

**AGENDA  
WORKFORCE DEVELOPMENT BOARD  
MAY 23, 2018**



***"Your Workforce Resource"***

**AGENDA  
WORKFORCE DEVELOPMENT BOARD  
MAY 23, 2018**

Dear Workforce Development Board Members:

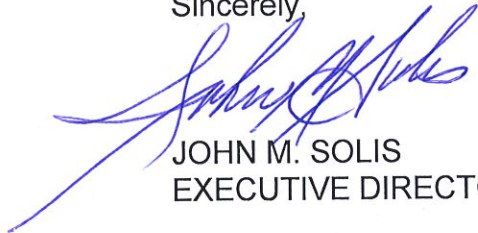
Attached is your agenda for the May 23, 2018 meeting of the Workforce Development Board (WDB).

The meeting will be held:

DATE: May 23, 2018  
TIME: 7:30 – 9:00 a.m.  
(Breakfast served at 7:00 a.m.)  
PLACE: WorkNet Building  
56 S. Lincoln Street  
Stockton, CA

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

Sincerely,



JOHN M. SOLIS  
EXECUTIVE DIRECTOR

JMS:gg

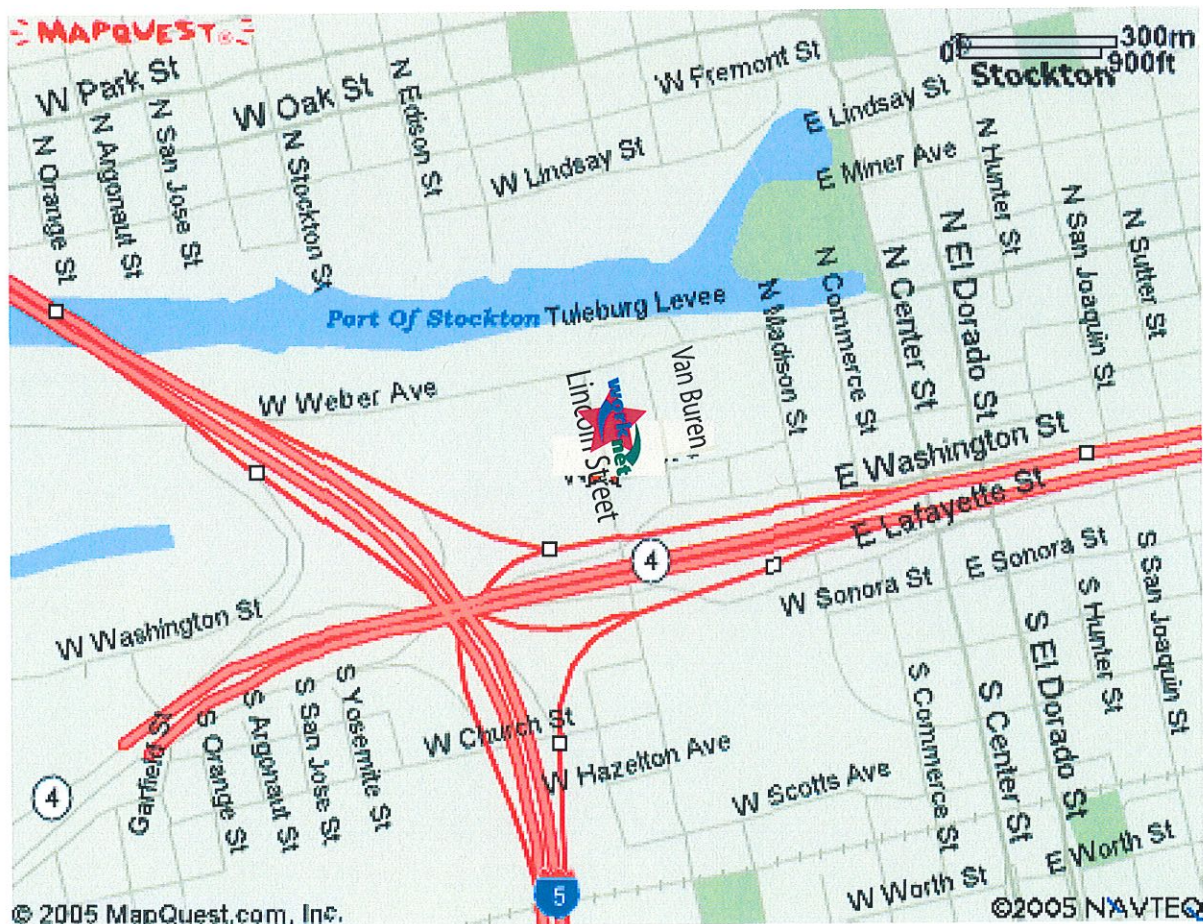
## Directions to 56 South Lincoln Street

### From Highway 99

From Highway 99, take Highway 4 toward Interstate 5 (The Crosstown Freeway). Take the El Dorado Street/Downtown Stockton exit. Go straight onto East Washington Street (one way). Travel on Washington Street approximately 1/2 mile. Turn right on South Lincoln Street. WorkNet will be on your right hand side.

### From Interstate 5

From Interstate 5, take Highway 4 toward Highway 99 (The Crosstown Freeway). Take the Downtown Stockton exit. Go straight on East Lafayette Street (stay in left hand lane). Turn left on South El Dorado Street, turn left at the next light (East Washington Street). Travel on Washington Street approximately 1/2 mile. Turn right on South Lincoln Street. WorkNet will be on your right hand side.



**AGENDA**  
**WORKFORCE DEVELOPMENT BOARD**

May 23, 2018 - 7:30 a.m.  
Stockton WorkNet Center  
56 S. Lincoln Street, Stockton, CA

**ROLL CALL**

**APPROVAL OF MINUTES**

**STATEMENTS OF CONFLICT OF INTEREST**

**PUBLIC COMMENT**

**ACTION ITEMS**

- A-1 Authorization to Accept Grant Funding in the Amount of \$350,000 to Operate a Summer Training & Employment Program for Students (STEPS) with Disabilities in San Joaquin County
- A-2 Approval of the Second Amendment to the Workforce Innovation and Opportunity Act (WIOA) Memorandum of Understanding (MOU) Between the Workforce Development Board (WDB) and Affiliate America's Job Centers of California (AJCC) WIOA Required Partners to Include Phase II Infrastructure Funding Agreements (IFA)
- A-3 Approve the Recommendation to Hold a Workforce Development Board (WDB) Meeting on June 27, 2018 to Approve the Results of the America's Job Center of California (AJCC) Hallmarks of Excellence Certification Review

**COMMITTEE REPORTS**

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

**DIRECTOR'S REPORT**

**INFORMATION ITEMS**

- I-1 Customer Surveys
- I-2 EEO Monitoring Report
- I-3 Best Practices

## **BOARD MEMBERS QUESTIONS AND COMMENTS**

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

Members of the public may address the Workforce Development Board on items appearing on the agenda. The public may also address items of interest to the Workforce Development Board which are within the subject jurisdiction of the Board. However, the Workforce Development Board, in compliance with Government Code Section 54954.3(a) shall not take any action on any item not appearing on the agenda. Such items may be referred to staff or recommended for inclusion on a future agenda.

Persons wishing to address the Board must complete the Public Comment Form which may be obtained from the Clerk. Speakers are asked to limit their total presentation to a maximum of five minutes.

### **\*\*\* AMERICANS WITH DISABILITIES ACT \*\*\***

In accordance with the Americans with Disabilities Act, the San Joaquin County Workforce Development Board will make reasonable efforts to accommodate persons with qualified disabilities. If you require special accommodation, please contact Gloria Gamez at 468-3500 at least one day in advance of the meeting.

## **ADJOURNMENT**

The next WDB meeting is scheduled for Wednesday, June 27, 2018 (subject to approval) at the Stockton WorkNet Center.

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. California Relay Service 711 or 1-800-735-2922 (English) 1-800-855-3000 (Spanish).

## **APPROVAL OF MINUTES**

**MINUTES  
OF THE  
WORKFORCE DEVELOPMENT BOARD**

December 8, 2017  
WorkNet  
56 S. Lincoln Street  
Stockton, CA

**MEMBERS PRESENT**

Daniel Schroeder

Gene Acevedo  
Les Fong  
Terry Givens  
Kathleen Hart  
Raul Hernandez  
Carol Hirota  
David Jimenez  
Anita Maldonado  
Dan Maloney  
James Mousalimas

Sheri Oneto  
John P. Palmer  
Maria Patterson  
Lorraine Perry  
Jessie Garza-Roderick  
Julian Sepulveda  
John Solis  
Cynthia Thoming Sanders  
Ernest Williams

**MEMBERS ABSENT**

Shelley Burcham  
Kirk Dall  
Stephanie James  
Sandra Johnson  
Michael Miller  
Pat Patrick  
Tamra Spade

Cynthia Summers  
Nate Tucker  
Sofia Valenzuela  
Lisa Vigil  
Tony Washington  
Ardria Weston  
Marcus Williams

**GUESTS/STAFF PRESENT**

Nati Martinez, Employment Development Dept.  
Sharon Oberman, San Joaquin County Office of Education  
Rick Aguilera, Human Services Agency  
Allet Williams, Employment & Economic Development Dept.  
Tina LaBounty, Employment & Economic Development Dept.  
Patty Virgen, Employment & Economic Development Dept.  
Rachael Carbajal, Employment & Economic Development Dept.  
Tonnie Mallory, Employment & Economic Development Dept.  
Alfredo Mendoza, Employment & Economic Development Dept.  
Gloria Gamez, Employment & Economic Development Dept.

Tina Rangel, Employment & Economic Development Dept.  
Rosemary Gardea, Employment & Economic Development Dept.  
George Ortiz  
Paul Bishop

Guests who failed to sign in may not be listed.

### **ROLL CALL**

The meeting was called to order by Chairman Schroeder at 7:35 a.m.

### **APPROVAL OF MINUTES**

### **MOTION**

Mr. Jimenez moved and Ms. Patterson seconded to approve the October 25, 2017 Workforce Development Board meeting minutes

### **STATEMENTS OF CONFLICT OF INTEREST**

None.

### **PUBLIC COMMENTS**

George Ortiz remarked on the passing of longtime Workforce Development Board Member Chris Paige.

### **ACTION ITEM**

#### **A-1 AUTHORIZATION TO TRANSFER FUNDS FROM WORKFORCE INNOVATION AND OPPORTUNITIES ACT (WIOA) DISLOCATED WORKER PROGRAM TO WIOA FORMULA ADULT**

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

### **MOTION**

Ms. Garza-Roderick moved and Ms. Oneto seconded to approve the authorization to transfer funds from Workforce Innovation and Opportunity Act (WIOA) Dislocated Worker Program to WIOA Formula Adult.

M/S/C unanimously

#### **A-2 APPROVAL OF SAN JOAQUIN COUNTY'S COMPREHENSIVE AMERICA'S JOB CENTER OF CALIFORNIA (AJCC) BASELINE CRITERIA CERTIFICATION IN COMPLIANCE WITH THE WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) STATUTORY AND REGULATORY REQUIREMENT**

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

**MOTION**

Ms. Oneto moved and Mr. Jimenez seconded to approve the San Joaquin County Comprehensive America's Job Center of California (AJCC) Baseline Criteria Certification in compliance with the Workforce Innovation and Opportunity Act (WIOA) Statutory and Regulatory requirements.

M/S/C unanimously

**A-3 APPROVAL OF 2018 WORKFORCE DEVELOPMENT BOARD MEETING SCHEDULE**

Chairman Schroeder summarized the information contained in the agenda item.

**MOTION**

Mr. Jimenez moved and Ms. Perry seconded to approve the 2018 Workforce Development Board meeting schedule.

M/S/C unanimously

**COMMITTEE REPORTS**

None.

**DIRECTOR'S REPORT**

Mr. Solis comment on the Workforce Development Board retreat and invited all to remain for the retreat immediately following the WDB Meeting.

Mr. Solis also reported on the status of AB 1111 and the recent U.S. Department of Labor review of our Local area. In addition, he reported that the employment rate in San Joaquin County is at a low of 6.2%.

**BOARD MEMBERS QUESTIONS AND COMMENTS**

None.

**ADJOURNMENT**

**MOTION**

Ms. Oneto moved and Ms. Garza-Roderick seconded to adjourn the meeting at 8:30 a.m.

M/S/C unanimously

## **STATEMENTS OF CONFLICT OF INTEREST**

**PUBLIC COMMENT**

**ITEM #1**

**AUTHORIZATION TO ACCEPT GRANT FUNDING IN THE AMOUNT OF  
\$350,000 TO OPERATE A SUMMER TRAINING & EMPLOYMENT PROGRAM  
FOR STUDENTS (STEPS) WITH DISABILITIES IN SAN JOAQUIN COUNTY**

DATE: May 23, 2018

ACTION ITEM: 1

TO: Workforce Development Board

FROM: John M. Solis, Executive Director

SUBJECT: AUTHORIZATION TO ACCEPT GRANT FUNDING IN THE AMOUNT OF \$350,000 TO OPERATE A SUMMER TRAINING & EMPLOYMENT PROGRAM FOR STUDENTS (STEPS) WITH DISABILITIES IN SAN JOAQUIN COUNTY

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IT IS RECOMMENDED:

That the Workforce Development Board:

1. Approve an Agreement between the State of California's Employment Training Panel (ETP) and the San Joaquin County Workforce Development Board (WDB) to operate the STEPS Grant and provide seventy (70) students with disabilities with workplace readiness and work experience opportunities in the amount of \$350,000, for the period May 1, 2018 through June 30, 2019;
2. Authorize the Employment and Economic Development Department (EEDD) Executive Director to execute all necessary documents related to this grant; and
3. Forward the recommendation and agreement to the San Joaquin County Board of Supervisors for approval.

REASONS FOR RECOMMENDATION:

Background for STEPS Grant

On February 20, 2018, the California Department of Rehabilitation (DOR) in coordination with the ETP released a Solicitation for Proposals (SFP) for a Summer Training & Employment Program for Students. The Employment and Economic Development Department (EEDD), submitted a competitive proposal for the maximum amount of \$500,000 to serve 100 youth.

On March 30, 2018, the EEDD was notified that San Joaquin County was one of six (6) Local Workforce Development Areas selected for funding, receiving the largest award of \$350,000 to serve 70 youth. The ETP prepared an Agreement to establish funding authority to begin allowable activities for the project pending a final Legislative review anticipated by the end of April, 2018. The Agreement was received on May 1, 2018 containing an invitation to attend a required training session between the DOR, ETP, and all of the STEPS awardees. The training was held on May 9, 2018 with all pertinent items discussed, required forms, and a question and answer session.

The EEDD will serve seventy (70) students with disabilities between the ages of 16-21 by providing up to 40 hours of workplace readiness training, and an average of 230 hours of paid work experience at private and/or non-profit worksites in San Joaquin County.

The pre-vocational or workplace readiness training to be provided to each participant may include the following:

- 1) A comprehensive orientation to the world of work with emphasis on employer expectations
- 2) Self-assessment/self-knowledge activities including work personality assessments to identify current job skills sets and transferable skills
- 3) Job Exploration/Career Planning including setting short and long term career goals and next steps
- 4) Job Seeking Skills such as effective job searching, resume building, preparing for an interview, and follow up after the interview.
- 5) Expectations while on the job, including critical job-keeping skills and relevant California labor laws for youth and disabled workers.

This project is aligned with the established EEDD summer youth programs. An outreach effort is underway working in partnership with the County Office of Education, school districts, California Human Development, and employers to ensure that once school is out for the summer, students will be ready to begin their activities.

FISCAL IMPACT:

The amount of \$350,000 will be added to the department budget.

ACTION TO BE TAKEN FOLLOWING APPROVAL:

1. Recommended approval will be provided to the Board of Supervisors.

(June 5, 2018)

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ACTION TAKEN: APPROVED: \_\_\_\_\_ DISAPPROVED: \_\_\_\_\_ OTHER: \_\_\_\_\_

BY: \_\_\_\_\_ DATE: \_\_\_\_\_

MOTIONED BY: \_\_\_\_\_ SECONDED BY: \_\_\_\_\_

YES: \_\_\_\_\_

NO: \_\_\_\_\_

**ITEM #2**

**APPROVAL OF THE SECOND AMENDMENT TO THE WORKFORCE  
INNOVATION AND OPPORTUNITY ACT (WIOA) MEMORANDUM OF  
UNDERSTANDING (MOU) BETWEEN THE WORKFORCE DEVELOPMENT  
BOARD (WDB) AND AFFILIATE AMERICA'S JOB CENTER OF CALIFORNIA  
(AJCC) WIOA REQUIRED PARTNERS TO INCLUDE PHASE II  
INFRASTRUCTURE FUNDING AGREEMENTS (IFA)**

DATE: May 23, 2018

ACTION ITEM: 2

TO: San Joaquin County Workforce Development Board

FROM: John M. Solis, Executive Director

SUBJECT: APPROVAL OF THE SECOND AMENDMENT TO THE WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) MEMORANDUM OF UNDERSTANDING (MOU) BETWEEN THE WORKFORCE DEVELOPMENT BOARD (WDB) AND AFFILIATE AMERICA'S JOB CENTERS OF CALIFORNIA (AJCC) WIOA REQUIRED PARTNERS TO INCLUDE PHASE II INFRASTRUCTURE FUNDING AGREEMENTS (IFA)

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IT IS RECOMMENDED:

1. That the WDB authorize the approval of the attached Second Amendment to the MOU to include Phase II IFAs for the Lodi, Delta College, and Tracy AJCC One-Stops;
2. Authorize the Chairman to sign any documents related to the execution of the MOU; and
3. Forward a recommendation to the San Joaquin County Board of Supervisors for final approval and execution.

REASONS FOR RECOMMENDATION:

On January 20, 2016, the State Employment Development Department (EDD), Workforce Services Division (WSD), released Directive WSD15-12 - WIOA Memorandums of Understanding. This Directive provided Local Workforce Development Boards (LWDB) with guidance on the development of the MOU, between the required partners and LWDB, that includes the coordination of services offered by the partners, the time lines for completion of the MOU Phases I and II, and a sample MOU for use by the LWDBs. In addition to the Directive, the State sponsored several MOU development training sessions for the WIOA Core Partners. In San Joaquin County, the core partners who attended the first MOU Phase I training in Sacramento, and the programs they represent are as follows:

- Workforce Development Board (WDB) representing the WIOA Title I – Adult, Dislocated Worker, and Youth programs;
- Stockton Unified School District representing the WIOA Title II – Adult Education and Literacy programs;
- EDD representing the WIOA Title III – Wagner-Peyser, Veterans, Trade Adjustment Assistance, and Unemployment Insurance programs;
- State Department of Vocational Rehabilitation representing the WIOA Title IV - Vocational Rehabilitation programs; and

- San Joaquin County Human Services Agency (HSA) representing Temporary Assistance for Needy Family (TANF)/CalWORKs programs.

The training sessions were held in several locations throughout the State during the month of February 2016, to ensure Local Workforce Development Areas (LWDA) received consistent information and guidance in support of the Directive. WDB staff also attended the training sessions as they helped to facilitate the development of the draft MOU, gathering the information from the required partners that are a partner to the agreement.

The WDB staff began working on the draft MOU in March 2016, with input from the Core Partners that attended the State's training sessions. The initial draft of the document was based on the sample MOU provided by the State in the Directive and highlighted at the training sessions. Beginning in early April 2016 and continuing through mid-May 2016, a series of working sessions with the required partners were held to: review the State's Directive and guidance; define the services offered by the partners; review the overall coordination of services offered by each partner; develop a referral process between partners; and jointly develop a final MOU based on the sample provided by the State. Representatives from all required partners participated in at least one of the working sessions. The final MOU development meeting was held on May 13, 2016 where the parties to the agreement finalized MOU Phase I.

On May 25, 2016, the WDB unanimously approved the Phase I of the MOU and recommended the document be submitted to the San Joaquin County Board of Supervisors (BOS) for approval and signature. On June 28, 2016, the BOS approved the Phase I MOU and the fully executed MOU was sent to the State Board.

On October 16, 2016, State EDD WSD, released Directive WSD16-09 - WIOA Phase II Memorandums of Understanding – Comprehensive America's Job Center of California (AJCC). The Directive provided guidance and established the procedures regarding WIOA Phase II MOU for AJCC locations. This policy applies to all LWDBs and AJCC required partners.

All Core Partners and several non-Core Partners attended an additional training session in Sacramento on October 25, 2016 which focused on the development of the Phase II MOU. Individual meetings with Core Partners took place during the months of October and November, 2016. The meetings further refined the commitments identified in the Phase I MOU. These on-going discussions have strengthened the interaction among AJCC partners and helped facilitate the finalization of the MOU Phase II document.

A meeting for all required partner agencies was held on January 25, 2017 and subsequent individual partner meetings took place between February and June 2017. During those meetings the partners discussed the requirements for participating in either the Comprehensive One-Stop/AJCC infrastructure, and/or the overall system costs. The partners that are not co-located agreed to obtain required information from their agencies in order to describe the other system costs required by the MOU.

On June 14, 2017, State EDD WSD, released Directive WSD16-22 - WIOA Phase II Memorandums of Understanding – Affiliate and Specialized AJCCs. The Directive provided guidance and established the procedures regarding WIOA Phase II MOU for Affiliate and Specialized AJCC locations. This policy applies to all LWDBs and AJCC required partners. The WIOA Phase II MOUs for Affiliates and Specialized AJCCs must be in place by June 30, 2018.

On August 3, 2017, the Executive Committee, acting on behalf of the WDB unanimously approved WIOA Phase II MOU for the Comprehensive AJCC and recommended the document be submitted to the San Joaquin County BOS for approval and signature. On August 22, 2017, the BOS approved the WIOA Phase II MOU for the Comprehensive AJCC and the fully executed MOU was sent to the State Board.

The Partners co-located in the Affiliate AJCCs attended several meetings necessary to reach consensus on the above directives. The term of the Phase II Agreement shall commence on July 1, 2018 and will be in effect until June 30, 2019. A methodology was determined necessary to calculate infrastructure costs based upon center square footage and the operating cost assigned the San Joaquin County EEDD budget.

Infrastructure budgets were developed and initial proportionate shares identified. All costs will be reviewed by the Partners annually. A progress report will be made available to the Partners based on second quarter expenses. The fiscal information available by the end of the third quarter will be the basis for proposed modifications, and will be taken to the Partners for negotiations of each Partner's fair and equitable share of costs. The signatories to this MOU Phase II agree to contribute their proportional share of infrastructure cost as soon as sufficient data is available.

#### FISCAL IMPACT:

The recommended Amendment No. 2 to the WIOA MOU is a critical component required under the WIOA. Non approval on the recommended Amendment to the WIOA MOU could potentially negatively impact the release of WIOA funding to the County and trigger the State's involvement in the determination of required contributions.

There are no additional costs associated with the approval of the MOU. There is no impact to the current WDB budget. There is sufficient funding to continue the current service delivery, however, subject to these negotiated agreements for the sharing of cost, it creates the opportunity for additional funding. Once agreement is established, there may be an infusion of additional funds by the Required Partners and their respective funding sources.

#### ACTION TO BE TAKEN FOLLOWING APPROVAL:

- |    |   |               |
|----|---|---------------|
| 1. | Board of Supervisors Action   | June 12, 2018 |
| 2. | Submission of the WIOA Phase II Memorandums of Understanding – Affiliate Agreement to the State | June 30, 2018 |

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ACTION TAKEN: APPROVED:\_\_\_\_\_ DISAPPROVED:\_\_\_\_\_ OTHER:\_\_\_\_\_

BY:\_\_\_\_\_ DATE:\_\_\_\_\_

MOTIONED BY:\_\_\_\_\_ SECONDED BY:\_\_\_\_\_

YES:\_\_\_\_\_

NO:\_\_\_\_\_

**ITEM #3**

**APPROVE THE RECOMMENDATION TO HOLD A WORKFORCE  
DEVELOPMENT BOARD (WDB) MEETING ON JUNE 27, 2018 TO APPROVE  
THE RESULTS OF THE AMERICA'S JOB CENTER OF CALIFORNIA (AJCC)  
HALLMARKS OF EXCELLENCE CERTIFICATION REVIEW**

DATE: May 23, 2018

ACTION ITEM: 3

TO: Workforce Development Board

FROM: John M. Solis, Executive Director

SUBJECT: APPROVE THE RECOMMENDATION TO HOLD A WORKFORCE DEVELOPMENT BOARD (WDB) MEETING ON JUNE 27, 2018 TO APPROVE THE RESULTS OF THE AMERICA'S JOB CENTER OF CALIFORNIA (AJCC) HALLMARKS OF EXCELLENCE CERTIFICATION REVIEW

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**IT IS RECOMMENDED:**

That the WDB approve the recommendation to hold a WDB Meeting June 27, 2018 to approve the results of the AJCC Hallmarks of Excellence Certification review.

**REASONS FOR RECOMMENDATION:**

**Background**

On June 9, 2017, the state released Directive WSD 16-20 to provide the guidance and established the procedures regarding certification of comprehensive America's Job Center of California (AJCC) locations.

The WIOA Joint Final Rule outlines three key requirements for AJCC certification:

1. Effectiveness of the AJCC;
2. Physical and programmatic accessibility for individuals with disabilities; and
3. Continuous improvement.

California's certification process is centered on these key requirements and sets a statewide standard of service delivery that ensures all customers consistently receive a high-quality level of service. The initial AJCC certification process will be conducted during Program Year (PY) 2017-18 and take effect PY 2018-19. For this initial certification, Local Boards are only required to certify their comprehensive AJCCs.

***Certification Levels***

There are two levels of AJCC certification: Baseline and Hallmarks of Excellence. The Baseline AJCC Certification was intended to ensure that every comprehensive AJCC is in compliance with key WIOA statutory and regulatory requirements. San Joaquin County completed its Baseline Certification, in compliance with the State deadline of December 31, 2017. The Hallmarks of Excellence AJCC Certification, intended to encourage continuous improvement by identifying areas where an AJCC may be exceeding quality expectations, as well as areas where improvement is needed is due to the State June 30, 2018.

The Hallmarks of Excellence Certification process began May 10, 2018 and will conclude May 30, 2018. Mr. David Schinder, the consultant who is performing the review is expected to make a presentation to the Workforce Development Board at a meeting on June 27, 2018. Upon acceptance by your board, we will submit the completed Hallmarks of Excellence Certification results to the State by the June 30, 2018 deadline.

FISCAL IMPACT:

There is no fiscal impact for the approval of this Action Item by the WDB.

ACTION TO BE TAKEN FOLLOWING APPROVAL:

1. Schedule a Workforce Development Board Meeting June 27, 2018

ACTION TAKEN: APPROVED:\_\_\_\_\_ DISAPPROVED:\_\_\_\_\_ OTHER:\_\_\_\_\_

BY:\_\_\_\_\_ DATE:\_\_\_\_\_

MOTIONED BY:\_\_\_\_\_ SECONDED BY:\_\_\_\_\_

YES:\_\_\_\_\_

NO:\_\_\_\_\_

## **COMMITTEE REPORTS**

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

## **DIRECTOR'S REPORT**

## **INFORMATION ITEMS**

DATE: May 23, 2018

INFORMATION ITEM: 1-4

TO: Workforce Development Board

FROM: John M. Solis, Executive Director

SUBJECT: INFORMATION ITEMS

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

1. Attached is a copy of the web based surveys used for continuous improvement by the WorkNet Centers.
2. Attached is the Employment Department's Final Monitoring Report containing the results of its WIOA Section 188 Annual Onsite Compliance Monitoring Review.
3. Attached is a success story highlighting a customer utilizing several WorkNet programs.

*1. Why did you come in today?*

- ☐ *Job Search*
- ☐ *Unemployment / EDD*
- ☐ *Disability*
- ☐ *Other (please specify)*

*2. Did you receive the service(s) you came in for?*

- ☐ *Yes*
- ☐ *If "No" why?*

*3. How helpful was the AJCC/WorkNet Staff?*

- ☐ *Extremely helpful*
- ☐ *Very helpful*
- ☐ *Somewhat helpful*
- ☐ *Not so helpful*
- ☐ *Not at all helpful*

*4. Overall, how satisfied or dissatisfied are you with WorkNet?*

- ☐ *Very satisfied*
- ☐ *Somewhat satisfied*
- ☐ *Neither satisfied nor dissatisfied*
- ☐ *Somewhat dissatisfied*
- ☐ *Very dissatisfied*

*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?*

*Name*

*Email Address*

*Phone Number*



Edmund G. Brown Jr.  
Governor

May 11, 2018

John Solis, Executive Director  
San Joaquin County WorkNet  
56 South Lincoln Street  
Stockton, California 95203

Dear Mr. Solis:

**WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) SECTION 188  
ANNUAL ONSITE COMPLIANCE MONITORING REVIEW  
FINAL MONITORING REPORT  
PROGRAM YEAR (PY) 2017-18**

This notification informs you of the results of the Employment Development Department's Equal Employment Opportunity (EEO) Office onsite compliance monitoring review of San Joaquin County WorkNet (SJCW) for compliance to the WIOA Section 188 for PY 2017-18. This review was conducted by Christina Castille, EEO Specialist, on February 2, 2018.

Our review was conducted under the authority of WIOA Sections 188 and Title 29 Code of Federal Regulations (CFR) Part 38. The purpose of this review was to determine the level of compliance by SJCW with applicable federal and state laws, regulations, policies, and directives related to the WIOA grant regarding nondiscrimination and equal opportunity provisions for PY 2017-18.

We collected the information for this report through a desk review of the completed Compliance Monitoring Guide completed by your Equal Opportunity (EO) Officer, onsite visit, interviews with SJCW representatives, a review of applicable policies and procedures, and a review of documentation retained by SJCW PY 2017-18.

We received your response to our draft report on May 1, 2018, and reviewed your comments and documentation before finalizing this report.

**COMPLIANCE MONITORING REVIEW RESULTS**

While we concluded that, overall, SJCW is meeting applicable WIOA 188 and Title 29 CFR Part 38 requirements concerning nondiscrimination and EO provisions, we noted instances of noncompliance in the area of data and



Mr. John Solis  
May 11, 2018  
Page two

information collection and maintenance. The finding we identified in this area, and our recommendation, is specified below.

### **FINDING ONE**

**Requirement:** 29 CFR Section 38.41-38.45 and Workforce Services Directive 17-01

**Observation:** The SJCW currently uses a WIOA Eligibility Application Form to collect WIOA participant information. The WIOA Eligibility Application Form contains medical and disability-related questions. The SJCW maintain copies of CalJOBS<sup>SM</sup> applications that contain medical and disability-related information in the WIOA participant case file.

**Recommendation:** We recommended that SJCW collect and maintain confidential information such as the medical or disability-related information in a separate and secured file.

**SJCW's Response:** The SJCW has taken the following steps:

- The WIOA Eligibility Application Form has been updated and information and/or medical or disability-related questions are on one page at the end of the form, identified as "Attachment A".
- The WIOA Eligibility Application Form is no longer maintained in the participant file. Medical or disability-related information is not maintained in the participant file. The participant file only contains the Summary Application which is printed directly from CalJOBS<sup>SM</sup>. All medical or disability-related questions and answers on the CalJOBS<sup>SM</sup> summary information in the Participant File will be redacted.
- Case managers keep participants' case files in a locked cabinet. Although participant files are stored in a cabinet, the non-redacted CalJOBS<sup>SM</sup> application, which would show medical or disability-related information, is not stored in the same cabinet as the physical participants' case files. The AJCC supervisor keeps any

Mr. John Solis  
May 11, 2018  
Page three

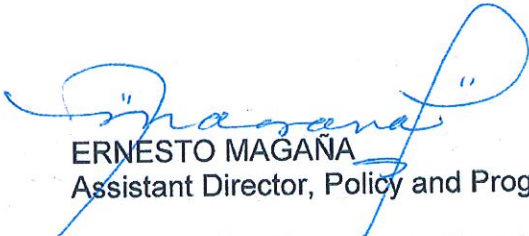
medical or disability-related documents in a locked cabinet and is the only person who has access to the cabinet.

**State Conclusion:** We consider this finding resolved.

Because the methodology for our monitoring review included sample testing, this report is not a comprehensive assessment of all the areas included in our review. It is SJCW's responsibility to ensure that its systems, programs, and related activities comply with the WIOA grant program, federal and state regulations, and applicable state directives. Therefore, any deficiencies identified in subsequent reviews, such as an audit, would remain SJCW's responsibility.

Please extend our appreciation to your staff for their cooperation and assistance during our review. If you have any questions regarding this report or the review that was conducted, please contact Christina Castille at 916-654-6157 or Kimberly Clinton, EEO Office Manager, at 916-654-4595

Sincerely,



ERNESTO MAGAÑA

Assistant Director, Policy and Programs/State-level EEO Officer

cc: Veronica Champayne, Workforce Services Branch, MIC 50  
Elena Mangahas, SJCW EO Officer

Wayne – A complete 180: finding a career pathway is rarely a straight line.

Programs: TANF – WIOA Title I – Employer – AB109 (ex-offender)

We first met Wayne in August 2014 when he was referred to San Joaquin County WorkNet/America's Job Center of California (AJCC) through the AB109 (ex-offender) Realignment program. He had spent time in jail for various offenses and needed assistance in finding employment. He was very proactive in finding employment and came into the center on a weekly basis looking for work. His convictions and limited work history were problematic in his job search efforts. AJCC Staff prepared Wayne by providing him with interviewing skills and gave him the know-how to address his gaps in employment due to incarceration (when he spoke with employers). He attended all of the workshops offered through the WIOA Title I program and was able to obtain employment which eventually led him to complete the terms of his probation.

In April 2016, Wayne came back to the AJCC hoping to get some assistance with training as his jobs were, for the most part, temporary in nature and only paid minimum wage. He was receiving Temporary Assistance for Needy Families (TANF) in order to make ends meet and wanted a better life for himself and his family. He knew he needed to make some changes and was ready to embark onto a career pathway.

He received assistance from Nancy (the same case manager who assisted him before) whom he felt could help him again. They explored career options and settled on truck driving as he felt that it was something he could do and he really enjoyed driving. Unfortunately, truck driving was not a viable career option after an assessment of his medical conditions. That was a huge disappointment for Wayne and he felt very discouraged. However, neither he nor his case manager gave up. They went back to doing more career exploration and discovered that Wayne had the aptitude and desire to work with individuals such as himself – individuals who found themselves in dire situations and could not see a way out. After researching the training options available to him, they decided that he should pursue training as a Substance Abuse Counselor being offered by the University of the Pacific. Wayne knew this would be something very different for him and was determined to accomplish this goal for himself and to provide for his family.

He started the program in July 2016 and completed the program in January 2017. Wayne received high grades in all of his courses and great reviews from his instructors. He applied for and was placed in an internship following his training. However, he did not feel it was helping him obtain the necessary skills that he felt he needed and although it was very frustrating to him, he did not give up or revert to his past behavior. Instead he spoke to his advisor about his frustrations and was able to be re-assigned to another internship site. He found a perfect match at "Hope." This internship complimented the training he received and gave him practical, hands-on experience. The most significant thing however, was that he was able to re-direct his frustrations and address them with his advisor instead of doing something that would have been detrimental to his success.

Upon completion of the internship, his case manager worked with him to prepare him for interviews, including practice interviewing and making direct referrals to businesses that typically hire Substance Abuse Counselors. He was able to find employment through C.A.R.E (Concerned About Recovery Education), he started out on a short On-the-Job Training (OJT) Contract providing employers a reimbursement of 50% of the wages to train Wayne. Upon completion of the OJT, Wayne was hired as a full time unsubsidized employee as a Site Monitor earning \$14 dollars per hour. Wayne's career pathway took many twists and turns, through navigating these programs, the WIOA Title I emphasis on employment led him to full employment.

Wayne has been exited from the WIOA Title I program successfully and refers a lot of his clients to the AJCC in Stockton, California.

## **BOARD MEMBER QUESTIONS AND COMMENTS**