

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

(1) DEPARTMENT Social Services	(2) MEETING DATE 7/19/2016	(3) CONTACT/PHONE Tammy Aguilera - 781-1838 Michael Coughlin - 781-1908	
(4) SUBJECT Request to approve a FY 2016-17 renewal professional services contract (Clerk's File) for Workforce Investment and Opportunity Act (WIOA) America's Job Center of California (AJCC) one-stop system operator services with Goodwill Central Coast in the amount of \$750,000. All Districts.			
(5) RECOMMENDED ACTION It is recommended that the Board approve, and direct the Chairperson to sign, a renewal professional services contract for Workforce Investment and Opportunity Act (WIOA) America's Job Center of California (AJCC) one-stop system operator services with Goodwill Central Coast for Fiscal Year 2016-17 in the amount of \$750,000.			
(6) FUNDING SOURCE(S) 100% Federal WIOA funds	(7) CURRENT YEAR FINANCIAL IMPACT \$750,000	(8) ANNUAL FINANCIAL IMPACT \$750,000	(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 checked="" type="checkbox"/> Contracts <input type="checkbox"/> Ordinances <input type="checkbox"/> N/A			
(12) OUTLINE AGREEMENT REQUISITION NUMBER (OAR) 19001667		(13) BUDGET ADJUSTMENT REQUIRED? BAR ID Number: <input type="checkbox"/> 4/5 Vote Required <input checked="" type="checkbox"/> N/A	
(14) LOCATION MAP N/A	(15) BUSINESS IMPACT STATEMENT? No	(16) AGENDA ITEM HISTORY <input checked="" type="checkbox"/> N/A Date: _____	
(17) ADMINISTRATIVE OFFICE REVIEW Morgan Torell			
(18) SUPERVISOR DISTRICT(S) All Districts			

# County of San Luis Obispo



TO: Board of Supervisors

FROM: Social Services / Lee Collins  
Tammy Aguilera - 781-1838  
Michael Coughlin - 781-1908

DATE: 7/19/2016

SUBJECT: Request to approve a FY 2016-17 renewal professional services contract (Clerk's File) for Workforce Investment and Opportunity Act (WIOA) America's Job Center of California (AJCC) one-stop system operator services with Goodwill Central Coast in the amount of \$750,000. All Districts.

## **RECOMMENDATION**

It is recommended that the Board approve, and direct the Chairperson to sign, a renewal professional services contract for Workforce Investment and Opportunity Act (WIOA) America's Job Center of California (AJCC) one-stop system operator services with Goodwill Central Coast for Fiscal Year 2016-17 in the amount of \$750,000.

## **DISCUSSION**

### **Background**

On July 22, 2014, the Workforce Innovation and Opportunity Act (WIOA), the first legislative reform of the public workforce system in 15 years, was signed into law. WIOA supersedes the Workforce Investment Act (WIA) of 1998 and amends the Adult Education and Family Literacy Act of 1998, the Wagner-Peyser Act of 1933, and the Rehabilitation Act of 1973 and is designed to strengthen and improve the public workforce system and put job seekers back to work by helping workers acquire the skills employers need and help employers access the talent pool needed to compete in a global economy.

Local elected officials and the local workforce development board have direct administrative involvement in the Title I "Workforce development" activities (Subtitles A, B, and E of the law) and limited cross-connect involvement with the other WIOA Titles/Subtitles and programs. WIOA Title I services focus on quality employment and training services to assist eligible individuals find meaningful employment, is administered by a local workforce board, and accountable to the Governor.

Goodwill Central Coast (formerly doing business as Goodwill Industries of Santa Cruz, Monterey, and San Luis Obispo Counties) has been doing business and providing workforce services on the Central Coast for over 86 years. 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. Since the start of their WIA services contract in 2009, Goodwill has administered WIA/WIOA services through operation of a one-stop job center site in San Luis Obispo. Goodwill provides services county-wide through the AJCC site as well as remotely through partnering with community agencies to share resources for job-seekers and employers, by facilitating Job Seekers Academies and participating in community resource fairs. Goodwill also provides workforce services in Salinas, Santa Cruz and Monterey Counties through contracts with a variety of funding sources including county social service agencies, county economic development offices, local regional occupational programs, and private foundations.

### WIOA Services Procurement & Contract Award

In compliance with County and WIOA regulations, the County issued a Request for Proposal (RFP) in October 2014 for FY 2015-16 services, with a second and third year option to renew. The RFP was seeking an AJCC one-stop system operator for the provision of WIOA Adult and Dislocated Worker services as well as site management of at least one comprehensive AJCC in the County. One proposal was received in response to the RFP, from the Goodwill. As there was only one response received, a Selection Committee evaluation was not necessary. The proposal was reviewed in accordance with the evaluation criteria detailed in the RFP and found to address all areas of requested service provision as outlined in the RFP. The Workforce Investment Board Executive Committee approved the Goodwill AJCC Operator proposal on January 14, 2015, directing the Administrative Entity/DSS to commence contract negotiations. On July 7, 2015 through Board Item #23 your Board approved a FY 2015-16 contract with Goodwill Industries as the one-stop system operator, with the option to renew in FY 2016-17.

### 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/WIOA Adult and Dislocated Worker allocation be dedicated to participant training. For program year 2016-17, the mandate increases from 25% to 30% of the allocated funds. The SB-734 allows for up to 10% of the requirement to be met through leveraged resources from other training sources such as WIOA Youth funds, Pell grants and other sources. The Workforce Development Board (WDB) has agreed to allow Goodwill to meet the training threshold with a mix of direct training and leverage funds. This contract requires \$191,000 in training funds to be allocated to training with leverage funds of \$181,000 (partial carryover of leverage training requirement from 2015-16).

### **Program Year 2016 - 2017 Services**

Specific to this contract, Goodwill will be the County's AJCC one-stop system operator providing WIOA Adult, Dislocated Worker and Employer/Business services.

For the 2016-17 program year, Goodwill will provide workforce development services in the community through host locations with community partner agencies as well as operate a comprehensive AJCC site located at 880 Industrial Way, in San Luis Obispo. The site offers 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. Goodwill will further implement community-based services, expand center-based services and utilize technology to introduce virtual-based services in the 2016-17 program year.

Program year 2016-17 service delivery changes include:

#### Job Center Services

- Expand networking opportunities to better meet needs of job seekers
- Greater emphasis on customer service at initial point of contact to increase engagement and facilitate access to WIOA-funded training services

#### Community-Based Services

- Build upon existing partnerships with library system, Housing Authority San Luis Obispo (HASLO), Sheriff's Office, DSS, and Cuesta to provide services in previously underserved regions
- One-on-one and small group services on a weekly basis (Spanish services provided once a month in each region)
- AJCC staff assigned to a region will conduct community and employer outreach to ensure an active network of referrals and to develop a regional expertise to match job seekers to the needs of local businesses
- Special quarterly events to generate community interest and foster collaborative partnerships

#### Virtual Services

- Smart classroom at the AJCC to facilitate virtual access to workshops, recruitment events, and training provided to job seekers throughout our service area
- Provide one-on-one services through the use of technology, through the use of Skype, Facetime, and other video conferencing platforms

The contract with Goodwill also continues the provision of workforce development services aimed at helping job seekers obtain training and find employment, and partnering with business to meet employment needs throughout the County.

The following services will continue to be provided through established service delivery methods including:

#### AJCC One-Stop System Operator Services

The AJCC one-stop system operator is responsible for the operation and management of the AJCC one-stop delivery system serving San Luis Obispo County, working in consultation with the County, workforce development board and in cooperation with the mandatory AJCC one-stop system partners as specified in the WIOA. Currently the AJCC one-stop delivery system consists of the contractor/WIOA Title I programs and the twelve (12) additional partner programs identified under WIOA, some of whom work out of the AJCC. The AJCC operator is responsible for staffing all services necessary to carry out the duties required to operate and manage the following: WIOA Adult and Dislocated Worker programs; employer services; performance management, and utilization of the State CalJOBS case management and data reporting system.

#### Adults and Dislocated Worker Services

These job-seeker services will provide education, employment and training to eligible Adults and Dislocated Workers that will lead to increased employment, job retention and earnings that will improve the quality of the workforce and sustain self-sufficiency. The WIOA Adult program assists adults who are looking for work and unemployed. The WIOA Dislocated Worker program assists workers who have not been employed due to a recognized disaster, permanent plant or facility closing, or mass layoffs. Services will be based at the AJCC SLO site and county-wide through community based services. Services shall include outreach, intake/eligibility, orientation, education/training and other supportive services available through the WIOA funded programs to assist in accessing employment opportunities. These services are offered through WIOA Career Services and WIOA Training Services.

- Career services available to all adults and dislocated workers include:
  - Initial, comprehensive *and* specialized assessment of skill levels, aptitudes, abilities, and supportive service needs;
  - Job search and placement assistance, and career counseling;
  - In-depth interviewing, evaluation and assessment;
  - Group *and* individual counseling, career planning and short-term prevocational skills;
  - Employment statistics information relating to local, regional, and national labor market areas;
  - Assistance in applying for programs of financial aid assistance for training and education programs not funded through WIOA;
  - Internships and work experiences that are linked to careers;
  - Financial literacy services;
  - Supportive services such as child care, transportation, and work/training related expenses;
  - English language acquisition and integrated education and training programs.
- Training Services for WIOA eligible individuals include:
  - Occupational skills training;
  - On-the-Job Training (OJT);
  - Incumbent Worker Training;
  - Programs that combine workplace training with related instruction, including cooperative education programs;
  - Training programs operated by the private sector;
  - Skills upgrading and retraining;
  - Entrepreneurial training;
  - Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

#### Employer Services

WIOA Employer Services are aimed at engaging employers across the workforce system to align training with needed skills and match employers with qualified workers. These services include:

- Job recruitment assistance including placing job openings on CalJOBS

- Referral of qualified, job-ready candidates for job openings who have been screened to the criteria and standards specified by the employer (job matching of résumés and applications)
- Information on and referral to business start-up, retention and expansion services
- Information on and referrals to the appropriate sources for developing customized training programs
- Information on career preparation activities
- Information about incentives such as On-the-Job Training (OJT) programs
- Retention services, including work-site assistance
- Identifying funding for and setting up on-the-job training, customized training, incumbent worker training, and English as a Second Language (ESL) and literacy programs for new and incumbent workers, with an emphasis on work-site programs

**Rapid Response Employer Services**

Rapid response encompasses strategies and activities necessary to provide early intervention to employers to avert layoffs and to assist dislocated workers with the transition to new employment as quickly as possible. Although Rapid responses services will be awarded through an RFP anticipated to be released in September, 2016 for 2016-17 services, Goodwill will continue to assist with dissemination of information at rapid response events in relation to services available through the AJCC.

**OTHER AGENCY INVOLVEMENT/IMPACT**

The Workforce Development Board participated in creating this contract. County Counsel has reviewed and approved the contract as to legal form and effect.

**FINANCIAL CONSIDERATIONS**

The WIOA program is 100% federally funded (distributed to states for allocation to counties) and are distributed to the County via a grant. The annual WIOA Formula Grant estimate is included in the Department of Social Services adopted budget for Fiscal Year (FY) 2016-2017 and will require no county match. These funds will be used to support WIOA direct service programs and administrative and fiscal costs. The total contract amount for the AJCC one-stop system operator contract with Goodwill is \$750,000 comprised of WIOA Adult and Dislocated Worker funds as outlined in the table below:

<b>Funding Source</b>	<b>Contract FY15/16</b>	<b>Contract FY16/17</b>
WIA/WIOA Adult	\$ 319,739	\$ 350,000
WIA/WIOA Dislocated Worker	\$ 406,569	\$ 400,000
WIOA Rapid Response	\$ 50,330	\$ 0*
<b>TOTAL</b>	<b>776,638</b>	<b>\$ 750,000</b>

\*WIOA Rapid Response will be awarded via a separate contract for FY 2016-17

**RESULTS**

**Program Year 2015 - 2016 Performance to date**

This is the seventh year that Goodwill has provided WIA/WIOA AJCC one-stop operator services in San Luis Obispo County. Goodwill directly provides the Adult and Dislocated Worker program services through their operation of the AJCC.

Goodwill continued to meet the performance outcomes for community outreach to inform the public of its business offerings and the resources of the San Luis Obispo County AJCC one-stop system. Outreach accomplishments include dissemination of brochures and having the AJCC featured on radio and television news stories related to unemployment

and job seeker services. Goodwill continued to meet the performance outcome of collecting and analyzing AJCC one-stop system usage data as outlined in their contract including quarterly reporting to the Workforce Development Board as requested. Specifically Goodwill tracked universal access customers (specifying the number of total *and* unique customers per month); number of individuals registered into initial/Core level of WIOA services and those enrolled into higher tiers of WIOA Training and Intensive services.

Goodwill's *contract* performance data in FY 2015-16 as of the third quarter, ending March 31, 2016 include:

<b>Performance Outcomes</b> (as of 3 <sup>rd</sup> quarter – ending 3/31/16)	
WIOA Adult & Dislocated Worker Programs	
Active Participants	129
New AJCC Visitors	946
Total Visits to AJCC	9,192
WIOA Core Services Registrations	84
Orientations Provided	593
Workshops Provided	222
Total Attendees at Workshops	2,598
Employer Recruitment Events	19
Job-Seekers Interviewed at Employer Recruitment Events	494
WIOA Individualized Career/Training Services (Adult & Dislocated Worker)	
Individuals Enrolled	99
New On-the-Job Training Placements	8
New Training Enrollments	28

State/Federal mandated WIA performance measures for San Luis Obispo County for program year 2014-15 are shown in the table below. Goodwill is meeting or exceeding all State/Federal mandated performance measures.

	<u>Adult</u> Entered Employment	<u>Adult</u> Retained Employment	<u>Adult</u> Average Earnings	<u>Dislocated</u> Worker Entered Employment	<u>Dislocated</u> Worker Retained Employment	<u>Dislocated</u> Worker Average Earnings
State Mandated Goals*	63%	75%	\$12,750	65%	77%	\$14,250
80% requirement to achieve successful performance*	50%	60%	\$10,200	52%	62%	\$11,400
3 <sup>rd</sup> Quarter (cumulative) Performance	68%	79%	\$13,353	62%	82%	\$17,355
% of Goal Achieved	108%	104%	105%	96%	107%	122%

\*Note- Local areas must achieve 80% of State mandated performance goals to be considered as successful performance.

### Program Year 2016 - 2017 Performance Goals

Goodwill will meet the following WIOA, State and County performance outcomes:

#### New Career Individual Enrollees

- Contractor will register all eligible job seekers requesting additional assistance, who are in need of, and able to benefit from Career and/or Training services in compliance with all Department of Labor (DOL), Employment Development Department (EDD) and local regulations and requirements.
  - As a target, contractor will enroll into Career Individual Services, a minimum of 5% of the unemployed

individuals (based on April 2016 data) in San Luis Obispo County, equivalent to a minimum of 285 new enrollees.

- New enrollees shall include a combination of Adults and Dislocated Workers sufficient to meet the target.

#### Training Enrollments

- At a minimum, contractor shall enroll 55 job seekers in Training services with an average cost of \$5,000 per training. Training enrollments may be Adult or Dislocated Worker depending on need and eligibility of the jobseekers.
- Contractor will fully expend the training allocation as identified in the budget to ensure compliance with SB734, utilizing WIOA allowable training options.

#### WIOA Adult Services

- Contractor will provide adult workers services that result in a 63% entered employment rate.
- Contractor will provide adult workers services that result in a 75% being employed in the first quarter after the exit quarter (i.e., retaining employment).
- Contractor will provide adult workers services that result in those who exit the program being employed with average annual earnings of \$12,750.

#### WIOA Dislocated Worker Services

- Contractor will provide dislocated workers services that result in a 65% entered employment rate.
- Contractor will provide dislocated workers services that result in a 77% being employed in the first quarter after the exit quarter (i.e., retaining employment).
- Contractor will provide dislocated workers services that result in those who exit the program being employed with average annual earnings of \$14,250.

If this contract is approved, Goodwill will continue to be the primary operator of the AJCC one-stop employment and training service delivery system in our county. AJCC services offer key components for improving performance in essential employment and educational skills for local job seekers and 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.

#### **ATTACHMENTS**

1. Attachment 1 – Clerk's File Statement