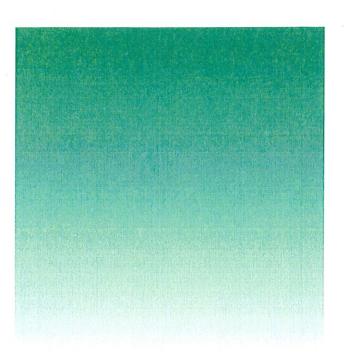
### AGENDA WORKFORCE DEVELOPMENT BOARD AUGUST 26, 2020





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# AGENDA WORKFORCE DEVELOPMENT BOARD AUGUST 26, 2020

Dear Workforce Development Board Members:

Attached is your agenda for the Wednesday, August 26, 2020 meeting of the Workforce Development Board.

This meeting will be via WebEx. Access to the WebEx is contained in the e-mail you received.

DATE:

Wednesday, August 26, 2020

TIME:

7:30 a.m.- 9:00 a.m.

PLACE:

Held Via WebEx

WorkNet Building 56 S. Lincoln Street Stockton, CA 95203

If you have any questions, please call me at 468-3511.

Sincerely

JOHN M. SOLIS

EXECUTIVE DIRECTOR

JMS:gg

# AGENDA WORKFORCE DEVELOPMENT BOARD

August 26, 2020 - 7:30 a.m. Stockton WorkNet Center 56 S. Lincoln Street, Stockton, CA Due to COVID-19 held via WebEx

#### **ROLL CALL**

#### **APPROVAL OF MINUTES**

#### STATEMENTS OF CONFLICT OF INTEREST

#### PUBLIC COMMENT

#### <u>ACTION ITEMS</u>

- A-1 Approval of Workforce Innovation and Opportunity Act Formula Fund Budget for Program Year 2020-21
- A-2 Approval of Recommended Protocols for Negotiating Local Performance Goals with the State for Program Year (PY) 2020 and PY 2021

#### **PRESENTATION**

#### COMMITTEE REPORTS

#### INFORMATION ITEMS

- I-1 WorkNet Job Readiness Training Needs Survey
- I-2 WorkNet Center Customer Service Survey
- I-3 Success Stories
- I-4 The WorkNet NetWork Newsletter

#### **DIRECTOR'S REPORT**

#### **BOARD MEMBERS QUESTIONS AND COMMENTS**

#### \*\*\* PUBLIC COMMENT \*\*\*

Public Comments, limited to 250 words or less, may be submitted by sending an email to wdbcomments@sjcworknet.org. **Please no personal attacks.** 

Every effort will be made to read all comments received into the record, but some comments may not be read due to time limitations. Comments received after an agenda item will be made part of the official record on file.

If you need disability-related modification or accommodation in order to participate in this meeting, please contact Gloria Gamez at (209) 468-3524 at least 48 hours prior to the start of the meeting.

#### **ADJOURNMENT**

The next WDB meeting, pending approval, is scheduled for Wednesday, October 28, 2020, location to be announced.

This WIOA Title I - Financially Assisted Program or Activity is an Equal Opportunity Employer/Program. Auxiliary aids and services available upon request to individuals with disabilities. If you require special accommodation, please contact Gloria Gamez at (209) 468-3524 at least one day in advance of the meeting. California Relay Service 711 or 1-800-735-2922 (English) 1-800-855-3000 (Spanish).

# **APPROVAL OF MINUTES**

# MINUTES OF THE WORKFORCE DEVELOPMENT BOARD

July 8, 2020 WorkNet 56 S. Lincoln Street, Stockton, CA Due to COVID-19 held via WebEx

#### WORKFORCE DEVELOPMENT BOARD MEMBERS PRESENT

#### Diane Vigil

Gene Acevedo Mike Ammann Mayra Cuevas David Culberson Les Fong Terry Givens Raul Hernandez Carol Hirota Michael Mark
Henry Peralta
Omid Pourzanjani
Tim Robertson
Robin Sanborn
Sylvia Sanchez
Julian Sepulveda
Marcus Williams

#### **MEMBERS ABSENT**

LaChelle Adams
Dan Ball
Jose Hernandez
James Mousalimas

Pat Patrick Renee Puig-Hink Tamra Spade Greg Vincelet

#### **GUESTS/STAFF PRESENT**

Christina Bastida, Health Force Partners Paul Castro, California Human Development Juan Prieto, California Human Development Hershel Baser Jr., Caltrans Randy Saffold, City of Manteca Paul Downs, Delta Sierra Adult Education Alliance Paul Rosenbloom, Delta Sierra Adult Education Alliance Yvette Quevedo, Employment Development Dept. Nicole Snyder, City of Stockton John M. Solis, Employment & Economic Development Dept. Patty Virgen, Employment & Economic Development Dept. Tina LaBounty, Employment & Economic Development Dept. Elena Mangahas, Employment & Economic Development Dept. Ed Wanket, Employment & Economic Development Dept. Tonnie Mallory, Employment & Economic Development Dept. Alfredo Mendoza, Employment & Economic Development Dept. John Lutzow, Employment & Economic Development Dept. Katie Poole, Employment & Economic Development Dept. Victoria Lopez, Employment & Economic Development Dept.

Guests who did not identify themselves may not be listed.

#### **ROLL CALL**

The meeting was called to order by Chair Vigil at 7:35 a.m. Roll call was taken and a quorum of the Board was present.

#### **APPROVAL OF MINUTES**

#### MOTION

Ms. Sanborn moved and Mr. Raul Hernandez seconded to approve the May 27, 2020 Workforce Development Board meeting minutes.

M/S/C unanimously

#### STATEMENTS OF CONFLICT OF INTEREST

None.

#### **PUBLIC COMMENT**

None.

#### **ACTION ITEMS**

A-1

AUTHORIZE THE ACCEPTANCE OF \$350,000 IN WORKFORCE INNOVATION
AND OPPORTUNITY ACT (WIOA) GOVERNOR'S DISCRETIONARY FUNDING
FROM THE STATE OF CALIFORNIA EMPLOYMENT DEVELOPMENT
DEPARTMENT (EDD) FOR THE ENGLISH LANGUAGE LEARNER (ELL)
PATHWAYS TO CAREERS GRANT RETROACTIVE TO THE PERIOD OF JUNE
1, 2020 THROUGH MARCH 31, 2022

Mr. Mendoza summarized the information contained in the agenda item.

#### **MOTION**

Ms. Hirota moved and Mr. Acevedo seconded to approve the acceptance of \$350,000 in Workforce Innovation and Opportunity Act (WIOA) Governor's Discretionary Funding from the State of California Employment Development Department (EDD) for the English Language Learner (ELL) Pathways to Careers Grant retroactive to the period of June 1, 2020 through March 31, 2022.

M/S/C unanimously.

#### **PRESENTATION**

Paul Downs and Paul Rosenbloom, Consultants for Delta Sierra Adult Education Alliance – Partnering for a Transportation-Logistics and Manufacturing Career Pathway System.

#### **INFORMATION ITEMS**

- I-1 WorkNet Job Readiness Training Needs Survey
- I-2 WorkNet Center Customer Service Survey
- I-3 Success Stories
- I-4 The WorkNet NetWork Newsletter

#### **DIRECTOR'S REPORT**

#### **COMMITTEE REPORTS**

None.

#### **BOARD MEMBERS QUESTIONS AND COMMENTS**

None.

### **ADJOURNMENT**

#### **MOTION**

Mr. Fong moved and Ms. Cuevas seconded to adjourn the meeting at 9:05 a.m.

M/S/C unanimously

STATEMENTS OF CONFLICT OF INTEREST

**PUBLIC COMMENT** 

### **ITEM #1**

APPROVAL OF WORKFORCE INNOVATION AND OPPORTUNITY ACT FORMULA FUND BUDGET FOR PROGRAM YEAR 2020-21

DATE:

August 26, 2020

ACTION ITEM: 1

TO:

Workforce Development Board

FROM:

John M. Solis, Executive Director

SUBJECT: APPROVAL OF WORKFORCE INNOVATION AND OPPORTUNITY ACT

FORMULA FUND BUDGET FOR PROGRAM YEAR 2020-21

#### IT IS RECOMMENDED:

That the San Joaquin County Workforce Development Board (WDB):

- Approve the attached Workforce Innovation and Opportunity Act (WIOA) 1. Formula Fund Budget for Program Year (PY) 2020-21.
- Authorize the Chair of the WDB to sign all documents related to this action. 2.

#### Background:

Under Section 107 (12)(A) of the WIOA, each local Workforce Board is required to approve an annual budget for the use of formula Adult, Dislocated Worker and Youth funds. Formula WIOA funds provided to local Workforce Boards are based on allocations determined by the U.S. Department of Labor (DOL) and the State of California. Allocations to the States and U.S. Territories were established through Training and Employment Guidance Letter (TEGL) 16-19, dated April 23, 2020. From the federal allocation, California, through the State Employment Development Department (EDD) allocated formula funding to local Workforce Boards in accordance with the Workforce Services Information Notice (WSIN)19-45, dated May 14, 2020.

Approval of this recommendation by the WDB and the San Joaquin County Board of Supervisors will allow the Employment and Economic Development Department (EEDD) to utilize the PY 2020-21 formula WIOA fund allocations to serve Adults, Dislocated Workers, and Youth. For PY 2020-21, San Joaquin County has been allocated a total of \$9,533,571 as follows:

Adults	\$3,506,317
Dislocated Workers	\$2,367,005
Youth	\$3,660,249
Total	\$9,533,571

#### WIOA Formula Budget for PY 2020-21:

Attached is the proposed budget for PY 2020-21. The budget includes this year's WIOA formula allocations and carry-over funds from PY 2019-20 that facilitate, in part, the provision of services to those participants that carry-over from one program year to

the next. A comparison of the PY 2019-20 and PY 2020-21 formula allocations is as follows:

		DISLOCATE		
FORMULA ALLOCATIONS	ADULT	WORKER	YOUTH	TOTAL
2019-20 FORMULA FUNDING	\$3,073,248	\$2,448,072	\$3,204,909	\$8,726,229
2020-21 FORMULA FUNDING	\$3,506,317	\$2,367,005	\$3,660,249	\$9,533,571
DIFFERENCE (DECREASE)	\$433,069	(\$81,067)	\$455,340	\$807,342
PERCENT CHANGE (DECREASE)	14.1%	(3.3%)	14.2%	9.3%

The total PY 2020-21 allocation reflects a 9.3% (\$807,342) increase in funding over the PY 2019-20 level.

#### Services Provided with WIOA Formula Funds

System-Wide Services - In San Joaquin County, 41,914 individuals were served in 2019-20 through the San Joaquin County WorkNet One-Stop Center Service Delivery system, part of the State's America's Job Center of California (AJCC) Network. The system-wide services include: conducting job fairs (large and targeted), Rapid Response and Layoff Aversion Activities (part of the Business Engagement Strategy), Resource Center Activities and providing resources which include: access to copy machines, fax, publications, phone banks, and a variety of other valuable services and activities available and provided by the required and strategic partners.

Basic Career Services - The San Joaquin County WorkNet One-Stop Center Service Delivery system served 40,349 individuals in 2019-20, providing Basic Career Services. Basic Career Services are the core services made available to individuals that wish to access the services regardless of program eligibility or official enrollment into one or more of the formula grants. Basic Career Services include, but are not limited to, the following:

- WIOA Title I Program Eligibility
- Outreach, Intake, Orientation
- Initial Assessment
- Labor Exchange, Job Search Assistance
- Referrals to One-Stop Partners
- Labor Market Information

- Support Service Information
- Unemployment Insurance Information and Assistance
- Financial Aid Information
- Performance and Cost Information for Training Providers on State's Eligible Training Provider List

Individualized Career Services - Participation in Individualized Career Services is contingent upon eligibility determination of the customer and official enrollment into one or more of the WIOA formula funded grants. In PY 2019-20, 956 participants were

enrolled into Individualized Career Services. Individualized Career Services include:

- Comprehensive Assessment
- Individual Employment Plan
- Career Plan, Counseling
- Short Term Pre-Vocational Services
- Internships, Work Experience

- Out of Area Job Search
- Financial Literacy
- English Language Acquisition
- Workforce Preparation
- Follow-Up Services

**Training Services -** Participation in Training Services is contingent upon eligibility determination of the customer and official enrollment into a formula funded grant. In PY 2019-20, 544 participants were enrolled into Training Services. Training Services include:

- Occupational Skills Training
- On-the-Job Training
- Skill Upgrade and Retraining
- Entrepreneurial Training
- Apprenticeship and Pre-Apprenticeship Skills Training
- Customized Training (as defined by WIOA)
- Incumbent Worker Training
- Pay-for-Performance Training
- Job Readiness Training
- Programs that Combine Workplace Training with Related Instruction (including Cooperative Education programs)

**Follow-up Services -** The WorkNet system will also provide follow-up services as required under the WIOA. The DOL has provided information (TEGL 3-15, dated July 1, 2015) indicating that "follow-up services must be provided as appropriate for participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment." It is estimated that 253 individuals will receive follow-up services during PY 2020-21. Follow-Up Services include:

- Counseling about the Work Place
- Mentoring
- Crisis Intervention
- Life Skills
- Emergency Support to Sustain Longterm Employment
- Apprenticeship and Pre-Apprenticeship Skills Training

- Additional Career Planning and Counseling
- Information about Additional Educational Opportunities
- Referral to Supportive Services Available in the Community
- Contact with Participant's Employer
- Assistance with Work Related Problems that may Arise

### Planned Participant Service Levels for PY 2020-21:

More than 50,000 individuals are expected to receive Basic Career Services during PY 2020-21. A subset of those individuals will go through an eligibility determination process and be officially enrolled into one or more of the formula grants.

A comparison of the PY 2019-20 and PY 2020-21 planned participant levels is as follows:

	ADULT'	DISLOCATED WORKER	YOUTH	TOTAL
FORMULA PARTICIPANTS				
2019-20 (CARRY OVER + NEW)	503	254	248	1,005
2020-21 (CARRY OVER + NEW)	454	303	300	1,057
DIFFERENCE (DECREASE)	(49)	49	52	52
PERCENT CHANGE (DECREASE)	(9.7%)	19.3%	21.0%	5.2%

#### Participant Plan Summary

Attached is a Participant Plan Summary which provides specific information on the planned service levels for Adults, Dislocated Workers and Youth. The summary includes the actual number of carry over participants from PY 2019-20 into PY 2020-21, the planned number of new registered participants in 2020-21, the projected number of Adults and Dislocated Workers for each level of service funded by WIOA formula funds, and information on the Youth programs operated under subrecipient agreements with our youth providers.

#### Fiscal Impact:

Approval of the recommendation will result in the utilization of \$9,533,571 in federal formula funds for the operation of WIOA programs in San Joaquin County.

#### ACTION TO BE TAKEN FOLLOWING APPROVAL:

1. Program Implementation

August 2020

# WIOA Local Plan Program Year 2020-21 Title I Budget Plan Summary

(Adult Worker)

PROGRAM TYPE for PY 2020-21, beginning 07/01/20 through 06/30/	21	
☑ Grant Code 201/202/203/204 WIOA I-Adult		
☐ Grant Code 501/502/503/504 WIOA I-Dislocated Worker		
FUNDING IDENTIFICATION	AA011036 Subgrant	AA111036 Subgrant
1. Year of Appropriation	2019	2020
2. Formula Allocation	3,073,248	3,506,317
3. Allocation Adjustments - Plus or Minus		
4. Transfers - Plus or Minus	and communities a communities of the process and communities to the community of the community of the community of the communities of the community of the comm	AND THE PROPERTY OF THE PROPER
5. TOTAL FUNDS AVAILABLE (Lines 2 through 4)	3,073,248	3,506,317
TOTAL ALLOCATION COST CATEGORY PLAN	Accounts (CO) Scriptor C Court Interface shade attacked to New York Co.	
6. Program Services (Lines 6a through 6c)	2,765,924	3,155,686
a. Career Services (Basic / Individual / Follow-Up Services)	2,123,615	2,422,866
b. Training Services	614,650	701,263
c. Other	27,659	31,557
7. Administration	307,324	350,631
8. TOTAL (Lines 6 plus 7)	3,073,248	3,506,317
QUARTERLY TOTAL EXPENDITURE PLAN (cumulative)	74,550	0
9. September 2019		0
10. December 2019	157,363 556,929	0
11. March 2020		0
12. June 2020	1,335,380 2,290,626	0
13. September 2020	3,073,248	129,293
14. December 2020	3,073,248	1,291,858
15. March 2021 16. June 2021	3,073,248	2,454,422
	3,073,246	3,506,317
17. September 2021 18. December 2021		3,506,317
		3,506,317
19. March 2022 20. June 2022		3,506,317
ZO. Julie 2022		3,300,317
COST COMPLIANCE PLAN (maximum 10%)		
21. % for Administration Expenditures (Line 7/Line 5)	10.0%	10.0%
San Joaquin County  Local Workforce Development Area		

(209) 468-3500 Telephone Number

John M. Solis, Executive Director

**Contact Person, Title** 

# WIOA Local Plan Program Year 2020-21 Title I Budget Plan Summary

(Dislocated Worker)

PROGRAM TYPE for PY 2020-21, beginning 07/01/20 through 06	/30/21	
☐ Grant Code 201/202/203/204 WIOA I-Adult		
☑ Grant Code 501/502/503/504 WIOA I-Dislocated Worker		
FUNDING IDENTIFICATION	AA011036 Subgrant	AA111036 Subgrant
1. Year of Appropriation	2019	2020
2. Formula Allocation	2,448,072	2,367,005
3. Allocation Adjustments - Plus or Minus		* 2 Ty
4. Transfers - Plus or Minus		
5. TOTAL FUNDS AVAILABLE (Lines 2 through 4)	2,448,072	2,367,005
TOTAL ALLOCATION COST CATEGORY PLAN		
6. Program Services (Lines 6a through 6c)	2,203,265	2,130,305
a. Career Services (Basic / Individual / Follow-Up Services	1,691,618	1,635,601
b. Training Services	489,614	473,401
c. Other	22,033	21,303
7. Administration	244,807	236,700
8. TOTAL (Lines 6 plus 7)	2,448,072	2,367,005
QUARTERLY TOTAL EXPENDITURE PLAN (cumulative)		
9. September 2019	436,282	0
10. December 2019	546,513	0
11. March 2020	865,215	0
12. June 2020	1,423,851	0
13. September 2020	1,982,487	145,603
14. December 2020	2,448,072	417,199
15. March 2021	2,448,072	1,155,402
16. June 2021	2,448,072	1,893,604
17. September 2021		2,367,005
18. December 2021		2,367,005
19. March 2022		2,367,005
20. June 2022	1 2 2 1 2	2,367,005
COST COMPLIANCE PLAN (maximum 10%)		
21. % for Administration Expenditures (Line 7/Line 5)	10.0%	10.0%
San Joaquin County		
Local Workforce Development Area		
John M. Solis Executive Director	(209) 468-3500	

**Contact Person, Title** 

**Telephone Number** 

# WIOA Local Plan Program Year 2020-21 Title I Budget Plan Summary

(Youth)

#### PROGRAM TYPE for PY 2020-21, beginning 04/01/20 through 06/30/21

☑ Grant Code 301/302/303/304 WIOA IB-Youth

FUNDING IDENTIFICATION	AA011036 Subgrant	AA111036 Subgrant
1. Year of Appropriation	2019	2020
2. Formula Allocation	3,204,909	3,660,249
3. Allocation Adjustments - Plus or Minus	(1) (2) (2) (3) (4) (4) (4) (4) (4) (4) (4) (4) (4) (4	
4. TOTAL FUNDS AVAILABLE (Lines 2 through 3)	3,204,909	3,660,249

TOTAL ALLOCATION COST CATEGORY PLAN		
5. Program Services (Lines 5a through 5b)	2,884,419	3,294,225
a. In School	576,884	658,845
b. Out-of-School (minimum 75% required)	2,307,535	2,635,380
6. Administration (Line 4 minus 5)	320,490	366,024
7. TOTAL (Lines 5 plus 6)	3,204,909	3,660,249

QUARTERLY TOTAL EXPENDITURE PLAN (cumulative)		
8. June 2019	0	0
9. September 2019	66,391	0
10. December 2019	642,531	0
11. March 2020	1,395,427	0
12. June 2020	1,808,497	0
13. September 2020	2,609,724	0
14. December 2020	3,082,939	380,843
15. March 2021	3,204,909	1,471,509
16. June 2021	3,204,909	2,562,174
17. September 2021		3,660,249
18. December 2021		3,660,249
19. March 2022		3,660,249
20. June 2022		3,660,249

COST COMPLIANCE PLAN (maximum 10%)		
21. % for Administration Expenditures (Line 6/Line 4)	10.0%	10.0%

San Joaquin County

**Local Workforce Development Area** 

John M. Solis, Executive Director

(209) 468-3500

Contact Person, Title Telephone Number

# WIOA Local Plan Program Year 2020-21 Title I Participant Plan Summary

#### PROGRAM TYPE for PY 2020-21, beginning 7/01/20 through 6/30/21

TOTA	ALS for PY 2020 (07/01/20 through 06/30/21)	ADULT	DW	YOUTH
1.	Registered Participants Carried in from PY 2019	227	145	106
2.	New Registered Participants for PY 2020	227	158	194
3.	Total Registered Participants for PY 2020 (Line 1 plus 2)	454	303	300
4.	Exiters for PY 2020	241	145	150
5.	Registered Participants Carried Out to PY 2021 (Line 3 minus 4)	213	158	150

PROC	GRAM SERVICES			
6.	Basic Career Services	24,209	16,140	
7.	Individual Career Services	454	303	
8.	Training Services	155	103	
9.	Follow Up Services	155	103	150

PERFORMANCE MEASURES			
10. Employment Rate 2nd Quarter after Exit	161	105	96
11. Employment Rate 4th Quarter after Exit	159	105	103
12. Median Earnings 2nd Quarter after Exit	\$6,000	\$8,070	\$2,341
13. Credential Attainment within 4 Quarters after Exit	109	40	90
14. Measurable Skills Gain	120	73	58

San Joaquin County

**Local Workforce Development Area** 

John M. Solis, Executive Director

**Contact Person, Title** 

(209) 468-3500

**Telephone Number** 

### <u>ITEM #2</u>

APPROVAL OF RECOMMENDED PROTOCOLS FOR NEGOTIATING LOCAL PERFORMANCE GOALS WITH THE STATE FOR PROGRAM YEAR (PY) 2020 AND PY 2021

DATE:

August 26, 2020

ACTION ITEM: 2

TO:

Workforce Development Board

FROM:

John M. Solis, Executive Director

SUBJECT:

APPROVAL OF RECOMMENDED PROTOCOLS FOR NEGOTIATING

LOCAL PERFORMANCE GOALS WITH THE STATE FOR PROGRAM

YEAR (PY) 2020 AND PY 2021

#### IT IS RECOMMENDED:

That the Workforce Development Board (WDB) approve the recommended protocols for the negotiations and the establishment of State approved Local Workforce Innovation and Opportunity Act (WIOA) performance goals for Title IB Adult, Dislocated Worker and Youth programs that will:

- Establish an agreement between the WDB and the San Joaquin County Board of Supervisors for how the San Joaquin and Associated Counties Regional Planning Unit (RPU) will collectively negotiate and reach agreement with the Governor on local levels of performance;
- 2. Forward a recommendation to the San Joaquin County Board of Supervisors that will include the protocols for negotiating local levels of performance that will be followed; and
- 3. Submit for approval the final performance goals negotiated with the State through the (RPU).

#### REASONS FOR RECOMMENDATION:

On February 6, 2020, the Employment and Training Administration (ETA) under the U.S. Department of Labor (DOL) issued Training and Employment Guidance Letter (TEGL) WIOA No. 11-19, entitled Negotiations and Sanctions Guidance for the Workforce Innovation and Opportunity Act (WIOA) Core Programs. This TEGL provides guidelines for the negotiation process for WIOA Title IB programs (Adult, Dislocated Worker, and Youth) and the Wagner-Peyser Act Employment Service program, as amended by Title III of WIOA, for PY 2020 and PY 2021. Once negotiated levels are agreed upon by each State and the DOL, these performance goals will be incorporated into the State Plan.

On April 16, 2020, the State Employment Development Department (EDD) Workforce Services Branch (WSB) and the California Workforce Development Board (State Board) issued Workforce Services Directive WSD19-11 entitled State Level Performance Goals and Local Area Negotiations. This Directive provides the guidance and establishes the procedure regarding final Workforce Innovation and Opportunity Act (WIOA) state-level

negotiated performance goals for the following programs: Title IB Adult, Dislocated Worker, and Youth; and Wagner-Peyser. In addition, this Directive provides guidance to Local Workforce Development Areas (LWDA) on negotiating Adult, Dislocated Worker, and Youth program performance goals.

WIOA Section 116(b) requires the State to negotiate and reach an agreement with the Secretary of Labor on State level performance goals for the Wagner-Peyser Act, and WIOA Title IB Adult, Dislocated Worker, and Youth programs for the two program years of performance accountability beginning on July 1, 2020.

The policy in the State Plan supports the establishment of performance goals based on current and projected levels of performance, which enables Local Areas in their planning efforts to provide industry related skill attainment to participants who face multiple barriers to employment. Increasing the percentage of participants served from identified target populations helps develop the state's vision to build and sustain regional sector pathways, and prepare a workforce for in-demand middle skill jobs. The rationale and subsequent data-driven analysis also sought to establish continuous improvement in the workforce education and training system, and ensure a return on targeted investments. The state and Local Areas shall negotiate and reach an agreement on local-level performance goals for the same two program years (PY) as the state negotiated goals.

In May 2020, the state negotiated the performance goals with the DOL for PY 2020 and PY 2021 using the Statistical Adjustment Model (SAM) as a baseline. The process by which state level goals have been negotiated began with the submission of proposed goals in the State Plan.

The Statistical Adjustment Model (SAM) is an objective statistical regression model developed by the DOL. It is used to make adjustments for actual economic conditions, and the characteristics of participants served at the end of the PY. In compliance with the WIOA, the existing DOL issued SAM will be used to negotiate local-level performance goals. The model takes into consideration labor market factors such as employment rates and job losses and/or gains in different industries so the goals are realistic and representative of the existing economic status. In addition, the SAM incorporates participant barriers to employment that include poor work history, lack of work experience, lack of educational or occupational skills attainment, dislocation from high-wage and high-benefit employment, low levels of literacy or English proficiency, disability status, homelessness, ex-offender status, and welfare dependency to get an accurate representation of the population that is being served.

The SAM will provide two major functions in performance negotiations and performance assessment.

 It is one of the tools used when reaching agreement with the Local Areas on the negotiated levels of performance. It is used to account for the expected economic conditions and the expected characteristics of participants to be served in the Local Areas. 2. It will be applied at the close of the PY to adjust for actual economic conditions experienced and actual characteristics of participants. When used at a local level, the SAM may not accurately adjust the data and performance measures specific to the Local Area. Local Areas should review the SAM, and how it affects their performance goals before negotiating performance goals with the state.

The objective of the negotiation process is to define local performance targets that are aligned with current economic indicators, reflect local area service strategies and local achievements, while at the same time building on the overall system goal of continuous improvement for our clients and customers, providing the greatest return on workforce investments, and enabling the regional planning implementation of WIOA by providing industry-relevant skills attainment framework for individuals with barriers to employment.

Federal regulations require LWDAs and Chief Elected Officials (in San Joaquin County, this is the San Joaquin Board of Supervisors), to agree on how a planning region will collectively negotiate and reach agreement with the California Workforce Development Board on local levels of performance. San Joaquin County is part of the San Joaquin Valley Regional Planning Unit (RPU), one of 14 RPUs designated by the State. Attachment A represents the negotiation protocols recommended.

On August 7, 2020 the San Joaquin Valley and Associated Counties RPU met and discussed a Performance Negotiations strategy in order to anticipate the State's direction and be prepared to respond rapidly and meet the requirements of the WIOA.

In accordance with Section 107 of WIOA, local areas are required to negotiate performance with the state. As the primary contact for performance negotiations, the state will negotiate performance goals with all 45 LWDAs for Program Years 2020 and 2021 through their designated Regional Planning Units (RPUs) taking into account the following factors when negotiating performance goals with the Local Areas:

- How the levels involved compare with the negotiated levels of performance established for the state.
- Ensure that the negotiated levels account for the economic conditions and the participant characteristics based on the SAM.
- The levels involved promote continuous improvement of the indicators of performance.

Attachment A reflects the actual performance under the WIOA for PY 2017 and PY 2018, the projected performance (not finalized as of this date) for PY 2019 and the Proposed Performance for PY 2020 and PY 2021.

During the prior negotiations process in September 2018, the San Joaquin County and Associated Counties RPU chose to accept the state negotiated performance goals, except where the average performance was lower. This cycle, it will be the strategy of San Joaquin County to accept the state negotiated performance goals, except where the

performance during the prior three years is lower. We will begin negotiations at the lowest level in the past three years and negotiate up from there.

It is important to note that the COVID-19 Pandemic and resulting economic casualties were not taken into consideration in the development of the SAM. The State of California negotiated proposed level of performance with the U.S. Department of Labor using Pre-COVID-19 Pandemic performance data. The performance objective approved by the U.S. Department of Labor for the State of California was optimistic. The State therefore, will follow the same direction when negotiating performance objectives at the local level. It is understood that after the program year end, adjustments will be made based on local economic conditions.

The Local Areas are required to send the state their proposed goals by August 28, 2020. The state and RPUs are scheduled to negotiate to reach Local Area level negotiated performance goals by September 30, 2020. The state will adjust the Local Area level negotiated goals by December 31, 2021 and December 31, 2022 respectively following the end of each PY.

#### FISCAL IMPACT:

The development and submission of negotiated performance goals for the Adult, Dislocated Worker, and Youth programs for PY 2020 and 2021 are required by WIOA.

#### **ACTION TO BE TAKEN FOLLOWING APPROVAL:**

1.	Proposed Goals sent to the St	tate	August 28, 2020
2. RPU collectively negotiate go		als with the State	September 11, 2020
3.	Board of Supervisors Action		September 15, 2020
4.	Submission of local performar	nce goals to the State	September 30, 2020
ACT	ON TAKEN: APPROVED:	DISAPPROVED:	OTHER:
BY:		DATE:	
MOTIONED BY:		SECONDED B	Y:
YES			
NO.			

		Te	Local Workfo	rkforce	Develo	pment	orce Development Area: San Joaquin	an Joaq	luin				
										Pro	posed Nego	<b>Proposed Negotiated Goals</b>	ls
		PY 2017			PY 2018			PY 2019		Local	State	Local	State
	Final		% Nego	Final		% Nego	Final		% Nego				
	Nego		Goal	Nego	30	Goal	Nego		Goal	Proposed	Prop.	Proposed	Prop.
Performance Indicators	Levels	Actual	Achieved	Levels	Actual	Achieved	Levels	Actual	Achieved	PY20	PY20	PY21	PY21
Adult										1			
Employment 2nd Q post exit	%0.89	79.38%	116.7%	%0'89	78.71%	115.8%	%0.69	75.16%	108.9%	67.0%	%0.79	%0.79	%0.79
Employment 4th Q post exit	%5'59	77.50%	118.3%	%0.99	76.34%	115.7%	%0.89	79.13%	116.4%	%0.99	%0'99	%0.99	%0.99
Median Earnings	\$5,157	\$7,581	147.0%	\$ 5,500	\$8,254	150.1%	\$ 5,800	\$7,778	134.1%	\$ 6,000	\$ 6,000	\$ 6,000	\$ 6,000
Credential Attainment Rate	55.9%	74.29%	132.9%	26.0%	38.85%	69.4%	27.0%	45.26%	79.4%	38.9%	%09	38.9%	%09
Measureable Skill Gain	baseline	56.11%	baseline	baseline	51.92%	baseline	baseline	28.79%	baseline	20.0%	20%	20.0%	20%
Dislocated Worker													
Employment 2nd Q post exit	71.0%	82.78%	120.8%	71.0%	85.17%	120.0%	73.0%	83.33%	114.2%	71.9%	71.9%	71.9%	71.9%
Employment 4th Q post exit	%5'69	85.71%	123.3%	%5'69	82.52%	118.7%	71.0%	79.63%	112.2%	72.5%	72.5%	72.5%	72.5%
Median Earnings	\$ 6,107	\$8,278	135.5%	005'9 \$	\$8,364	128.7%	\$ 6,800	\$8,771	129.0%	0/0′8 \$	020'8 \$	\$ 8,070	\$ 8,070
Credential Attainment Rate	%0.89	79.55%	126.3%	63.0%	34.91%	55.4%	64.0%	27.27%	45.6%	27.3%	%0.09	27.3%	%0.09
Measureable Skill Gain	baseline	58.92%	baseline	baseline <i>baseline</i>	22.05%	55.05% baseline	baseline	53.23%	baseline	20.0%	%05	20.0%	20%
Youth													
Ed,Trng or Emp 2nd Q post exit	%8'89	73.81%	115.7%	65.4%	74.26%	113.5%	%6.99	69.92%	104.5%	%6'89	71.0%	%6'89	71.0%
Ed,Trng or Emp 4th Q post exit	65.2%	77.92%	119.5%	<i>63.5%</i>	%89.89	108.2%	%5'59	72.94%	111.4%	82.2%	71.0%	68.7%	71.0%
Median Earnings	baseline	\$2,832	baseline	baseline	\$3,301	<b>\$3,301</b> baseline	baseline	\$3,270	baseline	\$ 2,341	\$ 3,490	\$ 2,341	\$ 3,490
Credential Attainment Rate	57.7%	47.50%	82.3%	23.0%	49.21%	92.8%	54.0%	38.46%	71.2%	38.5%	%0.09	38.5%	%0.09
Measureable Skill Gain	baseline	54.91%	baseline	baseline	%98.79	<b>67.86</b> % baseline	baseline	41.71%	41.71% baseline	41.7%	26%	41.7%	26%

# PROTOCOLS FOR THE DEVELOPMENT OF PROJECTED PERFORMANCE OBJECTIVES FOR SAN JOAQUIN COUNTY

In accordance with Workforce Services Directive WSD19-11 - State Level Performance Goals and Local Area Negotiations, as required under the Workforce Innovation and Opportunity Act (WIOA) shall be negotiated by the LWDA with the State of California and the U.S. Department of Labor (DOL) through the Central Valley Regional Planning Unit (RPU).

In accordance with Section 107 of WIOA, local areas are required to negotiate performance with the state. As the primary contact for performance negotiations, the state will negotiate performance goals for all 45 LWDAs for Program Years 2020 and 2021 through their designated Regional Planning Units (RPUs) taking into account the following factors when negotiating performance goals with the Local Areas:

- How the levels involved compare with the negotiated levels of performance established for the state.
- Ensure that the negotiated levels account for the economic conditions and the participant characteristics based on the Statistical Adjustment Model (SAM).
- The levels involved promote continuous improvement of the indicators of performance.

The SAM is an objective statistical regression model developed by the DOL. It is used to make adjustments for actual economic conditions, and the characteristics of participants served at the end of the PY. In compliance with the WIOA, the existing DOL issued SAM will be used to negotiate local-level performance goals. The model takes into consideration labor market factors such as employment rates and job losses and/or gains in different industries so the goals are realistic and representative of the existing economic status. In addition, the SAM incorporates participant barriers to employment that include poor work history, lack of work experience, lack of educational or occupational skills attainment, dislocation from high-wage and high-benefit employment, low levels of literacy or English proficiency, disability status, homelessness, exoffender status, and welfare dependency to get an accurate representation of the population that is being served.

The SAM will provide two major functions in performance negotiations and performance assessment.

- 1. It is one of the tools used when reaching agreement with the Local Areas on the negotiated levels of performance. It is used to account for the expected economic conditions and the expected characteristics of participants to be served in the Local Areas.
- 2. It will be applied at the close of the PY to adjust for actual economic conditions experienced and actual characteristics of participants. When used at a local level, the SAM may not accurately adjust the data and performance measures specific to the Local Area. Local Areas should review the SAM, and how it affects their performance goals before negotiating performance goals with the state.

During the prior negotiations process in September 2018, the San Joaquin County and Associated Counties RPU chose to accept the state negotiated performance goals, except where the average performance was lower. This cycle, it will be the strategy of San Joaquin County to accept the state negotiated performance goals, except where the performance during the prior three years is lower. We will begin negotiations at the lowest level in the past three years and negotiate up from there. It is important to note that the COVID-19 Pandemic and resulting economic casualties were not taken into consideration in the development of the SAM. It is understood that after the program year end, adjustments will be made based on local economic conditions.

The proposed performance objectives for San Joaquin County can be found in Attachment A.

### **COMMITTEE REPORTS**

Executive Committee
Data Collection and Technology
Business Development Committee
Accountability Committee
Planning Committee
WorkNet System Committee
Youth Council
Apprenticeship Committee

# **INFORMATION ITEM #1**

**WORKNET JOB READINESS TRAINING NEEDS SURVEY** 

DATE:

August 26, 2020

INFORMATION ITEM: 1

TO:

Workforce Development Board

FROM:

John M. Solis, Executive Director

SUBJECT:

WORKNET JOB READINESS TRAINING NEEDS SURVEY

I. SUMMARY: The following is a summary of the information item.

#### 1. WorkNet Job Readiness Training Needs Survey

As we continue our Industry Sector Strategies and hold ongoing conversations with the San Joaquin County Business Community, we hear repeatedly from our business partners that soft skills development has become a priority. To that end, we have undertaken the development of Job Readiness Training Modules, which will provide participants with the skills essential to become exemplary employees.

Among our first steps has been the development of a survey, focusing on getting critical input from our employer community on the desirable soft skills, so we can be sure to meet the Job Readiness Training needs of our business partners.

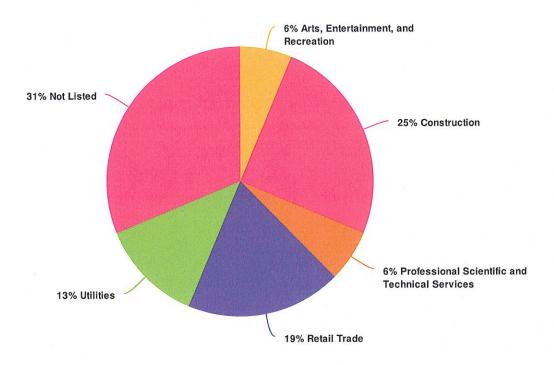
The survey was developed based on feedback from members of the San Joaquin County Workforce Development Board at the two meetings held on May 11 and 13, 2020, and we will continue the development of these essential skills employers need in the workforce based on your input.

# Report for WorkNet Job Readiness Training Needs



Totals: 16

1. What industry does your business represent? If your industry is not on the list, please select "Not Listed" and you will be prompted to enter your industry on the next question.



Value	Percent	Responses
Arts, Entertainment, and Recreation	6.3%	1
Construction	25.0%	4
Professional Scientific and Technical Services	6.3%	1
Retail Trade	18.8%	3
Utilities	12.5%	2
Not Listed	31.3%	5

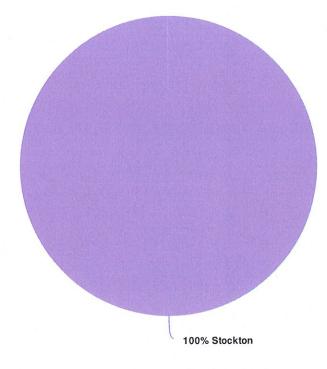
Totals: 16

### 2. My industry was not listed in question 1. It is:

janitorial automotive salesauto business hispanic 0 glassagency commerce chamber staffing

ResponseID	Response
5	Automotive (Auto Glass Replacement)
8	Business 2 Business Sales
10	Staffing Agency.
11	Hispanic Chamber of Commerce
17	Janitorial

# 3. Which city is nearest to your business?



Value	Percent	Responses
Stockton	100.0%	16

Totals: 16

# 4. Please arrange the topics below in order of priority.

ltem	Overall Rank	Rank Distribution	Score	No. of Rankings
Teamwork	1		215	16
Professionalism in the Workplace	2		213	16
Time Management	3		179	16
Productivity	4		176	16
Respect for Authority	5		171	16
Following Direction	6		168	16
Verbal Communication	7		167	16
Organization	8		166	15
Leadership	9		150	16
Dynamics of an Effective Team	10		144	16
Accepting Feedback in the Workplace	11		131	16
Written Communication	12		108	16
Conflict Resolution	13		103	16
Onboarding and Employer Expecations	14		101	16
Communicating with Difficult People or in Difficult Situations	15		92	16
Personal Hygiene	16		92	16
Communicating Effectively When Working Remotely	17		62	16
		Lowest Highest Rank Rank		

5. If there are additional topics you would like to see included, please provide them below.

protocols punctuality
hispanic importancejoaquin
commerce community
attitude carejobs
na ability distancing
create addequipment
san business chamberr
purpose company
knowledgeinvolvement productive

ResponseID	Response
3	NA
4	understanding the purpose of why we are in business and not trying to create jobs  Everyone must be productive and add to the success of the company.
5	None
6	Ability to get to work
7	Care of equipment Following protocols Social distancing
9	Knowledge of your skills in the trade
11	San Joaquin Hispanic Chamberr of Commerce
14	Community involvement, Working with Union
18	The importance of a good attitude and punctuality.

# **INFORMATION ITEM #2**

WORKNET CENTER CUSTOMER SERVICE SURVEY

DATE:

August 26, 2020

INFORMATION ITEM: 2

TO:

Workforce Development Board

FROM:

John M. Solis, Executive Director

SUBJECT:

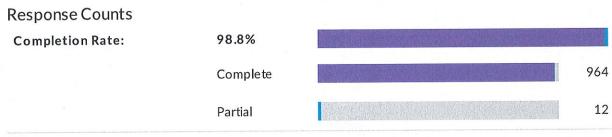
WORKNET CENTER CUSTOMER SERVICE SURVEY

I. <u>SUMMARY:</u> The following is a summary of the information item.

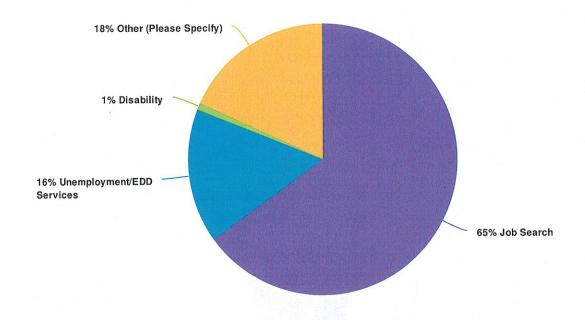
1. WorkNet Center Customer Service Survey

The WorkNet Center Customer Service Survey is a continuous improvement tool designed to collect information and feedback from customers.

# Report for AJCC Customer Satisfaction Survey

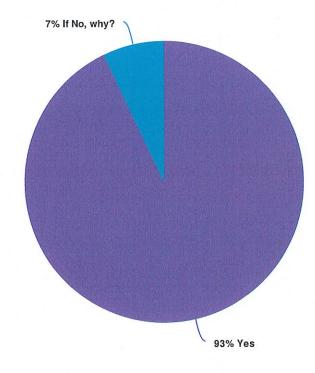


# 1. What is the purpose of your visit to San Joaquin County WorkNet today?



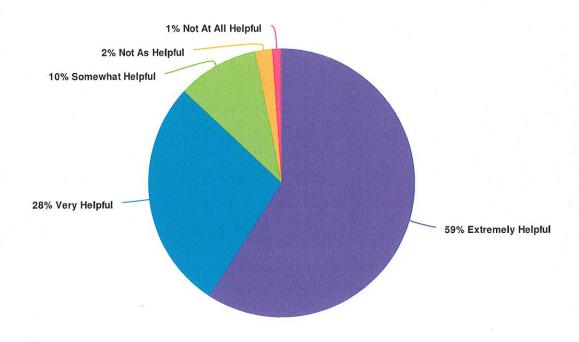
Value	Percent	Responses
Job Search	65.1%	583
Unemployment/EDD Services	16.0%	143
Disability	0.8%	7
Other (Please Specify)	18.2%	163

# 2. Did you receive the service(s) to meet your needs?



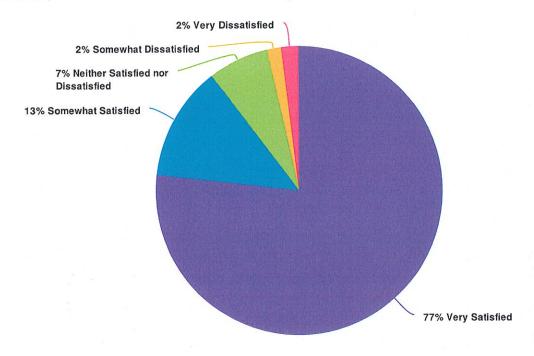
Value		Percent	Responses
Yes		92.9%	797
If No, why?	<u>r</u>	7.1%	61

## 3. How helpful was the America's Job Center/WorkNet Center staff?



Value	Percent	Responses
Extremely Helpful	59.2%	507
Very Helpful	27.9%	239
Somewhat Helpful	9.8%	84
Not As Helpful	2.1%	18
Not At All Helpful	1.1%	9

## 4. Overall, how satisfied or dissatisfied are you with AJCC/WorkNet?

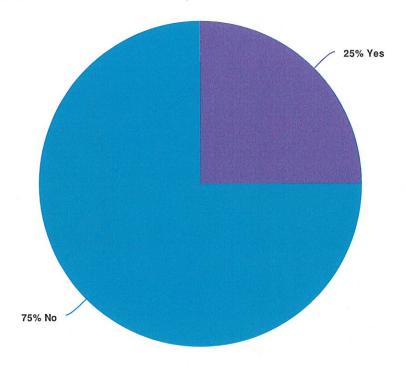


Value	Percent	Responses
Very Satisfied	76.7%	652
Somewhat Satisfied	12.8%	109
Neither Satisfied nor Dissatisfied	6.8%	58
Somewhat Dissatisfied	1.6%	14
Very Dissatisfied	2.0%	17

5. Do you have any other comments, questions, or recommendations on how we can improve our services?



# 6. Would you like to be contacted about your answers?



Value	Percent	Responses
Yes	25.0%	210
No	75.0%	631

# **INFORMATION ITEM #3**

**SUCCESS STORIES** 

DATE:

August 26, 2020

INFORMATION ITEM: 3

TO:

Workforce Development Board

FROM:

John M. Solis, Executive Director

SUBJECT:

**SUCCESS STORIES** 

I. <u>SUMMARY:</u> The following is a summary of the information item.

#### 1. Success Stories

Success Stories of Individuals who have gone through our program and have successfully transitioned into self-sufficient employment.

## INDIVIDUAL PARTICIPANT SUCCESS STORY

Participant Name: Amy Bucheit
Participant's City, State: Tracy, CA
Military Service:VeteranNational GuardSpouseNone
Program: WIOA Title I:✓_AdultDislocated WorkerYouth AB109
Additional Assistance Grant

	Before Participating	After Participating
Industry/Sector	Student	HealthCare
Job Category		Registered Nurse
Hourly Wage or Salary		\$45.60

#### 1. What were the goals of the participant when entering the program?

Amy came to our Delta AJCC hoping to get assistance obtaining her Associates Degree of Nursing Training Program. She had completed her pre-requisites and had just been admitted into the nursing program but she needed help navigating through the numerous steps needed to start the program. She had heard from other students that the Delta WorkNet Center could help her.

2. Describe how the workforce center helped the participant achieve his/her goals. What programs did the participant use? How has this improved the participant and his/her family's live(s)?

At the Delta WorkNet Center the case manager was able to help her complete the necessary steps to enroll with the WIOA Program and also helped her complete the necessary steps to be ready for the RN training. The following are most of the services she received through the WIOA Title I program.

- One-on-one counseling
- o Referrals to partner agencies
- Recommended and required books for training completion
- Online content as required for training
- o Livescan fingerprint required for placement at clinical rotation sites
- National Council Licensure Examination (NCLEX) study material
- o Livescan fingerprints for submission with Application for licensure
- One-on-one assistance with application for licensure completion and payment of required fee

- o Funding for certifications (Advanced Cardiovascular Life Support/Pediatric Advanced Life Support) as outlined by Dean of Health Sciences, "provides a competitive edge for SJDC ADN graduates when being considered for employment amongst Baccalaureate level nurses (BSN)."
- o Payment of required NCLEX Fee

She successfully completed her Nursing Training and received her Associates Degree in Nursing. She was hired immediately after receiving her license and is now making \$45.00 per hour. The training itself is so demanding that being able to help and eliminate the need for working helps these students successfully complete the program.

# 3. Please include a quote from the Participant about his/her experience if possible.

'WorkNet helped me financially so I could focus on school and not have to worry so much about how I was going to afford my required resources for class. I have had nothing but excellence experiences with WorkNet. every time I reached out to Qutina, she got back to me within a few hours. She was extremely flexible during these uncertain times and was always available when I needed her. She provided me with all the resources I needed to be successful in my classes and would reach out when new materials were available. "

#### INDIVIDUAL PARTICIPANT SUCCESS STORY

Participant Name:	Marcos A	Andrade		
Participant's City, St	ate: Stockto	n, CA.		
Military Service:	_Veteran _	National Guard	Spouse	X_None
Program: WIOA AB109	)		erAd	ultX
Additi Additi	onal Assistan	ce Grant		

	Before Participating	After Participating
Industry/Sector	Transportation	Transportation
Job Category	Gate inspector	Truck Driver
Hourly Wage or Salary	12.50	15.00

#### 1. What were the goals of the participant when entering the program?

Marcos came to our AJCC after getting laid off from his previous job. He did not know what he wanted to do but he was tired of working jobs only to get laid off, and thought maybe training would be an option for him. He had no formal vocational training and did entry level jobs that were not leading him anywhere but he knew that unless he did something to get better skills, he would not be able to find a job with some stability.

His previous job was as an inspector for Union Pacific which he knew was entry level but hoped it could lead to other opportunities in the future. Unfortunately, he was laid off from that job as well and found himself once again looking for a job. He had a friend who had received Truck driving training through WorkNet so he decided to give it a try. He had friends in truck driving and wanted to pursue it.

# 2. Describe how the workforce center helped the participant achieve his/her goals. What programs did the participant use? How has this improved the participant and his/her family's live(s)?

San Joaquin County WorkNet staff began with an Initial Assessment where they identified his goals and objectives, they also discussed any existing barriers and helped him understand what training would entail should he choose to go that route. He was given several assessments to identify his highest aptitudes and interests and then helped him complete an Individual Employment Plan which would be the road map to what he wanted to do. After a review of his skills and abilities as well as his aptitudes and Interests, it was established that Truck Driving was a good match for him. He was asked to visit several of the schools that provided training and interview other Truck driver professionals to get a clear understanding of what the job would entail.

After his research was complete and all of his questions were answered, he selected a truck driving school which he felt was the most appropriate for his needs. He was able to complete his training with no problems and was able to get his Class A License. Immediately after completing his classroom training, he was offered a job with Alegre Trucking through the On the Job Training program. His wage is a starting trainee wage and will progress as he completes the OJT program. Although there are other jobs as a driver that pay more money, he felt that the training he will receive with Alegre Trucking will give him the skills to be a better driver.

#### 3. Quote from Participant:

"Trucking is something I always thought about doing but did not think it was something I could do. I am grateful to WorkNet for the training and the fact that they got me back to working right away."

#### INDIVIDUAL PARTICIPANT SUCCESS STORY

Participant Name: Kenneth Guyton	
Participant's City, State: Stockton, CA	
Military Service:VeteranNational GuardSpouse	x_None
Program: WIOA Title I:X_AdultDislocated Worker AB109	Youth
Additional Assistance Grant	

	Before Participating	After Participating
Industry/Sector	Logistics	Transportation
Job Category	Forklift Operator	Truck Driver
Hourly Wage or Salary	16.00	20.00

#### 1. What were the goals of the participant when entering the program?

Kenneth came to our program after months of looking for work. He was very frustrated with his job search results. He worked for a short time as a mail sorter for the U. S. Post Office. When he started that job, he was excited to finally get a good job, he thought it would be the job where he would retire. That would not be the case however, instead of a happy stable work environment he found himself in a job with very low morale and very little regard for employee success. It turned out to be a job with many obstacles and very little training. He often got in trouble for not doing things correctly and not meeting goals and deadlines. He left that job after months of constant turmoil and frustration.

Immediately after that job, he went to work for Tesla as a fork lift driver, and did very well in that position so much so that once again he felt that he had found the perfect job. That however was not the case as he was eventually laid off from Tesla and found himself unemployed and frustrated.

# 2. Describe how the workforce center helped the participant achieve his/her goals. What programs did the participant use? How has this improved the participant and his/her family's live(s)?

When Kenneth arrived in the AJCC his first thought was he needed a job, however after the initial assessment it was discovered that Kenneth was tired of not having stability in the jobs that he held. He did not have any formal training which after much discussion he realized that was a contributing factor to his inability to find a job that led to stability and economic self-sufficiency. We had Kenneth undergo our various Assessments and as a result, discovered that he had a very high interest and aptitude in mechanical skills. He enjoys working in varied environments but prefers the outdoors. We discussed various occupations that were in the targeted range and he decided he wanted to research the truck driving industry where his environment would be out in the open and he could work with his hands. He liked the idea of getting training and obtaining a career that could lead to financial stability. Upon completion of his assessments he met

with his case manager who helped him develop an Individual Employment Plan which would be the road map to his future goals. Together Kenneth and his case manager identified truck driving as his goal and determined training would be needed. Kenneth was given the names of the different schools who provide the training and was asked to visit at least three schools to see which one would be the best fit for him. He was also asked to interview other truck drivers to get a clear understanding of what the job entailed. Once completed he would have the necessary information to make an informed decision.

Kenneth selected one of the schools for his training and was set to complete in 4 weeks, however while in training, Kenneth experienced difficulties with the training provider and required assistance from his case manager to overcome the issues that were preventing him from completing his training. After much counseling and guidance from WorkNet case manager, Kenneth was able to complete his training and obtain his class A license and get a good job that is providing him and his family a secure financial future.

#### 3. Please include a quote from the Participant about his/her experience if possible.

"This program is a great life changing opportunity. I am not searching for jobs anymore. I have a good job, that pays me good money and I fit with this. I can do this for the rest of my working life and just keep making better money. I don't have to worry anymore about getting laid off. If I do get laid off, as a truck driver I can just get another good paying position. Having a class, A is something that I would not have thought possible until Misty showed me my test results and my interests and showed me how this could be for me. I did the research and talked to the people at the schools and agreed right away that this is it. This is what I needed to be doing. I wouldn't have been able to do it without the program, if WorkNet had not paid for it because I never would have had that kind of money. All I can say is that, this program is life changing and I am grateful."

# **INFORMATION ITEM #4**

THE WORKNET NETWORK NEWSLETTER

DATE:

August 26, 2020

INFORMATION ITEM: 4

TO:

Workforce Development Board

FROM:

John M. Solis, Executive Director

SUBJECT:

THE WORKNET NETWORK NEWSLETTER

I. <u>SUMMARY:</u> The following is a summary of the NetWork Newsletter information item.

On Friday, July 31, 2020, our second WorkNet NetWork Newsletter was released. The strategic objective of this Newsletter is to promote the Workforce Development Board's WorkNet One-Stop Center Service Delivery System, and build a better awareness of the multi-agency Workforce Development Delivery System in San Joaquin County, including its required partners and all its programs, services and available resources. The targeted audience is all the federal, State and Local Stakeholders, including, but not limited to:

- Required and Strategic Partner Agencies
- Federal, State and Local Elected Officials
- Federal and State Workforce Development Agencies
- WorkNet Center staff and Partner Agency personnel
- Community Service Organizations
- Friends and Associates

Every other month, the NetWork Newsletter will provide articles on new programs that are developed as a result of new grant funding or new legislation. It includes feature stories celebrating the success of our customers and the agencies that facilitate the delivery of services.

The NetWork newsletter was favorably received and sent to 850 stakeholders. The second edition got even better results 251 individuals opened the email at a rate of 39.2%, above the industry standard of 47.4%. The percentage of clicks on unique articles and links was 29.6%, also well above an industry standard of 10%.

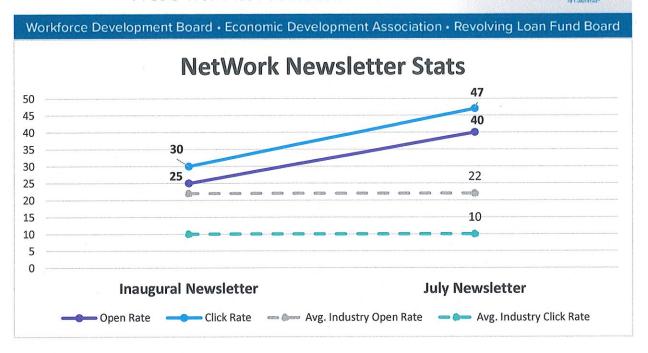
Please take the **time to complete the survey at the bottom of the newsletter**. As an engaged WDB member, your feedback and direction will be greatly appreciated. We also encourage you to forward it to friends and associates.

Thank you for your continuing support.



worknet China Chin

A SJC WorkNet Publication



#### July 31st, Issue 2

Top 5 Clicked links	Percentage
Directors Message	28.9%
Amazon Article	12%
ELL Grant Article	8.4%
Partners Link	7.2%
Rapid Response Video	6%

- Sent to **850** unique emails
- 40% Open Rate (256 total)
- 47% Click Rate (120 total)
- 1 new organic subscriber

#### Resend\* to Non-Openers Aug. 5th

Top 5 Clicked links	Distribution
Directors Message	20.4%
Community Connection	19.5%
WorkNet Homepage	18.8%
WorkNet Job Seeker	18.5%
EDD LMI Website	17.9%

<sup>\*</sup>Helped nearly double opens from Issue 1

#### June 5th, Issue 1

Top 5 Clicked links	Percentage
Editorial Letter	16%
WIOA Resources Link	8.5%
Stimulus Relief	8.5%
Partners Link	8.5%
COVID-19 Article	7.4%

- Sent to 781 unique emails
- **25%** Open Rate (**145** total)
- 30% Click Rate (43 total)
- 2 new organic subscribers

**DIRECTOR'S REPORT** 

**BOARD MEMBER QUESTIONS AND COMMENTS**