

Hallmark of Excellence #8

(a) The AJCC contributes to the achievement of WIOA performance indicators for all core program partners. As it is stated in the Ventura County Local Plan, this is going to be achieved by developing a model for success to meet requirements.

Excerpt from Ventura County Local Workforce Development Plan.



**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

II. Goals to Prepare an Educated, Skilled Workforce; Measures Based on WIOA Performance Indicators

Prepare an Educated and Skilled Workforce (Including Youth and Individuals with Barriers to Employment)

- **Adult Goal:** Increase the number of adults in the Ventura County region who obtain a marketable and industry-recognized credential or degree and are placed in a related sector job, with a special emphasis on unemployed, underemployed, low-skilled, low-income individuals, veterans, individuals with disabilities, and other at-risk populations.
- **Youth Goal:** Increase the number of students and out-of-school youth who graduate prepared for post-secondary vocational training, further education and/or a career, with an emphasis on at-risk populations.

Achieve Performance Accountability Measures Based on WIOA Performance Indicators

All Workforce Innovation and Opportunity Act (WIOA) Title I Adult, Dislocated Worker, Rapid Response and Youth program operators in the American Job Center of California (AJCC) AJCC delivery system are required to meet applicable state negotiated local area performance goals and required state rapid response reporting for a successful and sustainable regional workforce system. The Local Board will meet or exceed the negotiated statutory indicators and performance measures.

To support the achievement of performance goals, the Local Board will also:

SECTION 3 LOCAL PLAN

- Develop a regional model for success to meet WIOA Title I and AJCC delivery system requirements and performance outcomes
- Provide maximum WIOA Title I support to Wagner-Peyser staff to make available all of the basic career services required by the Department of Labor/Employment Training Administration
- Increase the number of CalWORKs participants served and develop co-enrollment opportunities for WIOA-required core partners

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(b) The AJCC report to the Local Board on an ongoing basis the number of customers served, the types of services provided, and the outcomes of those services.

The AJCC information is provided on a quarterly basis to the WDB Programs Committee that includes the number of services provided at the AJCC, Adult/Dislocated Worker enrollment, performance outcomes and Rapid Response services. Additional information requests are available upon request.

Executive - Program Management - WIOA Participant Summary

- Customer Group: Adult
- Region/LWIA: Workforce Investment Board, Ventura County Human S
- Age Selection: Age at Participation
- Date Range: 7/1/2017 - 3/31/2018

I.	Participation Summary	Enrol led	Exited
A.	Total Participants	104	39
	Participants Carried In	40	31
	New Participants	64	8
B.	Eligible Youth 5% Exception		
	Youth 5% Exception	0	0
C.	In School / Out Of School Youth (Funding Definition)		
	In School Youth	0	0
	Out Of School Youth	1	0
D.	Program Exit Information		
	Entered Unsubsidized Employment		33
	Training Related Employment		26
	Entered Military Service		0
	Entered Qualified Apprenticeship		0
	Entered Post-Secondary Education		0
	Entered Advanced Training		0
	Individuals Attained Recognized Certificate/Diploma/Degree		19
	Individuals Attained High School Diploma/GED		0
	Returned to Secondary School		0
	Exits Excluded from Performance		3
	Other Exits		36
II.	Participation Characteristics Summary	Enrol led	Exited
A.	Gender		
	Female	67	24
	Male	37	15
B.	Age		
	14 - 18	3	1
	19 - 21	6	3
	22 - 24	9	3
	25 - 34	24	8
	35 - 44	28	10
	45 - 54	24	13
	55 - 64	7	1
	65 and older	3	0
C.	Race/Ethnicity		

Executive - Program Management - WIOA Participant Summary

- Customer Group: Dislocated Worker
 - Region/LWIA: Workforce Investment Board, Ventura County Human S
 - Age Selection: Age at Participation

I. Participation Summary		Enrolled	Exited
A. Total Participants		166	55
	Participants Carried In	84	48
	New Participants	82	7
B. Eligible Youth 5% Exception			
	Youth 5% Exception	0	0
C. In School / Out Of School Youth (Funding Definition)			
	In School Youth	0	0
	Out Of School Youth	0	0
D. Program Exit Information			
	Entered Unsubsidized Employment		43
	Training Related Employment		30
	Entered Military Service		0
	Entered Qualified Apprenticeship		0
	Entered Post-Secondary Education		0
	Entered Advanced Training		0
	Individuals Attained Recognized Certificate/Diploma/Degree		30
	Individuals Attained High School Diploma/GED		0
	Returned to Secondary School		0
	Exits Excluded from Performance		5
	Other Exits		50
II. Participation Characteristics Summary		Enrolled	Exited
A. Gender			
	Female	103	30
	Male	63	25
B. Age			
	14 - 18	0	0
	19 - 21	0	0
	22 - 24	2	1
	25 - 34	16	9
	35 - 44	36	10
	45 - 54	54	14
	55 - 64	51	19
	65 and older	7	2
C. Race/Ethnicity			

Hallmark of Excellence #8

(c) The AJCC operates in a cost-efficient manner and the resources invested are justified by the results.

The AJCC operates in a cost-efficient manner by leveraging resources from the Human Services Agency's –CalWORKs allocation. Only full-time colocated partners contribute to the costs with all other intermittent partners offered access at no cost. We encourage partner participation in the center and as such, the number of intermittent partners engaged in the AJCC system has increased. A cost sharing Agreement MOA is in place between all Partners.

**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.

The Phase I MOU established a common mission for American Job Center of California (AJCC) partners in Ventura County, outlined partner responsibilities in achieving policy objectives, and delineated applicable career services to be delivered at and/or through Ventura County's AJCC system, which is comprised of a comprehensive center located in Oxnard ("Oxnard AJCC") and an affiliate center located in Simi Valley ("East County AJCC").

This Phase II MOU concerns funding the AJCC system in manner that reflects the shared mission and benefits among all AJCC partners who are deemed required partners under federal and state law.

As applicable, the parties to this Phase II MOU agree to share in funding the AJCC system, per negotiated cost structures. AJCC partners will ensure that costs are supported by accurate data, and that they are consistently and fairly applied and evaluated over time.

II. MOU Development Process

During early 2016, Workforce Development Board of Ventura County staff and Workforce Innovation & Opportunity Act (WIOA) staff engaged in a series of meetings with AJCC partners to establish an agreement concerning the operations of the AJCC delivery system. This collaboration resulted in the development of the Phase I MOU and its subsequent approval by the Ventura County Board of Supervisors in June 2016. The Phase I MOU established a cooperative working relationship among the parties and defined their respective roles and responsibilities in achieving policy objectives. The Phase I MOU also established the framework for providing services to employers, employees, job seekers and others needing workforce services.

All parties to the Phase I MOU agreed to participate in joint planning, plan development and modification of activities to accomplish the following:

- Continuing to build partnerships
- Continuous planning in response to state and federal requirements
- Responsiveness to local and economic conditions, including employer needs
- Adherence to common data collection and reporting needs
- Making the applicable service(s) available to customers through the one-stop delivery system
- Participating in the operation of the one-stop system consistent with the terms of the MOU and the requirements of the law
- Participating in capacity building and staff development activities to ensure that all partners and staff are adequately cross-trained

Importantly, all parties to the Phase I MOU agreed to share in the operating costs of the AJCC system that are appropriate to them through cash, in-kind, and/or third-party in-kind contributions.

With the Phase I MOU approved and in place, efforts during late 2016 and early 2017 turned to development of the Phase II MOU, including the identification and allocation of AJCC system operational costs. Through a series of communications, all AJCC partners were informed of the Phase II MOU requirements and invited to engage in data-sharing and negotiation exercises, resulting in this Phase II MOU.

Additionally, an amendment to the Phase I MOU is needed to add two required AJCC partners (Salvation Army – Haven, and the Housing Authority of the City of San Buenaventura) and to outline the applicable career services that these partners provide at and/or through the AJCC system (see Addendum B).

With the addition of the Salvation Army – Haven, and the Housing Authority of the City of San Buenaventura, the AJCC partners and parties to this MOU with the Workforce Development Board are as follows:

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.
3. California Employment Development Department (EDD): Unemployment Insurance
4. Job Corps: WIOA Job Corps
5. California Department of Rehabilitation: WIOA Title IV
6. Ventura Unified School District/VACE: WIOA Title II Adult Education
7. Conejo Valley Unified School District: WIOA Title II Adult Education
8. Oxnard Union High School District: WIOA Title II Adult Education

9. Simi Valley Unified School District/SICE: WIOA Title II Adult Education
10. Ventura County Office of Education (VCOE): WIOA Title II Adult Education; Carl Perkins Career Technical Education
11. Ventura County Community College District (VCCCD): Carl Perkins Career Technical Education
12. Salvation Army – Haven: Department of Labor – Disabled Veterans; Veterans Administration – Homeless
13. Center for Employment Training (CET): Community Services Block Grants
14. Area Agency on Aging: WIOA Title V
15. SER—Jobs for Progress: WIOA Title V
16. National Association for Hispanic Elderly / Asociación Nacional Pro Personas Mayores: WIOA Title V
17. Housing Authority of the City of San Buenaventura: Housing and Urban Development employment and training funds
18. Community Action (holds a Community Services Block Grants but is not a mandated partner because it currently does not fund an employment program)
19. Moorpark Unified School District
20. Ojai Unified School District

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

The method for allocating infrastructure costs is based on the percentage of square footage and use within the Oxnard AJCC that is dedicated to each of the physically co-located partners (see Addendum C).

The only AJCC partner required by WIOA who is physically located at the 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.

The remaining AJCC partners required by WIOA who are not physically co-located but who use space at the Oxnard AJCC and/or East County AJCC on an intermittent basis (i.e., they occupy

space on a part-time, limited basis that is not solely dedicated to them but rather shared with one or more partners) are not required to pay a share of infrastructure costs during the initial term of this Phase II MOU.

These non-co-located AJCC partners may use space intermittently at the Oxnard AJCC and/or East County AJCC in coordination with the AJCC Operator, who will coordinate rotating use of space on a part-time, limited basis. Assessments of partners' needs and usage of space within the Oxnard AJCC and/or East County AJCC will be made by the AJCC Operator during the initial term of this Phase II MOU.

All AJCC partners required by WIOA who are not physically co-located within the AJCC system agree to negotiate and pay a proportionate share of infrastructure costs at which time data become available that justify a renegotiation of this Phase II MOU.

Applicable Career Services Costs

The AJCC partners required by WIOA to submit data regarding the dollar amount of their federal funds projected to be spent on delivering applicable career services at and/or through the AJCC system from July 1, 2017 – June 30, 2018 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; and Trade Adjustment Assistance Act
3. California Employment Development Department (EDD): Unemployment Insurance
4. Job Corps: WIOA Job Corps
5. California Department of Rehabilitation: WIOA Title IV
6. Ventura Unified School District/VACE: WIOA Title II Adult Education
7. Conejo Valley Unified School District: WIOA Title II Adult Education
8. Oxnard Union High School District: WIOA Title II Adult Education
9. Simi Valley Unified School District/SICE: WIOA Title II Adult Education
10. Ventura County Office of Education (VCOE): WIOA Title II Adult Education; Carl Perkins Career Technical Education
11. Ventura County Community College District (VCCCD): Carl Perkins Career Technical Education
12. Salvation Army – Haven: Department of Labor – Disabled Veterans; Veterans Administration – Homeless
13. Center for Employment Training (CET): Community Services Block Grants
14. Area Agency on Aging: WIOA Title V
15. SER—Jobs for Progress: WIOA Title V
16. National Association for Hispanic Elderly / Asociación Nacional Pro Personas Mayores: WIOA Title V
17. Housing Authority of the City of San Buenaventura: Housing and Urban Development employment and training funds

The other non-mandated AJCC partners who are required to submit data regarding the dollar amount (if any) of their federal funds projected to be spent on delivering applicable career services at and/or through the AJCC system from July 1, 2017 – June 30, 2018, due to their signing the Phase I MOU are:

1. Community Action (holds a Community Services Block Grants but is not a mandated partner because it currently does not fund an employment program)
2. Moorpark Unified School District
3. Ojai Unified School District

To promote transparency and facilitate an understanding of the service delivery costs associated with the AJCC system, these cost data are made publically available (see Addendum E), but they have no implications for cost-sharing or financial contributions during the initial term of this Phase II MOU.

Other System Costs

The identification and allocation of other system costs (e.g., initial intake, assessment of needs, appraisal of basic skills, referrals to other AJCC partners; business services; AJCC partner staff cross training; One-Stop operator; and shared personnel) will not be negotiated for the initial term of this Phase II MOU. Identification and allocation of other system costs may occur during a subsequent renegotiation of this Phase II MOU following assessments of data.




Free Financial Coaching for Veterans

Call us to learn more about the program.

Tele-coaching and virtual coaching services available.

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



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

Who is eligible for this service?

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

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

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

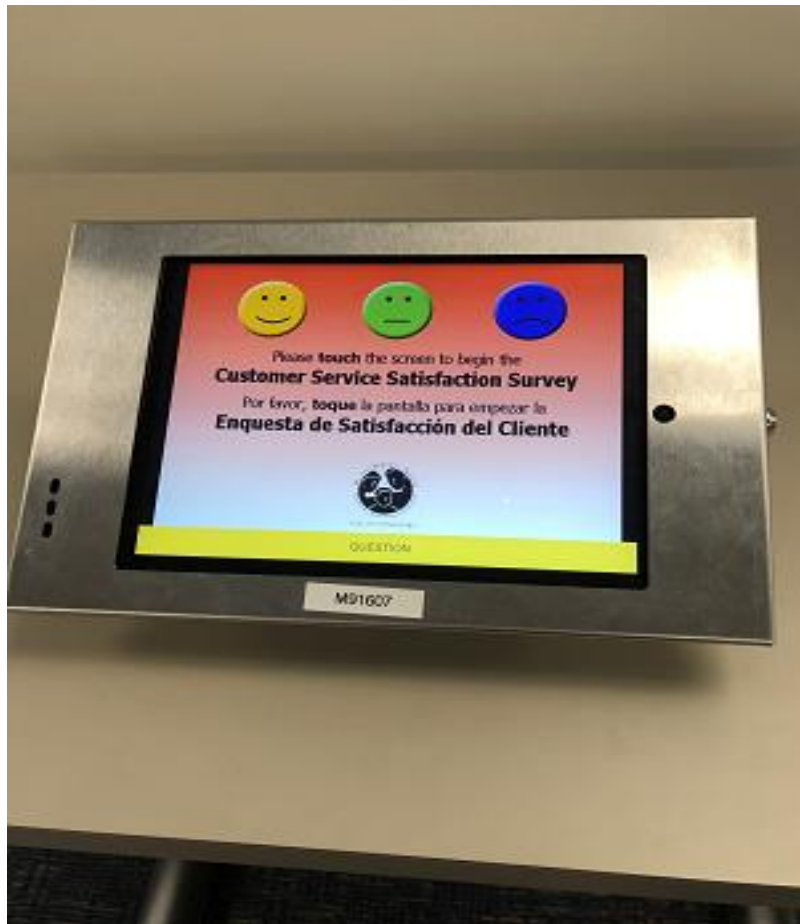
We do not sell products or give advice on specific investment

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

Hallmark of Excellence #8

(d) The AJCC has a system in place to collect satisfaction data from individuals and employers using the AJCC's services.

Customer Satisfaction Survey located at AJCC Lobby;



Hallmark of Excellence #8

(d) The AJCC has a system in place to collect satisfaction data from individuals and employers using the AJCC's services.

Career Shops Survey

Document # _____

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 <small>Explain below</small>	Strongly Disagree <small>Explain below</small>
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	Staff Member of County Program	Other
<input type="checkbox"/> Radio	<input type="checkbox"/> Resource Room	<input type="checkbox"/> Medi-Cal
<input type="checkbox"/> Television	<input type="checkbox"/> WIA	<input type="checkbox"/> CalWORKs
<input type="checkbox"/> Newspaper	<input type="checkbox"/> CalFresh(Food Stamps)	<input type="checkbox"/> Welfare to Work
<input type="checkbox"/> Website	<input type="checkbox"/> General Relief	<input type="checkbox"/> Adult Services
<input type="checkbox"/> Other publication (please list) _____	<input type="checkbox"/> Children and Family Services	<input type="checkbox"/> Family
		<input type="checkbox"/> Friend
		<input type="checkbox"/> Other (please list) _____

Comments and Recommendations

56-21-031 (03/11)

THANK YOU

Hallmark of Excellence #8

(d) The AJCC has a system in place to collect satisfaction data from individuals and employers using the AJCC's services.

Document # _____

Evaluación del Taller de Empleo

Título del Taller de Empleo _____ Fecha _____

Sitio _____ Instructor _____

Gracias por tomar el tiempo para evaluar nuestros Talleres de Empleo. Le invitamos a ofrecer comentarios y recomendaciones adicionales. Sus respuestas nos ayudarán a seguir satisfaciendo las necesidades de nuestros clientes.

Objetivos/Metas	Estoy totalmente de acuerdo	Estoy de acuerdo	Estoy en desacuerdo (explique abajo)	No estoy nada de acuerdo (explique abajo)
1. Los objetivos y las metas fueron expresados con claridad.				
2. Se lograron las metas expresadas.				
3. En general, estoy satisfecho con lo que aprendí.				
Materiales y Presentación				
4. Las hojas informativas, actividades y materiales me ayudaron a aprender.				
5. Los materiales de entrenamiento y la información compartida me ayudarán a conseguir un empleo.				
Instructor				
6. El instructor estuvo preparado y organizado.				
7. El instructor promovió interés y participación.				
8. El instructor presentó la información de manera eficaz.				
9. El instructor contestó preguntas con claridad.				

10. El tiempo que duró el Taller de Empleo fue: Justo _____ Demasiado corto _____ Demasiado largo _____

11. ¿Recomendaría usted este Taller de Empleo a otros? Si _____ No _____

12. ¿Cómo se enteró usted de este Taller de Empleo? Favor de marcar las que apliquen:

Medios de Communication	Personal del los Programas del Condado	Otros
<input type="checkbox"/> Radio	<input type="checkbox"/> Centro De Recursos y Employ	<input type="checkbox"/> Familia
<input type="checkbox"/> Televisión	<input type="checkbox"/> WIA	<input type="checkbox"/> Amigos
<input type="checkbox"/> Periodico	<input type="checkbox"/> CalFresh (Estampillas de Comida)	<input type="checkbox"/> Otros
<input type="checkbox"/> Otra publicación	<input type="checkbox"/> Ayuda General	(favor de escribir)
(favor de escribir)	<input type="checkbox"/> Servicios para Ninos y Familias	
	<input type="checkbox"/> Medi-Cal	
	<input type="checkbox"/> CalWORKs(Asistencia Economica)	
	<input type="checkbox"/> Welfare to Work	
	<input type="checkbox"/> Servicios para Adultos	

Comentarios y Recomendaciones: _____

56-21-031 (3/11) SP

Career Shop Evaluation

GRACIAS!

Hallmark of Excellence #8

(d) The AJCC has a system in place to collect satisfaction data from individuals and employers using the AJCC's services.

Survey for Employers for On the Job Training Services

Hallmark of Excellence #8

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COUNTY OF VENTURA

Employer Satisfaction Survey
Human Services Agency/ Community Services Department
Workforce Innovation Opportunity Act (WIOA)
On the Job Training

Exceptional Custom Service is important to us at WIOA. We value your opinions and feedback on your experiences with us. Please take a moment to complete this brief survey to help us better serve you.

1. How did you hear of the WIOA Program?

- ☐ Television or Radio
☐ Newspaper Advertisement or Article
☐ Outreach Program Contact with a mailer or telephone call
☐ Other, please specify _____

2. Which services were of value to you? Please select all that apply.

- ☐ Job Postings
☐ Employable Candidate Referrals for Job Postings
☐ On-The- Job Training (OJT) Program
☐ Employed Worker Program
☐ Labor Market Information
☐ Department of Labor Information, Employment, & Human Resources Consultation
☐ Business to Business Referrals
☐ Program Referrals for Employment Development Department (EDD) for bonding services, Cal Works for the Work Experience Program, Youth Program or other community service programs.

If you have used the OJT Program, please continue to Question No. 3, if not please go to Question 8.

3. Was the Account Executive (AE), professional and knowledgeable about the OJT Program and process?

- ☐ Yes ☐ No

Comments: _____

4. Did the AE explain the OJT purpose, process and obligation to you fully and clearly?

- ☐ Yes ☐ No

Comments: _____

5. Was the AE efficient and timely in processing your invoices for reimbursement or wages?

- ☐ Yes ☐ No

Comments: _____

Please continue on the other side

Hallmark of Excellence #8

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COUNTY OF VENTURA

6. Did you receive your reimbursements of wages in a timely manner?

☐ Yes ☐ No

Comments: _____

7. Was the AE available and easily accessible for questions, services, and supporting the new hire employee success?

☐ Yes ☐ No

Comments: _____

8. Were you satisfied with the WIOA services you received?

☐ Yes ☐ No

Comments: _____

9. Would you recommend WIOA to other business colleagues?

☐ Yes ☐ No

Comments: _____

10. Are there any suggestions you could provide to improve WIOA services?

☐ Yes ☐ No

Comments: _____

Attach Another Sheet of paper for additional comments

Optional:

Company Name: _____

Company Address: _____

Contact Person Name and Title: _____

Thank you for taking the time to take this survey. Please return to your WIOA Account Executive Representative, or mail, email or fax it to:

America's Job Center of California

Attention: Christy Norton, Manager Business Services Unit

980 Enchanted Way Suite 105, Simi Valley Ca. 93065

Phone: (805)955-2287 / FAX: (805)955-2233

Email: Christy.Norton@Ventura.org

America's JobCenter
of CaliforniaSM

Hallmark of Excellence #8

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Survey for Employers for Targeted Recruitment

Targeted Recruitment Employer Survey

Your feedback is valuable, please complete and share your experience during your recruiting event.

Location and time of the Targeted Recruitment

- ☐ Excellent
- ☐ Met Expectations
- ☐ Did not meet expectations
- ☐ No opinion

How did you hear about our targeted recruitment service?

Would you consider having another targeted recruitment, if it so when?

Overall, please rate the candidates that you met with

- ☐ Excellent
- ☐ Met expectation
- ☐ Did not meet expectations
- ☐ No opinion

What did you like best?

How can we better serve you next time?

Are you aware of the Employer Advisory Council? If not, please provide us with your email address to receiving upcoming employer/human resources monthly seminars:

- ☐ Yes
- ☐ No
- ☐ If you would like to share your experience with our management, please email Andrea.Sanchez@edd.ca.gov
Positive or negative we welcome your feedback!

Thank you!

Hallmark of Excellence #8

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Staff Development Survey

Hallmark of Excellence #8

(d) The AJCC has a system in place to collect satisfaction data from individuals and employers using the AJCC's services.



Staff Development

Was this a Webinar?	No	Live Presentation	Recorded Presentation
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Your Name: _____ (Optional)

Date:	
Location:	
Title:	
Provider:	Facilitator:

Pease rate the following statements on the scale below.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
The information was clearly presented.						
The information was useful to me.						
I understand the action steps required or recommended						
I believe I will be able to apply the information or action steps in my work.						
The webinar exceeded my expectations.						
Did the class start on time?						
Who would you rate the training Materials?						
Which part of the training did you find most valuable?						
Do you have any other comments, questions, or concerns?						
Was there anything the training did not cover that you think may be useful?						

Hallmark of Excellence #8

(e) The AJCC has a system in place to capture and respond to specific customer feedback, complaints and compliments



Equal Opportunity Form-Clients can file complaints

COUNTY OF VENTURA

HUMAN SERVICES AGENCY

Workforce Innovation and Opportunity Act

EQUAL OPPORTUNITY IS THE LAW

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

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

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

WHAT TO DO IF YOU BELIEVE YOU HAVE EXPERIENCED DISCRIMINATION

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

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

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

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

FOR INFORMATION OR TO FILE A COMPLAINT,
CONTACT

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

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

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

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

Print Name: _____

Signature: _____

Date: _____

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

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

56-21-101 (08/17)

Equal Opportunity is the Law

Equal Opportunity Form-Clients can file complaints

COUNTY OF VENTURA

HUMAN SERVICES AGENCY

Workforce Innovation and Opportunity Act

LA IGUALDAD A LA OPORTUNIDAD ES LA LEY

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

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

¿QUE HACER SI USTED CREE QUE HA EXPERIMENTADO DISCRIMINACIÓN?

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

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

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

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

PARA INFORMACION O PARA REGISTRAR
UNA QUEJA, COMUNIQUESE CON

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

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

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

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

Nombre en
molde: _____

Firma: _____

Fecha: _____

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

Program Grievance-Customer can file complaints

COUNTY OF VENTURA

HUMAN SERVICES AGENCY

Workforce Innovation and Opportunity Act PROGRAM GRIEVANCE/COMPLAINT PROCEDURES

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

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

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

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

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

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

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

Read and Acknowledged by

Date

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

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

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

56-21-102 (06/15)

CONDADO DE VENTURA

AGENCIA DE SERVICIOS HUMANOS

**Workforce Innovation and Opportunity Act
PROCEDIMIENTO DE QUEJA CIVIL DEL PROGRAMA**

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

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

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

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

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

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

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

Leído y Reconocido por

Fecha

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

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

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

Hallmarks of Excellence # 8

(f) The AJCC regularly reviews and analyzes performance, customer satisfaction, and service data and develops specific plans for AJCC service improvements.

DISAGREE 1 2 3 4 5 AGREE



My needs were taken care of quickly and correctly today.

DISAGREE 1 2 3 4 5 AGREE



I was able to access County services easily today.

DISAGREE 1 2 3 4 5 AGREE



Please "Tap" keyboard to begin typing and when you are finished select the keyboard button on keyboard far right bottom corner. Question: How could your improved?:

Answer Question

What is the reason for your visit today?

- ☐ Apply for benefits.
- ☐ Renew benefits.
- ☐ Submit documents or reports.
- ☐ Pick up document, card or information
- ☐ Request a replacement Medi-Cal Benefit Issuance Card or an Electronic Benefit Transfer (EBT) card.



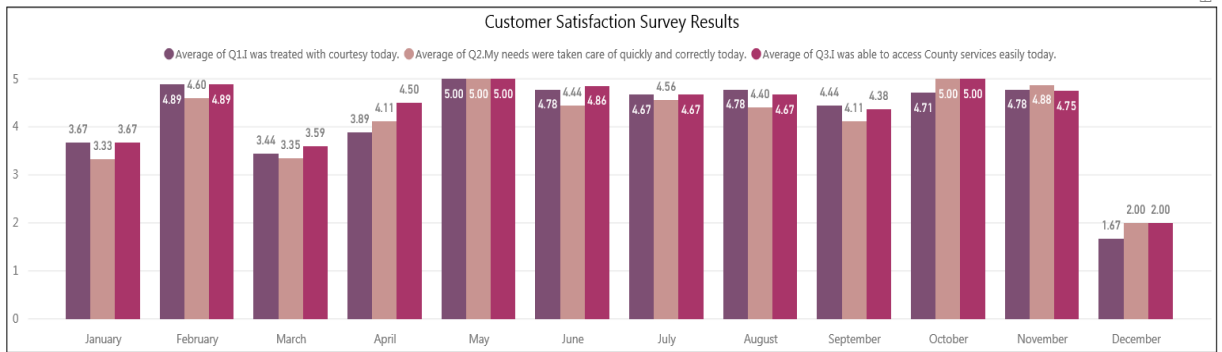
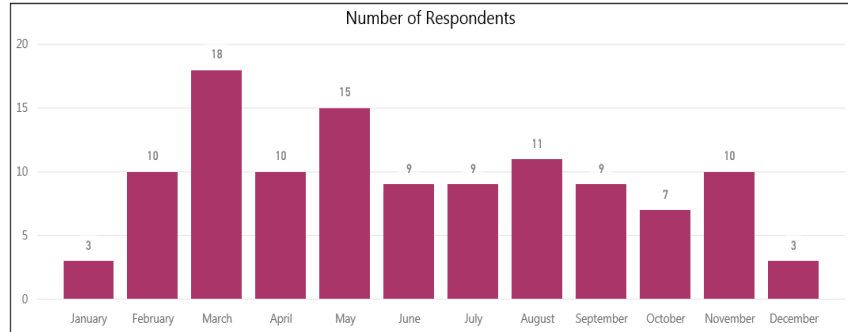
County of Ventura Human Services Agency iPad Kiosk Customer Satisfaction Survey Monthly Data

Year

- ☐ 2013
- ☐ 2014
- ☐ 2015
- ☐ 2016
- ☒ 2017
- ☐ 2018

Survey Location

- ☐ ADMIN 855 Partridge Dr., Ventura
- ☐ AFS 4245 Market St., Ste.#213 Ventura
- ☐ CFS 1400 Vanguard Dr. Oxnard
- ☐ CFS 2900 N. Madera Rd. #200 Simi
- ☐ CFS 4651 Telephone Rd. #300 Ventura
- ☐ CSD 1400 Vanguard Dr. Oxnard
- ☐ CSD 2900 N. Madera Rd. #100, Simi
- ☐ CSD 612B Spring Dr. #301 Moorpark
- ☐ CSD 725 E. Main St. Santa Paula
- ☐ CSD 80 E. Hillcrest Dr. Ste. 200 Thousand Oaks
- ☐ CSD 828 W. Ventura St. #200 Fillmore
- ☐ CSD IEC 4651 Telephone Rd. Ventura
- ☐ CSD JCC 4651 Telephone Rd. Ventura
- ☒ WIOA AJC 2901 N. Ventura Rd. Oxnard



Hallmark of Excellence #8

(g) The AJCC regularly identifies areas of needed technical assistance to improve business results and taps available resources to obtain needed assistance.

The AJCC business services staff utilize employer feedback and information gathered through the delivery of business services to employers to improve results and identify other business needs. In addition, through a long-standing relationship with our Economic Development Collaborative-VC, AJCC services tap into additional resources to help employer's access SBA loans, consulting or assisting with ETP funding. Moreover, AJCC partners also work collaboratively to address the needs of employers who require assistance when downsizing or upsizing and providing assistance for Dislocated Workers impacted by a plant closure.

Employer Services



The American Job Center (AJC) network offers businesses convenient access to workforce development services. Account Executives work one-on-one with employers to help develop plans to build and train your workforce plus referrals to no-cost/low-cost consulting services.

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.workforceventura.org



Bringing People & Opportunities Together
Equal Opportunity Employer/Program/Service. Auxiliary aids and services are available upon request to individuals with disabilities. TDD/TTY Inquiries call (800) 735-2922.





EMPLOYER SERVICES

- RECRUITMENT
- CUSTOMIZED TRAINING
- BUSINESS DEVELOPMENT
- RAPID RESPONSE



 Printed on Recycled Paper



American Job Center

The American Job Center (AJC) network can assist employers in finding, hiring and training skilled workers at no- to low-cost. Services available to employers include:

Recruitment

Save time and money with FREE AJC recruitment services.

- ✦ Post a job opening
- ✦ Pre-screened candidates
- ✦ Host job recruitments at the AJC
- ✦ Meeting facilities for conducting interviews

Customized Training

Connect with local resources to provide training specific to the needs of your business.

- ✦ On-the-job training at employer sites
- ✦ Customized employee training programs
- ✦ Industry-specific education
- ✦ Employer reimbursement for employee training

Business Development

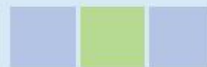
Connect with convenient and confidential professional, no-fee employer assistance.

- ✦ Business start-up guidance
- ✦ Industry-specific consulting
- ✦ Targeted loan fund programs
- ✦ International trade education

Rapid Response

Free services to help employers and workers deal with the effects of layoffs and closures.

- ✦ Referrals for no-cost/low-cost business consulting
- ✦ Layoff aversion information
- ✦ Dislocated worker support services
- ✦ Downsizing/closure management



AmericanJobCenter

www.jobcenter.usa.gov

www.caljobs.ca.gov

www.workforceventuracounty.org



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[JOIN OUR LIST](#)



HOW CAN WE HELP YOU GROW YOUR BUSINESS?



STARTUP



MANUFACTURING
CONSULTING



LOANS FUNDING CAPITAL



INTERNATIONAL TRADE



BUSINESS TRANSITION



BUSINESS CONSULTING



RECRUITMENT



TRAINING