

**COUNTY OF SAN LUIS OBISPO BOARD OF SUPERVISORS
AGENDA ITEM TRANSMITTAL**

(1) DEPARTMENT Social Services	(2) MEETING DATE 6/18/2013	(3) CONTACT/PHONE Dawn Boulanger 781-1835	
(4) SUBJECT Request to approve a renewal service contract (Clerks File) for Workforce Investment Act (WIA) One-Stop Operator services with Goodwill Industries of Santa Cruz, Monterey and San Luis Obispo Counties for Fiscal Year 2013-2014 in the amount of \$1,440,045.			
(5) RECOMMENDED ACTION It is recommended that your Board approve, and direct the Chairperson to sign a renewal service contract for Workforce Investment Act (WIA) One-Stop Operator and Youth services with Goodwill Industries of Santa Cruz, Monterey and San Luis Obispo Counties for Fiscal Year 2013-2014 in the amount of \$1,440,045.			
(6) FUNDING SOURCE(S) 100% Federal	(7) CURRENT YEAR FINANCIAL IMPACT \$1,440,045	(8) ANNUAL FINANCIAL IMPACT \$1,440,045	(9) BUDGETED? Yes
(10) AGENDA PLACEMENT <input checked="" type="checkbox"/> Consent <input type="checkbox"/> Presentation <input type="checkbox"/> Hearing (Time Est. ___) <input type="checkbox"/> Board Business (Time Est. ___)			
(11) EXECUTED DOCUMENTS <input type="checkbox"/> Resolutions <input type="checkbox"/> Contracts <input type="checkbox"/> Ordinances <input type="checkbox"/> N/A			
(12) OUTLINE AGREEMENT REQUISITION NUMBER (OAR) 19001282		(13) BUDGET ADJUSTMENT REQUIRED? BAR ID Number: N/A <input type="checkbox"/> 4/5th's Vote Required <input checked="" type="checkbox"/> N/A	
(14) LOCATION MAP N/A	(15) BUSINESS IMPACT STATEMENT? No	(16) AGENDA ITEM HISTORY <input type="checkbox"/> N/A Date: <u>7/10/12</u>	
(17) ADMINISTRATIVE OFFICE REVIEW Emily Jackson			
(18) SUPERVISOR DISTRICT(S) All Districts -			

County of San Luis Obispo



TO: Board of Supervisors

FROM: Social Services / Dawn Boulanger
781-1835

DATE: 6/18/2013

SUBJECT: Request to approve a renewal service contract (Clerks File) for Workforce Investment Act (WIA) One-Stop Operator services with Goodwill Industries of Santa Cruz, Monterey and San Luis Obispo Counties for Fiscal Year 2013-2014 in the amount of \$1,440,045.

RECOMMENDATION

It is recommended that your Board approve, and direct the Chairperson to sign a renewal service contract for Workforce Investment Act (WIA) One-Stop Operator and Youth services with Goodwill Industries of Santa Cruz, Monterey and San Luis Obispo Counties for Fiscal Year 2013-2014 in the amount of \$1,440,045.

DISCUSSION

California implemented the federal Workforce Investment Act (WIA) of 1998 in the year 2000 with the goal of building a comprehensive workforce investment system that would increase employment opportunities, job earnings and retention, while improving occupational skills to sustain California's economic growth in future years. To ensure that regional economics drive the comprehensive workforce system, the Governor identified 49 local Workforce Investment Areas (LWIA) throughout the state. San Luis Obispo County is a LWIA for WIA Title I services. WIA Title I services focus on quality employment and training services to assist eligible adults and youth find meaningful employment and is administered by a local Workforce Investment Board (WIB) and accountable to the Governor.

The WIB is appointed by the San Luis Obispo County Board of Supervisors (BOS) and is comprised of representatives from private sector businesses, organized labor, community-based organizations, local government agencies, and local education agencies. The WIB is responsible for overseeing the operations of the One-Stop, including identifying One-Stop operators, providing policy guidance, overseeing job training activities, distributing WIA funds, and providing key policy decisions affecting the local workforce development system. This system is the cornerstone of the WIA and offers multiple local employment services to adult and dislocated workers, youth, and employers.

Each LWIA is required to have a full-service "comprehensive" One-Stop center with numerous WIA mandated federal partners including the State Employment Development Department (EDD). LWIAs may also have "satellite" career centers which require neither full partner involvement nor provide the full array of WIA services. Mandatory supports at the One-Stop consist of employment services (i.e., assessment, tutoring, mentoring), job training and education programs for job seekers, and comprehensive employer services including resources for placing job orders and obtaining referrals, labor market data and business assistance. The One-Stop functions to sustain the following state plan strategies:

- Training and employment programs that are managed at the local level where business and individual needs are best understood.
- Customers have convenient access to the employment, education, training and information services they need at a single location in their neighborhood (i.e., "One-Stop" Centers).

- Businesses provide information, leadership and play an active role in ensuring the system prepares people for current and future jobs via participation in the local WIB.

Goodwill Industries has been developing and implementing specialized vocational services since 1928 in the Monterey, Santa Cruz, and San Luis Obispo Tri-County area. Its mission is to provide training and employment opportunities to help people with disadvantaging conditions find employment. In San Luis Obispo County, Goodwill has provided vocational training, employment preparation and job retention services for over 15 years and began operating the local WIA One-Stop delivery system on July 1, 2009. Since the start of their WIA services contract, Goodwill has operated a One-Stop site in San Luis Obispo that has been in existence since the implementation of WIA in California in 2000. As of October 1, 2009, Goodwill opened a satellite One-Stop office in the Five Cities area at 1800 E. Grand Ave; Ste H, Grover Beach. Goodwill also provides remote service delivery in North County and Coastal communities by facilitating Job Seekers Academies. In addition, they continue to offer WIA services in Salinas, Santa Cruz and Monterey Counties, along with administering a number of employment and training programs for the State Department of Rehabilitation, the Department of Labor (DOL), and private insurance carriers. For more information about services offered by Goodwill, visit their website at www.shorelineworks.org.

WIA Services Procurement & Contract Award

In compliance with County and WIA regulations, the County issued a Request for Proposal (RFP) in December 2011 for FY 2012-2013 services, with a second and third year option to renew. The RFP was seeking a One-Stop Operator for the provision of WIA Adult, Dislocated Worker, and Youth services as well as site management of at least one comprehensive One-Stop center and one Youth center in the LWIA. Goodwill Industries was awarded the One-Stop Operator contract as a lead applicant directly providing One-Stop Operator, Adult and Dislocated Worker services, with Cuesta College as their subcontractor providing youth services.

Local Implementation of SB-734

SB-734 (DeSaulnier, Chapter 498, Statutes of 2011), which was made effective July 1, 2012, mandates that 25% of the local area's total WIA Adult and Dislocated Worker allocation be dedicated to training. A portion of the local area's total WIA allocation is used for contracting with Goodwill for WIA services. The remainder of the allocation funds operational support, WIB set-aside funds, administrative entity and fiscal agent costs and salary costs, which will be brought forward to the Board of Supervisors as part of the subgrant with the State in the coming months. The SB-734 mandated training minimum may be met either by spending 25% of the local area's total WIA Adult and Dislocated Worker allocated funds on training, or by combining a portion (15%) of those funds with leveraged funds. Locally, SB-734 is implemented such that 15% (\$181,112) of the total allocated WIA Adult and Dislocated Worker funds are allocated to training and the remaining 10% (\$120,741) is met with leveraged resources from a limited number of training funds such as WIA Youth funds, Pell grants, and other sources. The State has identified corrective actions for those LWIAs that do not meet the training and/or leverage threshold. The WIB agreed to allow Goodwill to meet the training threshold with a mix of direct training and leveraged funds and will closely monitor their progress. Goodwill is aware that funds from other areas of its operations budget may be reallocated to training should it not meet leverage milestones. Should they be necessary, these budget adjustments will be accomplished via a change order in the third quarter of the contract term.

The minimum designation for training increases to 30% of the Adult and Dislocated Worker allocation effective July 2016. This new requirement results in less funding available for personnel and facilities costs and necessitates a move towards more innovative service delivery strategies that emphasize community and web-based access points for WIA services. Goodwill responded to the RFP as the lead agency and named Cuesta College as its partner in the delivery of WIA Youth services via a subcontract with Goodwill. As the lead agency and contractor with the County, Goodwill is ultimately responsible for the provision of WIA Youth services.

Services in North County

There has not been a WIA-funded One-Stop center in the North County since early 2012. During the previous fiscal year, budgetary constraints resulting from the implementation of SB-734 resulted in the WIA budget no longer being able to support costs associated with operating three One-Stop sites. Since the Paso Robles One-Stop site had the lowest number of customer visits and EDD had withdrawn its infrastructure support from the site, WIA funding was withdrawn and redirected towards training. A variety of outreach efforts and job seeker services have been conducted in these communities during the 2012-13 fiscal year in an effort to serve job seekers in north county communities. Goodwill continued to implement WIA services to job seekers and employers in North County through a mix of virtual, remote, and community-based service delivery strategies. Goodwill has implemented a remote service delivery strategy, known as a "Job Spot" in their Atascadero Goodwill store using kiosk type technology to provide community-based job seeker

services. The kiosk connects directly to the Virtual One-Stop (VOS) system, a web-based interface which allows for access to WIA self-services twenty-four hours per day from anywhere, anytime via internet connection. VOS services include access to job orders placed by employers directly into the system or retrieved from other job sites, resume development via VOS system templates, and gives employers the ability to screen job seeker resumes on-line. Additionally, through Goodwill conducting training with staff of the Paso Robles Public Library in the delivery of Universal Services, North County community members have access to job seeker services in their community. Five North County Job Seekers Academy events have been held to date in Atascadero, Paso Robles and Morro Bay with a combined 209 job seekers in attendance. The Job Seeker Academies are on track to continue at least quarterly throughout North County. The Academy provides job seekers with WIA-funded workshops, job search assistance, and supportive counseling related to employment. Job Seekers and WIA participants also have access to a Career Center at Cuesta College's North County Campus operated by Cuesta College's Workforce and Economic Development Services in collaboration with the County Department of Social Services (DSS) and other partners.

2013 -2014 Services

Specific to this contract Goodwill will operate two One-Stop business centers: the comprehensive One-Stop Center (Industrial Way) located at 880 Industrial Way, in San Luis Obispo, and the Business and Career Center (Five Cities), a satellite location at 1800 East Grand Ave, Grover Beach. The sites offer an array of mandatory supports that consist of employment services (i.e., assessment, job search, and employment skill development), job training and education programs for job seekers, and comprehensive employer services including resources for placing job orders and obtaining referrals, labor market data and business assistance. The contract with Goodwill provides three distinctive services aimed at helping thousands of adults and youth obtain training and find employment throughout the County:

One-Stop Operator Services - The One-Stop Operator is responsible for the administrative operations of the One-Stop delivery system, working in conjunction with the County, the WIB, and One-Stop partners. The One-Stop delivery system consists of two career/business centers (Industrial Way and Five Cities) and a Youth center also in Five Cities as well as multiple One-Stop partners including: Community Action Partnership of SLO County Inc. (CAPSLO), Cuesta Community College (Cuesta), California State Employment Development Department (EDD), Department of Rehabilitation, Housing Authority of the City of SLO (HASLO), PathPoint, Small Business Development Center of Cal Poly, and the Department of Social Services (DSS). For purposes of this contract, administrative operations means the management and coordination of those activities necessary to support the delivery of program services in the One-Stop delivery system and more particularly, in the One-Stop Career Centers in our County.

Adults and Dislocated Worker Services - The vision for adult workers is the development of skills in local trades (i.e., construction, agriculture, health care and education, hospitality, manufacturing) and other occupational fields that are desperately needed to sustain the local workforce. The adult program assists adults who are looking for work and unemployed. The dislocated worker program assists workers who have not been employed due to a recognized disaster, permanent plant or facility closing, or mass layoffs.

Employment services are offered at four tiers of service: universal, core, intensive, and training. Universal services are self-service activities which job seekers can engage in using the VOS system (previously described in this document) for on-line job searching, resume building, etc. Universal services also provide job seekers access to the resources of the One-Stop Center such as telephone, fax and copy machines. Core services are staff assisted services and include initial assessment, job search and placement assistance, and career counseling. Intensive services include a more in-depth assessment, counseling, career planning and prevocational services. Intensive services are intended for unemployed persons unable to obtain jobs through universal or core services, or individuals needing additional training to reach self-sufficiency. Training services are also available for individuals 18 years of age or older and who meet intensive services eligibility, but were unable to obtain employment through participation in other tiers of services. All adults have an Individual Employment Plan (IEP) developed in conjunction with program staff. Ideally, program completion occurs when the individual has completed the plan of service as included in the IEP and enters into appropriate employment.

Youth Services - WIA Youth services are provided through a comprehensive youth development system that links local community, youth and education stakeholders. Services focus on year-round In-School Youth and Out-of-School Youth services funded using the local WIA allocation for youth services. Programs will consist of four components: 1) education services, 2) work readiness training, work preparation and work-based opportunities, 3) youth development services, and 4) connections to community, family and peers. Specific types of services include: tutoring, study skills training, instruction leading to completion of secondary school, alternative school services, mentoring, paid and unpaid work experience, occupational skills training and appropriate supportive services (i.e., clothing assistance and transportation).

The WIA Youth program is primarily operated out of a Youth Center located at 191 S. Oak Park Blvd in Grover Beach. Youth staff will provide services in coordination with community-based agencies and schools throughout the county. Goodwill will provide WIA youth Services through a subcontract with Cuesta College.

If this contract is approved, Goodwill will continue to be the primary operator of the One-Stop employment and training delivery system in our county and provide full-service One-Stop center mandatory supports that consist of employment services (i.e., assessment, job search, employment skill development), job training and education programs for job seekers, and comprehensive employer services including resources for placing job orders and obtaining referrals, labor market data and business assistance. All services are available to community members in both English and Spanish. These services offer key components for improving performance in core employment and educational skills for adults, youth, and local employers. By offering this level of support, it is anticipated that the local workforce will be strengthened and those working will have employment opportunities that support self-sufficiency. These outcomes support the Department and County goal of a strong and viable economy.

OTHER AGENCY INVOLVEMENT

The Workforce Investment Board (WIB), EDD, and Cuesta College, have participated in creating this contract. County Counsel has reviewed and approved the contract as to legal form and effect.

FINANCIAL CONSIDERATIONS

WIA program funds are 100% federally funded (distributed to states for allocation to counties) and are distributed to the County via a grant. The annual WIA Formula Grant estimate is included in the Department’s budget for Fiscal Year (FY) 2013-2014 and will require no county match. These funds will be used to support WIA direct service programs and administrative and fiscal costs. The total contract amount for the One-Stop Operator and Youth services with Goodwill is \$1,440,045 comprised of Adult, Dislocated Worker and Youth WIA funds.

WIA Funding Source	Contract FY12/13	Contract FY13/14
Adult	\$ 426,600	\$ 385,065
Dislocated Worker	\$ 481,060	\$ 420,379
Youth	\$ 672,449	\$ 634,601
TOTAL	\$1,580,109	\$1,440,045

The \$140,064 decrease in Goodwill’s FY 2013-14 budget compared to FY 2012-13 is due to the reductions to FY 2013 discretionary funds required by the Balanced Budget and Emergency Deficit Control Act of 1985 (BBEDCA), more commonly referred to as “Sequestration.” The sequestration will result in mandatory cuts to federal programs. Both sequestration and 0.2 percent rescission reductions (taking back of appropriated funds) were applied by the federal government to the Youth allotment, and to the “base” allotment for Adult and Dislocated Worker programs this fiscal year. There is no service-level impact resulting from this budget decrease. Goodwill has absorbed the decrease in funding through reductions in personnel costs including staff vacancies and limiting travel/training.

Agency	Budgeted FY 12-13	Budgeted FY 13-14	Notes	Sharing Ratios		
				Fed	State	Co
Goodwill	\$1,580,109	\$ 1,440,045	WIA Formula Grant Funds	100%	0%	0%

RESULTS

Fiscal Year 12- 13

This is the fourth year that Goodwill has provided WIA One-Stop Operator services. Outcomes are as of the quarter ending March 31, 2013.

A total of 21,527 units of service were provided at the two One-stop locations - Industrial Way, and Five Cities.

One-Stop Operator:

Goodwill *met the performance outcome* that resulted in implementing WIB strategies for outreach to the public to inform the public of its business offerings and the resources of the San Luis Obispo County One-Stop System. Outreach accomplishments include development of brochures and having the One-Stop featured in radio and television news stories related to unemployment and job seeker services. All materials produced and published were in partnership with the WIB.

Goodwill *met the performance outcome* of collecting and analyzing One-Stop system monthly usage data including customers and activities and reported to the WIB as requested. Specifically Goodwill tracked *universal access customers* (specifying the number of unique customers per month). Goodwill's monthly reports included the following:

1. Number of new customers reported in each center as of March 31, 2013 were as follows:

SLO: 2,320

Five Cities: 1,210

YTD Total: 3,530

2. Number of Unemployment Insurance Benefits/State Disability Insurance Services Visits: *A total of 4,744 (22%) of customers were identified as UIB/SDI service visits.*

3. Number of Welfare-to-Work (WTW) Customers visiting each site:

SLO: 922

Five Cities: 1,364

YTD Total: 2,286

4. Number of Youth visiting each site:

SLO: 18

Five Cities: 2

YTD Total: 20

In San Luis Obispo, there is only administrative staff from the Youth provider, Cuesta College, at the Center. In the Five Cities area, the Youth provider operates a specific Youth Center; therefore youth typically visit the Youth Center site.

5. Number of individuals participating in Classroom/Workshop Services: *A total number of 1,579 customers have participated in classroom/workshop services*

6. Number of workshops provided: *A total of 284 workshops have been provided at the centers.*

7. Number of orientations provided: *A total of 355 orientations have been held among the centers.*

8. Number of individuals attending orientations at each center: *A total of 766 customers have attended orientations for One-Stop and WIA services.*

Goodwill *met the performance outcome* of providing services that resulted in collecting and analyzing One-Stop system monthly usage data including customers and activities and reporting to the WIB as requested. Specifically Goodwill reported the following:

1. Number of Employer Visits: 378
2. Employer Forums/Workshops/Presentations: 81
3. Rapid Response Presentations: 6
4. Rapid Response Participants: 41
5. Employer Recruitment: 17
6. Number of Job-Seekers Interviewed at Employer Recruitment Services: 399

Goodwill *met the performance outcome* of administering a quarterly satisfaction survey to 100% of clients who

participated in WIA funded services during the survey week. Eighty percent (80%) of those completing the survey were to rate the services as beneficial to their employment and skill development.

A total of 561 individuals participated in the satisfaction survey, with ninety-three percent (93%) rating the services as "meets expectations" or better.

Goodwill will administer a satisfaction survey to One-Stop partners semi-annually and report results of feedback.

Goodwill surveyed its five co-located partners in December 2012 and approximately half reported positive opinions with communication and program implementation. The remainder indicated some confusion regarding communication and program implementation. Goodwill management has sought suggestions from staff for improving communication and collaboration. Goodwill management is addressing these areas through communication strategies such as all-staff email correspondences and regularly held feedback sessions with all staff.

Goodwill *met the performance outcome* of providing services that resulted in establishing and maintaining reliable mechanisms that immediately identified when a problem occurs, administrative or programmatic, and when corrective action is necessary. Continuous improvement processes included the following:

1. **Monitoring Activities:** To ensure continuous improvement, internal monitoring activities included ongoing review of files, WIA caseloads, and data entry. Performance was measured on a monthly basis.
2. **Tracking Effectiveness:** Contractor tracked effectiveness using monitoring data, state reporting data, and customer feedback. A monthly review and analysis of data identified trends and/or issues and was conducted and submitted to the Administrative Entity (County) and the WIB.

Goodwill *did not meet the performance outcome* to provide services that resulted in providing completed copies of Operating Agreements to the WIB by November 30, 2012.

Goodwill reports the transition to integrated service delivery has changed many aspects of this agreement and thus revisions were necessary. A draft is currently being reviewed by partners.

Adult and Dislocated Worker Programs:

The service numbers for Adult and Dislocated Workers are based on quarterly contract reports for the quarter ending March 31, 2013.

Goodwill will provide an unduplicated count of services to participants, in the Adult and Dislocated Worker programs, in the following intensive and training service areas:

1. **New Applications:** *A total of 443 new applications for adult services have been completed.*
2. **New Enrollments:** *A total of 393 new enrollments have been completed between the Adult and Dislocated Worker programs.*
3. **Exit While Enrolled in Program:** *A total of 150 participants have exited while enrolled in a program.*
4. **Active Participants:** *A total of 636 participants are currently receiving services.*
5. **Post Program Follow-up:** *A total of 17 people are receiving post program services.*

Adult Worker:

Goodwill will serve a minimum of 280 new adults enrolled into WIA Core (staff-assisted) services, with a minimum of 45 new WIA eligible adult workers enrolled into the Intensive level of service. In addition, approximately 43 adults will be carried in from the prior program year(s) and who are currently receiving WIA services.

As of March 31, 2013, a total of 482 eligible adult workers have received WIA services. This number includes approximately 163 adults carried in from prior program year(s) and who are currently receiving services.

Goodwill will enroll an average of 23 new adult workers on a quarterly basis. Enrollments will be reported quarterly to

County.

As of March 31, 2013, an average of 70 new adult workers were enrolled on a quarterly basis.

Goodwill will provide adult worker services that result in 186 adult workers exiting as employed.

As of March 31, 2013, 80 participants exited with employment.

WIA regulations do not mandate a specific number of participants required exit each year. They do, however require a percentage of participants who exit the programs overall to exit as employed. Fewer participants than anticipated have exited WIA programs thus far this year due to challenges including increased need for participants to engage in longer-term training to acquire the skills necessary for the current labor market. Thus the number of those who exited as employed is also lower than anticipated. However, this number of 80 participants exiting with employment is an increase from the number of participants who had exited with employment at this time last year.

Goodwill will provide adult worker services that result in 84% being employed in the first quarter after the exit quarter (i.e., retaining employment). (Note: Percentages may change based on the State-negotiated rates.)

This outcome is based on six months post exit therefore data on this outcome is not available at this time.

Goodwill will provide adult worker services that result in those who exit the program being employed with average annual earnings of \$10,500. (Note: The average annual earnings amount may change based on the State-negotiated rates.)

As of March 31, 2013, (based on the second and third quarter earnings after exit), 100% of adult workers have average earnings of \$24,772.

Dislocated Worker:

Goodwill will serve a minimum of 125 new dislocated workers enrolled into WIA Core (staff-assisted) services. Of these Core enrollments, a minimum of 45 new WIA-eligible dislocated workers will be enrolled into the Intensive level of services. In addition approximately 57 dislocated workers may be carried in from prior program year(s) who are currently receiving WIA services.

As of March 31, 2013, a total of 383 eligible dislocated workers have received WIA services. This number includes approximately 85 dislocated workers carried in from prior program year(s) and who are currently receiving services.

Goodwill will enroll an average of 10 new dislocated workers on a quarterly basis. Enrollments will be reported quarterly to the County.

As of March 31, 2013, an average of 59 new dislocated workers were enrolled on a quarterly basis.

Goodwill will provide dislocated worker services that result in 112 of those who exit the program being employed. (Note: Percentages may change based on the State-negotiated rates.)

As of March 31, 2013, 47 participants exited with employment.

As previously stated, due to increased need for training and longer engagement in WIA services, fewer participants have exited WIA programs than anticipated. Therefore, the number of participants who have exited as employed is also lower. This number of 47 dislocated workers exiting with employment is the same as were exited with employment at this time last year.

Goodwill will provide dislocated workers services that result in 87% being employed in the first quarter after the exit quarter (i.e., retaining employment). (Note) Percentages may change based on the State-negotiated rates.)

This outcome is based on six months post exit therefore data on this outcome is not available at this time.

Goodwill will provide dislocated workers services that result in those who exit the program being employed with average

earnings of \$14,500. (Note: The average annual earnings amount may change based on the State-negotiated rates.)

As of March 31, 2013 (based on the second and third quarter earnings after exit), 100% of dislocated workers have average earnings of \$32,153.

Youth

Goodwill, through their subcontract with Cuesta College, will serve a minimum of 38 WIA eligible In-School youth with a minimum of 25 being new youth.

As of March 31, 2013 Cuesta has service 37 In-School youth inclusive of 24 newly enrolled youth.

Goodwill, through their subcontract with Cuesta College, will serve a minimum of 67 WIA eligible Out-of-School youth with a minimum of 45 being new youth.

As of March 31, 2013 Cuesta has served 39 Out-of-School youth inclusive of 17 newly enrolled youth. Cuesta reported a vacancy in staffing this year has impacted their outreach and recruitment efforts for Out-of-School Youth. It is anticipated that Cuesta will minimize this gap during the fourth quarter as they work towards meeting this outcome.

Fiscal Year 13-14

One-Stop Operator:

Contractor will implement strategies identified and approved by the WIB, in coordination with the Marketing Committee of the WIB. All materials produced and published will require prior approval from the WIB.

Goodwill will collect and analyze One-Stop system monthly usage data including customers and activities and report to the WIB as requested. Specifically Goodwill will track *universal access (self-service) customers* (specifying the number of unique customers per month). Goodwill's monthly reports shall include the following:

1. Number of total customer visits to each center.
2. Number of new customers registering in each center.
3. Number of Unemployment Insurance Benefits (UIB)/State Disability Insurance (SDI) Services Visits.
4. Number of workshops provided.
5. Number of individuals participating in Classroom/Workshop Services.
6. Number of orientations.
7. Number of individuals attending orientations at each center.

Goodwill will collect and analyze One-Stop system monthly usage data including customers and activities and report to the WIB as requested. Specifically Goodwill will report on the Employer Services outlining the following services:

1. Number of Employer Visits.
2. Employer Forums/Workshops/Presentations.
3. Employer Recruitment.
4. Number of Job-Seekers Interviewed at Employer Recruitment Services.

Goodwill will achieve 45% (\$54,333) of the required leverage (\$120,741) for compliance with SB-734 by December 31, 2013.

Goodwill will administer a quarterly satisfaction survey to 100% of clients who participate in WIA funded services during the survey week. Eighty percent (80%) of those completing the survey will rate the services as beneficial to their employment and skill development.

Goodwill will collect, analyze, and report on One-Stop delivery system usage (inclusive of partner activities that further leverage WIA Title I dollars).

Goodwill will administer a satisfaction survey to One-Stop partners semi-annually and report results of feedback.

Goodwill will collect employer services data and submit results on a monthly basis to the WIB's Business Council.

Goodwill shall establish and maintain reliable mechanisms that will immediately identify when a problem occurs, administrative or programmatic, and when corrective action is necessary. Continuous improvement processes shall include the following:

1. Monitoring Activities: Internal monitoring activities shall include monthly file review, data entry review, caseload contact, performance, and quality control to ensure continuous improvement.
2. Tracking Effectiveness: Contractor shall track effectiveness using monitoring data, state reporting data, and customer feedback. At least a monthly review and analysis of data to identify trends, issues shall be required and submitted to the Administrative Entity (County) and the WIB.

Goodwill will update Operating Agreements for fiscal year 13-14 and submit to the Administrative Entity for the WIB no later than November 30, 2013.

Goodwill will update Resource Sharing Agreements with all co-located partners and provide completed copies to the Administrative Entity for the WIB no later than September 30, 2013.

Adult and Dislocated Worker Programs:

Goodwill will provide an unduplicated count of services to adults in the following intensive and training service areas:

1. New Applications.
2. New Registrations to Core Services
3. New Enrollments to Intensive and Training services.
4. Exit While Enrolled in Program.
5. Active Participants.
6. On-the-Job (OJT) contracts.

Adult Worker:

Goodwill will serve a minimum of 390 new adults registered into WIA Core (staff-assisted) services. Of these registrations a minimum of 100 new WIA eligible adult workers will be enrolled into the Intensive level of services, and, of these, a minimum of 25 WIA eligible adult job seekers will be enrolled into WIA-funded training services. In addition, approximately 150 adults will be carried in from the prior program year(s) and who are currently receiving WIA services.

Goodwill will register an average of 98 new adult workers on a quarterly basis. Registrations will be reported quarterly to County.

Goodwill will provide adult workers services that result in 202 adult workers exiting as employed.

Goodwill will provide adult workers services that result in 83.5% being employed in the first quarter after the exit quarter (i.e., retaining employment). (Note: Percentages may change based on the State-negotiated rates.)

Goodwill will provide adult workers services that result in those who exit the program being employed with average annual earnings of \$10,500. Note: The average annual earnings amount may change based on the State-negotiated rates.)

Dislocated Worker:

Goodwill will serve a minimum of 390 new dislocated workers registered into WIA Core (staff-assisted) services. Of these registrations, a minimum of 100 new WIA eligible dislocated workers will be enrolled into the Intensive level of services, and, of these, a minimum of 25 new WIA eligible dislocated workers will be enrolled into WIA funded training service. In addition approximately 100 dislocated workers may be carried in from prior program year(s) who are currently receiving WIA services.

Goodwill will register an average of 98 new dislocated workers on a quarterly basis. Enrollments will be reported quarterly to County.

Goodwill will provide dislocated workers services that result in 216 of those who exit the program being employed. (Note: Percentages may change based on the State-negotiated rates.)

Goodwill will provide dislocated workers services that result in 87% being employed in the first quarter after the exit quarter (i.e., retaining employment). (Note) Percentages may change based on the State-negotiated rates.)

Goodwill will provide dislocated workers services that result in those who exit the program being employed with average earnings of \$14,500. (Note: The average annual earnings amount may change based on the State-negotiated rates.)

Youth Services

Enrollments:

Goodwill will serve a minimum of 50 In-School youth comprised of approximately 11 youth carried in from PY2012-2013 and a minimum of 39 new enrollments. Goodwill will serve a minimum of 42 Out-of-School youth comprised of approximately 16 youth carried in from PY 2012-2013 and a minimum of 26 new enrollments.

Performance:

The WIA Youth Program anticipates the following performance for both In-School and Out-of-School populations and in accordance with State-mandated performance levels for the San Luis Obispo local workforce investment area:

1. **Training & Employment:** 72% of the youth will be placed into employment or education (includes military, post-secondary education, and /or advanced training/occupational skills training) in the first quarter after the exit quarter;
2. **Degree/Certificate Attainment:** 60% of youth served will attain a diploma, GED, or certificate by the end of the third quarter after the exit quarter; and
3. **Literacy/Numeracy:** 54% of youth served will achieve an educational gain.

ATTACHMENTS

1. Goodwill Industries One Stop Operator Contract- Clerk's File