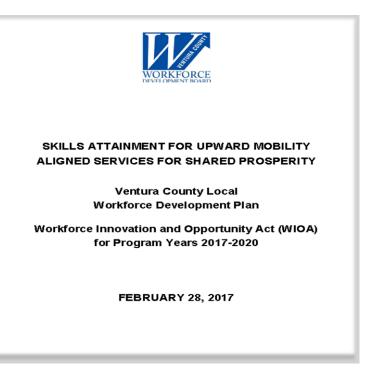
Hallmark of Excellence #5

(a)The AJCC is an on-ramp for skill development and the attainment of industryrecognized credentials which meet the needs of targeted regional sectors and pathways.

The WDB plan outlines the regional strategy to meet the needs of our local workforce demand. In addition, through the AJCC service delivery system, customers access a variety of resources and services designed to engage and offer access to career and employment information. This Basic Career Services to assess customer's training and program options; Online Labor Market Information through CalJOBs; Title I On-the-Job Training program; Individual Training Accounts to customers for training for high demand industry sectors as identified by the WDB (e.g. manufacturing, healthcare and business services); access to Trade Adjustment Act services (TAA). The following information provide examples of AJCC services designed to engage and address the needs of industry sectors and skill development resources.

All AJCC participate in various AJCC events that promote staff collaboration and employment activities. This includes participation in AJCC events including Career & Resource Fairs designed to promote individual partner and AJCC services, Joint Supervisor meetings; AJCC bi-monthly partners - "Partner Spotlight," presentations and outreach/employer engagement events at the AJCC.



SECTION 3 LOCAL PLAN

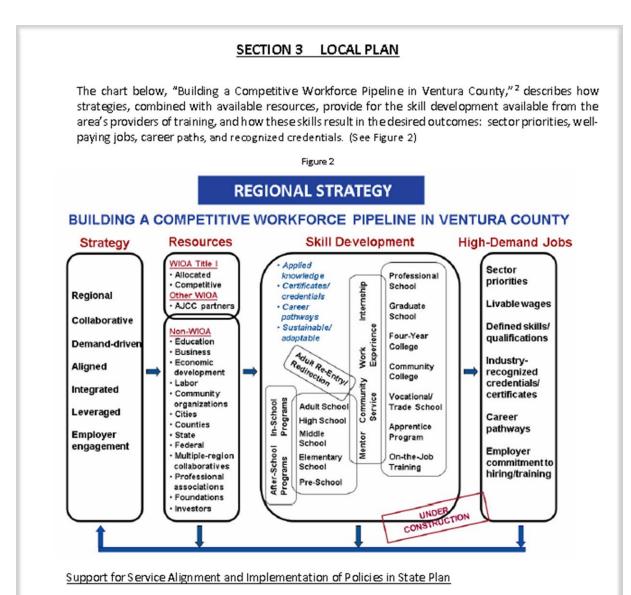
3A-B. Comprehensive Statement of Vision, Goals, and Strategy of Local Board and Partners

I. Local Strategic Vision to Support Regional Economic Growth and Economic Self-Sufficiency

The Workforce Development Board of Ventura County (WDBVC) is committed to supporting a highquality, appropriately-skilled workforce that is ready and able to support the changing business needs of local employers in a dynamic, competitive, global economic environment. The Local Board workforce strategy includes ongoing skills attainment that is supportive of regional growth, industry sectors and enabled by a braided, leveraged workforce system that addresses business- driven demands and worker needs for well-paid, steady employment.

In support of regional economic growth and economic self-sufficiency, the Local Board has entered into agreements with mandated and voluntary partners and stakeholders to ensure implementation of an integrated, job driven service delivery system that provides job seekers, (specifically individuals with barriers to employment) with the skills and credentials necessary to secure and advance in career pathways and enable employers to identify and hire skilled workers and grow their businesses.

The Local Board, working in alignment with the California State Plan, is committed to the achievement of three policy objectives: (1) fostering demand-driven skills attainment; (2) enabling upward mobility for the Ventura County workforce; and (3) aligning, coordinating, and integrating programs and services to economize limited resources. These policy objectives will be achieved through the implementation of the seven local workforce strategies outlined in the state plan.



The WDBVC plan is formulated to achieve three policy objectives: Fostering "demand-driven skills attainment"; enabling upward mobility for Ventura County's workforce; and aligning, coordinating, and integrating programs and services to economize limited resources. These policy objectives will be achieved by the implementation of seven local workforce strategies that operate, or will operate, as the mechanism for implementing regional coordination to support service alignment and policy implementation.



		APRIL	2018			
MONDAY	TUESDAY	WEDN	ESDAY	THURSDAY	FRIDAY	
2	3		4	5		
				/	Resumés that Sell OAJC 8 – 12	
					Tecnicas para la búsqueda de trabajo OAJC 1 – 5	
9	10		11	12	1	
	Veterans' Orientation OA/C 8 – 12				Winning Interviews OAJC 8 – 12	
					Power of CaljOBS OAJC 1 – 5	
16	17		18	19	2	
					Resumés that Sell OAJC 8 – 12	
					Tecnicas para la búsqueda de trabajo OAJC 1 – 5	
23	24		25	26	2	
	Power of CaljOBS ECAJC I – 4				Job Search / Social Media OAJC 8 - 12	
					El poder de CaljOBS OAJC I – 5	
30						
FREE! Car	reer Shops are o	ffered	at no cos	st to Job Seek	ers. FREE! —	
CATION GUID	E					
	a's Job Center – East C	ounty	OAJ	C – America's Job Ce		
2900 N. Madera Road, Simi Valley			2901 N. Ventura Road, Oxnard			
((805) 955-2282			(805) 204-517	71	
Career Sho	ps are sponsored by the Human Ser Equal Opportunity Employer	vices Agency, ED Program/Service	- TDD/TTY locu	ices, and the Workforce Develo inies call 1 (900) 735-2922	pment Board	
	Auxiliary aids and service	is are available up	oon request to indiv	iduals with disabilities		
	ww	w.caljo	bs.ca.g	ov		
and the second s			tmployme	nt		



County of Ventura Human Services Agency

Barry L. Zimmerman Director

America's Job Center of California AJCC Joint Supervisor Meeting March 12, 2018 3:00 – 4:30 p.m.

<u>Agenda</u>

Agenda Review

Review Action Items

Safety Committee Updates

Events Committee - No Updates

AJCC Hallmarks Evaluation

Detailed Activity Report - OneNote

Resource Center Calendar - OneNote

Training Updates

VOS Greeter

Frequency of Sup Meetings - Quarterly and more as needed

AJCC Video - WIP

All AJCC Staff Meeting - Monday April 2, 3:00-5:00.

Next Meeting: Monday, July 9, 2018, 3:00-4:30 p.m.; Timber Room



America*s**Job**Center of California[™]



The Workforce Development Board funds employment and business services in Ventura County.



Fillmore Fillmore Community Service Center 828 Ventura Street, #200

Moorpark Moorpark Community Service Center (Ruben Castro Human Services Center) 612B Spring Road, #301

Oxnard America's Job Center of California – Oxnard 2901 N. Ventura Road, 3rd Floor

Santa Paula Santa Clara Valley Community Service Center 725 E. Main Street, #101

Simi Valley America's Job Center of California – East County 2900 N. Madera Road, #100

Thousand Oaks Thousand Oaks Community Service Center 80 E. Hillcrest Drive, #200

Ventura Ventura Community Service Center 4651 Telephone Road, #200

Employment Services (800) 500-7705 www.caljobs.ca.gov

Employer Services hsa-employment-srvcs-info@ ventura.org

Explore your Employment & Training Options

Workforce Innovation & Opportunity Act Programs Can Help

Professional, trained employment services staff at the America's Job Center of California (AJCC) will guide you through your participation in Workforce Innovation & Opportunities Act (WIOA) services. These services include:

AJCC Employment Services Orientation

- Employment Services Program Services
- Employment and Training Planning

Orientation Sessions:

Orientation sessions provide a complete overview of Workforce Programs. The following schedules are subject to change and require pre-registration in CalJOBS (www.caljobs.ca.gov).

 America's Job Center 	of California – Oxnard
Mondays	English 8:30 – 10 a.m.
	Spanish 10:30 a.m. – 12 noon

America's Job Center of California – East County

Tuesdays English 9 - 10:30 a.m. Spanish as needed

Eligibility

Must be at least 18 years of age, with proof of a legal right to work in the U.S. More information on eligibility for specific programs and services is provided at the orientation session. Registration in CalJOBS is required (www.caljobs.ca.gov).

Equal Opportunity Employer

Program Auxiliary aids and services are available upon request to individuals with disabilities. TDD/TTY inquiries, call 1 (800) 735-2922





01/2017

Benefits for Job Seekers

Accessible

Online access to employment services 24 hours a day, 7 days a week, from any location with Internet access. Equal access for monolingual Spanish speakers, as well as customers who are visually impaired.

Wide Variety of Job Openings Job postings ranging from the entry level to the executive level can be found online.

Virtual Recruiter (V.R.)

Create automatic job alerts that match your skills, values, and interests. CalJOBS™ can conduct your job search for you and notify you of any job matches by email.

Labor Market Data

User-friendly options are available to access the local labor market information such as salaries and economic data.

Save Time and Money The system has the ability to track and manage all your job search activity. There is no fee to use CalJOBS™.

Résumé Preparation

Create or format a résumé that reflects your skills and experience. Your résumé can be viewed online by employers or printed.

Other Benefits

Comprehensive information on education, training programs, and financial aid.

Registration

Visit www.caljobs.ca.gov to complete the online application and create your own login information to begin looking through thousands of job openings statewide.

If you do not have Internet access, visit the nearest America's Job Center of California[™] where computers are available for your use.

To find a job center near you, call the America's Service Locator toll-free at 1-877-US2-JOBS (1-877-872-5627), or TTY at 1-877-889-5627.

After you register in CalJOBS™, you can look for jobs while on the go with the CalJOBS[™] mobile app available on the App Store and Google Play.



STATE OF CALIFORNIA

LABOR WORKFORCE AND DEVELOPMENT AGENCY

EMPLOYMENT DEVELOPMENT DEPARTMENT

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 916-654-7799 (voice). TTY users, please call the California Relay Services at 711.

DE 2456 Rev. 12 (3-16) (INTERNET) Page 1 of 2 CU/MACS





California's success begins with you.

The jobs are out there, let's find yours.





Barry L. Zimmerman Director

America's Job Center *of California* Location: Ventura College April 11, 2017 3:00-5:00 PM

Agenda

Agenda Review

Introductions

Partner - "Spotlight" - Ventura College Career Technical Education

MOU Phase II

Partner Matrix Information

Meeting Date:

Upcoming AJCC Events:

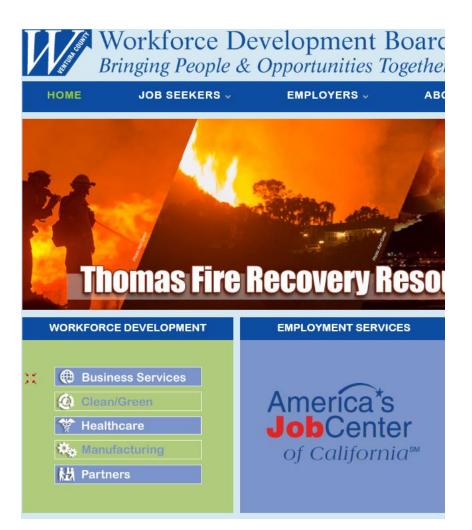
- Feria Campesina August
- WIOA System Training- Pending
- o Resource & Career Opportunity Fair (AJCC Consortium and Probation)
- o Employer Forum (Recognition to employers who support our training)

Next Meeting Location: TBD

Hallmark of Excellence #5

(b) All AJCC staff knows the regional target sectors, can identify regional sector career pathways, and can understand what those mean in terms of providing services to customers.

Staff training for increasing All AJCC staff knowledge of sector and regional career pathways in Ventura County is part of an ongoing effort to expand to all AJCC staff. For AJCC staff immersed in activities focused on training and business services engagement, the understanding of sector strategies is well understood. Likewise, the AJCC staff and partners dedicated to employer outreach/engagement services, are more frequently exposed to this information because they are actively participating in WDB sector Committees (e.g., manufacturing, healthcare, clean/green) and similar types of employer events.



Business Services

This new committee will focus on regional employer needs in occupations relating to:

- · Education and Training
- · Entertainment, Arts, Media, Publishing, and Printing
- · Financial, Real Estate and Insurance Services
- · Government and Public Administration
- · Household Goods and Services
- · Information and Communication Technologies
- · Personal Services: Non-Medical
- Professional, Scientific and Technical Services
- Retail



Clean/Green

Engage employers as partners in a collaborative initiative. Identify clean/green-related jobs in Ventura County that will be in high demand with employers, offer a living wage, and provide career path opportunities through 2020 and beyond. Outline a plan for clean/green employers and providers of education/training to collaborate in the development of a ready, reliable, local talent pool. Identify an initial focus that is strategic, business demand-driven, and achievable.

Goal: The Clean/Green Committee will develop a pipeline of skilled workers in clean/green occupations to address the workforce needs of employers, working in collaboration with business, economic development, education, labor, government, and community-based organizations. Focus areas:

- · Recycling/Reuse
- · Energy Efficiency
- Natural and sustainable product manufacturing
- · Renewable energy
- Water conservation
- Infrastructure
- Services

Sample Accomplishments

- Green Business Practices: Formed an Employer Awareness Workgroup to develop a green practices message that would raise
 awareness in the region.
- Water/Wastewater Jobs: Collaborated with the community colleges on a survey to identify the water/wastewater training and job
 opportunities in the region.
- Labor Apprenticeships: Coordinated with LiUNA to make apprenticeship training accessible through our WIOA Eligible Training Provider List (ETPL).
- Education/Training Inventory: Developed a draft inventory of the clean/green-related education and training programs available through the community colleges, adult schools and labor unions in Ventura County.

Additional Clean/Green Resources:

- Clean/Green Readiness Essential Skills Categories
- Clean/Green Readiness Hospitality Skills Categories
- Clean/Green Readiness Infrastructure Skills Categories
- Ventura County Clean/Green Occupational Employment Data Growth Projections



Healthcare

The Healthcare Committee develops plans to align allied health business leaders for development of a collaborative workforce pipeline and a ready, reliable, local talent pool. Work includes identification/commitment of WIOA and non-WIOA resources to help close pipeline gaps. Key partners for this committee are hospital and health care system representatives, community colleges, universities, K-adult education, and labor representatives.

Goal: The Healthcare Committee will strive to create a diverse pipeline of workers to fill healthcare positions in Ventura County and will work to bring together partners in business, economic development, education, labor, government, and community-based organizations to address workforce shortages in healthcare.



Sample Accomplishments

- Clinical Lab Scientist: Completed and received approval for the CLA Field Experience Program Combined State application. Four
 hospitals collaborated with CSUCI to create a local program to meet workforce needs.
- Care Coordinator Certification: Actively participated in a California WDB-funded, two-region project with six Los Angeles workforce boards to develop a certification program for care coordinators in response to healthcare employer needs.
- A.S.N. to B.S.N. Transition: Continued to monitor and explore the Associate Degree Nursing to Bachelor of Science Nursing transition needs and challenges in the region.

Additional Healthcare Resources:

- Biomedical Device Certificate Information
- Biopharmaceuticals and Medical Devices in Southern California
- Healthcare Work Readiness Skills Categories
- Ventura County Healthcare Occupational Employment Data Growth Projections

Manufacturing

The initial focus of this committee is on the engagement of manufacturing employers for the development of a work-ready talent pool in Ventura County. Key partners for this committee are representatives from small/midsize/ large businesses, community colleges, universities, K-adult education, labor representatives, and community service groups.

Goal: Champion the creation, support, and training of a diverse pipeline of skilled workers to fill in-demand manufacturing positions in Ventura County. Align educational skills development with hiring trends and emerging technologies. Foster an environment that will engage and bring together Ventura County partners to advocate manufacturing workforce needs and support a robust manufacturing sector.



Sample Accomplishments

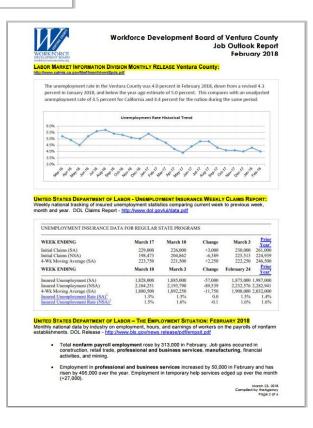
- Manufacturing Career Ladders: Provided employer feedback on the initial VC Innovates draft of the Manufacturing and Engineering Career Pathways Career Ladder Chart. Suggestions related to production, maintenance and facilities, engineering, quality assurance, regulatory affairs, and supply chain positions.
- Manufacturing Curriculum Development: Provided the WDB Manufacturing Readiness Skills list and manufacturing employer feedback to help support the development of a Ventura College curriculum of eight manufacturing-related courses.
- Manufacturing Network Development: Created a quarterly networking event to help engage businesses in MRVC and workforce development. For Manufacturing Day 2015, opened manufacturing doors to more than 300 students.

Additional Manufacturing Resources:

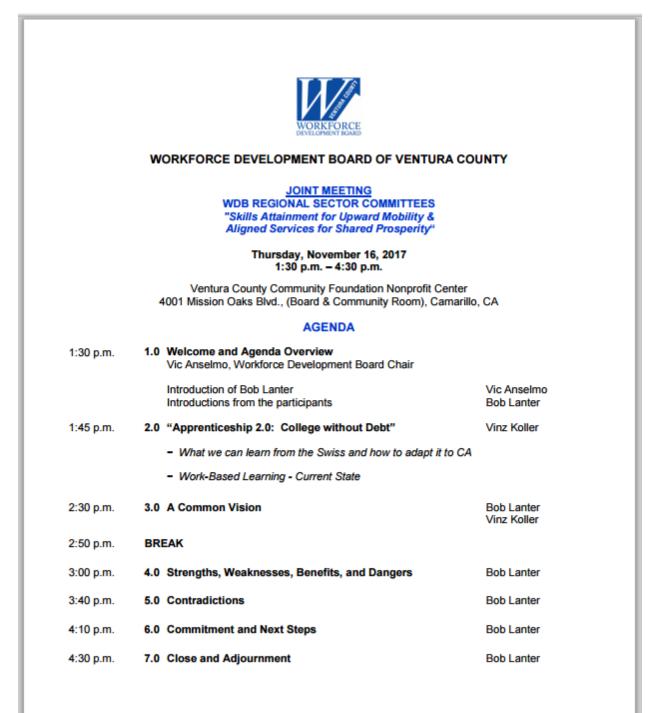
- · Manufacturing Institute
- Manufacturing Readiness Skill Categories
- Ventura County Manufacturing Occupational Employment Data Growth Projections
- Biomedical Device Manufacturing Certificate in Ventura County
- · Biopharmaceuticals and Medical Devices in Southern California

Workforce Development Board of Ventura County Job Outlook Report February 2018 ATE OF CALIF ORNIA EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD) LABO vide Labor Market Review http://www.labormarketinfo.edd.ca.gov/ CA NSA = 4.2% US NSA = 4.5% a Labor Market Indic mary, 2018 Feb 4,4% 18,385,100 18,536,700 852,300 17,851,800 4.3% 4.3% 19,383,000 18,549,500 843,400 17,065,800 Change Coldword < 3917 Age 22 24 Age 23 24 Age 23 24 Age 23 24 Age 62 Hourly Earnings Average Weekly Hours Worked inter-in 25.4 2006 2008 1.000 Month-over Job Gains: Six of California's eleven industry sectors added a total of 23,500 jobs in February. Professional and business services posted the targest increase with a gain of 8,300 jobs, followed by construction up 6,500 and manufacturing up 3,500. Other industry sectors adding jobs over the month ven educational and health services (2,800), leisure & hospitality (2,000), and financial activities (100). d by Month-over Job Losses: Five industry sectors reported job declines over the month, down a total of 9.500 jobs Trade, transportation & utilities posted the largest decrease over the month, down 3,100 jobs, followed by other services, down 2,800, government, down 2,500 information, down 1,000 and mining and logging, down 100 jobs services, otomic 2:00, government, obmic 2:00 entimination, otomic 1:00 and naming an obgang, otomic 1:00 and (Para-over Job Gamiss: In a year-over-year comparison (February 2017) 6 roferuary 2018), onder 1:00 per employment in California increased by 333.000 jobs (a 2.3 percent increase). Ten of California's eleven indust sectors adde at olated 1:355,700 jobs vert he year. The largest job gains were in educational and health services, up 22.100 jobs (a 3.5 percent increase), construction, up 74,000 jobs (a 9.5 percent increase), professional and business services, up 61:300 (a 2.4 percent increase), business devices and the part in the sectors added at obtainess are vices, and health the services, and heaptailly, trade, transportation and utilities, government, manufacturing, financial activities, other services, and heaptailly, trade, transportation and utilities, government, manufacturing, financial activities, other services, and heaptailly, trade to the jobs of the services added and the largest of the services and heaptailly. dustry Year-over Job Losses: Only one industry sector posted job declines over the year, information, down a total of 2,100 jobs. March 23, 2018 Compiled by the Agency Page 1 of 6

Excerpt of WDB Job Outlook Report – February 2018

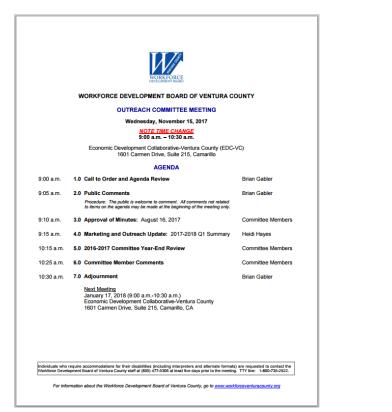


AJCC Staff – Nancy Ambriz and Christy Norton attend this WDB Regional Sector Meeting.



Individuals who require accommodations for their disabilities (including interpreters and alternate formats) are requested to contact the Workforce Development Board of Ventura County staff at (805) 477-5306 at least five days prior to the meeting. TTY line: 1-800-735-2922.

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



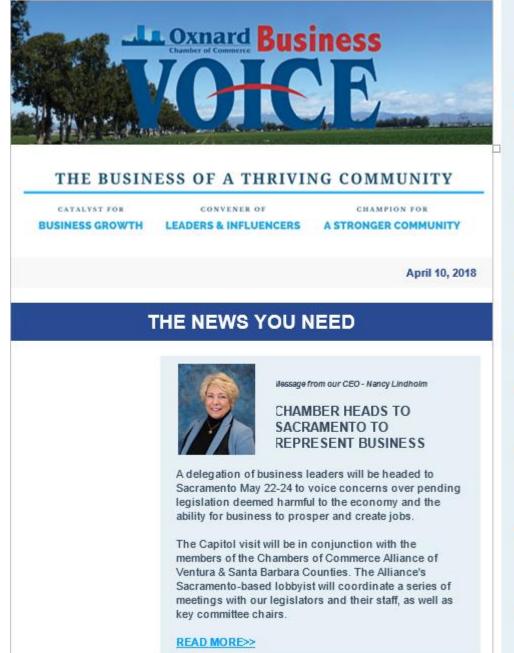
AJCC Staff - Fred Garcia attends Outreach Committee meetings



Staff attend Employer Advisory Council Meetings

8	
	WESTERN VENTURA COUNTY FAC
	WESTERN VENTURA COUNTY EAC
	Reducing Legal Risks For Employment Law Decisions
	April 11, 2018
	Ву
	Richard J. Simmons Attorney and Partner Sheppard, Mullin, Richter & Hampton (213) 617-5518
1.	Introduction and Overview of Topic
2.	The Constantly-Evolving Legal Environment In Which HR Professionals Operate
3.	Cutting Edge Developments on the Legislative, Regulatory and Judicial Fronts
4.	The Need To Track Federal, State and Local Law Developments
5.	California has enacted numerous bills that include controversial sanctuary state, ban-the-box, salary history, sexual harassment, employment discrimination, and LOA rules, among many others
6.	The Legislature has been relentless in devising new and creative ways to regulate California businesses
7.	At the same time the courts are construing the laws to formulate additional traps for the unprepared
8.	The California Supreme Court has issued six wage-hour decisions in the past 24 months alone
9.	Just two examples of cases decided in the last 60 days highlight what HR professionals must contend with
10.	The California Supreme Court issued a decision on March 5 th in <u>Alvarado v. Dart</u> <u>Container</u> regarding flat sum bonuses, overtime and the regular rate of pay
	(a) This striking decision was unanticipated and was made retroactive
	(b) It can be expected to set off a wave of new class action lawsuits
:3MRH-48393	-1-
	-

Staff also attend City of Oxnard Chamber of Commerce Meetings





APRIL 11 9:00AM-10:00AM Oxnard Young Professionals Committee

APRIL 12 8:00AM-9:00AM Military Appreciation Committee Meeting

APRIL 18 3:00PM Executive Committee

APRIL 18 5:00PM - 6:30PM Happy Hour 1.5

APRIL 26 NOON - 1:30PM Board of Directors Meeting

APRIL 27 8:15AM-9:15AM Oxnard Young Professionals Breakfast

APRIL 27 11:30AM-1:30PM 88th Annual Community & Business Awards

MAY 9 9:00AM-10:00AM Oxnard Young Professionals Committee

Hallmark of Excellence #5

(c) The AJCC has skill development and training opportunities for customers at all skill and experience levels. The Ventura County Regional and Local Plan states explains how the AJCC offers On the Job Training, Vocational training, case management, post-employment follow up Ex offender programs and career workshops,. The excerpt also explains how the various partners continue to address the needs of clients by testing and referring.

The training services available at the AJCC are designed to a broad audience and to address the needs of at-risk populations. For instance, we provide access to training services for customers with disabilities through Department of Rehabilitation, TANF/CalWORKs participants, Youth and Re-entry training for youth and adults.



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

Workforce Development Activities, Including Education/Training; Strength/Weaknesses; Capacity to Provide to Address Workforce Needs (Including Barriers to Employment and Employers' Needs).

The region is uniquely well positioned to supply education and training to fill workforce needs. Apart from the three community colleges of the Ventura Community College District (Ventura, Oxnard and Moorpark), all of which have extensive career technical education curricula, there are eight adult schools, two of which are re-establishing programs for clients who are limited-English proficient. By supplying supportive counseling, these schools have been especially successful in transitioning students to college and careers. Ventura Adult and Continuing Education, for example, accredited by the Council on Occupational Education, has job placement rates well over 70% because they have hired two career placement staff who work closely with students. Simi Institute for Careers and Education (formerly the Simi Valley Adult School) followed suit with two such hires. It is essential that the three community colleges, with the aid of a recent infusion of funds, increase their own staffing for this purpose.

ITAs for adult, dislocated worker and older youth are specifically sanctioned by the LWDA's Policy #2015-15, which outlines how programs for occupational skills training can be accessed through the ETPL. The procedures for executing these ITAs, as well as the formal individual contracts for them, are the work of

> Ventura County Regional Workforce Development Plan: Program Years 2017-2020 11

SECTION 2 REGIONAL PLAN

either the sub-recipient for Adult and Dislocated Worker services or of external contracted providers of Youth services. In either case, the Policy states the responsibilities of the Local Board's administrative staff, of the service provider, the client and the vendor. The vendor invoices the LWDA fiscal agent for the costs of the training.

OJTs and customized training for adult, dislocated worker and older youth are sanctioned by WDBVC Policy #2015-17, which outlines how a "learn and earn" program is provided by an employer to a WIOAenrolled employee or group. In this policy, OJTs are arranged by a contract with an employer for an individual who needs remedial occupation skills training. The policy defines customized training (CT) for groups of individuals (incumbent workers) who need the same training from one provider, and this training is arranged by contract as needed. Contracts for OJT and CT are basically the same in structure: they are made with the vendor rather than with the enrolled client; and the training is described in detail. An example is an incumbent worker/CT training program with local veterinarians to meet a large demand for registered technicians. OJTs have been highly successful for over 20 years and have resulted in long-term placement outcomes and, in many cases, industry-recognized credentials. WDBVC has a history of providing OJT placement to individuals with barriers to employment. We will continue to strengthen policies for credential attainment in the OJT program.

Because no single agency has the resources or expertise to address the wide array of workforce needs, effective public and private sector partnerships are essential. The 19 partners of the AJCC, which include the Department of Rehabilitation, and in addition three independent contractor/providers of youth services, continue, by testing and referral, to address the needs of clients with barriers to employment. Aided by grants from the California Department of Education, the local schools have launched a multi-year effort to define career pathways and to coordinate these pathways with the offerings of the community colleges.

Typical workforce development activities provided by the local partners: employability workshops and placements, individual development, transportation assistance, substance abuse intervention, case management/support services, post-employment follow up, targeted homeless assistance and on-thejob training. A recent partnership with the County of Ventura Probation Department resulted in the successful implementation of the "Criminal Justice Realignment" program, which uses employment programs to help people get back on their feet when leaving jail.



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

SECTION 3 LOCAL PLAN

3A-B. Comprehensive Statement of Vision, Goals, and Strategy of Local Board and Partners

I. Local Strategic Vision to Support Regional Economic Growth and Economic Self-Sufficiency

The Workforce Development Board of Ventura County (WDBVC) is committed to supporting a highquality, appropriately-skilled workforce that is ready and able to support the changing business needs of local employers in a dynamic, competitive, global economic environment. The Local Board workforce strategy includes ongoing skills attainment that is supportive of regional growth, industry sectors and enabled by a braided, leveraged workforce system that addresses business- driven demands and worker needs for well-paid, steady employment.

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The Local Board, working in alignment with the California State Plan, is committed to the achievement of three policy objectives: (1) fostering demand-driven skills attainment; (2) enabling upward mobility for the Ventura County workforce; and (3) aligning, coordinating, and integrating programs and services to economize limited resources. These policy objectives will be achieved through the implementation of the seven local workforce strategies outlined in the state plan.





"EXPERIENCE UNLIMITED" JOB SEARCH ASSOCIATIONS

EU Activities

Many career professionals who have unexpectedly found themselves out of work are now working together, helping each other find new employment opportunities through job search programs sponsored by the California Employment Development Department (EDD). Provided at no fee to either job seekers or employers, these services are offered in selected locations throughout the state by EDD's Experience Unlimited (EU) program.

The EU networking concept started in Berkeley in 1959 and expanded quickly throughout the state. Given the changes in the demographics of the labor force over the past 50 years and the impact of technology on business operations, networking is still considered one of the best ways to find employment. The EU members come from a wide range of professional, technical, and managerial fields to participate in the EU program to update their employment search skills to compete in today's labor market. Members work together to share job leads, job-seeking knowledge, and experiences. For employers, the EU is a resource for highly skilled, professional, technical, and managerial job candidates.

EU Membership

Most EU members are mid to upper-level executives who have lost their jobs due to downsizing, mergers, acquisitions, or leveraged buy-outs. They have expertise in administration, management, finance, personnel, education, engineering, marketing, accounting, computer technology, and various scientific fields. Since the EU members have gained extensive experience from their previous occupations and often possess advanced degrees, their collective knowledge is an invaluable resource for re-entering the labor market. The EU participation is self-directed. Members engage in job seeking activities under the general guidance of an EDD facilitator and actively seek job openings and interviews. During the search for work, they share professional insights based on their past experiences and provide advice and encouragement to one another. All members attend an orientation followed by a variety of workshops on topics such as job search training, résumé writing, and interview techniques. They must volunteer their time and services to maintain program operations and attend weekly meetings that include active networking.

Increased Job Prospects

The EU members have access to thousands of job openings through CalJOBS^M, EDD's Internet-based labor exchange system. Employers also may view the EU member résumés in CalJOBS^M. This augments the prospects for interviews that members develop on their own.

EU Locations

The EDD's Workforce Services offices provide space, equipment, and a staff specialist for each EU chapter. Currently, the EDD has the EU programs in: Anaheim, Canoga Park, Contra Costa, Corona, Fremont, Fresno, Irvine, Lancaster, Manteca, Murrieta, Pasadena, San Francisco, San Rafael, Santa Barbara, Santa Cruz/ Capitola, Santa Maria, Simi Valley, Sunnyvale, Torrance, and West Covina.

For more information, please contact your nearest EDD Workforce Services office, listed under "Employment Development Department" in the State Covernment section of your telephone directory. For additional information on other EDD programs and services, visit EDD's Internet site at www.edd.ca.gov.

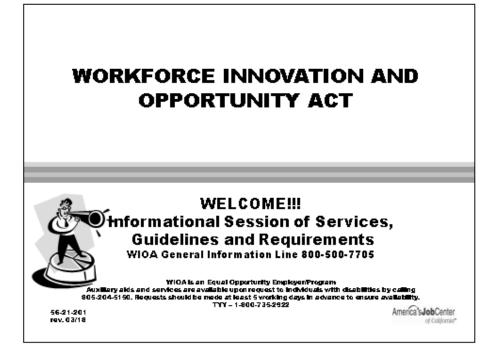
The EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

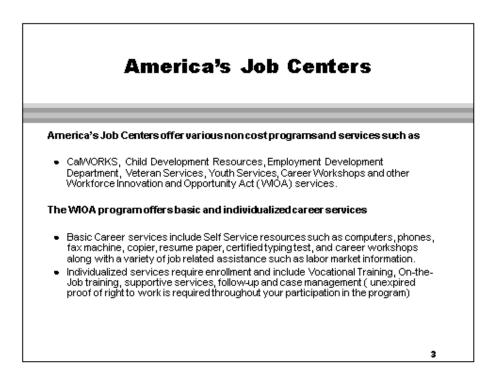
P.O. Box 82 6880 + Sacramento CA 942 80-0001

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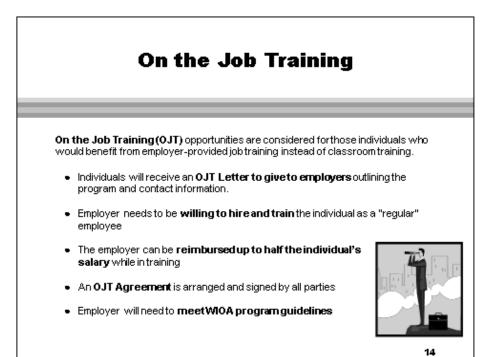
Overview of WIOA Individualized Services

These are individualized services provided by WIOA :

- Vocational Training
- On-The-Job-Training
- CareerWorkshops
- NetworkingClub
- Re-Employment/Follow-up Services
 For 12 monthsfor individuals
 who exit with employment

Vacational Training Vocational training is considered for those individuals who: • Can demonstrate a local labor market for your Job or Career Goal and • Do not have marketable skills to obtain employment in the local labor market or • Demonstrate the need to upgrade skills to obtain employment or • Can demonstrate a lack of labor market for current job or skill set • Can demonstrate a lack of labor market for current job or skill set • Have the skills, background, or work experience that matches the training and market • Have the financial resources to support themselves while in training • Quality to obtain required licensing or certification • Are available to participate in full-time job search after completing training

8





American **Job**Center



The American Job Center (AJC) network offers job listings, career guidance, labor market information, training and education resources, and tools for job preparation.

Visit **www.caljobs.ca.gov** to find the center nearest you or call (800) 500-7705 for more employment services information.

The Workforce Development Board administers federal funds that help to support AJC and other job seeker; youth, and employer programs and services in Ventura County.

www.jobcenter.usa.gov www.caljobs.ca.gov www.workforceventuracounty.org

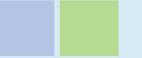


Bringing People & Opportunities logether Equal Opportunity Employer/Regrant/Service Auxilary add and services are available upon request to individuals with disabilities. TDD/TTY Inquiree call (800) 735-2922.





- JOB SEARCH RESOURCES
 EDUCATION AND TRAINING
- EDOCATION AND TRAININ
- CAREER PATH GUIDANCE
- FINANCIAL ASSISTANCE AND RESOURCES



American **Job**Center



American Job Center

Across Ventura County, the American Job Center (AJC) network offers FREE programs and services to help adults and youth job seekers choose and pursue careers. Services available to job seekers at no cost include:

Job Search Resources

- Tools to help build your job search plan.
- · Résumé building, networking, and interviewing help
- Job search tips and online job banks
- Career and growing occupation guidance
 Workshops for achieving employment success
- Computer, printer, and fax machine use

Education and Training

Training and support services are available at no cost to eligible job seekers.

- + Education and training options
- Customized training
- + On-the-job training
- Professional certifications and occupational licenses
 Registered apprenticeships



Career Path Guidance

Need help choosing a career? CalJOBS and the CareerOneStop are comprehensive employment services and information websites

- + Job listings and employer information
- + Create and post résumés online
- Career research tools
- + Skills and career assessment tools
- Online learning resources

Financial Assistance and Resources Guidance is available for job seekers with specific and immediate challenges.

- + Unemployment insurance
- Financial aid Information
- Veterans jobseeker services
- Disabled jobseeker services
- + Older workers services



www.jobcenter.usa.gov www.caljobs.ca.gov www.workforceventuracounty.org

Hallmark of Excellence #5

(d) The AJCC has robust training and staff assists customers and assessing and enrolling in these services including career pathways, integrated education, training, workforce preparation, work-based learning and apprenticeship.

The AJCC offers robust training services through a variety of programs including Title I adult, Dislocated Worker and Youth programs; Trade Adjustment Act; Department of Rehabilitation; Ventura Community College; and, CalWORKs Employment Services. We offer OJT, internship programs (Youth Programs).

(See example of AJCC Orientation excerpt).



- Youth program
- Wagner-Peyser Employment Services
- Adult Education
- Vocational Rehabilitation

America*sJobCenter of California

- Title II Adult Literacy & Education Ventura Office of Education Oxnard Adult Education * arl Perkins Career Education Act Ventura County Community College *
- Title III State EDD Workforce Services
- Wagner-Peyser Jobs for Veterans State Grants Migrant Seasonal Farmworker Trade Adjustment Assistance Act

America*s**Job**Center of California

Title IV Vocational Rehabilitation

- Title V- Older Americans Act
 Senior Employment Cor inity Reso
- Senior Employment Community Res
 Other Partners:
 Salvation Army Haven
 Veterans' Homeless Services
 Armed Forces Corp.
 Veterans' Homeless Services
 Armed Forces Corp.
 Veterans' Financial Coaching
 Native American Indians
 Owners Valley Career Development
 Center*

* - On-site services pending

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www.iobcenter.usa.gov www.caljobs.ca.gov www.workforceventuracounty.org



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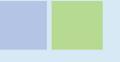




• EDUCATION AND TRAINING

• CAREER PATH GUIDANCE

• FINANCIAL ASSISTANCE AND RESOURCES



American **Job**Center



American Job Center

American Job Center Across Ventura County, the American Job Center (AJC) network offers FREE programs and services to help adults and youth job seekers choose and pursue careers. Services available to job seekers at no cost include:

Job Search Resources Tools to help build your job search plan.

Résumé building, networking, and interviewing help
 Job search tips and online job banks

 Career and growing occupation guidance
 Workshops for achieving employment success + Computer, printer, and fax machine use

Education and Training

Training and support services are available at no cost to eligible job seekers. · Education and training options

- Customized training
- · On-the-job training Professional certifications and occupational licenses
- · Registered apprenticeships

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www.vciobswithafuture.org www.jobcenter.us.gov/youth www.doleta.gov/vouth_services www.caljobs.ca.gov



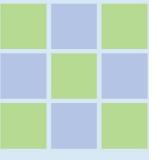


AT SCHOOL

AFTER SCHOOL

CAREER PLANNING

EDUCATIONAL PATH



www.vcjobswithafuture.org



VC Jobs With a Future Want the inside scorp on some of the hottest jobs in Ventura County? Want to know what it takes to get into those careers? Start with the VCJobs With A Future website to learn about growing careers options. Everything you need in one place including:

What's happening at school?

 Middle School – Learn about opportunities that are available at your school to begin developing skills and exploring leadership opportunities. High School – Find out what career development resources are available at your high school.

What about after school?

Places To Go – Check out the youth centers in your city that offer after school programs that can help you begin career exploration. Internships - Search for internship opportunities at www.interships.com.

Choose Your Career

HOUSE YOLF CATCEP V Mat career move is right for you? – Match personal strengths with job choices and financial goals then plan your career path. • Growing Careers in Venture County – Explore the hottest and growing careers in the 805.

Plan Your Education Connect your career choice with the education path to achieve your goal. Go to "Educational Paths" on the VCJobs website to learn about: ional +1-2 Year continuing and vocational training

+ 2-8 Year college + Learning on the road

+ Online learning

College application resources

+ Financial aid and scholarships

Go To VCJobsWithAFuture.org and start planning a great future!

Other Online Resources + American Job Center (AJC) www.jobcenter.us.gov/youth

+ Department of Labor w.doleta.gov/youth_services CalJobs
 www.caljobs.ca.gov







CALIFORNIA TRAINING BENEFITS PROGRAM

The California Training Benefits (CTB) program allows eligible California Unemployment Insurance (UI) claimants, who lack competitive job skills to be more competitive in the California labor market and receive their UI benefits, which might otherwise not be allowed while attending a training or retraining program. Under the CTB program, the traditional role of UI changes from that of partial wage replacement while the individual looks for work to one of assisting the individual in training or retraining in an effort to return to full employment.

Considering CTB Participation

Participation in the CTB program may be optional for individuals who are available for work and seeking work while attending school or training as long as all other UI eligibility requirements are met.

Individuals who are approved by the EDD to participate in the CTB program do not have to meet the following eligibility requirements during the period of approved training:

- Look for work.
- Be available for work.
- Accept suitable work.

There is an extension of UI benefits available only for eligible CTB participants, which is known as a Training Extension (TE) claim. ATE claim may be available when regular UI benefits run out before the period of approved training is completed and federal-fiederal-state extended benefits (extensions) are not available. However, there is no guarantee that regular UI benefits, a TE claim, or extensions will be sufficient to cover the entire period of approved training.

Base period employers are notified when an individual is approved for the CTB program, which provides the employers the right to contest the individual's need for training or retraining. When employers contest or appeal the CTB eligibility determination, it may result in a reversal of the original eligibility finding. If the original eligibility is reversed, the claimant has the right to appeal the disqualification.

CTB Eligibility Criteria

To be considered for the CTB program participation, an individual must be eligible to receive California UI benefits, and notify the EDD as soon as the school or training attendance begins. Once the EDD has been notified, eligibility fact finding is conducted by the EDD staff to gather information to determine if the CTB can be approved.

There are two types of CTB program approval criteria the EDD uses to determine CTB eligibility.

<u>Criteria 1</u>

The CTB participation may be approved assuming all other UI eligibility criteria are met and the EDD determines the training meets at least <u>one</u> of the following conditions:

- The training is authorized and verifiable by one of the following State or federal program sponsors:
 - Workforce Innovation and Opportunity Act (WIOA)
 - Employment Training Panel (ETP)
 - Trade Adjustment Assistance (TAA)
 - California Work Opportunity and Responsibility to Kids (CalWORKs)
- The individual is an active journey level union member taking industry-related training approved by his/her union.
- The training program and provider are listed on California's Eligible Training Provider List (ETPL). The ETPL may be accessed by visiting the CalJOBS^M home page at www.caljobs.ca.gov.
- The individual is in a program for math, science, or special education single subject teaching credential, K-12, approved by the California Commission on Teaching Credentialing (CCTC), and started within three years of layoff from a permanent or probationary teaching position with a public school employer.

Criteria 2

Individuals not approved under Criteria 1 may have their CTB participation approved only if he/she meets <u>all</u> other UI eligibility criteria and the EDD determines the training meets all of the following conditions:

 The individual must be eligible for California UI benefits and be unemployed or partially unemployed for four or more continuous weeks or is unemployed due to a plant closure, or substantial reduction in work force, or due to a mental or physical disability

P.O. Box 82 6880 + Sacramento CA 942 80-0001

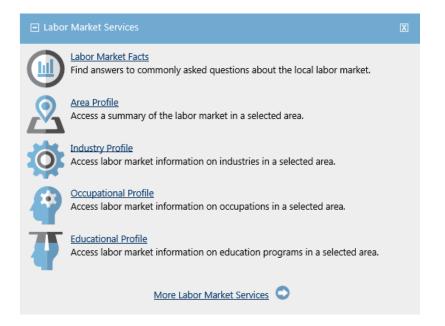
Hallmarks of Excellence #5

(e) AJCC staff are committed to and competent in helping customers navigate career pathways that result in industry recognized credentials. The Ventura County Regional Plan emphasizes the fact that the AJCC partners will develop a strategy to access the current labor market that relates to recognized industry sectors.

AJCC staff provide customers access to career and employment information at various points in the service delivery system. We provide information about careers and accessing these resources at our Career workshops, WIOA Title I Orientations; CalJOBs videos; and, during intake/assessment of program services provided by staff.

 All customers who enter the AJCC Resource Room are required to have a CalJOBS^{sm.} <u>https://www.caljobs.ca.gov</u> account. AJCC customers utilize our CalJOBSSM system. All staff are trained in navigating CalJOBS^{sm.} Staff are knowledgeable and committed to help customers navigate the website.





• AJCC staff are also knowledgeable in navigating O*NET which is an online tool for career exploration.





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

2D. Industry-Valued Post-Secondary Credential Attainment

I. Description of Process

Determining Industry-Valued and Recognized Postsecondary Credentials

Working in support of the regional plan and in collaboration with the Local Board, the regional partners will identify opportunities to develop career pathways and industry-valued credentials. Discussions to identify, prioritize and take action to address regional sector and career pathways issues will be included in regional industry sector committee meetings. Current and future initiatives include, but are not limited to, the following activities:

- Develop skills standards and identify industry-valued certificates to outline job qualifications for workers in priority occupations
- Develop well-articulated career pathways that have job advancement for workers who are entering the sector, as well as those already employed in the sector
- Identify training providers and educators working to align relevant programs with industry needs
- Convene the annual Joint Regional Sector meeting that identifies challenges common to each sector, common job qualifications for workers in priority occupation, and agreed-upon remedies and recommendations for career pathways and industry valued credentials

As part of the process to determine industry-valued and recognized postsecondary credentials, regional partners seek input and participation from subject matter experts in K-12, adult education, labor unions, businesses, community colleges, and universities. Examples of Ventura County participants in the process include:

Ventura County Regional Workforce Development Plan: Program Years 2017-2020

16

SECTION 2 REGIONAL PLAN

California Lutheran University; California Community College Regional Deputy Sector Navigators; California State University, Channel Islands; California Workforce Development Board-SlingShot; Economic Development Collaborative-Ventura County; Laborers International Union North America (LiUNA); South Central Coast Regional Consortium; Tri-Counties Building and Construction Trades Council; Tri-Counties Regional Center and the Department of Rehabilitation; Tri-Counties SEIU 721; VC Innovates; VCSTEM; Ventura County AdultEducation Consortium; Ventura County Community College District; Ventura County P-20 Council; Ventura County Office of Education; Ventura County Youth Community Forum; Workforce Development Board Ventura County Industry Sector Committees (Business Services, Clean/Green, Healthcare, Manufacturing); Workforce Education Coalition

Ensuring that Industry Leads the Discussion and Process

To ensure that industry leads the discussion and process, the regional selection of industry-valued credentials will be facilitated through public discussion by the business-chaired regional industry sector committees (Business Services, Clean/Green, Healthcare, and Manufacturing). Post-secon dary education partners and related advisory committees in the region also will participate in industry-focused planning. Depending on the regional industry sector, the process employs a combination of committee, sector, cross-sector and work groups. Examples of recent industry-led sector initiatives include:

- Biomedical Device Manufacturing Certificate: the first two-campus certificate program in the Ventura County Community College District and the California State system
- Healthcare Case Manager Project: regional collaboration with six workforce boards in Los Angeles and Ventura counties to advance opportunities in healthcare
- Diesel Mechanic Career Pathway and Master Repair Diesel Certificate: industry-driven partnership between Gibbs Truck Centers and Ventura College
- Clinical Laboratory Scientist (CLS) Field Experience Program: consortium of four regional hospitals in partnership with California State University, Channel Islands; approved for certification through the first consortium approach to CLS certification in California

ii. Current industry-Valued and Recognized Postsecondary Credentials Emphasized in the Regional Plan:

Identification of Credentials

In the Ventura County regional plan, the four primary career clusters identified are related to the Business Services, Clean/Green, Healthcare, and Manufacturing sectors. The relevant post-secondary credential providers in Ventura County offer (53) industry-valued certificates with national or state recognition, all within Ventura County's in-demand industry sectors: Business Services (11), Clean/Green (9), Healthcare (18), and Manufacturing (15). Specific credentials are listed below:

Business Services (11)

Cosmetologist, Barber, Manicurist, Esthetician, Microsoft Certified Solutions Associate (MCSA), CompTIA Network+, Microsoft Certified Technology Specialist (MCTS), Certified Solidworks Associate, CompTIA A+ Certificate, Revit Architecture, and Solidworks

Clean/ Green Sector (9)

Diesel Mechanic (Certificate of Achievement/Master Repair Diesel Certificate (1Pending approval by VCCCD Board of Trustees and California Community College Chancellor in 2017-2018) including 7 ASE Certificates, Water Science–Wastewater, and Water Science–Water

Ventura County Regional Workforce Development Plan: Program Years 2017-2020

SECTION 2 REGIONAL PLAN

<u>Healthcare Sector (18)</u>

Administrative and Clinical Medical Assistant (CCMA-AC), Administrative Medical Assistant (CCMA-A), Clinical Medical Assistant (CCMA-C), Certified Nurse Assistant (CCMA-C), Certified Nurse Assistant (CCA), Certified Surgical Technologist (CST), EKG Technician Certification (CET), Emergency Medical Technician-Basic (EMT-1), Home Health Aide (HHA), Medical Insurance and Billing Clerk, Pharmacy Technician (PTCB), Phlebotomy Technician, Radiation Safety Certification, Radiologic Technician (RHB), Registered Dental Assistant (RDA), Registered Dental Hygienists (RDH), Recognized Graduates in Dental Technology (RG Designation), Registered Nurse (RN), and Respiratory Therapist (RRT)

Manufacturing Sector (15)

Advanced Machine Shop Basic Machine Shop, CNC Operations & Programming, Introduction to Mastercam, Introduction to Gibbscam, Gibbs Cam 3d, Master Welder/Advanced Welding (4Certs): (LA. City Structural Steel, Flux Cored Arc Welding, Light Gage), (Aws D1.1 Structural Steel & D1.5 Bridge Welding), (ASME Pressure Vessel Pipe Certification, API 1104 Pipe Certification), (Mil-Std 1595A in Carbon Steel, Chromody, Stainless Steel, Aluminum, Titanium and Inconel), Certified Welder (CW), and NIMS credentiab in CNC Machining, 3D Modeling, CAD/CAM, and Basic Metalworking

Process to Ensure Relevance in Subsequent Years as Labor Markets Change

To ensure the relevance of credentials in subsequent years as labor markets change, regional partners will develop a strategy to access current labor market data that are relevant to in-demand and emerging industry sectors: Business Services, Clean/Green, Healthcare, and Manufacturing. The regional partners and Local Board will collaborate on analyses to determine in-demand occupations with self-sustaining wages, and include input from regional subject matter experts in economic and workforce development. Content from the Ventura County regional sector skills matrices will help to assure the relevance of skills identified. The Regional Plan will engage participation from education partners, including subject matter experts in K-12, adult education, labor unions, businesses, community colleges and universities. Career Technical Education (CTE) providers will be encouraged to share their mandated research and related information on the attainment of industry-recognized credentials. In addition, the regional plan will direct the Local Board to conduct public discussion meetings through their industry sector committees and with youth service providers to identify emerging and in-demand occupations and relevant pathways and credentials.

iii. Manner in Which Regional Partners (Induding Industry Leaders) Determined That the Relevant Credentials Are Actually Industry Valued

The determination of industry-valued credentials has been a collaborative effort in the Ventura County region. It takes place in a number of different forums. The adult schools and community colleges each have their business advisory committees, and it is these committees that advise the educational community on the value of both curriculum and the corresponding credentials. The WDBVC itself has its four industry sector committees, which are composed of representatives from K-12, adult education, community colleges, and universities—and of course business leaders. These bi-monthly meetings provide a neutral forum for discussion. The recently formed AJCC partners are yet another venue for this kind of discussion. Whether a credential is industry-valued is thus a matter of a consensus gradually reached over time. A good illustration of this process is the Biomedical Device Certificate approved by Ventura and Moorpark Colleges. The need for such a credential was carefully vetted with the local biotechnology firms through their committee representatives. The relevant curriculum available at two community colleges was then revised and combined to provide the necessary instruction. The resulting credential, the only one of its kind in California community college system, was then approved by the Chancellor's office. The whole process took over two years.

Ventura County Regional Workforce Development Plan: Program Years 2017-2020 20

List of Industry Recognized Credentials

- 1. Electronic Assembly w/ JSTD or JSTD alone
- 2. Welding Certificates (MIG. TIG, ARC, Aluminum, Stainless Steel, Titanium etc.)
- 3. Class A license
- 4. Phlebotomy (State Certificate)
- 5. Pharmacy Tech (either State or national Certification)
- 6. PMP (certification pass exam not school issued certificate)
- 7. PHR (certification pass exam)
- 8. SHRM/SPHR (certification pass exam)
- 9. Medical Assistant (State certified only)
- 10. Microsoft Office (certificate --ok)
- 11.IT fields (pass exam(s) certification not school issued certificate)
- 12.AutoCAD/ Solidworks/CAD/CAM (certification school or organization certification)
- 13. Certified Nurse's Assistant (certification)
- 14.Medical Billing/Coding (certification)
- 15.Licensed Vocational Nurse (licensure)
- 16.Radiology Tech(licensure)
- 17.Dental Assistant (certified)
- 18.Dental Hygienist (licensure)
- 19.CNC Machinist (certificate)
- 20.Registered Vet Tech (licensure)
- 21. Emergency Medical Tech (EMT) (certified)
- 22.Security Guard Card
- 23.Food Handling Certificate
- 24.Registered Nurse (license)
- 25.Cosmetology/Esthetician (license)
- 26.College Degree
- 27.HS Diploma or GED
- 28.Physical Therapy Aide (certified)

Hallmark of Excellence #5

(f) The AJCC does not implement a "sequence of service requirement" for training and does not have cumbersome entry steps that prohibit easy access to education and training that leads to industry-recognized credentials.

The AJCC provides access to training services to eligible customers without the sequence of service requirements steps that were mandated under WIA. We provide immediate access to training services to access OJT or ITA accounts for occupations that are in growth industry sectors or are demonstrated to be an occupation in demand. For example, customers attending a WIOA Title I orientation are immediately provided an appointment for a Program Interview with an employment specialist for the purpose of discussing career and training services available under Title I or to other partner programs such as DOR, CalWORKs or TAA.



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Hallmark of Excellence #5

(g) The AJCC ensures that supportive services are available to customers, as appropriate, to facilitate participation in training services.

The AJCC ensures access to supportive services are available to customers based on program guidelines and eligibility determination. For customers accessing Dislocated Worker services, supportive services to fund certificates, preparation courses, work clothes and transportation assistance is provided. Per regulations, we explore other community resources or coordinate with other partners to leverage supportive services funding. When customers demonstrate urgent need to address immediate emergency needs, referrals to a range of public support services are also offered. Below is WIOA Title I supportive services policy available for eligible customers.

COUNTY OF VENTURA HUMAN SERVICES AGENCY						
WORKFORCE INNOVATION AND OPPORTUNITY ACT PROGRAM						
SUPPORTIVE SERVICES OPERATIONAL POLICIES (EXCERPT)						
REFERENCES:	20CFR Part 680, Subpart G					
	Records Management Procedures Guides					
	Web Advantage http://157.145.204.191/webadv					
EFFECTIVE DATE:	September 1, 2015					
REVISION DATE:	None					

BACKGROUND

Supportive Services are authorized under the Workforce Innovation and Opportunity Act of 2014, Section 134(d) (2 and 3) and CFR Subpart G, section 680.

PURPOSE

The purpose of this operational policy is to establish guidelines for allowable supportive services, general limitations, and documentation necessary for supportive services.

OVERVIEW

The term "Supportive Services" refers to those financial-based or physical accommodations that are reasonable and necessary and/or required for a customer to participate in activities authorized under Title I of the Workforce Innovation and Opportunity Act (WIOA).

Any adult or dislocated worker who *is enrolled and receiving training services under WIOA, may be eligible for supportive services if they are unable to obtain assistance from other agencies* providing such services. In general, supportive services may include training-related, and employment related expenses.

The availability of and referral to supportive services is one of the career services that must be made available to adults and dislocated workers through the One-Stop delivery system. All efforts to secure supportive services from other sources must be first exhausted and documented in the proper form before expending WIOA funds.

Needs-related payments can help individuals who may not have the resources available to participate in training meet their non-training expense to complete training successfully. A customer must be enrolled in a WIOA-funded training program in order to receive needs-related payments and must meet eligibility criteria set by the WIOA.

The need for supportive services for Adult and Dislocated workers must be noted when developing the Individual Employment Plan (IEP). Therefore, a thorough understanding of the resources and services available from other state, federal or local agencies is pivotal in providing services with WIOA funds.

A WIOA customer shall not be denied supportive services without documented concurrence of a supervisor or manager.

COUNTY OF VENTURA HUMAN SERVICES AGENCY						
WORKFORCE INNOVA	TION AND OPPORTUNITY ACT PROGRAM					
SUPPORTIVE SERVICES OPERATIONAL POLICIES (EXCERPT)						
REFERENCES:	20CFR Part 680, Subpart G Records Management Procedures Guides Web Advantage <u>http://157.145.204.191/webadv</u>					
EFFECTIVE DATE:	September 1, 2015					
REVISION DATE:	None					

BACKGROUND

Supportive Services are authorized under the Workforce Innovation and Opportunity Act of 2014, Section 134(d) (2 and 3) and CFR Subpart G, section 680.

PURPOSE

The purpose of this operational policy is to establish guidelines for allowable supportive services, general limitations, and documentation necessary for supportive services.

OVERVIEW

The term "Supportive Services" refers to those financial-based or physical accommodations that are reasonable and necessary and/or required for a customer to participate in activities authorized under Title I of the Workforce Innovation and Opportunity Act (WIOA).

Any adult or dislocated worker who is enrolled and receiving training services under WIOA, may be eligible for supportive services if they are unable to obtain assistance from other agencies providing such services. In general, supportive services may include training-related, and employment related expenses.

The availability of and referral to supportive services is one of the career services that must be made available to adults and dislocated workers through the One-Stop delivery system. All efforts to secure supportive services from other sources must be first exhausted and documented in the proper form before expending WIOA funds.

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OVERVIEW - ALLOWABLE COSTS, ITEMS AND LIMITATIONS

Allowable Costs

Supportive services are available up to a maximum lifetime aggregate amount of \$5,000.00 for WIOA-enrolled customers in Individualized services.

A customer who re-enrolls in WIOA after previously being enrolled and exited will not have access to supportive services if the previous WIAWIOA exit and 4-quarter followup resulted in an unsuccessful outcome.

This support services limit DOES include training related materials and supplies during. WIOA or non-WIOA funded training.

Documentation of need does not automatically entitle a customer to WIOA Supportive Services since need could be addressed by non-WIOA resources.

Allowable Items and Services

Allowable supportive services will be provided for items that are directly related to and/or required for training or required for employment.

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Such items include but are not limited to:

- Books and training supplies
- Tools required for employment
- · Clothing required for interviews, employment or training
- Transportation reimbursement (training only)
- Needs-Related payments (WIOA-funded training only)
- Automobile insurance
- Bus passes
- Automobile registration
- Vision / Optical

Vision / Optical Expenses

Although supportive service funds may not be issued for the treatment of medical problems or illness, expenses such as eye glasses and eye exam may be payable up to \$500.00 for both exam and eye glasses combined

Follow-Up

When the customer is placed in employment, supportive services can be provided under the following conditions:

- When the employer does not provide these required items to any other employees
- When individual is placed in employment and the item is required to assist in retaining employment.
- For required, employment-related items.

Limitations

Under no circumstance may Supportive Services funds be used to pay any legal violations or fines incurred for breaking the law, such as speeding or DUI tickets.

Supportive service funds will not be used to pay for treatment of medical problems, illness or medical co-payments.

Supportive services will not be used to pay for credit card payments, any late fees, automobile, rent, or mortgage payments or for a down payment on an automobile or real property.

Special Situations

Individual items must be related to training, placement or follow-up activities and are subject to a case-by-case review. The maximum supportive services amount is subject to established limit(s) or item(s) requested. The authorized WIOA program manager or designee must approve all requests.



VERIFICATION / DOCUMENTATION POLICY

WIOA Employment Specialist is responsible for ensuring that WIOA customers are informed of the available services and procedural requirements and notified that they are not automatically entitled to Supportive Services.

At a minimum, certain items must be documented and maintained within the customer case file in order to verify and document need, process requests for supportive services or financial assistance and to document services provided are necessary and reasonable to complete training or retain employment.

The specific responsibilities of WIOA Employment Specialist is indicated below.

- WIOA Employment Specialist must establish need by verifying that customers are officially enrolled in WIOA training services and determine that requested services provided are reasonable and necessary.
- First, attempt to use non-WIOA resources. A minimum of at least three (3) non-WIOA resources must be contacted for any service requested by the customer and documented using the Availability of Non-WIOA Resources form (56-21-702).
- Referrals to community resources shall be documented in case notes including item or service requested and name of community resource that the customer was referred to.
- 4. Some Non-WIOA resources include but are not limited to:
 - a. Human Services Agency: http://www.ventura.org/human-services-agency-
 - b. Interface http://www.icfs.org/2-1-1-information-referral.html
 - c. State of California—EDD: Additional Resources: http://www.edd.ca.gov/About_EDD/Additional_Resources.htm

Verification of Need

In order to verify need for supportive services by the WIOA customer, the WIOA Employment Specialist will document the following:

- Customers who are receiving public assistance, and/or those that meet 100% income limits for Federal povertyguidelines (page 11) are eligible for supportive services. (See http://familiesusa.org/product/federal-poverty-quidelines). The WIOA Employment Specialist will verify customer's eligibility in case notes and will place appropriate documentation the customer file.
- For those customers who do not meet the above criteria, the Training Budget (56-21-279) will be utilized to establish need for supportive services.

Justification

Written justification for training related items is required. Training related costs require documentation that such items are reasonable and necessary for the successful completion of training.

Justification may consist of (but is not limited to) the following:

- · Class syllabus or a written request by the instructor on school letterhead
- Written request by the employer on company stationary.

Written justification shall include the individual items, and costs associated with each item.

To approve items previously purchased by the trainee, employee, training vendor or employer, the following is required:

- Purchases are not made prior to WIOA enrollment
- Purchases are not to be made without verbal approval by WIOA Employment Specialist and/or Program Manager, or designee
- Receipts of purchase will be limited to items approved by the WIOA Employment Specialist and/or Program Manager, and
- Are "reasonable and necessary" for the successful completion of training; or to obtain / retain employment.

WIOA Employment Specialist will refer to the Training / Employment Related Document Checklist (56-21-701) for appropriate accompanying documentation.

General Training / Employment Related Procedures

To process the supportive service, the WIOA Employment Specialist will do the following:

- Refer customento at least three (3) non-WIOAresources (community resources) and document this on the Availability of Non-WIOAResources form (56-21-702).
- 2. Establish eligibility and need as described above.
- Document and justify need as described above. For assistance with appropriate documentation, WIOA Employment Specialist will refer to the Training / Employment Related Document Checklist (56-21-701).
- Submit Training / Employment Related Cost Voucher (56-21-702) with accompanying justification / receipts and/or invoices.
- After request has been approved, the following will be documented in case notes:

- a. The type of training related item
- b. The cost of the training related item
- c. Date of approval for that item
- Input appropriate service code in CalJOBS with the date of supervisor approval as the start and end date (unless ongoing supportive service).
- Maintain all services and their costs (up to the \$5,000.00.limit) in the Supportive Services Expense Log.

Note: Requests for supportive service payments to vendors not previously used shall include a W-9 form with valid vendor identification number (FEIN).

Supportive Services Authorization Process

- The Training / Employment Related Cost Voucher form and any supporting documentation(s) will be reviewed by the WIOA Employment Specialist responsible for submitting the supportive services recommendation to the supervisor for review.
- No authorization of services will be considered without all required documents. Final authorization of services is made by the program manager (or designee).
- Approval of services are to be documented and signed via the Training / Employment Related Cost Voucher (56-21-738).
- Non-approval will be documented via the Supportive Services Non-Approval Letter (form 56-21-704) when necessary.
- If approval is granted, a WIOA Training / Employment Related Cost Voucher (56-21-738) with approval signature and all required documents are to be forwarded to H.S.A. Fiscal for processing.
- 6. Copies of the above referenced items shall be maintained in the Customer file.

Quality Control / Quality Assurance

All supportive services related paperwork shall be reviewed for QC prior to approval by program manager (or designee).



TRANSPORTATION ASSISTANCE

ALLOWABLE TRANSPORTATION ASSISTANCE

Bus Passes

Bus passes (or their equivalent) can be made available to customers in order to engage in enrolled training and/or employment activities. It is the responsibility of the WIOA Employment Specialist to determine if a customer is in need of transportation assistance to enable access to, or return from the training or employment facility initially, or for subsequent visits.

Bus passes can be given to WIOA customers who are in need and, along with the Training Employment Related Cost Voucher, are to sign a Bus Pass Receipt (56-21-755) to verify that they received this item.

Automobile Insurance

For *automobile insurance*, the Provider of Services is authorized to approve payment for automobile insurance policies, for up to six consecutive months, directly related to the motor vehicle that the WIOA customer is using for transportation to and from classroom training, on-the-job training or job search.

The customer's name must be on the vehicle registration and be insured for liability and property damage with minimum policylimits as required by the State of California. Also, the customer must be properly licensed to operate a vehicle in the State of California.

Vehicle Registration

For *vehicle registration*, the Provider of Services is authorized to approve payment for vehicle registration related to the motor vehicle that the WIOA customer is using for transportation to and from classroom training, on-the-job training or job search.

The customer's name must be on the vehicle registration and be insured for liability and property damage with minimum policylimits as required by the State of California. Also, the customer must be properly licensed to operate a vehicle in the State of California.

Mileage Reimbursement

Mileage reimbursement overview, documentation and authorization processes are covered in a subsequent part of this operational policy.

TRANSPORTATION LIMITATIONS

Transportation assistance does not include automobile repair, or automobile payments.

DOCUMENTATION AND AUTHORIZATION

For any and all transportation supportive services, the following documentation shall be provided:

- The Training Related Cost Voucher Form (56-21-738) shall be completed.
- Non-WIOA funds shall be exhausted prior to utilizing WIOA funds for supportive services.
- Efforts to obtain non-WOA resources for transportation will be documented on the Availability of Non-WIOA Resources form (56-21-702) and shall be placed in the case file.
- WIOA Employment Specialist will maintain Form 56-21-703, Supportive Services Expense Log.

For automobile registration and insurance and mileage reimbursement, additional documentation shall be provided:

- The customer's name must be on the vehicle registration.
- The vehicle must be insured in the customer's name for liability and property damage with minimum policy limits as required by the State of California.
- The customer must be properly licensed to operate a vehicle in the State of California, and must provide a copy of valid CDL.

When reporting supportive services in CalJOBS, the start and end date of service shall be the date that the supportive service was approved with a manager's signature.

OTHER TRANSPORTATION ASSISTANCE

Transportation Reimbursement

When public transportation is not available, the Customer may be **reimbursed** for transportation costs for driving their own vehicle to and from training.

The customer's name must be on the vehicle registration and be insured for liability and property damage with minimum policylimits as required by the State of California. Also, the customer must be properly licensed to operate a vehicle in the State of California.

Effective August 1, 2006, the WIOA transportation reimbursement rate is .31 cents per mile.

This reimbursement rate shall remain consistent with CalWORKs of Ventura County reimbursement rate.

This reimbursement rate is applicable ONLY to those WIOA-enrolled participants during classroom training and shall be paid only for those days when the client attends ½ or more of the scheduled training day.

Transportation reimbursement will be provided when the round-trip distance from the customer's home to school is 15 miles or more.

DOCUMENTATION AND AUTHORIZATION-TRANSPORTATION REIMBURSEMENT

Initial (First) Request for Mileage Reimbursement

Documentation for the initial request for mileage reimbursement shall consist of the following:

- Verification of Need (see Supportive Services Operational Policies)
- Training Related Cost Voucher (56-21-704)
- Transportation Reimbursement Log (56-21-756)
 - Copy of valid CAdriver license Exp. Dt.
 - Proofofcurrent auto insurance Exp. Dt.
 - Proof of current vehicle registration Exp. Dt.
- Online map displaying R/T mileage
- School Attendance

The customer's name must be on the vehicle registration and be insured for liability and property damage with minimum policylimits as required by the State of California. Also, the customer must be properly licensed to operate a vehicle in the State of California

Subsequent Requests for Mileage Reimbursement

After the first request for mileage reimbursement, during subsequent requests, and up to the final request for mileage reimbursement, the following documentation shall be provided:

- Training Related Cost Voucher (56-21-704)
- Transportation Reimbursement Log (56-21-756)
- Online map displaying R/T mileage
- School Attendance

2015 Federal Poverty Guidelines

Federally facilitated marketplaces will use the 2015 guidelines to determine eligibility for Medicaid and CHIP.

http://familiesusa.org/product/federal-poverty-quidelines#sthash.olgKBHyZ.dpuf

Household Size	100%	133%	150%	200%	250%	300%	400%
1	\$11,77U	\$15,654	\$17,665	\$Z3,540	\$29,425	\$35,310	\$47,080
2	15,930	21,187	23,895	31,860	39,825	47,790	63,720
3	20,090	26,720	30,135	40,180	6U,226	60,270	80,360
4	24,250	32,253	36,375	48,500	60,625	72,750	97,000
5	28,410	37,785	42,615	56,820	71,025	85,230	113,640
б	32,570	43,318	48,800	65,14U	81,425	97,710	130,280
7	36,730	48,851	55,095	73,460	91,825	110,190	146,920
8	40,890	54,384	61,335	81,780	102,225	122,670	163,560

SUPPORTIVE SERVICE FORMS

- 1. 56-21-279 WIOA Training Budget
- 2. 56-21-701 Supportive Services Document Checklist
- 3. 56-21-702 Availability of Non-WIOA Resources
- 4. 56-21-738 Training / Employment Related Cost Voucher
- 5. 56-21-703 Supportive Services Expense Log
- 6. 56-21-704 Non-Approval of Supportive Services
- 7 56-21-755 Bus Pass Receipt
- 8. 56-21-756 Transportation Reimbursement Log 9. DHHS 2015 Federal Poverty Guidelines
 - DHHS 2015 Federal Poverty Guidelines http://familiesusa.org/product/federal-poverty-guidelines

Hallmark of Excellence #5

(h) The AJCC strived to increase the number and percentage of all customers receiving skill development and training services resulting in industry recognized credentials.

The WDB Local Plan (see excerpt below) and policy objectives for the AJCC includes three policy objectives: 1) fostering demand-driven skills attainment; (2); enabling upward mobility for County workforce; and, (3) –driven skills attainment; aligning, coordinating, and integrating programs and services to economize limited resources.

