

X. Services to State Target Populations

Veterans

To ensure access to services for veterans, the state has established the following guidance to the One-Stop system:

- Priority of service will be given to veterans and spouses of certain veterans for the receipt of employment, training, and placement services in any job-training program directly funded, in whole or in part, by the DOL, notwithstanding any other provision of law;
- A comprehensive performance accountability system will be established and veterans' employment, training, and placement services will be reviewed annually.

Through the One-Stop system, veteran customers may elect self-service, facilitated self-help, or staff-assisted one-on-one service. The Local Veterans Employment Representative (LVER) and Disabled Veterans Outreach Program (DVOP) staff are available at One-Stops to provide facilitated self-help or staff-assisted service to veterans who require additional assistance. At the request of One-Stop partners, LVERs and DVOPs may also be assigned to other locations that serve large veteran populations.

Through the State Board's participation on the Governor's Interagency Council on Veterans and CalVET's participation on the State Working Group, the key public workforce development institutions will be able to align programs, apply for grants and allocate resources in support of veterans.

Older Workers

The Department of Aging (CDA) is represented on the State Working Group and State Board by the Health and Human Services Agency. Under Title V of the Older Americans Act, CDA administers the Senior Community Service Employment Program (SCSEP), which is a partner program under WIA. The SCSEP provides part-time work-based training opportunities at local community service agencies for older workers who have poor employment prospects and assists with the transition of individuals to private or other employment opportunities in the community. The program provides a variety of supportive services to the individual such as personal and job-related counseling, job training, and job referral.

The State Board supports the CDA and their area agencies on aging's participation in the development of regional workforce and economic development networks to increase

coordination of efforts that assist older workers and other special populations. EDD continues to maintain a Senior Worker Advocate Office (SWAO), which is required to develop partnerships to facilitate the employment of older workers. The SWAO works with the One-Stops, the CDA, area agencies on aging, adult education, and community colleges to improve access for older adults to help them obtain the support services and training they need to remain in or to re-enter the workforce. Some of the partnerships and activities supported by the SWAO include: employment assistance referrals, job development, job fairs, and One-Stop staff training.

Please refer to the SCSEP State Plan in Appendix M.

Individuals with Disabilities

The Department of Rehabilitation (DOR) administers California's Vocational Rehabilitation (VR) program and is represented on the State Working Group and State Board by the Secretary of Health and Human Services Agency (HHS). The DOR works in partnership with consumers and other stakeholders to provide services and advocacy resulting in employment, independent living and equality for individuals with disabilities.

The State Board is committed to ensuring individuals with disabilities have physical and programmatic access to the One-Stop system and services. The State Board, Local Boards, and One-Stops promote universal access in order to achieve full compliance with state and federal laws and to increase employment of individuals with disabilities. The State Board is an active member of the DOR's State Rehabilitation Council (SRC) and the DOR represents individuals with disabilities on most Local Boards.

California Committee for the Employment of Persons with Disabilities (CCEPD): The State Board formally selects one of its members to serve on its behalf on the CCEPD. This person is also a member of a Local Board. Staffed by the DOR and funded by WPA 10 percent discretionary funds, the CCEPD focuses on policy and program needs that ensure individuals with disabilities have access to public workforce system services that enable them to gain and retain employment. The CCEPD provides a public venue to determine real solutions to the challenges that customers with disabilities, service providers, or the business community may encounter when attempting to access the full array of services within the local One-Stop systems. To help ensure universal access to increase employment of individuals with disabilities, the CCEPD developed and implemented a disability navigator program, as well as provided training and technical assistance to One-Stop staff in disability access. Additionally, to build staff capacity and disability awareness, on-line training is available to One-Stop front-line staff, Equal Opportunity Officers, and local partners charged with the responsibility of implementing WIA Section 188 non-discrimination and equal opportunity requirements.

The state has issued policy guidance to Local Boards ensuring that individuals with disabilities have equal access to information and services funded by WIA Title I programs and partner agencies through the following EDD directives:

- [WSB10-2 \(http://edd.ca.gov/Jobs_and_Training/pubs/wsd10-2.pdf\)](http://edd.ca.gov/Jobs_and_Training/pubs/wsd10-2.pdf)
Biennial LWIA Self-Assessment, communicates the requirements regarding compliance with state and federal disability laws and procedures for ensuring accessible physical environments for all customers, including individuals with disabilities; and
- [WIAD00-7 \(http://edd.ca.gov/Jobs_and_Training/pubs/wiad00-7.pdf\)](http://edd.ca.gov/Jobs_and_Training/pubs/wiad00-7.pdf)
Standards for Oversight and Instructions for Substate Monitoring, which transmits the general standards for the Local Board's oversight responsibilities pertaining to WIA Title I-funded programs.

Low-Income Individuals, Eligible Youth, and Individuals with Limited English Proficiency

State policy, issued in *California's WIA Title I Eligibility Technical Assistance Guide*, gives Local Boards the authority to develop and implement local policy guidance, procedures, and definitions targeting services to special participant populations such as displaced homemakers, non-traditional training for low-income individuals, older workers, low-income individuals, and others with multiple barriers to employment and training. The local policy must be consistent with state and federal policy. Limitations on funding may also require that Local Boards establish policies regarding priority of service to specific population groups within the low-income and public assistance recipient categories. Such priority of service policy is included in Local Plans.

Low-Income Individuals

U.S. Department of Housing and Urban Development (HUD):

HUD has a strong commitment to providing employment opportunities, training, and supportive services to assist low income persons in becoming self-sufficient. In addition, many of HUD's economic development programs generate large numbers of new jobs. These workforce development and job creation efforts are a part of HUD's welfare-to-work strategy and resources. A description of HUD's employment training and job creation programs can be found at:

http://www.hud.gov/offices/pih/programs/hcv/wtw/resources/common/development_initiatives.pdf.

As encouraged by DOLETA and HUD to help low income residents find training programs and sustainable employment, the State Board will work to better align State Board and Local Board strategies with HUD programs.

CalWORKs (Temporary Assistance to Needy Families) and CalFresh (Supplemental Nutrition Assistance Program-Food Stamps):

CalWORKs is an important partner that participates in nearly of all of the local One-Stops. The program serves all 58 counties in the state and is operated locally by county welfare departments. Several Local Boards are administered through county welfare agencies.

Consistent with the State Strategic Workforce Development Plan goals, objectives and strategies, the State Board and Local Boards will continue to work with the State Department of Social Services (which is a member of the State Working Group) and county welfare departments to prioritize business services and skills training for CalWORKs participants; promote incentives such as on-the-job training (OJT) for employers hiring CalWORKs participants; and strategically invest resources into business services, supportive services, and training services.

U.S. Department of Agriculture (USDA):

USDA administers the Supplemental Nutritional Assistance Program (SNAP). California uses the term CalFresh. The CalFresh program helps food stamp recipients gain skills, obtain training, and secure a job.

The State Board will continue to encourage Local Boards to partner with their county social service agencies operating the SNAP program to better align Local Board strategies and investments with the SNAP programs.

In addition, USDA's Rural Development programs in California are working closely with other federal partners to focus on developing regional industry clusters. This work is consistent with the State Strategic Workforce Development Plan's vision. The State Board will make efforts to ensure State and local alignment with USDA, and will work with Dr. Glenda Humiston, California's State Director at the U.S. Department of Agriculture (USDA), Rural Development.

Eligible Youth/At-Risk Youth

The WIA contains a requirement in Section 129(c)(4)(A) that, at a minimum, 30 percent of Youth formula funds allocated to each LWIA for Youth program activities must be spent on out-of-school youth activities. State directive [WIAD04-6](#) provides the formal process for determining compliance and possible sanctions that may be imposed for failure of a LWIA to meet the 30 percent minimum expenditure requirement for out-of-school activities.

The strategies employed by the State and Local Boards, state and local partners that serve the neediest youth, and local youth councils are consistent with the State Strategic Workforce Development Plan Youth goal to increase the number of high school students, including those from underrepresented demographic groups most in need, who graduate prepared for postsecondary vocational training and/or a career.

Given the similarities among the Job Corps program and the State Strategic Workforce Development Plan, the State Board will outreach to the Job Corps San Francisco Regional Office to identify how the Job Corps centers can work more collaboratively with the Local Boards.

Individuals with Limited English Proficiency

The Local Boards are subject to both federal and state requirements regarding non-discrimination and equal opportunity, which include equal access for persons with limited English proficiency (LEP). To ensure meaningful access to programs and services to LEP persons, the state issued EDD directive [WSB04-20](#) *Limited English Proficiency*, on May 12, 2005, that transmits policy and guidance on serving LEP individuals pursuant to Title VI of the Civil Rights Act of 1964, its implementing regulations, and Section 188 of the WIA.

California Government Code Sections 7290-7299.8, the Dymally-Alatorre Bilingual Services Act (DABSA), mandates that when state or local agencies serve a substantial number of non-English-speaking persons, they must employ a sufficient number of qualified bilingual staff in public contact positions and translate documents explaining available services in their beneficiaries' languages. The DABSA also requires state agencies to survey their customers on a biennial basis to review customer needs and update agency practices. The state requires that Local Boards review the DABSA when developing their local policies and procedures regarding services to LEP individuals.

The EDD also maintains a language directory of EDD staff, located statewide, who are fluent in languages other than English. These employees are available to provide translation services to all EDD offices. The language directory is available to local One-Stop staff. Many One-Stops maintain their own lists of bilingual staff and partners, or they may contract for translation

services. The EDD and Local Boards take all reasonable steps to provide services and information in appropriate target languages and include notices and information required in 26 CFR Part 37.29, 37.30, and 37.34, among the items translated for LEP individuals.

In addition, EDD directive [WSB10-01](#) *Nondiscrimination and Equal Opportunity Procedures*, summarizes the federal and State requirements regarding non-discrimination and equal opportunity, and EDD directive [WSB00-07](#) *Standards for Oversight and Instructions for Substate Monitoring*, includes the requirements that sub-recipients must be monitored for compliance of directive [WSB10-01](#). The EDD's CRD monitors the LWIAs for compliance with the federal and state requirements.

Labor Organizations and Community Based Organizations in Serving Target Populations

Labor organizations are key partners in the support and implementation of the State Strategic Workforce Development Plan and are prominently represented on the State Board and Local Boards. Labor representatives lead their respective Local Boards toward prudent policies that result in good jobs and career pathways that provide economic security to low-skilled, low-wage workers and underserved communities.

Labor representatives also promote many strategies that are consistent with the State Strategic Workforce Development Plan:

- Investment in training, education and employment services that lead to good jobs that provide for economic security and sustainable communities;
- Fairness, equity and access for all workers;
- Closure of the income gaps that persist in our economy and provide career ladder opportunities for workers in high-wage, high-skill jobs;
- Providing adult workers the education, re-training and re-employment services needed to increase their employment opportunities and long-term economic security;
- Providing young people with guidance, a strong academic foundation and work-based learning experiences in an environment that respects the rights, dignity and privacy of the individual; and
- Full participation of all stakeholders – labor, employers, educators and community organizations in program planning and service delivery.

The State Board will work with Local Boards to include in their Local Plan strategies for fostering collaboration with their local labor organizations to identify industry sectors and clusters of

economic importance, leverage resources to promote skills attainment through community colleges and approved apprenticeship training programs, and to address skills gaps of low-skilled, low-wage workers so that they can achieve economic security.

The State Strategic Workforce Development Plan recognizes the important role community based organizations (CBOs) have in ensuring that under-represented populations connect to career pathways to good jobs. So important is this role, that the Governor added several CBO representatives to the State Board (See Appendix E).

Through their participation on the State Board, CBO's will have a voice in making sure that the State Strategic Workforce Development Plan and its implementation is fully inclusive of all segments of the population. At the local level, the State Board will work with the Local Boards to include in their Local Plans strategies for engaging with CBOs. CBOs will also be involved in regional workforce and economic development networks.

Ex-Offenders

In 2011, the California Department of Corrections and Rehabilitation (CDCR) began a "realignment" of the state prison system by remanding thousands of low-level offenders to the counties for custody or on supervision in exchange for money from the state that would have been used for incarceration. The State Board has leveraged the CDCR expertise to help Local Boards obtain additional funding from "realignment" funds allocated to counties. A workshop was conducted by the California Workforce Association, which included CDCR and Local Board staff sharing knowledge about realignment and funding so that Local Boards might be in a better position to engage their counties in seeking funding to serve this new "realigned" population.

The State Board will continue to work closely with CDCR and Local Boards to encourage and develop innovative services for the ex-offender population.

With Policy Link and the National Employment Law Project (NELP), the State Board is helping convene Local Boards, to ensure formally incarcerated individuals have access to quality employment services. The State Board also worked with EDD and NELP to develop a directive to ensure that Local Boards comply with nondiscrimination obligations when serving individuals with criminal records. http://edd.ca.gov/Jobs_and_Training/pubs/wsd12-9.pdf.

Consistent with Adults Goal Objective 1, Action 2; the State Board will work with the Local Boards to identify in their Local Plan strategies they will utilize to identify and remove barriers

hampering their investment of WIA Adult and Dislocated Worker funds in CTE programs to the ex-offender population in their areas.

Migrant and Seasonal Farmworkers

Please refer to Appendix K for a map and listing of California's WIA Section 167 grantees and Appendix L for EDD's Agricultural Services Plan.

The Unemployed

All unemployment insurance (UI) claimants are provided general information about CalJOBSSM, the State's Internet-based labor exchange system, which links employer job listings and job seeker résumés. Through CalJOBSSM, claimants can create and store résumés and browse job listings, and employers can view the claimants' résumés and contact them directly for interviews. Additionally, claimants are provided information about job seeker services and contact information for the nearest One-Stop center, where they access a broad range of employment services and other support.

UI claimants profiled as most likely to exhaust their benefits are scheduled for an Initial Assistance Workshop (IAW) that serves as an orientation to reemployment services. Enhanced services are provided to these profiled claimants and an Individual Reemployment Plan (IRP) is completed. The IRP facilitates referrals to other reemployment services. A job focus workshop (JFW) is a short meeting scheduled four to eight weeks after the original IAW session and gives those claimants who are still unemployed, or in approved training, another opportunity to evaluate reemployment needs.

Dislocated Workers

WIA Section 134(a)(2)(A)(ii) authorizes the Governor to set aside up to twenty five percent (25%) of the State's Dislocated Worker funds for California's Rapid Response system and for Additional Assistance to dislocated workers in the LWIAs.

According to State Board policy, of the Dislocated Worker stream, half of the total funds are formula allocated as Rapid Response directly to Local Boards to prevent layoffs and/or assist workers facing impending layoff. The other half, Additional Assistance, stays in Sacramento. A Local Board can request Additional Assistance funds when it does not have other resources to serve increased numbers of unemployed individuals due to natural disasters, plant closings, mass layoffs *"or other events."*

While the current 25 percent policy in [WIAD 05-18](#) requires integration and supports co-enrollment for WIA and TAA (http://www.edd.ca.gov/Jobs_and_Training/pubs/wiad05-18.pdf), the state is in the early stages of developing a comprehensive strategy for aligning its Rapid Response, Dislocated Worker, and TAA programs. The revised policy will ensure that Rapid Response assistance and appropriate core and intensive services are made available to those covered by the TAA program. At the local level, TAA Division Coordinators will serve as liaisons to the Rapid Response and Dislocated Worker programs by participating in workshops, roundtable discussions, and other coordinated activities with local partners. The state will provide TAA Division Coordinators with TAA petition information to be used as the criterion for providing and scheduling Rapid Response assistance.

Under the TAA program, the date that the TAA petition is received by the state may be used as the criterion for providing Rapid Response assistance. Applicants will be assessed to determine if they are candidates for training and, if so, they will be referred for co-enrollment in the Dislocated Worker program. The EDD-WSB staff and other local partners may refer to the Trade Act Co-Enrollment Technical Assistance Guide: (<http://www.doleta.gov/tradeact/pdf/DE8306.pdf>) and tailor their procedures to meet local needs. A feedback mechanism has been established between the CalJOBSSM labor exchange system and the UI system by adding a “UI Indicator” to the CalJOBSSM registration record.

At the local level, TAA Division Coordinators will serve as liaisons to the Rapid Response and Dislocated Worker programs by participating in workshops, roundtable discussions, and other coordinated activities with local partners. At the state level, California is participating in the national DOL-sponsored workgroup that is working on this issue and will incorporate recommendations when they are available. California’s revised strategy will ultimately identify any required state program and policy revisions and abide by the principles of integrated system response at both the state and local levels. Additional efforts will be undertaken to develop a viable implementation plan for this strategy.

The EDD-WSB functions as the State’s Dislocated Worker Unit. The EDD-WSB notifies the Local Boards of all notices of layoff/closure it receives; including those under the federal WARN requirements, and those under state legislation that expands the number of employers who are required to provide notice of impending layoffs.

In addition to these formal notices, many Local Boards have adopted various “early warning” methods tailored to their unique business situations, to become aware of impending layoffs.