



SAN BENITO COUNTY

JAMES A. RYDINGSWORD
DIRECTOR

Health & Human Services Agency

COMMUNITY SERVICES & WORKFORCE DEVELOPMENT

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March 10, 2017

Tim Rainey
Executive Director
California Workforce Development Board
P.O. Box 826880
Sacramento, CA 94280-0001

RE: Local Workforce Development Board Local Plan

Dear Mr. Tim Rainey;

On behalf of the San Benito County Workforce Development Board (WDB), I am submitting the unsigned Workforce Development Board Local WIOA Plan for PY 2017-2020. Per the instruction submittal guidelines, local boards are allowed to submit an unsigned Local Plan and submit the signed request by August 1, 2017. Please expect the signed Local Plan by this date.

We look forward to working with the California Workforce Development Board.

Thank you.

Sincerely,

A handwritten signature in blue ink, appearing to read "Enrique Arreola".

Enrique Arreola
WDB Director

COMMUNITY ACTION BOARD & WORKFORCE INVESTMENT BOARD
SERVING SAN BENITO COUNTY SINCE 1978

The County CSWD is an equal opportunity employer/program



EQUAL HOUSING
OPPORTUNITY

The County CSWD is an equal opportunity employer/program. - The County of San Benito complies with the Americans with Disabilities Act (ADA) by assuring that auxiliary aids for services are available upon request to persons with disabilities. Persons with hearing disabilities can call the TDD/TTY phone (831) 637-3265. Persons requiring any special needs for access to should call the CSWD office at 831-637-9293 at least five business days before the needed date to arrange for the special accommodations.

Workforce Innovation and Opportunity Act

Local Plan

Program Years 2017-2020

Local Workforce Development Area:

San Benito County

Date of Submission:

VISION, GOALS, AND STRATEGY STATEMENT

A description of the Local Board’s strategic vision to support regional economic growth and economic self-sufficiency. This must include goals for preparing an educated and skilled workforce (including youth and individuals with barriers to employment), and goals relating to the performance accountability measures based on WIOA performance indicators described in Title 20 CFR 677.155(a)(1). Vision, goals, and strategy must be linked to the analytical background information.

Vision: San Benito County will have a trained, skilled and relevant workforce that meets the needs of local employers and improves the economic vitality of our community.

The Bay Peninsula Region determined goals for the region’s workforce development system. We will work with our regional partners on the goals and strategies championed in the Regional Plan. We will also add the following strategies to achieve those regional goals and enhance our local vision:

- **Regional Goal 1: Employers are actively engaged with the regional workforce system that understands and appropriately responds to their skilled workforce needs. (Demand-Driven skills attainment)**
 - Local Strategy: Integrate “better business services” and “training for high skilled high demand occupations.” Specific strategies are discussed in the appropriate section of the Local Plan below
 - Local Strategy: To continue to engage the employer community in the county through an annual survey. The WDB will adjust programs to fit employer needs based upon the results of the survey, and will develop partnerships with economic development and business organizations to ensure that services reach the businesses in the region
 - Local Strategy: To partner with the San Benito County Chamber of Commerce, San Benito County Business Council, Economic Development Corporation of San Benito County, San Benito County Farm Bureau, and San Juan Committee on their outreach efforts and hold multiple business roundtables throughout the year, covering the in-demand industry sectors listed in the Regional and Local Plans
 - Local Strategy: To establish ad-hoc committees to include:
 - Agriculture
 - Health Care
 - Construction
 - Water
 - Tourism & Hospitality (through the established Hospitality Employers Tourism Committee of the San Benito County Chamber of Commerce in collaboration with the Gavilan College Tourism, Retail & Hospitality Program)
 - Advanced Manufacturing (with the San Benito County Business Council and other regional partners)
 - Information and Communications Technology (with regional partners)

- **Regional Goal 2: Unemployed and underemployed individuals can (a) easily access and participate in workforce services appropriate for their skill levels, barriers to employment, and career goals; and (b) transition into relevant training opportunities to move up in a career pathway in an in-demand sector or occupation. (Upward Mobility)**
 - Local Strategy: Establish Training Programs that Create Employable Youth for the Future Workforce. Specific strategies are discussed in the appropriate section of the Local Plan below
 - Local Strategy: Partner with community organizations, educational institutions, and libraries to ensure that those in need are informed of the services provided by the WDB and local resource agencies, and to provide support services to assist those with barriers in pursuing the skills that will lead to sustainable careers
 - Local Strategy: Work with employers, the Small Business Development Center at California State University at Monterey Bay, and Gavilan College to develop Customer Service skill training that is applicable across sectors. This training will develop baseline skills needed to succeed in the industries present in the region and local area

- **Regional Goal 3: Regional workforce system partners align and coordinate services and resources to create a “no wrong door” employment and training network easily accessed by workers including high need and historically disadvantaged populations such as farmworkers, ex-offenders those who are limited English proficient, out of school and/or disconnected and foster youth (including former foster youth);**
 - Local Strategy: Integrate the goal of “full body scan relating to workforce services in our community” and “creating a road map for success.” The Planning Committee members have identified the following industries to be considered high demand in SBC and neighboring counties, through the utilization of a 2016 report from Economic Modeling Specialists, Inc. (EMSI) which is attached to this Local Plan, as well as regional economic analysis which are located in the appropriate section of the Bay Peninsula Regional Plan:
 - Agriculture
 - Health Care
 - Construction
 - Water
 - Tourism/Hospitality
 - Advanced Manufacturing
 - Information and Communications Technology
 - Local Strategy: Tap into funding opportunities to enhance and expand workforce services in our community, giving the Local Board the resources needed to better serve those who have the most barriers to employment. Members identified the following strategies:
 - Establish a Fund Development Committee: To reach out to potential funders.

- Partnering with the Grow San Benito Fund to deliver \$600,000 to local small businesses through Community Rebuilding Funding, as well as to develop and provide entrepreneurial services
- Work with Employment Development Department partners and regional workforce partners to build strong applications for state grant money
- Continue the partnership with the Community Action Board, which focuses on the lower income community in the county, and provides services to those who need additional assistance

Considering analyses described above, a strategy to work with the entities that carry out the core programs and other required partners to align resources available to the Local Area, to achieve the strategic vision of the local plan.

The America’s Job Centers of California (AJCC) Partner meetings take place monthly the first Wednesday of the month. These Partner Collaborative planning meetings will be built around the achievement of the strategic vision of the Local Plan. The Partner Meetings allow for communication amongst all parties in the workforce development system to ensure that services are coordinated, effectively delivered, and that all entities are accountable and working towards the same vision.

Agenda items to that end have included:

- Discussion of customer satisfaction surveys in relation to continuous improvement processes
- Working with state partners to ensure adequate partner representation from UI and Wagner-Peyser at the County’s AJCC
- Coordination of Rapid Response services to minimize duplication and maximize impact and exposure in the local area
- Introducing the vision of the local system to non-required partners, such as local libraries, and to discuss coordinating services and outreach to achieve larger systemic goals
- Enhancing the policy around ITAs to ensure that the priority of service, as well as a priority of industry-recognized and living wage job training, is adhered to

LOCAL PROGRAM ALIGNMENT TO IMPLEMENT STATE PLAN

A description of the workforce development system in the Local Area that identifies programs included in the system.

The local system has all core required partners included in its comprehensive one-stop AJCC located at 1111 San Felipe Road, Suite #107, Hollister, CA 95023. For further information, please consult the Local MOU attachment, which has a list of partners and services provided by each partner.

How the Local Board will support the seven policies identified in the State Plan and will work with the entities carrying out core programs and other workforce development programs, including programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.) to support service alignment and implement the policy strategies emphasized in the State Plan.

Sector Strategies and Career Pathways –

The San Benito WDB will work with our regional partners on the following strategies to develop sector strategies and career pathways:

- Understand the immediate hiring and training needs of regional employers in order to create a pipeline of qualified candidates, and;
- Identify and map career pathways within each industry sector, in partnership with adult education, community colleges, employers, and other partners.

San Benito County will collaborate with our regional partners on the development of sector strategies and career pathways, keeping in mind the central roles that the agriculture/water sector plays in our county.

We seek to expand on the model created with our partners at West Valley College, Gavilan College, and local water districts to respond to the oncoming retirement of 50 percent of their workforce in the next 4-5 years. The aging agricultural workforce, and rising levels of automation and regulation in industry, also lend itself to programs such as this, and the WDB will be actively engaging leaders in the agriculture industry from the region to ensure that their workforce needs are met, and will partner with colleges to ensure that credentials are developed with industry engagement that will benefit the businesses of the region and those who seek employment in the sector.

Organizing Regionally –

San Benito County has been developing partnerships with our regional workforce boards through programs such as CityBuild and the Building Trades Multi-Craft Core Curriculum (MC3), where Proposition 39 funding has been utilized to create pre-apprenticeship orientation classes in the county, introducing the workforce to careers that support the construction industry both inside and outside of the county. This funding also supports the entry of at-risk youth, women, individuals with disabilities, and veterans into apprenticeship programs in the building trades, in collaboration with San Mateo and Santa Clara counties.

The WDB is also dedicated to participating in Regional Working Groups (such as the Monterey Bay Economic Partnership and discussions with our Bay Peninsula Region partners) that focus on on-ramping individuals with basic skills into sector workforce programs, participating in Strong Workforce Partnership convenings and Slingshot planning efforts, and sharing program models and best practices with all of our regional workforce partners.

Earn and Learn –

San Benito WDB champions the use of On-the-Job Training (OJT) and Work Experience as Earn and Learn models.

OJT provides knowledge or skills essential to the full and adequate performance of the job. Reimbursement to the employer of **up to a maximum of 50%** of the wage rate is provided to offset the extraordinary costs of the provision of the training and additional supervision required during the training. OJT agreements are limited of 400 hours in duration as appropriate to the occupation for which the participant is being trained, considering the content of the training, the prior work experience of the participant, and the individual service strategy of the participant.

Work Experience is a planned, structured learning experience that takes place in a workplace for a limited period. The Work Experience Program is an Individualized Service available to youth, unemployed adults and dislocated workers. Anyone referred or recruited to the program will go through the eligibility process. Those enrolled will complete the Individual Employment Plan which identifies Work Experience as part of the sequential process to assist in reaching their employment goal. This program is time limited to 400 hours. The County maintains as the employer of record during the training period.

The County is focused on growing the manufacturing base in the local area. The Local Board will partner with Gavilan College's Contract Ed division to hold summits for county manufacturers throughout the year, developing OJT curriculum that will be responsive to the needs of business, while giving Earn and Learn opportunities to jobseekers in the county.

Supportive Services –

Clients can receive transportation assistance at the AJCC and through the local Community Action Agency. Assistance is provided in the form of transportation tokens to and from the AJCC. All WIOA clients can receive supportive services including transportation, childcare, needs based payments, and other services needed so they can be put into a position of success at reaching their employment and training goals. In addition, clients can receive other supportive services through the local Community Action Agency including Rental Assistance, PG&E Assistance, Housing Assistance and other assistance the agency may provide.

Building Cross-System Data Capacity –

San Benito County will participate in the regional plan's proposed Client Wage Database, in order to track improvements and compare them with regional median wages, to assess and evaluate the effectiveness of sector and career pathway actions. We intend to propose linking our regional sector work with the Agriculture sector with the region's goal of identifying regional pilot sector and career pathways, in order to provide an on-ramp to self-sufficiency wage jobs that will be available as the current workforce increasingly enters into retirement.

Integrating Services and Braiding Resources –

The AJCC Partner meetings take place monthly the first Wednesday of the month. These meetings give an opportunity for partners, both mandated and not, to ensure that services are integrated and that common policies and practices are adhered to. These meetings drive discussions of shared funding opportunities and have led to proposals that would enhance the resources of the local

workforce system, such as applications for Accelerator Grants and participation in regional Slingshot efforts among all partners.

The WDB seeks to partner with educational institutions to help inform and direct the funding secured via the passage of Measure U this past November. The bond makes major improvements to San Benito High School, including new job and career readiness programs. Conversations are active between the WDB, the school district, California State University – Monterey Bay, and community colleges to ensure that programs developed with the funding are responsive to business needs and lead to sustainable careers for program participants.

INFORMATION ON SPECIFIED SERVICES AND SERVICE DELIVERY STRATEGIES

A description of the ways the Local Board will work with entities carrying out core programs to expand access to employment, training, education, and supportive services for eligible individuals, particularly eligible individuals with barriers to employment. Target populations identified in WIOA Section 24(A)-(M).

The Memorandum of Understanding that is signed by all local partners sets “increasing the quality of life in our community” as part of the core vision of the local system. Listed specifically is a commitment to offer priority of services to all those with barriers to employment, with a priority order listed in line with state and federal statute.

By partnering with the Community Action Agency, Clients may receive assistance with their utility payments (LiHEAP), rental assistance, transportation tokens, Volunteer Income Tax Assistance (VITA), Recreational/Enrichment Scholarships, Food Vouchers, Housing Assistance for the homeless, hotel vouchers, and In-Home Support Services through Provider care takers. This partnership has resulted in a more comprehensive services delivery to local customers at the America’s Job Center.

A description of the way the Local Board will facilitate the development of career pathways and co-enrollment, as appropriate, in core programs.

The Workforce Development Board will continue to focus on regional partnerships to promote high demand sectors for the benefit of our local residents. Currently, the WDB is a member of the Water Career Pathways Consortium.

The Water Career Pathways (WCP) Consortium was created to address the skilled worker shortages facing the Bay Area Region’s water industry. The WCP seeks to fill the needs identified by the research performed by the California Community College Centers of Excellence and the industry trade association Baywork, in collaboration with the Bay Area Community College Consortium.

The program was developed based on the report performed by the California Community College Center of Excellence and the work of the water industry represented by BAYWORK in collaboration with Bay Area Community College Consortium to identify of the needs for mission critical careers within the industry. One of the key findings was the fact that over 50% of its workforce was eligible for retirement and the workforce to replace them was not ready, which was the perfect formula to create this program.

WCP embraced the mission critical careers with the support and collaboration of several water districts, community colleges, universities high schools, workforce investment boards, and nonprofit organizations.

The consortium will focus its efforts in developing and implementing standardization of core competencies based on qualifications and certifications required by industry. This process will allow our educational partners teach students to be better prepared to work in the water industry. The Consortium is under the leadership of the West Valley College, as fiscal sponsor and lead program agency.

In addition, the WDB is a partner with the tri-county Workforce Development Boards including Monterey County and Santa Cruz County for the Prop 39 Pre- Apprenticeship Building Trades. A Prop 39 grant was received to promote the Building Trades to local residents. The first training was completed in November in Monterey County. The second training is currently taking place in Santa Cruz County. The third training is scheduled to take place in San Benito County.

The plans are to increase our local and regional partnerships to increase our partnerships in regional collaborative promoting career pathways and sector initiatives.

Outreach efforts to populate these programs with jobseekers are being coordinated through community partners, as well as core program partners such as Adult Education, Vocational Rehabilitation, and Wagner-Peyser staff. The Board is currently developing co-enrollment strategies for OJT programs with the Department of Rehabilitation, as well as working with Wagner-Peyser on expanding subsidized employment opportunities and co-enrollment for CalWorks participants.

A description of the way the Local Board will improve access to activities leading to a recognized post-secondary credential (including a credential that is an industry recognized certificate or certification, portable, and stackable).

WDB staff has had healthy and productive discussions and partnerships with training schools regarding their certified programs. We currently work with 12 training schools that offer certifications in variety of areas including: Truck Driving, Electrical Engineering Technician, Bookkeeping/Accounting, Medical Assisting, Dental Assisting, Cosmetology/Barbering, etc.

The Local Board will be participating with Gavilan College and local business associations on industry summits, working to develop curriculum that leads to credentials recognized by the businesses who

are hiring in the local area. This will begin in the Spring with a Manufacturers Summit, and will continue through collaborative work with the other in-demand sectors listed in this Local Plan.

A description of the way Local Boards and their partners will facilitate engagement of employers in workforce development programs, including small employers and employers in in-demand industry sectors and occupations.

In April, 2016 the San Benito County Board of Supervisors approved a contract with Farmhouse Communications (Farmhouse) of Hollister, California to provide services related to the implementation of Rapid Response Lay-Off Aversion Activities for the San Benito County Workforce Development Board (WDB) with all activities to be implemented by June 30, 2016. During the months of May and June 2016, Farmhouse conducted a confidential, county-wide business survey in San Benito County.

More than 450 businesses were reached via telephone, online via email and in on-site visits in Hollister and San Juan Bautista. 100 business owners and managers completed the survey, 87 surveys were completed in English and 13 in Spanish. The survey provided an opportunity to connect with businesses, to determine their overall health, struggles and the general status of their operations. Two bilingual outreach teams visited business districts in San Juan Bautista and Hollister to connect with business owners and managers to garner their feedback. The survey instrument was patterned after that conducted by the California State University Monterey Bay Small Business Development Center in 2012 and was delivered in hardcopy and online versions in both English and Spanish. Work by Farmhouse Communications and affiliates is ongoing though unfunded.

Survey results and comments from business owners and managers indicate that they desire support for marketing their businesses. Information regarding services, workshops and local vendors are not reaching them. This can largely be attributed to dated and incorrect contact information, lack of resources for promotion of services via direct mail, ineffective email communications programs, lack of penetration by local traditional email, lack of bilingual and bicultural business support programs and lack of direct engagement by local service agencies and business associations. Lead agencies are being identified and tasked with coordinating local business support programs.

Performance will be evaluated on an annual basis by updating the “Ask the Experts” survey and conducting follow up inquiries with businesses that requested support as well as with agencies that may have been referred.

Collaboration with in the public, non-profit and educational sectors are necessary to optimize impact of Rapid Response Layoff Aversion and business support programs. In order to better coordinate and ensure more effective service, a service audit should be performed and summary posted and communicated to all audiences. In the event that a response opportunity is identified, a “Red Team” is alerted including County AJC and Rapid Response Staff in addition to the program consultant and affiliated business services agencies across all sectors as applicable to conduct an immediate assessment and employ services and programs as needed.

Many businesses can benefit from loan programs and to receive administrative support for record keeping, bookkeeping, tax filing and compliance. Support has already been assembled and delivered to several local, small Latino businesses in a collaborative effort of the Hispanic Chamber of Commerce and Farmhouse Communications in hosting a workshop the morning of August 5th with speakers ranging from Assemblymember Luis Alejo to the Board of Equalization and the Governor's Office of Business and Economic Development.

In order to attract large firms to operate in the available commercial buildings, San Benito County has to demonstrate that there are enough residents with the required skills. The America's Job Center in Hollister has several programs available, but very few business owners are aware they exist. Business owners could also benefit from training, the suggested topics include; marketing, cash flow management, employee retention/training, management. Employer training is harder to implement and in order to be successful requires collaboration from the various resources available.

With these factors in mind, the San Benito County Workforce Development Board is taking the lead on the suggested solutions, in collaboration with our local and regional partners, in the following ways:

- Increase Employment Engagement, including a focus on new employers
- Partner w/EDC, Chambers of Commerce, Business Council, and HDA
- More networking by WDB members and staff

A description of the way Local Boards and their partners will support a local workforce development system that meets the needs of businesses in the Local Area.

Continuous conversations occur with businesses, both through outreach by board members and staff, and through the WDB's annual survey of local businesses. The survey results help to shape the services and outreach of the county's business services team. The County WDB seeks to bring local Chambers of Commerce and Economic Development entities into the survey, to contribute to the contents of the survey, as well as to share in the data, outcomes, and strategies to respond to the local business community.

In consultation with business, including those on our Local Board, the WDB found four areas that they say the local system can establish now to better serve business in the community. These areas are:

- Provide on-site space for outreach and interviews
- Sharing business support resources online, such as information on tax incentives
- Promote WorkKeys
- Provide One-on-One Support/Small Groups/More WDB member interaction

A description of the way Local Boards and their partners will better coordinate workforce development programs and economic development.

The addition of board members who are tied to local business organizations and economic development entities will allow for increased outreach to those entities. This will allow the WDB to:

- Look into working agreements with economic development districts, chambers of commerce, business councils, and other economic development entities to identify and respond to emerging needs/growth so that future workforce needs are more effectively handled through joint, collaborative efforts.
- Work together to share real-time labor market data and workforce intelligence, effectively identifying gaps in skills needed by employers and implementing composite datasets.
- Work with regional partnerships to identify and design appropriate business and employment solutions to develop a layoff aversion strategy that helps employers retain a skilled workforce and provides workers a rapid transition to new employment as necessary, utilizing our annual survey of businesses to execute on that collaborative outreach directly to businesses.

A description of the way Local Boards and their partners will strengthen linkages between the AJCC delivery system and unemployment insurance programs.

The Local Board will ensure that Unemployment Insurance programs are a part of the AJCC through making available a direct linkage through technology to program staff who can provide meaningful information or services. This means providing direct connection at the onestop center, within a reasonable time, by phone or through a real-time Web-based communication to a program staff member who can provide program information or services to the customer.

The Local Board is in communication with the Employment Development Department to establish deeper linkages between our systems as EDD looks to hire a new UI Navigator for the area.

INFORMATION PERTAINING TO AJCCs

A description of the way the Local Board will ensure the continuous improvement of eligible providers of services through the system and that such providers will meet the employment needs of local employers, workers, and jobseekers.

The Local Board will evaluate how well the Hollister America’s Job Center of California supports the achievement of the negotiated local levels of performance for the indicators of performance for the local area. We also will establish a regular process for identifying and responding to technical assistance needs and a regular system of continuing professional staff development, in partnership with the WIOA Technical Assistance program established by the State and run through the California Workforce Association. We will establish systems to capture and respond to specific customer feedback.

A description of the way the Local Board will facilitate access to services provided through the AJCC delivery system, including in remote areas, through the use of accessible technology and other means.

Services are provided county-wide to anyone interested in receiving services. We can provide targeted outreach to remote areas including Panoche, Tres Pinos, San Juan Bautista, Aromas. Likewise, CalJobs is available online for any person to access across the county. We plan to further our relationships with local school districts and libraries to ensure that they are aware of this tool, thereby providing an increased reach for the workforce development system in all areas of the county.

A description of the way entities within the AJCC delivery system, including AJCC operators and the AJCC partners, will comply with WIOA Section 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities.

The San Benito County Workforce Development Board sees access to services for individuals with disabilities as a primary function of our work. We have ensured that physical structures are compliant for individuals with disabilities to have access to all services, as well as ensuring that ADA requirements on accommodations for employees and customers alike are adhered to. We are ensuring that the discussion around accessibility is a constant conversation with regional partners.

There is an assigned ADA compliant officer with the agency to assist with any type of ADA issues. Every other year, we are required to complete the self-assessment Methods of Administration (MOA) consisting of the biennial Physical and Program Access (PPA) Self-Assessment and Checklist. Additionally, we are required to have the AJCC ADA compliant via completion of the biennial Compliance Monitoring Checklist. There have been no issues with the State regarding ADA compliance.

A description of the roles and resource contributions of the AJCC partners.

The inclusion, as an appendix in each Local plan, of a list of MOUs and cooperative agreements that are in progress and copies of executed cooperative agreements that define how all local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local AJCC system. This includes cooperative agreements (as defined in WIOA Section 107[d][11]) between the Local Board or other local entities described in WIOA Section 101(a)(11)(B) of the Rehabilitation Act of 1973 (29 U.S.C. 721[a][11][B]) and the local office of a designated state agency or designated state unit administering programs carried out under Title I of such act (29 U.S.C. 720 et seq.) (other than Section 112 or part C of that Title 29 U.S.C. 732, 741 and subject to Section 121[f]) in accordance with Section 101(a)(11) of such Act (29 U.S.C. 721[a][11]) with respect to efforts that will enhance the provision of services to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination.

Please see the attached MOU and further agreements for detailed descriptions that fit these two Local Plan requirements.

Detail specifying how Local Boards will work with WIOA Section 166 grantees to include in their local plans their strategies to provide Indian and Native Americans equal access to AJCC services

The CalWORKs program offered TANF services to Native Americans. The department (Health & Human Services Agency) entered an agreement with North Fork Rancheria Tribal TANF to provide TANF services to Native Americans. There is representation by an organization that serves Native Americans in the planning of this Local Plan.

Detail specifying how Local Boards will work with WIOA Section 167 grantees to include in their local plans their strategies to provide eligible Migrant Seasonal Farmworkers equal access to AJCC services

MSFW Services are provided thru the State of California EDD to the agricultural community statewide specifically targets agricultural employers and employees classified as migrant, seasonal, or migrant food processing workers. Services for employers and job seekers, including but not limited to: job search assistance, CalJOBS navigation information and registration, general information about unemployment insurance, labor market information, training opportunities, referrals to supportive services or organizations also serving agricultural employees, employee rights and labor law information.

The Board also works with the San Benito County Migrant Center to manage a housing program for Migrant Seasonal Farmworkers, in contract with the San Benito County Farm Bureau. This program ensures 67 homes and 272 beds for the population during the growing season.

Detail specifying how AJCCs will serve as an on-ramp for the regional sector pathways emphasized in the corresponding regional plan

AJCCs will be an actively serving as an on-ramp for regional sector pathways, referring job seekers who have successfully addressed barriers to an appropriate pathway.

In order to accomplish this, the WDB is dedicated to building the capacity of the employees of the county's America's Job Center. The WDB will utilize the funding created by the State in the WIOA Technical Assistance Program run through the California Workforce Association to support those capacity building efforts, and will utilize procured trainers from the California Training Institute to ensure that the strategies delivered to our employees are of the highest industry standard.

The San Benito County AJCC in the last three months of the 2016 calendar year had over 4,000 individual visits. In a county of 55,000 total population, that is a strong footprint. Our AJCC will also leverage the regional marketing strategies of the Bay Peninsula Region to deliver news of the services provided at the San Benito County AJCC to our community, building our footprint even further and increasing our talent pool.

SPECIFIC PROGRAMS, POPULATIONS, AND PARTNERS

An examination of how the Local Board will coordinate local workforce investment activities with regional economic development activities that are carried out in the Local Area and how the Local Board will promote entrepreneurial skills training and microenterprise services.

The WDB has a partnership with the California State University – Monterey Bay Small Business Development Center in Salinas, who provide a staffperson to the AJCC in Hollister a few select days of every month to support entrepreneurship in the county, and guide prospective and established entrepreneurs to resources to help them begin and strengthen their businesses.

We look to further that relationship by building on the resources of the region to develop the connection between Workforce Boards and SBDCs throughout the region, and expand the amount of hours that SBDC staff is available to serve the county.

The Board also is working with the County Chamber of Commerce and Gavilan College to develop entrepreneurial skills training in the coming year, as part of a larger effort to incorporate the work of the leading economic institution and the leading educational institution that serves our county in the work of the Board.

A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the Local Area.

The San Benito County One-Stop Career Center provides many services designed to help workers in any phase of their job search. Basic employment services are offered free of charge, and include information about job openings and filing for unemployment benefits, job search workshops, resume information and assistance.

Specialized employment services offered to Adult and Dislocated Workers include:

- **On the Job Training (OJT):** OJT is a training by an employer that is provided to a paid participant while engaged in productive work. OJT provides knowledge or skills essential to the full and adequate performance of the job. Reimbursement to the employer of up to a maximum of 50% of the wage rate is provided to offset the extraordinary costs of the provision of the training and additional supervision required during the training. OJT agreements are limited of 400 hours in duration as appropriate to the occupation for which the participant is being trained, considering the content of the training, the prior work experience of the participant, and the individual service strategy of the participant.
- **Work Experience:** Work Experience is a planned, structured learning experience that takes place in a workplace for a limited period. The Work Experience Program is an Individualized

Service available to youth, unemployed adults and dislocated workers. Anyone referred or recruited to the program will go through the eligibility process. Those enrolled will complete the Individual Employment Plan which identifies Work Experience as part of the sequential process to assist in reaching their employment goal. This program is time limited to 400 hours. The County maintains as the employer of record during the training period.

- **Individual Training Account (ITA):** Scholarship may be awarded to eligible adults, dislocated workers and Out-of-School Youth for up to 1 year of training and \$4,000 for certified courses published in the Statewide Eligible Training Provider List (ETPL). This amount includes monies for tuition, books, fees, support services and required training supplies necessary to complete the program.
- **WorkKeys:** WorkKeys assessments have been used for more than two decades to measure essential workplace skills and help people build career pathways. WorkKeys assessments are based on situations in the everyday working world. The assessments measure “hard” and “soft” skills, helping individuals - from career seekers to longtime employees—measure their skills and advance their career goals, and employers find, hire, and develop quality talent. Under a new policy, all one-stop clients are required to successfully complete the WorkKeys program and receive certificates. Clients are given one month to complete WorkKeys. This helps to ensure that the basic job skills of talent pipeline coming from the workforce development system is in alignment with the needs of local employers.

A description of how the Local Board will coordinate rapid response activities carried out in the Local Area

It is the policy of the WDB to provide Rapid Response Services to all employers and impacted employees located within our jurisdiction. Whenever possible, these services will be provided utilizing the full resources of the WDB, the AJCC, and the local community, including cooperative efforts with adjacent Workforce Development Boards.

San Benito County maintains a Rapid Response Unit. This Unit provides services to all employers and impacted employees located within San Benito County jurisdiction. If a business is closing, the WDB coordinates with the business owner and employees to provide Rapid Response and Dislocated Worker services. Unemployment insurance information benefits, Wagner-Peyser and Trade Adjustment Act services will be coordinated with EDD. We coordinate Rapid Response activities through strong partnerships with EDD Wagner-Peyser program and other agencies. Based on the employees impacted, the WDB coordinates all Rapid Response activities with organized labor and Trade Adjustment Act, as appropriate.

The WDB will develop tools and programs that will add value to our Rapid Response activities, which include:

- Pre-Layoff Consultation Handbook
- Distribution of economic development information in a variety of media
- Development of a “fee for services” option for local employers

A description and assessment of the type and availability of youth workforce activities in the Local Area including activities for youth who are individuals with disabilities. Include successful evidence-based models of such activities.

The San Benito County Workforce Development Board is committed to shaping today's youth into a productive and skilled workforce of tomorrow. The County offers a variety of programs and services that are especially designed for youth or may be of interest to youth.

Our programs prepare youth for postsecondary educational opportunities or employment linking academic and occupational learning together. Programs include tutoring, study skills training, and instruction leading to completion of secondary school (including dropout prevention), alternative school services, mentoring by appropriate adults, paid and unpaid work experience (such as internships and job shadowing), occupational skills training, leadership development, and appropriate supportive services. Youth participants will also receive guidance and counseling and follow-up services.

San Benito County utilizes the following specific strategies as well:

- **Work Experience Program:** Work Experience is a planned, structured learning experience that takes place in a workplace for a limited period. The Work Experience Program is an Individualized Service. Anyone referred or recruited to the program will go through the eligibility process. Those enrolled will complete the Individual Employment Plan which identifies Work Experience as part of the sequential process to assist in reaching their employment goal. This program is time limited to 400 hours. The County maintains as the employer of record during the training period.
- **Outreach to youth in colleges & high schools:** The San Benito County WDB is in constant contact with the schools and colleges in our area. The WDB has participated not only in outreach from schools to youth, but to youth directly through the utilization of Youth Customer Focus Groups, in cooperation with other workforce board partners in the region. These focus groups give feedback to the boards to determine the best strategies both for outreach and outcomes to ensure success for program participants in achieving their educational and employment goals.
- **WorkKeys:** WorkKeys assessments have been used for more than two decades to measure essential workplace skills and help people build career pathways. WorkKeys assessments are based on situations in the everyday working world. The assessments measure "hard" and "soft" skills, helping individuals - from career seekers to longtime employees—measure their skills and advance their career goals, and employers find, hire, and develop quality talent. Under a new policy, all one-stop clients are required to successfully complete the WorkKeys program and receive certificates. Clients are given one month to complete WorkKeys. This helps to ensure that the basic job skills of talent pipeline coming from the workforce development system is in alignment with the needs of local employers.

How the Local Board will coordinate relevant secondary and post-secondary education programs and activities with education and workforce investment activities to coordinate strategies, enhance services, and avoid duplication of services.

Referrals are made to and from local secondary, alternative schools, and schools listed on the Statewide ETPL. The WDB has ongoing communication with training providers, which includes participation on the Board itself.

Industry outreach activities done at a regional and local level will be shared with education and training partners, ensuring that all of the workforce system's local entities are working from the same data. Reviews of ETPL programs will be thorough, and only programs relevant to sustainable career skills and in alignment with locally-applicable sectors will be allowed on the ETPL.

The WDB is also reaching out to both K-12 and community college institutions to discuss the direction of workforce development training activities related to the passage of Measure U, which will invest \$60 million in improvements to San Benito High School, in order to ensure training programs align with recognized sectors and lead to industry-recognized credentials.

How the Local Board will coordinate WIOA Title I workforce development activities with the provision of transportation and other appropriate supportive services in the Local Area.

Clients can receive transportation assistance at the AJCC and through the local Community Action Agency. Assistance is provided in the form of transportation tokens to and from the AJCC. All WIOA clients can receive supportive services including transportation, childcare, needs based payments, and other services needed so they can be put into a position of success at reaching their employment and training goals.

The Board has worked with the county's transportation authority to ensure that there is a bus route that leads to the AJCC in Hollister, as well as to procure transportation fare that is made available to any individual who has that need who enters the AJCC. The AJCC leases a 14 passenger van through Community Action that assists in transporting jobseekers to and from the AJCC and to and from training locations as well.

In addition, clients can receive other supportive services through the local Community Action Agency including Rental Assistance, PG&E Assistance, Housing Assistance and other assistance the agency may provide.

Plans, assurances, and strategies for maximizing coordination, improving service delivery, and avoiding duplication of Wagner-Peyser Act (29 U.S.C. 49 et seq.) services and other services provided through the AJCC delivery system.

The AJCC Partner meetings take place monthly the first Wednesday of the month. These Partner Collaborative planning meetings will be built around the achievement of the strategic vision of the

Local Plan. The Partner Meetings allow for communication amongst all parties in the workforce development system to ensure that services are coordinated, and that all entities are working towards the same vision.

How the Local Board will coordinate WIOA Title I workforce development activities with adult education and literacy activities under WIOA Title II. This description must include how the Local Board will carry out the review of local applications submitted under title II consistent with WIOA Sections 107(d)(11)(A) and (B)(i) and Section 232.

The transfer of WIA to WIOA has opened the doors to a deeper working relationship with Adult Education, both on a regional and local level. Adult Education is an active partner in stakeholder meetings around the development of this Local Plan. During the Regional Partner meeting, Adult Ed was in attendance, including local colleges which do offer adult education.

The Local Board will be in communication with our Title II partners in regards to the review of local applications, and will develop a process with them to ensure alignment of resources and strategic outcomes. This will include a process that ensures submission of applications to the Local Board for its review for consistency within this Local Plan, and an opportunity for the Local Board to make recommendations to the eligible agency to promote alignment with the Local Plan, as called for in WIOA Department of Education Final Rule 463.21(b)(1-2).

REQUIRED INFORMATION PERTAINING TO GRANTS AND GRANT ADMINISTRATION

An identification of the entity responsible for the disbursement of grant funds described in WIOA Section 107(d)(12)(B)(i)(III), as determined by the CEO or the Governor under WIOA Section 107(d)(12)(B)(i).

The County of San Benito is the recipient of all grant funds. If services are procured, the WDB will take action. The County Board of Supervisors will then ratify the board's action. Eventually, the County will disburse the funds and staff will monitor the progress.

The competitive process that will be used to award the subgrants and contracts for WIOA Title I activities.

Currently, services are not being contracted out. The last youth RFP was a failed procurement due to non-response. The next Youth RFP will be released in the early spring. In addition, the One Stop Operator RFP will be released in early spring.

PERFORMANCE GOALS 2017-2018

PROGRAM	Employment Rate 2 nd Quarter after Exit	Employment Rate 4 th Quarter after Exit	Median Earnings 2 nd Quarter after Exit	Credential Attainment within 4 th Quarter after Exit
Adult	65.5%	65.5%	\$5,157	55.9%
Dislocated Worker	69%	69.5%	\$7,308	63%
Youth	64%	65%	baseline	55%

FEDERAL HIGH PERFORMANCE BOARD REQUIREMENTS AND LOCAL PLANS

Do you have a status report or description of local policies on Priority of Service, MOU Phase I, and MOU Phase II policy?

All MOU's have been completed prior to June, 2016. A partner meeting was scheduled on April 7, 2016 to explain this requirement and to give further guidance. WDB has identified the required partners under WIOA. The partners include: Department of Rehabilitation (DOR), Peninsula Family Services (Senior Services), EDD, Community Action Agency (CAA), Public Authority and CalWORKS Employment Services. The Priority of Service is a major part of the MOU, with all partners agreeing to the statutorily required order of priority.

Staff worked closely with each partner individually as questions arose. Several revisions to the MOU were made by our partners during this process. Once the MOU was final, staff prepared the final MOU and had each partner sign it. We then had the WDB approve the MOU which then was sent to County Counsel for their review and approval.

We anticipate a completed MOU Phase II by July, 2017.

Please see the attached MOU, with coordinated descriptions of services designed to avoid duplication, for further details.

TRAINING ACTIVITY

Do you have a description of how training services will be provided through individual training accounts or contracts, and how they will be coordinated to ensure informed selection of training programs?

Individual Training Account Scholarships may be awarded to eligible adults, dislocated workers and Out-of-School Youth for up to 1 year of training and \$4,000 for certified courses published in the

Statewide Eligible Training Provider List (ETPL). This amount includes monies for tuition, books, fees, support services and required training supplies necessary to complete the program.

Contracts will be negotiated with providers of training that lead to living wage jobs. These contracts will only be entered into with the knowledge and recommendation of employers who are hiring for those jobs.

Access to the Eligible Training Provider List, and the reports therein, will be made available through our website, as well as in our AJCC location, so that any potential participant will be able to properly assess the quality of the training program for themselves. Staff will be available in the AJCC to help guide those who need assistance in disseminating the information contained in the reports.

TRANSPARENCY, ACCESSIBILITY, AND INCLUSIVITY

Efforts should be made to involve CBOs that have experience serving or working with high-need and historically disadvantaged communities such as farm workers, exoffenders, out of school and/or disconnected and foster youth, including former foster youth.

Local Boards and their regional partners should give due consideration to the language needs of the communities in their jurisdiction, ensuring accessibility and outreach efforts so that community organizations and prospective recipients of services are aware of and can participate in public comment process.

The WDB does have great relationships with partnering agencies and will solicit feedback from:

- EDD
- DOR
- Peninsula Family Services
- CalWORKS Employment Services (TANF)
- Community Action Agency (CAA)
- Public Authority
- Gavilan College
- San Benito County Health & Human Services Agency
- Youth Alliance
- YMCA
- San Benito High School Workability Program/TPP
- San Benito County Probation Department
- Chamber of Commerce
- San Benito County Business Council
- Economic Development Corporation of San Benito County
- San Benito County Farm Bureau
- Other Community Organizations that are connected to the above entities

INTAKE AND CASE MANAGEMENT

A description of how intake and case management is currently handled

From the point of the intake appointment and the eligibility determination, documents must be verified and reviewed within 15 days. The participant should be enrolled within 30 days. 100% verification is conducted of all eligibility documentation according to eligibility policies and procedures and copies of all verification are maintained in the individual client file. Individual program counselors are responsible for documentation of all program activity for each client, which is also maintained in the individual client file.

OTHER MISCELLANEOUS REQUIREMENTS

The direction given by the Governor and the Local Board to the AJCC operator to ensure priority for adult career and training services will be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient consistent with WIOA Section 134(c)(3)(E) and 20 CFR Section 680.600.

The Memorandum of Understanding that is signed by all local partners sets “increasing the quality of life in our community” as part of the core vision of the local system. Listed specifically is a commitment to offer priority of services to all those with barriers to employment, with a priority order listed in line with state and federal statute.

The order is below:

- 1) Veterans and eligible spouses who are also recipients of public assistance, other low income individuals, or individuals who are basic skills deficient
- 2) Individuals who are the recipient of public assistance, other low income individuals, or individuals who are basic skills deficient
- 3) Veterans and eligible spouses who are not included in WIOA’s priority groups
- 4) Other individuals not included in WIOA’s priority groups

The local plan should identify the portions that the Governor has designated as appropriate for common response in the regional plan where there is a shared regional responsibility, as permitted by 20 CFR Section 679.540(b).

The Bay Peninsula Regional Plan utilizes data from all Local Areas, including San Benito County, to highlight the following:

- Analysis of economic conditions, including existing and emerging in-demand industry sectors
- Analysis of the knowledge and skills needed to meet the needs of regional employers
- Analysis of the regional workforce

- Analysis of workforce development activities

The San Benito County Workforce Development Board will partner with their regional partners on career pathway development and sector strategies as it pertains to the activities outlined in the Regional Plan, with a strong local emphasis on the Advanced Manufacturing and Information and Communication Technologies planning activities. In those sectors, which are represented in higher proportion in the counties represented by our regional partners, we will work with our local partners to ensure employment opportunities for the jobseekers in the county are in alignment with those regional strategies.

Addressing the needs of the Limited English Proficient community:

By partnering with the Community Action Agency, Clients may receive assistance with their utility payments (LiHEAP), rental assistance, transportation tokens, Volunteer Income Tax Assistance (VITA), Recreational/Enrichment Scholarships, Food Vouchers, Housing Assistance for the homeless, hotel vouchers, and In-Home Support Services through Provider care takers. This partnership has resulted in a more comprehensive services delivery to local customers at the America's Job Center.

In addition to outreach activities, many of the activities in AJCCs are designed with the language needs of the San Benito County community in mind. Examples:

- Translation services are provided to limited English individuals
- Most staff are bilingual in Spanish, and are given additional compensation when they are certified bilingual
- All documents are printed in both Spanish and English.