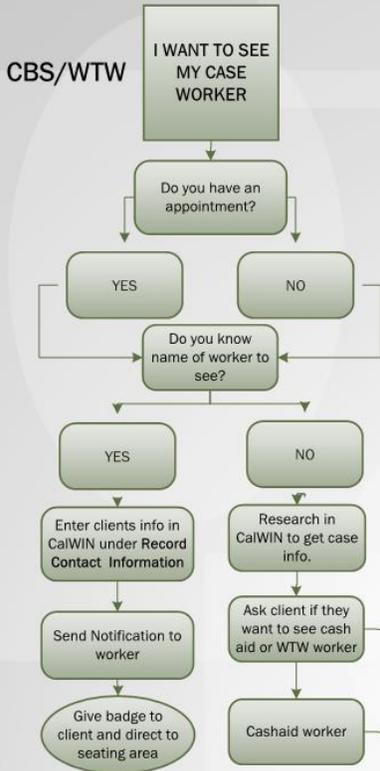
The flow chart depicts the service entry at reception. Customer requests are quickly identified by reception staff and directed to the appropriate service (e.g. Resource Center for Unemployment Insurance, Job search assistance or workshop rooms).





How can I help you?

CBS/WTW



Hallmark of Excellence #4

(g) All AJCC collocated partners have identified the Career Services that are applicable to their program and the AJCC has developed methods to align/integrate the delivery of those services.

All AJCC collocated partners identified their program services as required in the MOU Phase I and the MOU Phase II currently scheduled for renewal by June 30, 2018, also includes this information. See excerpt below of MOU and information associated with integrated delivery of services



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

**Ventura County Local
Workforce Development Plan**

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

FEBRUARY 28, 2017

6. Building Integrated Service Delivery Strategies

Nineteen AJCC partners have agreed, through the Phase I and Phase II MOUs, to integrate service delivery and braid resources to ensure access to a comprehensive menu of services tailored to the individual's needs. Partners will agree to achieve program alignment and assure access to the broad array of services that will facilitate program completion. Partners will strive to work together to coordinate assessment and delivery of services

- **Aligning, Coordinating and integrating programs and services:**

- The Ventura AJCC partners are collaborating to prevent duplication of services, braid resources and develop shared resources to align, frame and guide program coordination to effectively provide services to clients to meet their unique needs.
- The WDBVC Sector Committees share information across agencies and facilitate collaboration to align industry and education to develop career pathway programs that deliver industry-valued credentials aligned with regional workforce needs.

In alignment with the vision and goals outlined in the California Workforce Development Plan, the Regional Plan for Ventura County reflects a serious commitment to supporting state policies and administrative practices across programs, while working to implement local policies and service delivery. Regional sector partners in Ventura County recognize and value the importance of fostering demand-driven skills attainment; enabling upward mobility for all Californians; and aligning, coordinating and integrating workforce development programs for maximum benefit with limited resources.

Roles of Regional Partners

In **alignment** with the vision and goals outlined in the California Workforce Development Plan, the Regional Plan for Ventura County reflects a serious commitment to supporting state policies and administrative practices across programs, while working to implement local policies and service delivery. Regional sector partners in Ventura County recognize and value the importance of fostering demand-driven skills attainment; enabling upward mobility for all Californians; and aligning, coordinating and integrating workforce development programs for maximum benefit with limited resources.

Respected for working in the best interests of the region as a whole, the regional partners in Ventura County have developed an inclusive approach to the development and implementation of regional strategies. Opportunities for collaborative planning and action have engaged a broad range of business, education, labor, economic development, government and community leaders. The regional planning process is designed for flexibility and responsiveness and benefits from a results-oriented combination of committee, sector, cross-sector and work group activities. By providing a neutral forum for the candid exchange of ideas, the WDBVC has helped participants in more than 75 public meetings shape the regional plan between July 2015 and December 2016.

Regional partners in Ventura County are supportive of collaborative action to build regional networks and leverage policies, programs and services. Working to foster a unified community voice, the partners are committed to facilitating strategic connections and practical solutions for workforce issues across traditional private and public sector boundaries.

2G. Regional Assessment

Regional Planning Unit Partner Collaboration to Track Training-Related Employment for Individuals Entering the Labor Market

Identifying ways to track training-related employment is complex and currently under discussion at the regional and state levels. While plans are in development, the Ventura County regional partners will continue to provide and exchange information. The existing labor exchange system, CalJOBS, will be used in the region to track training and employment outcomes for participants in WIOA Title I and Title III activities. This type of tracking, similar to tracking co-enrollments, is dependent on the creation and distribution of an appropriate software system for joint use by the partners. Until then, the partners will need to use their own available systems and engage in discussions about aligning client tracking and reporting systems.

MOU ADDENDUM

ROLES OF PROVIDERS OF CAREER SERVICES AJCC Required Regional Partners Workforce Development Board Of Ventura County

	WIOA Title I: Ad, DW, Youth	WIOA Title II: Adult Education	WIOA Title III (Wagner-Peyser) + WIOA Veterans, TAA, UIC (All EDD)	WIOA Title IV: Vocational Rehabilitation	Carl Perkins CTE	Title V: Older Americans	Migrant Seasonal Farm-workers	Comty Svcs Block Grants	Temp Assist Needy Families	Job Corps
Assess Skills & Needs; Eligibility; Intake; Orientation	X	X	X	X	X	X	X	X	X	X
Assist with Tuition/Fees	X	X	X	X	X	X	X		X	X
Develop Curriculum/Programs	X	X			X		X		X	X
Deliver Training	X	X	X		X		X		X	X
Engage Employers	X	X	X	X	X	X	X		X	
Identify Industry-Recognized Credentials	X	X	X		X		X		X	
Provide Counseling (Academic/Personal/ Career)	X	X	X	X	X		X		X	X
Provide Case Management	X	X	X	X		X	X	X	X	X
Provide Informational Services	X	X	X	X		X	X	X	X	X
Provide Job Placement	X	X	X	X		X	X		X	
Provide Job Search Assistance	X	X	X	X		X	X	X	X	X
Provide Labor Market Information	X	X	X				X		X	
Provide Support Services	X	X	X	X		X	X	X	X	X
Provide Work-Based Learning Opportunities	X	X	X	X		X	X		X	X
Recruit & Make Referrals	X	X	X			X	X		X	X

The AJCC collocated partners provided a cost-sharing agreement as part of the annual MOU Phase II Infrastructure Funding Agreement, renewed on an annual basis. Below is the most current MOU Phase II.

**MEMORANDUM OF UNDERSTANDING, PHASE II
BETWEEN
THE WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY
AND
THE PARTNERS OF THE AMERICAN JOB CENTER OF CALIFORNIA SYSTEM**

I. MOU Background and Purpose

This Memorandum of Understanding, Phase II (“Phase II MOU”) builds upon the foundation established in the Memorandum of Understanding, Phase I (“Phase I MOU,” attached as Addendum A) agreed to by all partners and approved by the Ventura County Board of Supervisors.

III. AJCC System Cost-Sharing

Infrastructure Costs

The AJCC partners required by the Workforce Innovation & Opportunity Act (WIOA) who are physically co-located at the Oxnard AJCC, who occupy space that is dedicated solely to them, and who therefore agree to pay a proportionate share of infrastructure costs during the initial term of this Phase II MOU are:

1. County of Ventura Human Services Agency (HSA): TANF; WIOA Title I; Ex-offender programs and re-entry
2. California Employment Development Department (EDD): WIOA Title III (Wagner-Peyser); Jobs for Veterans State Grants; Trade Adjustment Assistance Act

Addendum C: Phase II MOU – Co-Located Partners’ Sharing of Oxnard AJCC Infrastructure Costs

Only Ventura County’s comprehensive AJCC (i.e., Oxnard AJCC) is the subject of infrastructure cost-sharing during the initial term of this Phase II MOU.

The only AJCC partner required by law who is physically co-located at Ventura County’s affiliate AJCC (i.e., East County AJCC) and who occupies dedicated space is: County of Ventura Human Services Agency (HSA). Therefore, no sharing of infrastructure costs is required for the East County AJCC, and HSA will bear all infrastructure costs for the East County AJCC during the initial term of this Phase II MOU.

Name and Address of Ventura County’s Comprehensive AJCC:

American Job Center of California – Oxnard
2901 N. Ventura Road, Oxnard CA 93036

The AJCC partners required by law who are physically co-located at the Oxnard AJCC, who occupy space that is dedicated solely to them, and who therefore agree to pay a proportionate share of infrastructure costs during the initial term of this MOU are:

1. County of Ventura Human Services Agency (HSA): TANF; WIOA Title I; Ex-offender programs and re-entry
2. California Employment Development Department (EDD): WIOA Title III (Wagner-Peyser); Jobs for Veterans State Grants; Trade Adjustment Assistance Act.

The method for allocating infrastructure costs is based on the percentage of square footage and use at the Oxnard AJCC dedicated to each of the physically co-located partners who occupy dedicated space. Costs shown are on a monthly basis.

Hallmark of Excellence #4

(h) The AJCC has established protocols to co-enroll customers in more than one partner program when there is value to customers and has a strategy for effectively sharing case management when customers are co-enrolled.

This method is explained in the Ventura County Regional and Local Plan and the protocols created to co-enroll customers in more than one program is part of an ongoing case management strategy based per the customer's individual assessment needs and avoid duplication of services accessible from multiple programs. Pending the assessment outcome, case management staff and supervisors work together to develop an employment and training plan that incorporates multiple programs that eliminate duplication of effort/cost, and are most appropriate for the customer. For example, Trade Adjustment Act participants (Dislocated Workers affected by a company closure due to exporting of jobs to other countries), are co-case managed by Title I and TAA to fund various elements of the employment plan. TAA funds training and WIOA Title I will fund OJT or supportive services. The joint case management is done through CalJOBS.



**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

2G. Regional Assessment

Regional Planning Unit Partner Collaboration to Track Training-Related Employment for Individuals Entering the Labor Market

Identifying ways to track training-related employment is complex and currently under discussion at the regional and state levels. While plans are in development, the Ventura County regional partners will continue to provide and exchange information. The existing labor exchange system, CalJOBS, will be used in the region to track training and employment outcomes for participants in WIOA Title I and Title III activities. This type of tracking, similar to tracking co-enrollments, is dependent on the creation and distribution of an appropriate software system for joint use by the partners. Until then, the partners will need to use their own available systems and engage in discussions about aligning client tracking and reporting systems.

The screenshot shows the CalJOBS website homepage. At the top left is the logo for CA.GOV CalJOBS SM. To the right of the logo are links for "En Español", "Register New User", and "Forgot Password?". Below these are input fields for "Username" and "Password", and a "Sign In" button. A central banner features a photo of hands typing on a keyboard with the text "UI Online SM It's here!" and a call to action: "A fast, convenient, and secure way to access claim information, certify for benefits, and manage claims. LEARN MORE >". Below the banner are navigation buttons: "Find a Job", "Find a Candidate", "Find an Office", "More Career Services", and "More Employer Services". A "Job Search" section includes a search bar with "Search for jobs in your area." and input fields for "Enter Keyword", "Enter City", "Enter ZIP Code", a "10 miles" dropdown, and a "Search" button. At the bottom, there is a "Useful Links" section with links to "CalJOBS Mobile App Available", "Access California's Only ETPL and Apprenticeship Providers", "Find Jobs Fairs And Workshops in Your Area", and "Need Assistance With Your CalJOBS Account?".



**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

6. Building Integrated Service Delivery Strategies

Nineteen AJCC partners have agreed, through the Phase I and Phase II MOUs, to integrate service delivery and braid resources to ensure access to a comprehensive menu of services tailored to the individual's needs. Partners will agree to achieve program alignment and assure access to the broad array of services that will facilitate program completion. Partners will strive to work together to coordinate assessment and delivery of services