

2017-2020

Workforce Development Board
of San Joaquin County

LOCAL PLAN BIENNIAL MODIFICATION



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**SAN JOAQUIN COUNTY WORKFORCE DEVELOPMENT BOARD
2019 BIENNIAL MODIFICATION TO 2017-2021 LOCAL PLAN**

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SAN JOAQUIN COUNTY WORKFORCE DEVELOPMENT BOARD 2019 BIENNIAL MODIFICATION TO 2017-2021 LOCAL PLAN PRINCIPAL NARRATIVE

I. COLLABORATION WITH THE CALFRESH EMPLOYMENT AND TRAINING PROGRAM AND STRENGTHENED PARTNERSHIP WITH SAN JOAQUIN COUNTY DEPARTMENT OF SOCIAL SERVICES: The sizable CalFresh program in San Joaquin County is administered by the San Joaquin County Human Services Agency (HSA), which is responsible for TANF and other public welfare programs. The WDB and AJCC have a long history of working with HSA on welfare-to-work related projects. The HSA has a designated seat on the WDB. The two agencies regularly make referrals between one another in accordance with procedures outlined in an MOU and HSA provides funding to the WDB for a CalWORKs Summer Youth Employment and Training program for youth ages 14 to 21. HSA is a one-stop partner and meets regularly with all organizations that comprise the local workforce development delivery system. Because the CalFresh population is tremendously diverse – ranging from general assistance recipients to college students to two-parent families – this target group is served by all types of education, social services and support organizations in the county. Four years ago, HSA began a small CalFresh E&T program focused on the general assistance population. In the last two years, HSA implemented an E&T Program, using a third party provider model. The county contracts with Community Partnership for Families San Joaquin (CPFSJ), which, under its Bridge Academy, operates an 18-month program skills development and employment program. The design is flexible and provides basic education, supportive services and training in demand occupations with the goal of the participant moving into a job, then a better job and, ultimately, a career. The Bridge Academy in San Joaquin County is based on the California Bridge Academy model developed in Fresno. The program works closely with adult education, the community college system and community-based organizations. With regard to topics concerning alignment, coordination and integration, the responses below address approaches for both the CalFresh population and individuals enrolled in the CalFresh E&T program. For additional information concerning background and needs assessment of participants in CalFresh and the CalFresh E&T Program in San Joaquin County, please refer to information provided in Attachment B.

A. Braiding Resources and Coordinating Service Delivery for People Receiving CalFresh to Participate in Workforce Services, Sector Pathway Programs, Supportive Services and Retention Efforts: Given the size and diversity of the population that participates in the CalFresh Program, individuals in this target group are served by many of the workforce system partners and allied stakeholders. Services begin with an assessment of participants' needs and evaluation of their backgrounds, experience and circumstances. A service strategy is customized to meet education, training and support needs. When CalFresh participants seek services through the AJCC, they are oriented not just to the services provided under WIOA, but to programs and resources available through the one-stop partners and other service agencies. A service plan is developed that addresses the full range of needs. Many CalFresh participants are referred to education partners for training ranging from adult basic education to career technical education courses that prepare them for jobs in local and regional target sectors. Linking participants to community-based resources for housing, medical, legal and other services is part of braided strategies ensuring participants are equipped to complete training and succeed in the workplace. The Bridge Academy functions in much the same way as the San Joaquin County's AJCCs, utilizing local education partners for training and community agencies for a wide range of support services. The WDB and CPFSJ will explore ways in which the WIOA and CalFresh E&T programs can better coordinate resources and work toward executing an MOU prior to July 1, 2019.

B. Workforce System Collaboration with Community Organizations Serving Specific CalFresh Populations: The San Joaquin County Probation Department has piloted an AB109 CalFresh program as a companion effort to the HSA/CPFSJ CalFresh E&T program. This program provides a significant amount of matching funds to serve the target population. For both CalFresh participants and those enrolled in E&T activities, the response above addresses the strategies used by the workforce system to coordinate and leverage resources from stakeholders of all types. Individuals with particular circumstances and barriers (e.g. job seekers with disabilities, formerly incarcerated individuals, migrant and seasonal farmworkers) will often qualify for specific types of funding and programs, and, in some cases, are referred by those programs to the AJCCs and other workforce system providers. County and state justice system agencies, WIOA Section 167 Farmworker programs, the State Department of Rehabilitation (DOR) and other disabilities services agencies, veteran services programs, refugee support agencies and other organizations with a unique, population-specific focus are part of the workforce system's extended network.

Referrals, co-enrollments and coordinated service delivery are commonplace among stakeholders. As the CPFSJ's Bridge Program further integrates with the workforce system, it will likely become more strongly connected to the full range of organizations in this network.

C. Workforce Services Available to People Receiving CalFresh That Are Funded by Local/Regional Partners:

The types of services available to both CalFresh participants and individuals enrolled in the CalFresh E&T Program are outlined above. Most organizations serving CalFresh individuals do not use CalFresh enrollment status as a basis for eligibility/participation and do not record this data. Therefore, baseline service levels for most education, training and support programs are not available. Some programs and providers do collect information regarding their participants' CalFresh status. For example, in PY 2017-2018, San Joaquin County WDB served a total of 261 CalFresh participants in our WIOA Title I formula-funded programs.

Even without the availability of baseline service levels, recent Biennial Modification planning and the community and stakeholder engagement process have made clear that there is potential to serve a greater number of CalFresh participants and increase the number of CalFresh E&T participants by working together to promote services to this population. Under the WDB's leadership, the one-stop partners will work together with HSA to identify and develop strategies to specifically market workforce and training programs for CalFresh participants. CPFSJ is growing the Bridge Academy program at an intentionally moderate pace to ensure that, prior to seeking public funding, it develops sound and proven systems, processes and procedures that will enable the program to produce desired participant outcomes and be sustainable over time. Non-federal match currently comes through private sources, including donations and foundation grants.

D. Partners' Roles in Helping Provide Services to and Integrating People Receiving CalFresh into Sector Pathway Programs:

The WDB and the CalFresh E&T Program are equally committed to ensuring that participants' training is focused on demand occupations within priority sectors that hold promise for career advancement, wage gains and a family supporting income. Since the publication of local and regional plans in 2017, San Joaquin County WDB has been intensively focused on providing career exploration, service planning, career guidance, case management, work-based learning and referrals to training that are sector pathway-focused. CalFresh participants benefit from this focus by participating in services designed to qualify them for jobs that will lead to careers with good wages and benefits. San Joaquin County WDB continues to lead discussions among the workforce system stakeholders, including our education partners, regarding the development of coursework and work-based learning strategies focused on regional sector pathways. Career pathway training available to CalFresh participants includes transportation-related programs conducted in partnership with the regional transportation agency; manufacturing skills training, including a welding program offered by California Human Development (the WIOA Section 167 grantee); and a wide range of programs to prepare students for entry-level and higher positions which are part of a countywide healthcare training initiative.

E. Coordination among Partners to Provide Supportive Services to this Population and Facilitate Program Completion:

WIOA, CalFresh E&T, the Rehabilitation Act and many other programs for which some CalFresh participants may qualify allow for a portion of funds to be used to provide a variety of support that enable participation in services and training and successful transition to employment. For individuals needing supportive services (e.g. housing, medical) that may exceed the resources available through public workforce and education programs, referrals are made to public and non-profit providers throughout the county. As described above, the delivery of services to CalFresh and other workforce system participants begins with assessment and service planning. These services are critical in pinpointing support needs and form the basis for designing a program of support that will ensure a participant's success. Additional information on supportive services is provided in Attachment B.

F. Strategies to Retain Participants in Regional Sector Pathway Programs and Employment:

AJCC staff and representatives of our workforce services partners (e.g. EDD, DOR, local education agencies) orient all prospective candidates to workforce, education and training services that are available to support their career goals. This is followed by assessment and service planning that not only ensure that suitable workforce services are identified, but that customers understand the actions required to advance on a career path that will pay family sustaining wages. These include gaining work experience in an occupation and, frequently, continuing education and training to secure credentials that businesses recognize and value. Services, including counseling and case management, provide encouragement to motivate participants to complete training and pursue their career objectives. Staff will work with

each CalFresh participant to develop short-, mid- and long-range employment goals. The Bridge Academy uses a similar approach for CalFresh E&T participants.

II. PARTNERSHIP WITH SAN JOAQUIN COUNTY CHILD SUPPORT SERVICES: The new state-level partnership between the California Workforce Development Board and the California Department of Child Support Services ushers in opportunities to provide workforce services to the non-custodial parent (NCP) population in a structured and intentional fashion that has previously not existed in many parts of the state, including San Joaquin County. Local stakeholders fully support the state's mandate that local partnerships be formed to improve labor market outcomes for unemployed, underemployed and non-custodial parents. Both the workforce system, which is led by the San Joaquin County WDB, and the San Joaquin County Department Child Support Services (DCSS) are anxious to implement mechanisms to improve workforce service delivery for targeted NCPs. For background information on the target group and an assessment of need, please refer to information provided in Attachment C.

A. Existing Workforce and Education Program Partnerships

1. Partners' Collaboration to Provide Supportive Services to Enhance Job Retention: The population comprising non-custodial parents with child support orders, who are unemployed, underemployed or payment delinquent, is extremely diverse and experiences a vast array of circumstances. Some individuals are completely disconnected from the labor market, having never worked a traditional job and possessing few marketable skills. Others may be formerly incarcerated individuals, including those who are recently released and, therefore, unemployed. Still others may be English language learners, persons with disabilities, disconnected youth or older workers. The common thread among them is their status with regard to child support payments, employment and the ability to command family supporting wages within the marketplace. Given the diversity of the population and the spectrum of support needs that is likely to exist, AJCC staff will work individually with each non-custodial parent to determine supportive service needs. Staff is experienced in assessing needs at various levels and in surveying the community for resources. Foremost on the list of support services to be addressed are those corresponding to fundamental needs such as food, housing and clothing. While WIOA and other federally-funded programs that comprise the one-stop partners may be able to make support funds available on a one-time basis or for short-term inventions to meet these needs, AJCC staff work to develop linkages with local organizations, many of which are faith-based, to address these needs. AJCC and workforce system partner staff will also work with NCP customers to determine if there may be resources within their personal networks (e.g. family members, friends) that may be able to assist with fundamental support needs. Other "stabilizing" services may include counseling and health services, which can be obtained through referrals to a wide range of agencies, including San Joaquin County Behavioral Health Services and Public Health Services of San Joaquin County, along with private, non-profit and community resources, such as the National Alliance of Mental Health, San Joaquin County. Support services that enable participation in training and a successful transition to employment generally include assistance with transportation, child care, work-related clothing, tools and similar services. Such services are available from WIOA, through other one-stop/AJCC partners (when NCPs are co-enrolled in these programs) and through various community agencies, such as Catholic Charities and the Family Resource and Referral Center. To build a stronger network of support for this population, case managers from all organizations will confer regularly to ensure that the full range of customers' support needs continue to be met throughout program participation and in the months following employment.

2. Comprehensive Services to Facilitate Labor Market Success and Career Advancement: As indicated above, AJCC staff and representatives of our workforce services partners (e.g. EDD, DOR, local education agencies) orient all prospective candidates to workforce, education and training services that are available to support their career goals. This is followed by assessment and service planning that not only ensure that suitable workforce services are identified, but that customers understand the actions required to advance on a career path that will pay family sustaining wages. These include gaining work experience in an occupation and, frequently, continuing education and training after starting a job to secure credentials that businesses recognize and value. Staff will work with each NCP to develop short-, mid- and long-range employment goals. Based on the child support obligations of targeted NCPs, the partners recognize that they have a need to identify employment paying wages sufficient to meet these obligations and provide enough remaining income so that the NCP can support him/herself. DCSS, representatives of the courts, and other stakeholders and allies strongly emphasized the need to concentrate on jobs paying a living wage. Therefore, staff may recommend that NCPs consider employment options where an entry-level worker can earn relatively good wages after minimal training or while learning on the job. Among the regional priority industries

offering such opportunities are construction, manufacturing and transportation and logistics. Once the NCP is working and meeting support obligations, s/he can take advantage of training programs at San Joaquin Delta College and other institutions that will offer opportunities for even higher wages in these industries or in other sectors, such as healthcare of information technology.

3. Impact of WIOA Eligibility Criteria on Serving the Target Population: Based on dialog with leadership and staff of San Joaquin DCSS and with other system partners that serve targeted NCPs (e.g. social services, probation and parole agencies), two features of WIOA eligibility criteria may impact the ability of NCPs to participate in federally-funded workforce services. These are registration for selective service and documentation of right to work. With regard to selective service, local boards can review circumstances and have the authority to “forgive” the non-compliance with registration requirements, allowing non-registrants to participate in WIOA. The state has recently published guidance on required collection of right to work documentation for various services under WIOA. While NCPs lacking documentation could use resource information at the center and be referred to non-federally-funded programs for assistance, the AJCC would be unable to provide such individuals WIOA individualized services.

4. Other Obstacles to Serving the Child Support Program Population: Local Child Support professionals and others that work with the NCP population have indicated that the only significant obstacle to providing workforce services to the Child Support Program population is individual NCPs themselves. Based on workforce-child support pilots that have been implemented elsewhere (such as Los Angeles County) and on their own experience working with this population, stakeholders anticipate that many NCPs referred to WIOA/AJCC services will be interested in the opportunity to prepare for jobs that can lead to family-supporting wages and in Child Support Services “incentives,” which are described below. Still others will not initially be convinced that any “public program” to which San Joaquin County Child Support Services is making referrals would be beneficial, as they have a negative perception of the agency. Key to making the new partnership work will be the stakeholders’ developing and promoting messages to NCPs that are benefits-focused and clearly demonstrates that workforce services offer a path to in-demand jobs, careers and good wages. Both San Joaquin County and State Child Support representatives who engaged with the WDB on this subject acknowledged that perceptions and messaging are key issues and that altering perceptions about the child support agency is critical. State Child Support officials indicated that its current re-branding campaign will place the needs of children front and center and minimize the enforcement side in messaging.

5. Strategies to Motivate and Support Participation: San Joaquin County Child Support Services, like local child support agencies (LCSAs) throughout the state, acknowledges that its first priority is to ensure that the county’s children are financially supported and well cared for. To this end, LCSAs have at their disposal a series of “enforcement tools,” such a revocation of drivers’ and professional licenses, attachment of wages, and imposing liens. Conversely, there are several “motivation tools” that San Joaquin County DCSS is willing to utilize to encourage NCPs to take advantage of workforce programs and services. Among these are: restoration of licenses; revisiting support orders to ensure they reflect the current circumstances of the NCP; deferring or lessening the requirement for payment during the time in which NCPs are engaged in workforce services, training and job search; and, in specialized cases, under a compromise of arrears program, forgiving a portion of past due payments.

The WDB, Child Support Services and other stakeholders all agree that the best tool to motivate and support NCPs’ engagement with the workforce system is providing good and accurate information about child support obligations; payment options; labor market and employment opportunities; and services that can lead to well-paying jobs with career ladder potential. Again, under the newly formed partnership with the workforce system, creating clear, positive messaging will be of paramount importance.

6. Opportunities for and Obstacles to Local Partnerships: No significant obstacles have been identified to the stakeholders’ engaging in a meaningful and productive partnership.

B. Plans for Building Successful Partnerships or Scaling up Existing Successful Partnerships

1. Strategies to Support Participant Retention in Training Programs: San Joaquin County WDB and DCSS will enter into a Memorandum of Understanding (MOU) that will frame roles, responsibilities and processes associated with the new partnership. Among the provisions of the agreement will be a commitment to maintain communication on the services and outcomes of participants, thereby encouraging both agencies to support participants in achieving their employment and wage goals. Providing supportive services and leveraging “incentive tools” from Child Support Services will be key strategies to encourage participants’ retention in training and services. As we do with other job seekers, AJCC staff and partners will assist customers in devising long-range career plans, which may include multi-

year, multi-step processes to gain work experience and develop high-demand technical skills. The planning process will provide a “road map” for participants to progress along a career path on which experience and attainment of skills and credentials will increase their earning power and enable them to earn family sustaining wages.

2. Existing, New, and Prospective Workforce and Training Partnerships: Leaders and staff from San Joaquin County Department of Child Support Services report that the organization has limited experience working closely with stakeholders with regard to providing workforce, training and education services to NCPs on its caseload. There are, however, some existing relationships with community serving agencies, such as San Joaquin County Veterans Services Office. The new workforce-child support partnership described in this Local Plan Modification represents the first substantive collaboration of this type. As indicated above, the partners have agreed to enter into an MOU to define and structure the relationship. Based on initial discussions between the two agencies, it is likely that they will base the MOU on an existing model, such as the one developed in Los Angeles County between the Child Support Services Department (CSSD) and Workforce Development, Aging, and Community Services (WDACS), the department that administers the County’s WIOA Program. The MOU outlines the purpose of the agreement, roles of each department, shared responsibilities and confidentiality requirements. Incorporated into the agreement are attachments including: a form for referrals of NPCs from Child Support the WDB/AJCC; and form for referral from the WDB/AJCC to Child Support; an NCP Consent and Release Agreement pertaining to sharing of specific types of information between the two agencies; and a Program Outcome Tracking Form to be used by AJCC staff to report program and employment outcomes to Child Support. The San Joaquin County partners project that the MOU will be finalized and executed no later than June 30, 2019.

3. Braiding Resources and Coordinating Service Delivery: By entering into a partnership with the WDB, the Child Support system immediately becomes connected to the entire workforce system, including the WIOA-mandated one-stop partners and a host of local government programs, community agencies, and faith-based organizations that are stakeholders in and contributors to workforce service delivery. AJCC staff will function as the principal case managers for NCPs enrolled in workforce programs, but will make referrals and promote co-enrollments, as appropriate and necessary, to training and service partners, thereby accessing additional resources.

4. Coordination with Community-Based Organizations to Serve the Target Population: Given the diverse nature of the target population and the fact that NCPs generally do not identify themselves as such, local CBOs are not aware of the number individuals from the target population that they are serving. This is true of the WDB itself, as AJCC staff is often unaware that a customer has an order for payment of child support. Staff indicates that an issue signaling payment delinquency is a customer having a suspended drivers’ license. Fathers and Families of San Joaquin is a resource for many NCPs and its staff and volunteers can help promote NCPs connection with DCSS to resolve issues of compliance. Under the newly formed partnership between Child Support and the WDB, NCP’s will have access to services of a wide range of public and private programs that collaborate on a regular basis with the AJCC and the workforce system.

5. Referral Processes and Systems: The San Joaquin County partners anticipate adopting a referral process and forms like the ones used elsewhere in the state, such as Los Angeles County. The parties to that MOU will follow a referral process where Child Support communicates with a designated single point of contact (liaison) at the workforce agency about customers being referred. Child Support will also assign a liaison as a single point of contact. Child Support provides customers a referral form that identifies them to AJCC staff as Child Support participants. When a referred customer enrolls at the AJCC, center staff will notify Child Support by email of the enrollment and workforce activities, providing updates no less than quarterly. This email notification includes a form that communicates that the referred individual has registered or enrolled and the services he or she is participating in. It also includes a Consent and Release Agreement signed by the participant. While it is anticipated that most referrals will come from Child Support to the WDB/AJCC, referrals from the center to Child Support may also occur (in a case, for instance, where a participant needs to get a drivers’ license reinstated). Staff will email referral forms to Child Support for enrolled customers only. San Joaquin County Family Court does not make social services referrals, relying, rather, on Child Support Services to do so.

C. Working with the Local Child Support Agency to Identify Incentives to Increase the Success of Non-Custodial Parents Sustained Participation in Local Workforce Programs

Tools and incentives to promote participation and retention are those described under item II.A.5, above.

III. PARTNERSHIPS AND ENGAGEMENT TO SUPPORT GREATER OPPORTUNITIES FOR COMPETITIVE INTEGRATED EMPLOYMENT: During the course of reviewing and modifying our 2017-2021 Local Plan and as a result of our community and stakeholder engagement process, San Joaquin County WDB and partners within the local workforce system have developed a clear understanding of the goals set at the state level by the State Department of Rehabilitation (DOR), the Department of Developmental Services (DDS) and the State Department of Education (DOE) in connection with their agreement to increase competitive integrated employment (CIE) opportunities for individuals with intellectual or developmental disabilities. We became familiar with the CIE Blueprint and with the guidance the state agencies have provided to their local counterparts with regard to the development of Local Partnership Agreements (LPAs) to support the expanded use of CIE throughout California. In October 2018, the San Joaquin County WDB convened stakeholders from the disability services community and other interested parties in a forum focused on use of CIE. Among those invited were representatives of the local agencies that represent the state CIE partners: the DOR District Office; the regional center serving San Joaquin County; and local education agencies. An LPA has been executed for the greater San Joaquin County region, which includes adjacent communities in Stanislaus, Calaveras and Tuolumne counties. The Competitive Integrated Employment LPA for the region has been established for the purpose of improving service levels and employment opportunities for individuals with intellectual disabilities (ID) and developmental disabilities (DD) through focusing on person-centered planning, streamlining the provision of services for the target population, and building creative collaborations among the core LPA partners (signature parties to the agreement), community partners (such as the WDB) and businesses. Together, this community of practice focuses on improving outcomes for individuals with disabilities. The LPA community of practice builds on the work of the region's Supported Employment/Living Interagency Team (SELIT), a multi-agency and multi-disciplinary group that meets twice a year to discuss and develop strategies around the unmet needs of consumers. The SELIT is made up of teachers from the Special Education Local Planning Area (SELPA), parents, regional center and other agency staff, community college representatives, and a broad range of service providers and collaborators such as the AJCC. The focus of the group is principally on the young adult population that leaves the education system at age 22. Individuals in the age range are key candidates for competitive integrated employment. For additional information on the LPA partners and anticipated plans to increase the availability of CIE in San Joaquin County, please refer to information provided in Attachment D.

A. AJCC Staff Knowledge and Training Needs about Serving Individuals with Intellectual or Developmental Disabilities and about Programs and Resources Available for the Target Population: Both San Joaquin County WDB/AJCC staff and managers and staff representing the system partners have expressed interest in training from the LPA partners about the workforce-related needs and barriers of individuals with ID and DD, as the workforce system, overall, has limited experience working with this target group. While the local board and its partners have extensive experience serving individuals with disabilities, they acknowledge the need for CIE-specific training. The partners have identified a number of topics in which training is desired. These include: disability awareness; working with customers with mental health issues; understanding dual diagnosis; working with customers to understand the impact of employment on their existing benefits; evidenced-based strategies for preparing the target population for employment; use of job coaches and mentors; person-centered planning and service strategies; reducing stigma; and understanding trauma. State guidance on the CIE initiative indicates that DOR and State Board leadership will ensure that training is available for AJCC staff and that the DOR District Office will assign a point of contact to support the workforce system's CIE activities. Once this occurs, San Joaquin County WDB will work with state and local CIE partners to secure training for AJCC frontline staff and system stakeholders.

B. Planned Coordination with DOR Point of Contact Regarding Services and Resources for the Target Population Who Are Vocational Rehabilitation Consumers: San Joaquin County WDB has not yet been assigned a DOR point of contact for the CIE expansion initiative. We intend to work closely with our DOR-assigned contact to engage with contractors that serve the target population and to coordinate our services with the LPA partners.

C. DOR Collaboration in Outreach to Employers and Partners to Support Opportunities for Individuals with Intellectual or Developmental Disabilities to achieve Competitive Integrated Employment: As indicated above, San Joaquin County WDB and AJCC staff currently collaborates with DOR to serve customers with disabilities. Supporting DOR's business outreach efforts to expand the use of CIE would be a natural extension of our current, productive working relationship. While DOR has not communicated to the WDB its goals or its approach to increasing CIE opportunities through the LPA, we envision being able to support DOR's efforts in several ways. San Joaquin

County WDB takes an assets-based approach to promoting talent to businesses. We are prepared to work with DOR representatives to develop messaging about CIE opportunities that focuses on the assets that individuals from the target group bring to the work place. AJCC staff could also partner with DOR's Business Specialist to identify companies that are capable of implementing work experience and training activities under "earn and learn" models. In addition, the WDB would harness talent from across the local workforce system to support CIE efforts. Following DOR's assignment of a CIE liaison, which we anticipate will occur in early 2019, the San Joaquin County WDB will work with DOR and the LPA partners to define our specific role in the CIE business outreach process.

IV. COLLABORATIVE STRATEGIES TO STRENGTHEN SERVICES FOR ENGLISH LANGUAGE LEARNERS, FOREIGN BORN INDIVIDUALS AND REFUGEES: The needs of immigrants, refugees and individuals in the process to developing English fluency are of paramount importance to the social and economic well-being of San Joaquin County. Of the approximately 745,000 people who call the county home, nearly forty percent (40%) are Hispanic or Latino and one in every four individuals is foreign-born. In addition to Latinos, immigrants and refugees from Southeast Asia also make up a significant portion of the foreign born population. Immigrants are vital to the economy and government, community and business leaders agree that investments in this target population are critical to building a workforce capable of attracting a more diverse array of businesses and industries to San Joaquin County. The San Joaquin County WDB is committed to working across disciplines with stakeholders from education, economic development, social services and workforce development to ensure that immigrant job seekers and their families have access to a broad range of services that will reduce barriers they encounter in the labor market and to training and other services that prepare them for opportunities in high-growth/high-demand occupations in local and regional priority sectors. A key element of our approach to effectively serving and meeting the unique needs of English language learners and immigrants from widely ranging backgrounds and circumstances is regular communication with organizations that serve them and businesses that employ them or seek to hire them. This on-going dialog among stakeholders is reflected in the following descriptions of strategies, partnerships and priorities in serving this target population. For background information on the target group and an assessment of need, please refer to information provided in Attachment E.

A. Sharing Resources and Coordinating Services for the Target Population: The narrative that follows describes the various ways that stakeholders in San Joaquin County work in collaboration and partnership to address the workforce needs of immigrants, refugees and English language learners. San Joaquin County WDB plays a central role in coordinating agencies, programs and resources.

B. Increasing Access to Sector Pathway Programs: Stakeholders continue to emphasize the importance of English language skills acquisition and the positive effects of English fluency on one's earning potential and ability to advance in a career path. English-as-a-Second Language (ESL) training is available through agencies that comprise the adult education consortium (discussed in sub-section E, below) and through local community-based agencies. Capacity has grown in recent years, but additional resources are still needed. While assisting English language learners in improving their fluency and attaining academic credentials is fundamental to increasing their prospects for well-paid jobs, for most in this target group, the need to earn a family-supporting income is critical. San Joaquin County workforce system partners (including the AJCC, EDD, education providers and CBOs) recognize that this target group needs long-term interventions that will include on-ramps and off-ramps from education to better jobs and careers. While many immigrants in San Joaquin County have worked in agriculture, workforce system partners are successful in assisting job seekers find entry-level employment in priority sector careers. Industries where immigrants and those learning English are experiencing the most success include construction, manufacturing, and transportation/logistics, all of which offer a path to good wages with minimal time spent in formal training.

C. Ensuring the Availability of Support Services: The AJCC staff assesses each participant's need for services to support their participation in training and job search and their success on the job. The target population is diverse, ranging from refugees who completed college in their home countries, to immigrants with low literacy in their native languages. And, while economic circumstances may vary, the vast majority of individuals in the target group are low income and they generally have limited skills with which to compete in the labor market. Because of limited resources and the frequent need to participate in multiple activities and services, access to various forms of support can be critical. In addition to utilizing a portion of San Joaquin County's WIOA Title I allocation to provide various forms of support, AJCC staff works closely with partners to secure support services for customers. California Human Development (CHD), the local WIOA Section 167 grantee, is a principal provider of support services to address basic

individual and family-sustaining needs for workforce program participants. These include, job training, employment assistance and related support services; programs providing affordable housing options; services for persons with disabilities; immigration services, including assistance with applications, petitions and a wide range of legal support; and drug-free transitional living. Other forms of support (e.g. translation, resettlement, specialized services for refugees) may be provided by various organizations with which San Joaquin County WDB and the AJCC collaborate such as Catholic Charities (including its Immigration Legal Services); Proyecto Esperanza (an advocacy-focused initiative of Catholic Charities); El Concilio; Social Justice Collaborative; CPFSJ; and the Southeast Asia Resource Action Center, among others. An Immigrant Integration Collaborative, which was created many years ago and includes several of these organizations, meets on a monthly basis to address legal needs of the immigrant community. Many of the one-stop partner programs (e.g. Rehabilitation Act, Title V of the Older Americans Act) also offer a range of supportive services to individuals enrolled in their programs. For those who qualify and need services from those programs, referrals resulting in co-enrollment may be made.

D. Promoting Retention in Training, on the Job and in Career Path Progression: As suggested above, the keys to promoting the progression of ELL and immigrant job seekers into self-sustaining and family-supporting careers are: career information; career planning; and the available of flexible and modular services offering a variety of on- and off-ramps. Collaborating across organizations and disciplines, the workforce system partners and allied stakeholders all recognize the need to balance the immediate income needs of the target groups with their need to build language and technical skills that will qualify them for well-paid jobs. Developing this balance starts by making available comprehensive information about the labor market and careers in the region. Using this information, stakeholders assist customers in devising long-range career plans, which may include multi-year, multi-step processes to gain work experience and develop technical skills. The more flexible and diverse services are, the greater the likelihood that participants will remain engaged or periodically re-engage over the long-term. Community-based and education partners offer strategic resources for such engagement. The availability of training and services during the evening, on weekend, during agricultural “slow-down” periods and at remote locations all contribute to customers taking advantage of services over time.

E. Coordination and Alignment with Other Plans and Planning Partners: The local workforce services plan most closely aligned to the mission and objectives of the San Joaquin County WDB and the local workforce system is the Annual Plan of the Delta Sierra Regional Alliance, which serves at the adult education consortium for San Joaquin County and adjacent Calaveras County. The Executive Summary of the current update to the Alliance’s Plan indicates “2017-18 accomplishments fulfill our vision through the following initiatives...expanded ESL, ABE and ASE offerings.” It goes on to list among its accomplishments “enhanced WIOA Title II collaboration with San Joaquin County WorkNet.” The following information is also excerpted from the Alliance’s 2018-2019 Annual Plan.

<i>Regional Need #2</i>	
<i>Gaps in Service/ Regional Needs</i>	<i>English as a Second Language – 5% of need met</i>
<i>How do you know? What resources did you use to identify these gaps?</i>	<i>Original AB 86 Report Needs Assessment and AEBG Fact Sheets</i>
<i>How will you measure effectiveness/progress towards meeting this need?</i>	<i>AEBG Measures of Effectiveness; AEBG Fact Sheet Demographics; member-reported enrollment history; and member feedback.</i>
<i>Regional Need #4</i>	
<i>Gaps in Service/ Regional Needs</i>	<i>Career and Technical Education – 2% of need met</i>
<i>How do you know? What resources did you use to identify these gaps?</i>	<i>Original AB 86 Report Needs Assessment and AEBG Fact Sheets</i>
<i>How will you measure effectiveness/progress towards meeting this need?</i>	<i>AEBG Measures of Effectiveness; AEBG Fact Sheet Demographics; member-reported enrollment history; and member feedback.</i>

Furthermore, the plan identifies eight (8) new strategies to address gaps in service, one of which is “Immigrant Integration Pathways: Create opportunities for adult learners to operate effectively in American society by connecting them to resources for linguistic, civic and economic integration.”

As suggested by the foregoing excerpts, San Joaquin WDB and the Alliance agencies in the county (Lodi Unified School District, Manteca Unified School District, San Joaquin Delta Community College District, Stockton Unified School District, and Tracy Unified School District and San Joaquin) work together to address the needs of immigrants, refugees and those learning English.

F. Coordination with the National Farmworker Jobs Program: San Joaquin County's 4-Year Local Plan currently describes various ways in which the WDB, AJCC staff, and system partners collaborate with the California Human Development, which is the WIOA 167 Migrant and Seasonal Farmworker (MSFW) Program grantee for a thirty-one-county region, including San Joaquin County. CHD has a designated seat on the Workforce Development Board. When initially submitted for state approval, San Joaquin County WDB's Local Plan indicated that an MOU had been executed between the board and CHD, outlining processes for the mutual referral of customers and agreement with regard to the sharing of data, as appropriate and permissible. The MOU also acknowledges that participants may be co-enrolled into workforce development, training and support programs offered by WIOA and other funding administered by CHD, identifying processes to address opportunities for co-case management. CHD has a unique relationship with the WDB's AJCC system and the Lodi-based Affiliate as the site is co-branded as the CHD Lodi WorkNet Center. The Center offers services in English and Spanish and staff has extensive experience working with immigrants, including farmworkers from agricultural communities surrounding the center. In addition to WIOA programs and those of the one-stop partners, customers can access a number of specialized CHD programs, including: the WIOA-167 National Farmworker Jobs Program; Dislocated Agricultural Workers Program; Community Service Block Grant programs; and grants serving the supervised population.

G. Recognizing and Replicating Best Practices: While strong, effective practices for collaboration and service delivery exist throughout the county and among many providers, San Joaquin County WDB is committed to continuously improving workforce and support services for the immigrant community. As a result of the community and stakeholder engagement process, several opportunities for improvement were identified. These include: additional services focused on mental health, motivation and counseling; services to support acculturation; and the increased use of "navigators" (which have been successfully used in connection with other target groups, such as persons with disabilities) to assist immigrants in finding their way through myriad systems, programs and requirements. The partners will address these issues as part of the local workforce plan.

V. OTHER MODIFICATIONS TO SAN JOAQUIN COUNTY WDB 2017-2021 LOCAL PLAN: The current four-year Local Workforce Plan for San Joaquin County was developed to ensure compliance with WIOA requirements for preparation and publication of such plans by local boards and was structured in accordance with guidance outlined in State Workforce Services Directive WSD16-07. Submitted to the State Board in March 2017 as part of the SJVAC RPU's regional and local plan package, San Joaquin County's plan was later approved and signed by the County's Chief Elected Official and the WDB Chairman. In July 2017, the plan received the Governor's approval and will remain in effect, guiding local programs and service priorities, through June 2021. In conjunction with the biennial update and modification process, agency leadership has reviewed the current plan to determine both progress made on goals and where local priorities may have evolved or shifted. Outcomes of this review are highlighted below.

Implementation of an Economic Development Incentive Policy: It is a goal of San Joaquin County to stimulate economic activity and the creation of jobs, thereby broadening its tax base and improving the quality of life for its citizens. Therefore, the county adopted a policy to offer incentives to eligible applicants and projects that will enhance the county's competitiveness in attracting new capital investments that support economic development goals, such as: growth of private sector employment; increasing tax revenues; diversifying the economic base; enhancing competitiveness; and developing public infrastructure.

Staff and Partner Training: San Joaquin County WDB's 4-year local plan highlighted the importance of providing on-going training on a wide range of topics to AJCC staff and non-co-located partners through "WorkNet University," a structure under which the AJCC system sets aside time weekly to address the need for cross training and to provide information on emerging topics and trends. Extensive training has been completed and system partners now have required knowledge regarding the full range of partner programs and services represented by the system.

Developed New Partner Relationships: Evolving priorities at the state, regional and local levels have been catalysts for the development of many new relationships in the past two years. The state's workforce-corrections initiative has led the WDB to develop and/or formalize relationships with several justice system agencies, including Probation, Sheriff, Courts and the District Attorney. San Joaquin County's Chief Probation Officer has a designated seat on the WDB. The statewide initiative to form partnerships between workforce and child support agencies has led to the WDB's developing a relationship with the Department of Child Support Services, which will be captured in an MOU. In addition, new directions for the workforce system have led to the WDB's strengthening partnerships with many community-based organizations, such as Friends Outside, Fathers and Families and El Concilio.

Enhanced Relationships with Education Partners: While the WDB and the one-stop system in San Joaquin County have traditionally maintained strong, positive working relationships with education agencies of all types, over the last two years, collaboration has intensified with adult education agencies, such as Manteca Unified School District Adult Education, in the development and implementation of career pathway programs that address the needs of priority sectors.

Entered into a Multi-Employer Contract with the California Employment Training Panel: To expand the local area's tool kit with regard to providing services that meet the training and skill development needs of businesses for both incumbent workers and newly hired employees, the San Joaquin County entered into a multi-employer contract with ETP. The availability of ETP-funded training will improve the WDB's overall ability to market workforce services to local businesses.

Implemented an On-Line Orientation Process: As part of the U.S. Department of Labor's customer-centered design challenge, WorkNet's leadership team, assisted by staff and partners, began a process of engaging with AJCC customers and others who utilize the resources of the workforce system to determine where gaps existed between customers' needs and the services that are available. A key finding was the identification of the upfront orientation process as a barrier to customers' proceeding with services, as it required an appointment to attend an in-person, group orientation. To address customer's desires that this information be readily available, an on-line orientation video, which can be viewed from any device with internet access, was developed. The implementation of the orientation video, which is less than 8 minutes long, has significantly streamlined the processes customers participate in to AJCC access services.

Joined the MC3 Partnership: Within San Joaquin County and adjacent counties, the local Building Trades Council represents the interests of a wide of local labor unions. Using the MC3 Construction Pre-Apprenticeship Program is one of the Council's strategies for creating a pipeline of potential candidates for apprenticeships in the building trades. The WDB is a partner in promoting the program to job seekers and communicating the requirements of trades-related employment, along with the many benefits these jobs offer.

Led Implementation of New High School Apprenticeship Programs: Working closely with the San Joaquin County Office of Education, along with other system partners, the WDB has been instrumental in developing and implementing new high school apprenticeship programs, which include training for not only traditionally apprenticed jobs, but also a program that will prepare students for employment opportunities in the public sector.

Executed WIOA Phase II MOUs: Pursuant to state guidance and direction, on behalf of the WDB and the WorkNet system, the County has successfully negotiated and executed Phase II Financial MOUs with applicable one-stop partners.

Secured a One-Stop Operator: Beginning in Program Year 2017-18, ProPath, Inc. has served as a one-stop operator (OSO) for the partnership that comprises the workforce development system in San Joaquin County. The OSO addresses matters pertaining to how the partners work together, ensuring the provisions of the AJCC MOUs are adhered to by all parties.

Implemented WebEx Technology to Improve Local and Regional Communication: With the development and enhancement of numerous local and regional partnerships over the last several years, San Joaquin County WDB recognized that more efficient methods of communication were necessary. Because system partners and other stakeholders operate from remote and widespread locations (both within the County and throughout the Central Valley), WebEx provided a sensible solution for hosting virtual meetings.

Implemented an On-Line Customer Satisfaction Survey: To increase the number of system participants that respond to requests to submit satisfaction surveys, WDB leaders recognized that the process would need to be both simplified and made more accessible. The solution was the development and implementation of an on-line tool that enables participants to quickly and easily provide feedback on their program services and outcomes.

Implemented Countywide Healthcare Careers Partnership: Intensive planning by education providers, economic development, private industry, and community partners has resulted in the development of a countywide strategic plan for preparing the sizable workforce that is currently needed by the healthcare industry and that is expected to continue to grow well into the foreseeable future. The WDB and the workforce systems are strategic partners in recruiting a pipeline of new workers and in promoting careers in healthcare, which is a priority sector both within the local area and in the region.

SUPPLEMENTAL NARRATIVE

STAKEHOLDER AND COMMUNITY OUTREACH AND INVOLVEMENT IN THE
TWO-YEAR REVIEW OF THE LOCAL PLAN

San Joaquin County WDB initiated a process for the biennial review and modification of our local plan that involved not only management and staff of our agency, but a wide range of workforce system partners, local stakeholders and representatives of the communities that we serve. The content of San Joaquin County WDB's Local Plan Modification has been significantly influenced by organizations and individuals that are committed to developing and maintaining a well prepared and capable workforce.

1. Overall Strategy for Community Outreach and Stakeholder Engagement to Support Modification of the Local Plan

The primary method of obtaining community and stakeholder input on the Local Plan Modification was to invite participation in a series of five public forums. Four of the forums were focused on the principal partnerships and populations to be addressed by the Plan Modification and the fifth was a general community forum, during which participants were asked to share ideas and recommendations on priorities that should shape workforce development service delivery in San Joaquin County.

At the opening of each forum, participants were informed of the session's objectives, which were:

- To give stakeholders and the community the opportunity to weigh in on the needs of the target group being discussed;
- To learn from providers, stakeholders and customers about best practices in meeting service needs;
- To identify gaps in services; and
- To hear recommendations for improving the content, availability and quality of services for the target group under consideration.

By all accounts, the community engagement process in San Joaquin County had among the best participation levels in the State.

A. Approach to Conducting Population/Partnership-Specific Input Sessions:

For each of the five (5) forums, an agenda was published in advance to inform stakeholders and members of the community what, specifically, would be discussed. The sessions were scheduled for ninety minutes to two and a half hours. The forums addressed the following topics:

1. Collaborating with CalFresh Employment and Training Programs
2. Improving Services to Individuals with Disabilities through Competitive Integrated Employment
3. Improving Coordination and Collaboration among Stakeholders to Strengthen Services to English Language Learners, Foreign Born Individuals and Refugees
4. Strengthening Partnerships with Local Child Support Agencies to Serve Non-Custodial Parents
5. Community Forum on Local Workforce Planning

The general community forum was held after regular work hours to enable members of the community to participate.

B. Use of an Experienced Facilitator to Guide and Support Discussion

To promote neutrality and encourage open input during the forums, San Joaquin County WDB engaged David Shinder to serve as facilitator. David has more than 35 years of experience in the field of workforce development and has facilitated hundreds of forums and planning sessions in his career. He is the principal author of the San Joaquin Valley and Adjacent Counties (SJVAC) 2017-2021 Regional Plan and has extensive past experience working in San Joaquin County and throughout the Central Valley.

C. Capturing Community and Stakeholder Input:

To promote contribution to the planning process by a wide range of organizations and points of view, San Joaquin County WDB used several methods to inform stakeholders and the community about the forums. These included:

- Direct email to partners and a broad array of stakeholders, including organizations listed in the State Board's Directory of Planning Partners
- Posting of meeting notices in the AJCCs
- Posting of the agenda and meeting notices on the San Joaquin County WDB/WorkNet website
- Posting of meeting announcements on the State Board's website (following e-mail notification to designated State Board staff)

The forums were audio recorded and the recordings were used as the basis for developing summary notes for each forum. Meeting notes are attached as exhibits to this Plan Modification.

D. *Harnessing Intelligence from On-Going Stakeholder Engagement*

The forums held as part of the process to modify and update San Joaquin County WDB's 2017-2021 Local Plan represent just a small part of the many ways in which the local board gathers stakeholder input on an on-going basis. Examples of other on-going stakeholder engagement activities include regular meetings between WDB/AJCC representatives and managers and staff of system partners at weekly training, information sharing and in-service sessions, which are part of the local board's "WorkNet University" initiative. Summaries of various stakeholder interactions on subjects related to the Local Plan Modification are attached as Exhibit A-1.

E. *Strengthening Communities of Support around Key Populations and Partnerships*

The forums held as part of the process to update and modify the Local Plan produced the ancillary benefit of fostering communities of practice and support around priority populations and issues. While the WDB is diligent in bringing together the one-stop partners on a regular basis to discuss a wide range of issues pertaining to the delivery of services to job seekers and businesses in San Joaquin County, the forums have served to foster and/or strengthen partnerships on specific issues. Stakeholders have been enthusiastic about the community engagement process and the local board has received extensive positive feedback about the value of gathering representatives from a wide range of disciplines to discuss key workforce partnerships. The WDB anticipates using community forums in the future as a means to capture the interest of the community on workforce issues and to engage stakeholders in conversations on workforce services and strategies.

2. *Specific Efforts to Outreach to the Community and Engage Stakeholders in Discussions on San Joaquin County WDB's New Partnership with CalFresh*

A community and stakeholder forum on the CalFresh Employment and Training Program was held at the Stockton WorkNet Center on September 19, 2018 from 2:00 p.m. until 4:30 p.m. Twenty-four (24) stakeholders participated in the forum.

To promote dialog and secure feedback and recommendations from stakeholders and members of the community that participated in the forum, the following questions/talking points were presented for the group's consideration:

- Are CalFresh Employment and Training programs currently available in the local area? If so, what services are provided and which organizations are providing them?

- What types of workforce services are needed to help people receiving CalFresh succeed in the local labor market?
 - What barriers to employment are faced by CalFresh recipients and what resources are available to help assist them to overcome those barriers?
 - What partnerships currently exist or could be developed among the local workforce system, the county agency that manages CalFresh, and other organizations that provide or could provide services to CalFresh recipients? How do the partners work with one another and how do they share information?
 - Are CalFresh recipients being referred to programs that prepare them for high demand jobs in the region's priority sectors? What services or systems are in place that could help CalFresh recipients succeed in such programs and on the job?
- A. Outreach Activities:** On August 6, 2018, a notice regarding the forum was placed on the San Joaquin County WDB website. A printed notice was posted at the Stockton WorkNet Center and at AJCC affiliates throughout the county and the County's Website under Press Releases.
- B. Efforts to Engage Required CalFresh Partners:** On August 28, 2018, direct emails were sent to CalFresh stakeholders, including those on the State Directory.
- C. Communication with the State Board regarding CalFresh Forum:** On August 6, 2018, email notification about the forum was sent to the designated contact persons at the State Board (flyer with all Forums, Dates, Location, Times, and Topics).
- D. Documentation of Efforts:** Attached are the following items that document outreach and engagement efforts on this topic.
- Exhibit A-2-a: Sample flyers and promotional Information
 - Exhibit A-2-b: Sample outreach-related email communication
 - Exhibit A-2-c: List of individuals and organizations invited to participate in forum
 - Exhibit A-2-d: List of individuals that participated in forum, included their contact information
 - Exhibit A-2-e: Sign-in sheet(s) for forum
 - Exhibit A-2-f: Documentation of notification on forum to State Board
 - Exhibit A-2-g: Forum agenda
 - Exhibit A-2-h: Forum presentation (PowerPoint)
 - Exhibit A-2-i: Meeting notes summarizing the content of forum discussions

3. **Specific Efforts to Outreach to the Community and Engage Stakeholders in Discussions on San Joaquin County WDB's New Partnership with San Joaquin County Child Support Services**

A community and stakeholder forum on Partnership with Child Support to Serve Non-Custodial Parents was held at the Stockton WorkNet Center on August 29, 2018 from 10:00 a.m. until 12:00 noon. Twenty-seven (27) stakeholders participated in the forum.

To promote dialog and secure feedback and recommendations from stakeholders and members of the community that participated in the forum, the following questions/talking points were presented for the group's consideration:

- What barriers to employment are most common among targeted NCPs?
- What are NCPs' service needs (particularly with regard to job skills and employment) and what services are currently available?
- What organizations collaborate locally to promote skills development, employment and career advancement for targeted NCPs?
- Among the NCP service partners, (e.g. Child Support, Family Court, AJCCs, training providers and community-based organizations), what referral and information sharing systems are in place?
- What strategies and tools are used to motivate and incentivize NCPs' acting on referrals, participating in training/skills development and retention in employment?
- How can local organizations work better to ensure positive employment and career outcomes for NCPs?

A. Outreach Activities: On August 6, 2018, a notice regarding the forum was placed on the San Joaquin County WDB website. A printed notice was posted at the Stockton WorkNet Center and at AJCC affiliates throughout the county.

B. Efforts to Engage Required Child Support/Non-Custodial Parent Partners: On August 13, 2018, direct emails were sent to Child Support Program/NCP stakeholders, including those on the State Directory.

C. Communication with the State Board regarding Child Support/Non-Custodial Parent Forum: On August 6, 2018, email notification about the forum was sent to the designated contact persons at the State Board (flyer with all Forums, Dates, Location, Times, and Topics).

D. Documentation of Efforts: Attached are the following items that document outreach and engagement efforts on this topic.

- Exhibit A-3-a: Sample flyers and promotional Information
- Exhibit A-3-b: Sample outreach-related email communication

- Exhibit A-3-c: List of individuals and organizations invited to participate in forum
- Exhibit A-3-d: List of individuals that participated in forum, included their contact information
- Exhibit A-3-e: Sign-in sheet(s) for forum
- Exhibit A-3-f: Documentation of notification on forum to State Board
- Exhibit A-3-g: Forum agenda
- Exhibit A-3-h: Forum presentation (PowerPoint)
- Exhibit A-3-i: Meeting notes summarizing the content of forum discussions

4. Specific Efforts to Outreach to the Community and Engage Stakeholders in Discussions on San Joaquin County WDB's New and Enhanced Partnerships with Competitive Integrated Employment Initiative Partners

A community and stakeholder forum on Improving Services to Individuals with Disabilities through Competitive Integrated Employment was held at the Stockton WorkNet Center on October 25, 2018 from 9:00 a.m. until 11:00 a.m. Twenty-eight (28) stakeholders participated in the forum.

To promote dialog and secure feedback and recommendations from stakeholders and members of the community that participated in the forum, the following questions/talking points were presented for the group's consideration:

- How are DOR and the workforce system (i.e. the local Board and the AJCCs) currently working together with local partners (such as regional centers, special education and Workability programs, among others) to support the employment goals of individuals with intellectual disabilities and developmental disabilities?
- Are efforts underway for the partners to collaborate on the use of CIE for job seekers with ID/DD?
- Have discussions begun on the development of a Local Partnership Agreement to create more CIE opportunities? If not, how can this be accelerated?
- Have workforce system staff received training in serving individuals with ID/DD and are they knowledgeable about programs and services available to assist this target group? What additional training and information is needed?
- How are DOR and the local workforce system working together to outreach to employers and partners to support individuals with ID/DD in achieving CIE? If efforts are not yet underway, what will be done?
- Have recruitment, referral and employer engagement strategies been defined? If not, what is planned?

A. Outreach Activities: On August 6, 2018, a notice regarding the forum was placed on the San Joaquin County WDB website. A printed notice

was posted at the Stockton WorkNet Center and at AJCC affiliates throughout the county.

B. Efforts to Engage Competitive Integrated Employment Partners and Key Stakeholders: On October 1, 2018, direct emails were sent to the CIE partners and disability services stakeholders, including those on the State Directory.

C. Communication with the State Board regarding Competitive Integrated Employment Forum: On August 6, 2018, email notification about the forum was sent to the designated contact persons at the State Board (flyer with all Forums, Dates, Location, Times, and Topics).

D. Documentation of Efforts: Attached are the following items that document outreach and engagement efforts on this topic.

- Exhibit A-4-a: Sample flyers and promotional information
- Exhibit A-4-b: Sample outreach-related email communication
- Exhibit A-4-c: List of individuals and organizations invited to participate in forum
- Exhibit A-4-d: List of individuals that participated in forum, included their contact information
- Exhibit A-4-e: Sign-in sheet(s) for forum
- Exhibit A-4-f: Documentation of notification on forum to State Board
- Exhibit A-4-g: Forum agenda
- Exhibit A-4-h: Forum presentation (PowerPoint)
- Exhibit A-4-i: Meeting notes summarizing the content of forum discussions

5. Specific Efforts to Outreach to the Community and Engage Stakeholders in Discussions on San Joaquin County WDB's New and Enhanced Partnerships with Organizations Serving English Language Learners, Foreign Born Individuals and Refugees

A community and stakeholder forum on Improving Services for English Language Learners, Foreign Born Individuals and Refugees was held at the Stockton WorkNet Center on November 9, 2018 from 9:00 a.m. until 11:00 a.m. Thirty (30) stakeholders participated in the forum.

To promote dialog and secure feedback and recommendations from stakeholders and members of the community that participated in the forum, the following questions/talking points were presented for the group's consideration:

- What are the needs of individuals in this category?
- What are the principal barriers to employment faced by these individuals?

- What partnerships and collaborative efforts exist that enable local organizations to provide services to meet these needs?
- What outreach and recruitment strategies are effective in connecting individuals from these target groups to skills training and livable wages?
- What strategies are in place to provide these individuals with job skills and training that will enable them to progress into livable wage jobs and careers?
- Where do gaps in services exist for this target population and what can we do to bridge these gaps?

A. Outreach Activities: On August 6, 2018, a notice regarding the forum was placed on the San Joaquin County WDB website. A printed notice was posted at the Stockton WorkNet Center and at AJCC affiliates throughout the county.

B. Efforts to Engage Partners and Key Stakeholders in Improving Services to English Language Learners, Foreign Born Individuals and Refugees: On October 30, 2018, direct emails were sent to ELL and immigrant stakeholders, including those on the State Directory.

C. Communication with the State Board regarding Forum on English Language Learners, Foreign Born Individuals and Refugees: On August 6, 2018, email notification about the forum was sent to the designated contact persons at the State Board (flyer with all Forums, Dates, Location, Times, and Topics).

D. Documentation of Efforts: Attached are the following items that document outreach and engagement efforts on this topic.

- Exhibit A-5-a: Sample flyers and promotional information
- Exhibit A-5-b: Sample outreach-related email communication
- Exhibit A-5-c: List of individuals and organizations invited to participate in forum
- Exhibit A-5-d: List of individuals that participated in forum, included their contact information
- Exhibit A-5-e: Sign-in sheet(s) for forum
- Exhibit A-5-f: Documentation of notification on forum to State Board
- Exhibit A-5-g: Forum agenda
- Exhibit A-5-h: Forum presentation (PowerPoint)
- Exhibit A-5-i: Meeting notes summarizing the content of forum discussions

6. Efforts to Outreach to the Community and Engage Stakeholders in Discussions on San Joaquin County WDB's Overall Approach to Workforce Programming and Planning through a General Community Forum

A general community forum on Local Workforce Planning was held at the Stockton WorkNet Center on September 19, 2018 5:30 p.m. until 7:00 p.m. Thirty-six (36) stakeholders participated in the forum.

To promote dialog and secure feedback and recommendations from stakeholders and members of the community that participated in the forum, the following questions/talking points were presented for the group's consideration:

- What services and support do job seekers need to help prepare for and find work?
- What types of training are most needed in the area?
- Do people in the community have a good understanding of the programs and services that are available to assist them? If not, what is the best way to get the word out?
- Are there specific gaps between the services that are available and the services that people need? If so, how can we bridge those gaps?
- If you were writing the local workforce plan, what would your priorities be and why?

A. Outreach Activities: On August 6, 2018, a notice regarding the forum was placed on the San Joaquin County WDB website. A printed notice was posted at the Stockton WorkNet Center and at AJCCs affiliates throughout the county.

B. Efforts to Engage Partners and Key Stakeholders in Providing Input on General Workforce System Planning: On August 24, 2018, direct emails were sent to stakeholders, including those on the State Directory.

C. Communication with the State Board regarding General Community Forum on Workforce System Planning: On August 6, 2018, email notification about the forum was sent to the designated contact persons at the State Board (flyer with all Forums, Dates, Location, Times, and Topics).

D. Documentation of Efforts: Attached are the following items that document outreach and engagement efforts on this topic.

- Exhibit A-6-a: Sample flyers and promotional Information
- Exhibit A-6-b: Sample outreach-related email communication
- Exhibit A-6-c: List of individuals and organizations invited to participate in forum
- Exhibit A-6-d: List of individuals that participated in forum, included their contact information
- Exhibit A-6-e: Sign-in sheet(s) for forum
- Exhibit A-6-f: Documentation of notification on forum to State Board
- Exhibit A-6-g: Forum agenda

- Exhibit A-6-h: Forum presentation (PowerPoint)
- Exhibit A-6-i: Meeting notes summarizing the content of forum discussions

7. **Publication of Draft for Public Comment**

On February 1, 2019, the San Joaquin County WDB opened a 30-day public comment period on the Local Plan Modification that concluded on March 2, 2019. The 30-day public comment period was run in tandem with the comment period for the Biennial Modification to the SJVAC RPU's Regional Plan.

A. *Notice on the Availability of the Draft Plan for Public Review and Comment:* On February 1, 2019, San Joaquin County WDB placed a notice in The Record, informing the community of the 30-day public comment period and the availability of the plan electronically on the WDB's web site or in print at the San Joaquin Workforce Assistance Center.

Email notices about the availability of the draft were also sent to all stakeholders invited to participate in the community forums. In addition, notification on the public comment process was emailed to the designated State Board contacts.

B. *Opportunities and Mechanisms for Public Comment:* To ensure that comments to the plan are captured accurately, the WDB requested that all comments be made in writing. Written comments could be submitted to Alfredo Mendoza at the San Joaquin County Workforce Development Board - Employment and Economic Development Department, 56 S. Lincoln Street, Stockton, CA 95203. Comments may be submitted in print or by email at amendoza@sjcworknet.org. Comments may also be mailed or hand delivered using the address above.

C. *Results of Public Comment:* At the conclusion of the public comment period, a total -0- comments were received. Based on these comments, the following adjustments were made to the draft Local Plan Modification:

- No comments were received, therefore no adjustments were made.

Number comments expressed disagreement with the Local Plan Modification. These comments are incorporated into Attachment F.

D. *Documentation of Efforts:* The following items document the public comment process:

- Exhibit A-7-a: Copy of notice in The Record (local newspaper)
- Exhibit A-7-b: Sample Email Message to Stakeholders

- Exhibit A-7-c: List of Stakeholders to Whom Message Were Sent
- Exhibit A-7-d: Email Message Notifying State Board Contacts

SUPPLEMENTAL NARRATIVE

CALFRESH PARTICIPANTS – BACKGROUND AND ASESSSMENT OF NEED

The information below supplements content provided in Section II of the principal narrative.

- 1. *Overview of the Size and Characteristics of the Total CalFresh Recipient Population:*** Representatives of the San Joaquin County Human Services Agency (HSA) reported that there are 45,143 active CalFresh cases in San Joaquin County. Characteristics of the population include: The three components that comprise San Joaquin County's Cal-Fresh Employment and Training (CFET) program are: 1) Job Search Training/Job Search, 2) Job Retention and 3) Education. These components consist of assessment, case management, workshops and trainings designed to increase the employability of the participant. In addition to the three primary components, participants receive non-traditional E&T services including financial literacy training, nutrition classes, parenting classes and other trainings and referrals as needed. These wraparound services seek to address and eliminate participant and/or family psychosocial barriers that impede employment. These enhancements are funded through private and foundation funders such as the James Irvine Foundation, PENCO, and National Philanthropic Trust and not through the E&T allocation.
- 2. *Overview of the Size and Characteristics of CalFresh E&T Participants:*** Representatives of Community Partnership for Families San Joaquin (CPFSJ), the third party CalFresh E&T service provider, reported that there are 865 individuals on its current caseload, with the program being in its second year of operation. Characteristics of the population include: Monthly participants in Job Search 423; Job Club 30, Workfare 353, Education 35, and Job Retention 34 for a total of 865. CPFSJ assesses need and determines all participant reimbursements for both the regular and AB109/Probation CFET program. Participant reimbursements are provided upon request from CFET participants. Career & Family Navigators offer and remind clients of this available assistance prior to enrollment, at intake, at each quarterly assessment, and during any other client interactions where they identify a need for assistance. Participant reimbursements are assessed on a case-by-case basis ensuring a justified need, connection to employment and/or training.
- 3. *Types of Workforce Services Needed by the Target Population:*** The tremendous diversity of the CalFresh population makes it difficult to generalize about the workforce services they need. However, stakeholders engaged in the planning process provided a number of examples of services that segments of the target group likely need. These fall, generally, into four broad categories: basic education and remediation; job/technical skills training; supportive services to enable training; and efforts to motivate and encourage clients. In the first

category, literacy and numeracy skills, GED/high school equivalency and English-as-a-Second Language (ESL) were all identified by stakeholders as needed workforce services. With regard to job skills, there was substantial agreement that both classroom-based and work-based programs have value. In the supportive service category, stakeholders highlighted the need for transportation and childcare services. In San Joaquin County, there are insufficient affordable resources for both services and stakeholders agree that solutions often rely on working with participants to find solutions within their families and in their communities. Grassroots and faith-based partners are another important resource for addressing support needs. Finally, stakeholders identified the need to offer services, such as counseling and case management, that encourage customers in their employment-related goals and motivation to complete planned programs and services.

4. ***Employment Barriers Experienced by the Target Population and Resources Available to Address Barriers:*** Again, the diversity of the population suggests that virtually every type of employment barrier would be experienced by some portion of the CalFresh population. However, during the stakeholder engagement process, representatives from HSA, education, WDB/AJCC, CalFresh E&T and other stakeholder organizations and programs identified the following as significant barriers affecting the CalFresh population and the county as a whole: lack of educational attainment and insufficient job skills; lack of information about programs and services; criminal records; language barriers; generational poverty; affordable/transitional housing; childcare; and transportation. The organizations listed in the following responses provide the education, training and support services required to address and minimize or eradicate these barriers.

CPFSJ representatives acknowledged that its Bridge Academy design is based, to significant extent, on precisely the barriers identified by stakeholders participating in the planning process.

5. ***Collaboration among the WDB, the San Joaquin County HSA, and the CalFresh E&T Provider:*** The partnership between the local board/AJCC and HSA is strong. HSA holds a seat on the WDB and is a one-stop partner. An MOU has been executed between the WDB and the HSA. Referrals between the agencies occur on a regular basis and co-enrollments are not uncommon. San Joaquin County WDB will formalize its relationship with CPFSJ through the development of an MOU, with the goal of developing stronger linkages with the Bridge Academy and the CalFresh E&T program.

Other organizations that collaborate with HSA, the AJCC and the CalFresh E&T program in San Joaquin County include: The Housing Authority of San Joaquin County; San Joaquin Delta College; California Human Development; San Joaquin Delta College; San Joaquin County Office of Education; and various local education agencies.

6. **Quality and Level of Intensity of Partner Services:** As described throughout the principal narrative, the CalFresh population is extremely diverse and participants in the program are served by the broadest possible range of public, non-profit and faith-based agencies in and around San Joaquin County. Most organizations serving CalFresh individuals do not use CalFresh enrollment status as a basis for eligibility/participation and do not record this data. Some programs and providers do collect information regarding their participants' CalFresh status. For example, in PY 2017-2018, San Joaquin County WDB served a total of 261 CalFresh participants in its WIOA Title I formula-funded programs.

As suggested in the preceding response, stakeholders believe that many effective services are available for individuals receiving CalFresh benefits. These include services not only from the CalFresh E&T program, but those provided by the WDB, HSA, San Joaquin County's adult education and community college systems, other one-stop partners and community-based organizations.

7. **Information Sharing among Partners:** MOUs developed among the one-stop partners describe a referral process and provide for the sharing of service information between organizations assisting the same customer, when the customer provides authorization. Such information may include results of skills assessments or other evaluation of training and workforce service needs. As with all public programs, confidentiality laws prevail with regard to sharing customer-identifying data.

SUPPLEMENTAL NARRATIVE

UNEMPLOYED, UNDEREMPLOYED AND PAYMENT DELINQUENT NON-CUSTODIAL PARENTS – BACKGROUND AND ASESSMENT OF NEED

The information below supplements content provided in Section II of the principal narrative.

1. ***Areas of High Concentration***
2. ***Percentage of Noncustodial Parents Who Are Unemployed***
3. ***Percentage of Noncustodial Parents Who Are Ex-Offenders***
4. ***Other Demographic Information***

San Joaquin County Department of Child Support Services (DCSS) representatives report that, as of December 2018, the agency’s caseload is 34,299, of which 91.3% or 31,301 cases had orders. Other data and information about the target group includes:

Percentage of non-custodial parents that is unemployed	43% unemployed 47% underemployed
Percentage of non-custodial parents that was formerly incarcerated	18%
Non-custodial parents’ gender	88% male; 11% female 1% unknown
Non-custodial parents’ race/ethnicity	51% Hispanic, 23% white, 18% black, 7% other. 1% unknown/not disclosed
Geographic areas of high concentration with the local area	Stockton

5. ***Types of Services Needed by the Targeted Population:*** As described in the principal narrative, those identified as unemployed, underemployed and payment delinquent NCPs have diverse backgrounds and circumstances. Therefore, the services they require would include those that are most needed by the full range of job seekers who utilize the workforce system’s services. These include good information (provided via an individualized orientation process) about WIOA and other workforce services and the benefits they offer; access to and support with labor market analysis and career exploration; development of service plans and career planning support; information on and referrals to training programs; assistance in accessing supportive services; individualized guidance and counseling; and job placement assistance. The relative importance of each service will vary from participant to participant, depending on individual background and circumstances.

6. ***Services Currently Being Provided and How the Workforce-Child Support Partnership Will Modify Types and Quantity of Services Provided:*** Within the principal narrative, it is clarified that, other than a small number of referrals to a handful of organizations, there is no structured approach to recruiting or providing workforce services to the NCP target groups. Therefore, the new workforce-child support partnership described in this Local Plan Modification and the associated MOU will drastically increase the number of individuals served and the workforce and support services available to them from the workforce system partners.
7. ***Barriers Experienced by Child Support Program Participants and Resources to Address Barriers:*** As stated above, there is no specific set of barriers faced by targeted NCPs, as they come from diverse backgrounds and have a wide range of challenges. Each individual will be assessed as to his/her unique circumstances and as barriers are identified so too will resources to address them. For example, individuals with disabilities may be referred to DOR representatives for additional assessment and access to unique support services, such as assistive technology or help with other workplace accommodations. Individuals with basic skills deficits will be referred to local adult education agencies or other partners, and participants lacking work skills may be referred to classroom or work-based programs where they can acquire such skills.
8. ***Planned Information Sharing to Evaluate Need:*** As described, the MOU that will be developed by the WDB and County Child Support will describe confidentiality requirements associated with the administration of Child Support Title IV-D Programs. Representatives of DCSS confirm that provisions of California's Family Code prohibit the agency's providing information about DCSS customers to outside programs other than HSA. Therefore, we will seek to implement a process, whereby, once participants sign an NCP Consent and Release Agreement, Child Support Services and WDB/AJCC representatives can exchange information about participant needs, services and outcomes, including employment resulting from participation.

SUPPLEMENTAL NARRATIVE

**ENGAGEMENT WITH THE LOCAL
COMPETITIVE INTEGRATED EMPLOYMENT PARTNERS**

The information below supplements content provided in Section III of the principal narrative.

1. **Engagement with Local Partners to Increase Competitive Integrated Employment for Jobseekers with Intellectual or Developmental Disabilities:** As described in the principal narrative, San Joaquin County WDB convened stakeholders from the disability services community as part of the process to modify and update the Local Plan. Among those participating in this discussion were the LPA partners. The partners agreed that increased participation from the WDB and the AJCCs would bring valuable resources to the partners’ efforts to increase the use of CIE. The WDB will work with the LPA partners to develop and implement a plan for the WDB’s support for CIE expansion. This plan will be finalized no later than June 30, 2019.

2. **Competitive Integrated Employment Partners:** The presumptive LPA partners are the following:

DOR District Office	San Joaquin Valley District (Stockton and Modesto branches)
Regional Center	Valley Mountain Regional Center
Local Education Agencies (core partners)	Calaveras County Office of Education Lodi Unified School District/SELPA San Joaquin County SELPA Stanislaus SELPA Stockton Unified School District/SELPA Tuolumne County Superintendent of Schools

3. **Planned Coordination with the CIE Local Planning Agreement Partners:** As described throughout the principal narrative and in the preceding responses, San Joaquin County WDB is fully committed to participating as a stakeholder in the efforts of the CIE LPA. We anticipate being actively involved in the following capacity: working with DOR, its service providers, the regional center and Workability programs to provide career services to job seekers with ID/DD; supporting DOR in using an assets-based approach to promoting CIE to local businesses; and working with DOR and other stakeholders to encourage businesses to take advantage of work-based learning strategies to initially integrate individuals with ID/DD into their workforce.

SUPPLEMENTAL NARRATIVE

**ENGLISH LANGUAGE LEARNERS, FOREIGN BORN INDIVIDUALS AND
REFUGEES – BACKGROUND AND ASESSSMENT OF NEED**

The information below supplements content provided in Section IV of the principal narrative.

1. **Overview of Target Population Demographics:** The following workforce-related data for San Joaquin County’s immigrant and ELL population is excerpted from current U.S. Census Bureau estimates.

County population (est.)	745,424
Race and Hispanic Origin	
White Alone percent	67.0 %
Black or African American alone, percent	8.2 %
American Indian and Alaska Native alone, percent	2.0 %
Asian alone, percent	16.7 %
Native Hawaiian and Other Pacific Islander alone, percent	.8 %
Two or More Races, percent	5.3 %
Hispanic or Latino, percent	41.6 %
White alone, not Hispanic or Latino, percent	31.8 %
Foreign born persons, percent (2013-2017)	23.3 %
Language other than English spoken at home, percent of persons age 5 years + (2013-2017)	41.2 %

2. **Barriers to Employment and Specialized Needs of the Target Population:** Among the target populations’ principal barriers to employment identified by systems stakeholders, community-based organizations and workforce staff are: limited English proficiency, low cultural competency, immigration status vulnerabilities; lack of or low literacy in one’s native language; limited knowledge of and access to benefits; lack of educational attainment, vocational skills and credentials; and previously experienced trauma, along with on-going depression and anxiety. For some immigrant and refugee customers, the ability to secure credit for prior learning and educational attainment from another country is a significant barrier to employment.
3. **Identified Gaps in Workforce System Services for the Target Population:** One of the principal gaps in delivering workforce, education, training and related services in San Joaquin County results from where people live. While more than 75% of the county’s residents live within the boundaries of the county’s four largest cities (Stockton, Tracy, Manteca and Lodi), where most services are located, the remaining population is dispersed across a large area comprised of a few towns and many very small rural communities. People tend to live where they have work, so most are unable to travel long distances to services during non-work hours. The workforce partners most directly involved in serving the ELL and immigrant communities (described below) have developed and are

continuing to design strategies to bridge this gap. Among them are mobile services, where staff and resources are deployed on a scheduled or per request basis to remote locations and the use of web-based and distance learning modalities. While a lack of digital literacy among many in the target group can make the latter approach challenging, the availability of technology training and access to wireless devices is making this method of service delivery increasingly more feasible. A related gap in service is a lack of personal and public transportation. Again, a practical response to this gap is bringing services – physically or virtually – to customers.

Stakeholders identified the need for more bilingual services; greater use of “navigators” to assist customers; increased digital literacy; and cultural competency training for individuals that provide services to the target group.

4. ***Outreach and Recruitment Strategies for the Target Population:*** Because the population of San Joaquin County includes such a large number of foreign born individuals and English language learners, outreach can be done in a variety of ways, from mass media, such as Spanish language radio, to one-on-one interactions, using methods that rely on making individual contact. Stakeholders indicated that the most effective way to recruit individuals from the target group to participate in workforce development programs is to leverage the trust, reputation and goodwill of community- and faith-based organizations that provides services to immigrants where they live and work. Such organizations (which include those listed in the following response) have sufficient credibility to sell the value and benefits of workforce development and related services.

5. ***Coordination and Alignment among Partners in Serving the Target Population:*** Principal workforce partners and relationships focused on the serving immigrants and ELL customers are described throughout the modification narrative. These include the WDB: the Stockton WorkNet Center and affiliate AJCCs; EDD and its programs serving farmworkers; California Human Development, which is the WIOA 167 grantee for the county; and key education partners, including San Joaquin Delta College and adult education programs located throughout the county. Other significant partners include State Employment Development Department, San Joaquin County Office of Education, National Association for Mental Illness, HealthNet, Catholic Charities, Fathers and Families, and Mary Magdalene.

SUPPLEMENTAL NARRATIVE

PUBLIC COMMENTS IN DISAGREEMENT WITH LOCAL PLAN

A total of number (#) comments were received in response to the publication of a draft of the San Joaquin County WDB’s 2019 Local Plan Modification during a 30-day public comment period. Following are comments in disagreement with the draft plan, listed in the order in which they were received.

1.	Commenter:	NO COMMENTS RECEIVED.
	Date Received:	
	Method By Which Comment Communicated:	
	Comment:	

2.	Commenter:	
	Date Received:	
	Method By Which Comment Communicated:	
	Comment:	

3.	Commenter:	
	Date Received:	
	Method By Which Comment Communicated:	
	Comment:	

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**On-Going Stakeholder Engagement on Local Plan Modification Topics
July 1, 2017 – November 30, 2018**

Responses

Local Workforce Development Board
San Joaquin County

LWDB Contact Person for “On-Going Stakeholder Engagement” Information
Patty Virgen and Elena Mangahas

Past Engagement Event 1

a. What was the interaction (a meeting, a conversation)?
--

Child Support Services Forum held 8/29/18. After the Forum with Department of Child Support Services (DCSS), the local Workforce Development staff had several meetings with DCSS’ lead attorney, Gina Johnston, to see how we could work together to serve the unemployed, underemployed payment delinquent non-custodial parents. We discussed different access points and how to solidify the referral process to ensure the individuals were actually making it through the AJCC front doors.

b. Where, when and with whom?

Forum and meetings were held at the comprehensive AJCC, with Ms. Johnston; she was able to tour the AJCC and understand what services were provided so that she could then report back to the court commissioner responsible for ruling on the cases of payment delinquent individuals. She was able to speak to the court commissioner and informed us that the commissioner was supportive of the referral process.

c. What were the outcomes, if any, of information sharing and/or discussion?
--

As a result of these meetings and reporting back to the commissioner, Ms. Johnston developed a referral acceptable to the courts and would be used to mandate all individuals who go through the courts and are delinquent on their child support. In addition, we were informed that the other judges in the court were also interested in making referrals and will also be using the referral form. The referrals have already started coming into the AJCC.

Past Engagement Event 2

a. What was the interaction (a meeting, a conversation)?
--

Community Engagement/Input Forum held 9/19/18. As a result of the Community Forum we connected with Virginia Wimmer, Director of the San Joaquin County Veteran’s Services. Through this connection we were able to have a conversation about how we can serve some of the Veterans she is currently helping that are ready to go to work.
--

b. Where, when and with whom?

The Forum was held at the Comprehensive AJCC. San Joaquin County was asked by Stanislaus County if we could help them spend some money from their VEAP grant. We made contact with Ms. Wimmer and she informed us that she had many veterans who could benefit from this grant.

c. What were the outcomes, if any, of information sharing and/or discussion?
--

San Joaquin County received \$60,000 from Stanislaus County and have begun to work with the San Joaquin County Veteran's Services to get veterans certified and served through this grant.

Past Engagement Event 3

a. What was the interaction (a meeting, a conversation)?

After our English Language Learner Forum, it was identified that there isn't a strong referral system between California Human Development and Workforce Staff for Services for English Language Learners, Foreign Born Individuals and Refugees.

b. Where, when and with whom?

We met with CHD staff to establish a stronger referral process and addressed where the communication gaps were occurring between staff. We also eliminated steps that were duplicative and streamlined the process to minimize the number of times clients need to return to the AJCC for services.

c. What were the outcomes, if any, of information sharing and/or discussion?

As a result, we have begun to receive more referrals and the process is running smoothly.

Past Engagement Event 4

a. What was the interaction (a meeting, a conversation)?

After the CalFresh Forum, it was identified that the Community Partnership for families currently serves both CalFresh/CalFresh E&T participants as well as AB109 clients. I was able to connect with the Director from Community Partnership for families and it was agreed we would have a meeting with their case managers to see how we can collaborate and co-enroll.

b. Where, when and with whom?

We have made contact with the case manager supervisor and agreed to meet after the Holidays.

c. What were the outcomes, if any, of information sharing and/or discussion?

I will be going out to make a presentation to all of their staff and likewise they will be doing a presentation to AJCC staff to go over all of the programs they have to offer.

Past Engagement Event 5

a. What was the interaction (a meeting, a conversation)?

A meeting was held with core partners to increase services for Competitive Integrated Employment/Services for Individuals with ID/DD.

b. Where, when and with whom?

Core partners met including Valley Mountain Regional Center (VMRC), Department of Rehabilitation (DOR), Disability Resource Agency for Independent Living (DRAIL) and WorkNet America's Job Center of California staff to specifically discuss adding the AJCC to the Local Partnership Agreement (LPA) for Competitive Integrated Employment (CIE) and improve the levels of services and employment opportunities for individuals with disabilities.

c. What were the outcomes, if any, of information sharing and/or discussion?

A LPA has been drafted to include WorkNet, America's Job Center of California as an "Identified Core Partner", and includes the identification of WorkNet resources. The LPA details the referral process, includes sharing resources, cross-training, streamlining other processes, details how staff development training will be provided, and how sharing of service information will be captures. This is the first time the AJCC has been added to the LPA.

The San Joaquin County Workforce Development Board is updating its Local & Regional Plans



Your participation and input is critical to developing a plan that is responsive to the needs of our community



SAVE THE DATE!

Wednesday, September 19, 2018

2:00 PM to 4:30 PM

CalFresh Employment & Training

Developing Workforce System

Partnerships with CalFresh Employment
and Training Programs

- What are the Barriers to Employment?
- How Can We Leverage Our Resources?
- How Can We Align Our Programs?

As service providers to this Targeted Group, we invite you to help us answer these questions

This forum will be held at the Stockton WorkNet Center
Located at 56 South Lincoln Street, Stockton, CA 95203

(209) 468-3500 | www.sjworknet.org | Facebook/sjcwn |  @sjworknet

This WIOA Title I-financially assisted program or activity is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. California Relay Service 711 or 1-800-735-2922 (English) 1-800-855-3000 (Spanish)

A proud partner of the America's **JobCenter** network
of California™

August 27, 2018

Dear Community Partner:

RE: Workforce Innovation and Opportunity Act (WIOA) Local and Regional Plan Modifications - CalFresh and Community Engagement Forums

The San Joaquin County Workforce Development Board (SJCWDB) is preparing to modify our existing Local and Regional WIOA Plans. Modifications are necessary, in part, to incorporate changes to the recently modified State WIOA Plan that has been submitted to the U.S. Department of Labor.

As we prepare to modify the plans, the SJCWDB will be seeking stakeholder and community input through a series of forums. These forums will address various target groups and programs, including: CalFresh program participants; the unemployed, underemployed, and payment-delinquent non-custodial parents; Department of Rehabilitation's "Competitive Integrated Employment" program that assists individuals with disabilities; and English-language learners, immigrants, and refugees.

Through a complementary regional planning process, additional listening session and forums will be held to gather pertinent information for the Local and Regional Plan in order to align the service delivery for: formerly incarcerated and other justice-involved individuals; Multi-Craft Core Curriculum (MC3) pre-apprenticeship partnerships, as well as, any other services that may have been affected pursuant to changes in the labor market and economic conditions affecting the implementation of Local and Regional Plans.

The CalFresh Employment and Training forum, held in partnership with the Human Services Agency and the Community Partnership for Families, will focus on the needs of all recipients of CalFresh including, but not limited to, participants in CalFresh Employment & Training services, and is scheduled for Wednesday, September 19, 2018 at 2:00 p.m., at the Stockton WorkNet Center.

A Community Engagement Forum focused on the local workforce system and the needs of the community is scheduled for Wednesday, September 19, 2018, from 5:30 p.m. to 7:00 p.m., at the Stockton WorkNet Center.

August 27, 2018

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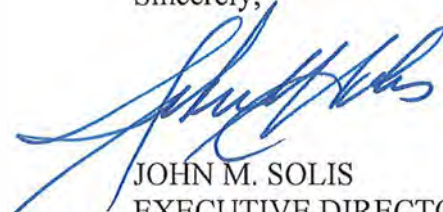
Workforce Innovation and Opportunity Act (WIOA) Input for
Local and Regional Plan Modifications

Your participation at these forums is crucial in order to obtain the necessary information and to ensure that the interests of the clients you serve are placed at the center of the planning conversations. Your input in these forums is essential in identifying the needs of the populations you serve and in establishing strategic and meaningful partnerships. Included with this letter are the event fliers containing pertinent information about these forums.

As community service organizations, we have common stakeholders and can align the delivery of necessary services to improve labor market outcomes for all the targeted populations. Please join us in these conversations and feel free to extend an invitation to any of your partners who may provide additional contributions to this conversation, including your staff, as appropriate.

Should you have any questions or need additional information, please contact my office at (209) 468-3500.

Sincerely,



JOHN M. SOLIS
EXECUTIVE DIRECTOR

Attachments

LOCAL AND REGIONAL PLAN INVITEES				
LAST	FIRST	TITLE	ORGANIZATION	E-MAIL
Acevedo	Gene	Board Member	Workforce Development Board	gn_acvdo@hotmail.com
Acosta	John		YMCA	jacosta@ymcasjc.org
Acosta	Lawrence		Pacific Gas and Electric	LHA3@pge.com
Alcantor	Tammy	Human Resources	City of Escalon	TAlcantor@cityofescalon.org
Allum	Skip		California Dept of Transportation	Skip.allum@dot.ca.gov
Ammann	Mike	CEO	SJ Partnership/Business Council	mammann@sanjoaquinusa.org
Andrade	Jesus		SJC Hispanic Chamber of Commerce	jandrade@sichispanicchamber.com
Andres	Janell		Creative Child Care Services	manteca@cccisi.com
Andrus	Ward		Stockton Unified School District	wandrus@stocktonusd.net
Appel	Robin	Supervising Judge Family Law	San Joaquin County Superior Courts	rappel@sjcourts.org
Areida	Maxine		Stockton Unified School District HCA	maxineareida@stocktonusd.net
Arguelles	Johnny	Division Director	SICOE, Center for Educational Dev and Research, Career & Technical Ed Center	jarguelles@sjcoe.net
Arroyo	Daryl	Division Dean	SJDC, Humanities, Social Science, Education, Kinesiology & Athletics	darroyo@deltacollege.edu
Arvizn	Maribel	Fiscal and Human Resource Coordinator	Team Charter	marvizn@team-charter.org
Aschieris	Richard	Port Director	Port of Stockton	raschieris@stocktonport.com
Attix	Shelley		Modesto Community College	shelley.attix@mccd.edu
Baker	Meredith	Executive Director	Community Partnership for Families of San Joaquin	mbaker@cpfsj.org
Baker	Laura		Boys & Girls Club	lbaker@lodibic.org
Balaji	Kris	Department Head	SJC Public Works	kbalaji@sjgov.org
Ball	Dan	Board Member	Workforce Development Board	dan.ball@mclanefs.com
Ballin	Sheila		San Joaquin County Superior Courts	sballin@sjcourts.org
Baltazar	Daisy		Lodi Unified School District	dbaltazar@lodiUSD.net
Barbero	Gloria		Community Action Partnership Kern	gbarbero@capk.org
Bautista	Jennie	Business Services Manager	Tulare Workforce Development	jbautista@tularewib.org
Beattie	Joanna	Executive Director	Manteca Chamber of Commerce	joann@manteca.org
Becerra	Chris		San Joaquin County	cbecerra@sjgov.org
Becker	Jerry	Director	SJC - Information Systems Division	jbecker@sjgov.org

Beckman	Nancy		Visit Lodi Conference and Visitors Bureau			nbeckman@visitlodi.com
Bedolla	Carlos	Business Manager/Secretary	America, Local 73			cbedolla@liuna73.org
Bennett	Sarah		Communit Center for the Blind			sarahb@communitycenterfortheblind.org
Benson	Jeanette		Global Trade and Logistics			
Bernstein	USMCJ		Circle of Friends			usmcbernstein@gmail.com
Bestolarides	Steve	Assessor/Recorder/County Clerk	SJC - Assessor's Office			assessor@sjgov.org
Bhatka	Jateen	Coordinator, Code Camp	SICOE, Center for Educational Dev and			
Bivens	Bobby	Instructor	Research, Career & Technical Ed Center			jbhatka@sjcoe.net
Boesch	Janissa		NAACP			bobbybivens@aol.com
Borges	Mike	Chief of Police	Department of Child Support Services			Janissa.Boesch@dcss.ca.gov
Boswell	Zach	Principal	Escalon Police Department			
Bradley	Randall	Interim City Manager	Merrill F. West High School, Tracy USD			zboswell@tUSD.net
Brice	Lania		City of Tracy			randall.bradley@ci.tracy.ca.us
Brown	Troy	Associate Superintendent	California Department of Corrections			Lania.Brice@cdcr.ca.gov
Brucker	Adam		SJC			tbrown@sjcoe.net
Brusa	Jim	President	St. Mary's High School			abrucker@sjgov.org
Burcham	Shelley		City of Tracy			jbrusa@saintmaryshighschool.org
Burke	Clark	Superintendent	Manteca Unified School District			shelley.burcham@ci.tracy.ca.us
Camacho	Virginia	CEO	Visit Manteca			jmesser@mUSD.net
Campbell	Patricia	Dean University College	UOP			virginiavisitmanteca@gmail.com
Capra	Kristi	Senior Program Developer	University of the Pacific			pcampbell@Pacific.edu
Caras	Justina	San Joaquin Outreach Lead, CYES	Rising Sun Energy			caras@risingsunenergy.org
Carrillo	Manny	Apprenticeship	Labors Training and Retrg. Trust Fund			mcarrillo@norcalaborers.org
Castanon	Michelle	Program Manager	SICOE, Career Technical Education & Workforce Development, Workforce Development Ctr			mcastanon@deltacollege.edu
Castillo	Tony	Workforce Development Manager	Labors Training and Retrg. Trust Fund			tastillo@norcalaborers.org
Castillo	Tammy	Director	OE3 Operators Engineers Local 3			tcastillo@oe3jac.org

Castro	Paul	Director	CHD-Farmworkers Services and Workforce Development	paul.castro@cahumandevelopment.org
Cenedella	Danielle		Department of Child Support Services	Danielle.Cendella@dcss.ca.gov
Chand	Vinal	Analyst	Stanislaus Workforce Development	chandv@stanalliance.com
Cheney	Lisa	Associate Superintendent of Education Services	Lincoln Unified School District	lcheney@lusd.net
Chesley	Andrew	Executive Director	San Joaquin Council of Governments	chesley@sjcog.org
Childs	Roy	Professor Emeritus	UOP	schilds@pacific.edu
Churchill	Leon	City Manager	City of Tracy	leon.churchill@ci.tracy.ca.us
Colombini	Jay	Board Member	Revolving Loan Fund Board	jcolombini@fmbonline.com
Cook	Nancy		San Joaquin Delta College	ncook@delatcollege.edu
Cotta	Myron	Bishop	Diocese of Stockton	Bishopcotta@stocktondiocese.org
Cruz	Lori	Director	SJC-Department of Child Support Services	lcruz@sjgov.org
Cuevas	Mayra	Board Member	Revolving Loan Fund Board	Mayrascuevas@hotmail.com
Culberson	David	Department Head	SJC San Joaquin General Hospital	dculberson@sjgh.org
Cunningham	Marcia	Department Head	SJC General Services	mcunningham@sjgov.org
Cwiek	Ted	Director	SJC Human Resources	tcwiek@sjgov.org
Dabrowski	Frank	District Coordinator	Carpenters Training Committee	fdabrowski@ctcnc.org
Damele	Tony	Coordinator II	SJCOE, Career Technical Education, Career & Technical Education Center	tdamele@sjcoe.net
Dates	Mona		Creative Child Care Services	sierravista@cccjsi.com
DeAngelo	Jennifer		San Joaquin County Office of Education	jdeangelo@sjcoe.net
DeBrum	Stephen	Mayor	City of Manteca	sdebrum@ci.manteca.ca.us
DeLaRosa	Senaida		SJC Hispanic Chamber of Commerce	info@sjhispanicchamber.com
DeMartino	Donna		SMART/San Joaquin RTD	ddemartino@sanjoaquinrtd.com
Denham	Jeff	Congressman	U.S. House of Representatives	denham.house.gov
Dextraze	Kelly	Superintendent	Lincoln Unified School District	kdextraze@lusd.net
Dhaliwal	Sonny	Mayor	City of Lathrop	sdhaliwal@ci.lathrop.ca.us
Diederich	Greg	Department Head	SJC Health Care Services	gdiederich@sjgh.org
Dispensa	Harry	Apprenticeship Consultant	Office of Apprenticeship US DOL	Dispensa.harry@dol.gov
Douglass	Lisa	Community Engagement Manager	UOP	ldouglass@pacific.edu
Drake	Jon	Department Head	SJC Purchasing and Support Services	jdrake@sjgov.org

Dubroff	Melinda	Department Head	SJC Registrar Voters	mdubroff@sjgov.org
Duzenski	Mimi	Department Head	SJC Clerk of the Board	mduzenski@sjgov.org
Easterling	Jenny		EDD	Jenny.Easterling@edd.ca.gov
Ecker	Brad	Client/Network Administrator	San Joaquin Partnership	becker@sanjoaquina.org
Edman	Leslie	Executive Director	Central Valley Asian-American Chamber of Commerce	stocktonasianchamber@gmail.com
Eggman-Talam	Susan	Assemblymember	California State Assembly	eggmans@csus.edu
Eilbeck	Pamela	President	University of the Pacific	president@pacific.edu
Elliott	Bob	Board Member	SJC Board of Supervisors	belliott@sjgov.org
Ellis	Aaron	Deputy Director Client Services	Kern Workforce Development	aarone@kerncounty.com
Ellis	Helen	Collaborative Courts Manager	San Joaquin Collaborative Courts	hellis@sjgov.org
Escobar	Lincoln		Boys & Girls Club	linshaeill@gmail.com
Eschridge	Steve		Port of Stockton	sescobar@stocktonport.com
Esparza	Kenda		United Cerebral Palsy	keskridge@ucpsj.org
Figueroa	Veronica		San Joaquin Housing Authority	vesparza@HACSJ.Ccom
Finley	Christina	Administrative Support Clerk	Family Resource and Referral Center	cfigueroa@frrcsj.org
Fisher	Jane		Stanislaus Workforce Development	finleyj@stanalliance.com
Fong	Valerie		College of the Sequoias	valerief@cos.edu
Forrest	Les	Board Member	Workforce Development Board	les@kenfongassociates.com
Forshay	Lorinda		San Joaquin Delta College	lforrest@deltacollege.edu
Foster	Adrienne		San Joaquin County Courts	aforshay@sjcourts.org
Freeman	Doris	Executive Director	Stanislaus Workforce Development	Fosterd@stanalliance.com
Frost	John	District Manager	California Water Service	jfreeman@calwater.com
Fuchs	Linda		San Joaquin Delta College	lfrost@deltacollege.edu
Fuchs	Mark	Assistant Executive	Carpenters Training Committee Northern	mfuchn@ctncn.org
Galgiani	Cathleen	Senator	California State Senate	senator.galgiani@senate.ca.gov
Galvan	Michelle	Executive Director	Community Center for the Blind	michellem@communitycenterfortheblind.org
Gastelum	Seidy	Community Outreach Manager	Aspire Public Schools	seidy.gastelum@aspirepublicschools.org
Gatdula	Frank		California Human Development	francisco.gatdula@CAHumanDevelopment.org
Geigle	Bryce	Chief Academic Officer	ABLE Charter Schools	bryce.geigle@ablecharter.com

Gettman	Candy	Deputy Director Employer Services	Kern Workforce Development	candyg@co.kern.ca.us
Givens	Terry	Board Member	Workforce Development Board	bigbudman@yahoo.com
Goulart	Sheila		San Joaquin County Office Education	sgoulart@sjcoe.net
Graham	Marian	Director of Catholic Schools	Diocese of Stockton	mgraham@stocktondiocese.org
Grant	Jaime		San Joaquin County	jgrant@sjgov.org
Gray	Tamra	SAP Chairperson	Stockton Unified School District, Student Support Services	tgray@stocktonusd.net
Griggs	Andrew	Teacher Be-tech	Manteca Unified School District, Career/Vocational/Shop	agriggs@musd.net
Gruzas	Sarah		Creative Child Care Services	alpine@cccisj.com
Guantone	Rick	Apprenticeship Consultant	SJCOE, Career Technical Education	rguantone@sjcoe.net
Hall	Rick	District Superintendent	Linden Unified School District	rihall@sjcoe.net
Halver	Peter	Division Manager	Northern California Chapter	pete@norcalneca.org
Harb	Barb		City of Tracy	barbara.harb@ci.tracy.ca.us
Harrison	Faimous		University of California Stanislaus	fharrison@csustan.edu
Hart	Kathy	Superintendent	San Joaquin Delta College	Khart@deltacollege.edu
Hasem-Houy	Raksan		Family Resource & Referral Services	rhoy@frrcsj.org
Hawkins	Eric		UNEED2	info@uneed2.org
Hayes	Geneva	Director	Mary Magdalene Community Services	genevammagdalene@yahoo.com
Henderson	Keiland	City Manager	City of Stockton	keiland.henderson@stocktonca.gov
Hernandez	Raul	Representative/Organizer	United Assoc. of Plumbers and Pipefitters	raulh@local442.com
Hernandez	Jose	Board Member	Workforce Development Board	josehernandez128@gmail.com
Herrera	Liliana		Give Every Child A Chance	lherrera@gecac.net
Herrera	Ismael		CSU	isherrera@csufresno.edu
Hill	Vernel	President CEO	Service First of Northern California	info@servicefirstnc.org
Hinojosa	David	Regional Advisor	EDD	David.Hinojosa@edd.ca.gov
Hirota	Carol	Lead Administrator	Stockton School for Adults	chirota@stocktonusd.net
Hitchcock	Teresa	Executive Director	Kern Workforce Development	hitchcockt@co.kern.ca.us
Holtz	Brent	Department Head	SJC Cooperate Extension	baholtz@ucanr.edu
Homdus	Lucas	Coordinator	SJCOE, YouthBuild San Joaquin/Ameri-Corps, Career and Technical Education Center	lhomdus@sjcoe.net

Hoo	Ray		San Joaquin County Office of Education	rhoo@sjgov.org
Huber	Michael		Downtown Stockton Alliance	mhuber@downtownstockton.org
Hyland	James		Salvation Army	James.Hyland@usw.salvationarmy.org
James	Stephanie	Chief Probation Officer	San Joaquin County Probation	sjames@sjgov.org
Jansen	Julie	Principal	Lodi Unified School District, Adult Ed/CTE, Lodi Adult School	jjansen@lodiused.net
Jimenez	Gustavo	School Counselor	Vista High School (Escalon Unified)	gjimenez@escalonusd.org
Johnson	Chris	President	California Department of Corrections	Chris.Johnson@cdcr.ca.gov
Junn	Ellen	Executive Officer	California State University- Stanislaus	president@csustan.edu
Junqueiro	Rosa	Assistant Superintendent	San Joaquin County Superior Courts	rjunqueiro@sicourts.org
Kaeslin	Janine	Treasurer Tax Collector	SICOE, County Operated Schools and Programs, Wentworth Education Center	jkaeslin@sjcoe.net
Kay	Chris	Executive Director	Altamont Corridor Express/SJ Regional Rail	christ@acerrail.com
Keokham	Phonxay	Director	SJC Revenue and Recovery	pkeokham@sjgov.org
Kleinert	Chris	Executive Director	SICOE, Career Technical Education, Career & Technical Education Center	ckleinert@sjcoe.net
Knodt	Nate	Executive Director	SMART/San Joaquin RTD	nknodt@sanjoaquinrtd.com
Koeurt	Sovanna	Executive Director	APSARA	admin@apsaraonline.org
Koller	Vinz	Executive Director	Fresno Workforce Development	vinz_koller@spra.com
Konczal	Blake	Executive Director	SICOE	bkonczal@workforce-connection.com
Kopecki	Jennifer	Regional Manager, CYES	Rising Sun Energy	jkopeccki@sjcoe.net
Kumar	Darren	Executive Assistant to the President	UOP	kumar@risingsunenergy.org
Lacy	Shim	Liaison	California Dept. of Transportation Caltrans	slacy@pacific.edu
Lao	Zorayda	Manager of Presidential Events	Family Resource & Referral Services	Zorayda.Lao@dot.ca.gov
Lechich	Lynnie	CEO	Central Valley Asian American Chamber of Commerce	Llechich@pacific.edu
Ledezma	Lupe	Acting Director of Ed Services	Stockton Unified School District, Native American Indian Center	lledezma@frrcsj.org
Lee	Denise	CEO	Stockton Unified School District, Native American Indian Center	dlee@sbcglobal.net
Leon	Katrina	Acting Director of Ed Services	Stockton Unified School District, Native American Indian Center	kleon@stocktonusd.net

Leong	Michael	Representative	Carpenters Training Committee Northern	mleong@ctcnc.org
Lima	Shellie	Department Head	SJC Office of Emergency Services	slima@sjgov.org
Lippincott	Lance	Executive Director	Kings Workforce Development	Lance.Lippincott@co.kings.ca.us
Long	Vicki	Program Manager	MotherLode Workforce Development	vickil@milit.org
Lopez	Steve	Business Representative	OE3 Operators Engineers Local 3	slopez952@yahoo.com
Lopez	Hector	Coordinator	Carpenters Training Committee Northern	hlopez@ctcnc.org
Lorente	George		SMART/San Joaquin RTD	glorente@sanjoaquinrtd.com
Loret de Mola	Nick	Deputy Director	Merced Workforce Development	NLoretDeMola@co.merced.ca.us
Lyell	Miriam	Department Head	SJC Public Defender	mlyell@sjgov.org
Mackey	Kelly	Regional Director of Strategic Partnerships	State of California, Office of Industrial Relations	kmackey@dir.ca.gov
Magana	Laura	Compliance and Standards Officer	Kings Workforce Development	laura.magana@co.kings.ca.us
Maldonado	Anita	CEO	California Human Development	anita.maldonado@cahumandevelopment.org
Malik	Andrew	Economic Development Manager	City of Tracy	Andrew.Malik@ci.tracy.ca.us
Maloney	Dan	Chamber Manager	Lathrop District Chamber of Commerce	info@lathropchamber.org
Marchy	Lori		Advanced Manufacturing	marchyl@yosemite.edu
Mark	Michael	Representative	Sheet Metal Workers Local 104	michaelm@smw104.org
Martinez	Nati	LMID	EDD	Natividad.martinez@edd.ca.gov
Mavrogenes	Harry	Airport Director	Stockton Airport	hmavrogenes@sjgov.org
McAfee	Stacy	Associate Vice-President	UOP	smcafee@pacific.edu
McBride	Nate	Director	SJDC, Small Business Development Center	nmcbride@deltacollege.edu
McCann	Cheryl		San Joaquin County Courts	cmccann@sjcourts.org
McCorry	Maureen		University of California Stanislaus	mmccorry@csustan.edu
McDuffie	Ellen		Goodwill	emcduffie@goodwill-sjv.org
McGee	Malika		Community Action Partnership Kern	mmcgee@capk.org
McMunn	David	Deputy Director	Tulare Workforce Development	dmcmmunn@tularewib.org
McNickle	Kari	Employer Champion Queen	DIBS	kari@dibsmway.com
Medeiros	Diane	Principal	Manteca Adult School	dmedeiros@musd.net
Meier	David		Pacific Gas and Electric	DIMR@pge.com

Menil	Brad		San Joaquin Regional Transit District	bmenil@sirtd.com
Michaels	Jeffery		Center for Business and Policy Research	jmichael@pacific.edu
Millan	Eloisa	Social Worker	Stockton Unified School District, Foster Youth Liaison Office	emillan@stocktonusd.net
Miller	Katie	Human Resources Manager	Port of Stockton	kmiller@stocktonport.com
Miller	Janice		City of Stockton	Janice.miller@stocktonca.gov
Miller	Kathy	Board Member	SJC Board of Supervisors	kmiller@sjgov.org
Miller	Michael	Department Head	San Joaquin County Human Services Agency	mimiller@sjgov.org
Miller	Jeanie		Boys & Girls Club	jmiller@bgmanteca.org
Mills	Mary		Creative Child Care Services	smallworld@cccisj.com
Mirrione	David	Executive Director	Merced Workforce Development	Dmirrione@co.merced.ca.us
Mix	Cindy		Valley Mountain Regional Center	cmix@vmrc.net
Mohle	Dennis		Fresno City College	dennis.mohle@fresnocitycollege.edu
Monroe	Carol		SJC Human Services Agency	cmmonroe@sjgov.org
Montarrez	Aida		Community Medical Centers	amonarrez@cmcenters.org
Moore	Steve	Sheriff/Coroner	San Joaquin County Sheriff's Office	smoore@sjgov.org
Moreno	Jose		San Joaquin County	josemoreno@sjgov.org
Mortensen	Stacey	Executive Director	ACE	smortensen@acerail.com
Mousalimas	James	Superintendent	San Joaquin County Office Education	jmousalimas@sjcoe.net
Munguia	Oscar		Give Every Child A Chance	omunguia@gecac.net
Murdaugh	Kimberly	Director Human Resource	City of Tracy	hr@cityoftracy.org
Myles	Mark	County Counsel	SJC County Counsel	jmyles@sjgov.org
Nakanishi	Alan	Mayor	City of Lodi	anakanishi@lodi.gov
Nichols-Wash	Cathy	Superintendent	Lodi Unified School District	cwasher@lodiUSD.net
Nino	Monica	County Administrator	San Joaquin County Administration	mnino@sjgov.org
Noll	Jason	Principal	Tracy High School	jnoll@tusd.net
Nunez	Manuel	Director	SICOE, Migrant Education, Wentworth Education Center	mnunez@sjcoe.net
Nunez	Sammy	Director	Fathers and families	snunez@ffsj.org
Nuss	Lynsay		Women Center & Family Services	Lnuss@wcyfs.org
Ogden	Tim	City Manager	City of Manteca	togden@ci.manteca.ca.us
Okamoto	George	Chief Information Officer	Labor & Workforce Development Agency	george.okamoto@labor.ca.gov
Okamoto-Vauj	Wilma	Dean of Administration	Humphreys University	wov@humphreys.edu

Olea	Erick			Give Every Child a Chance	emunguia@gcac.net
O'Nanik	Scott				snanik@ccoe.k12.ca.us
Ost	Denise			Goodwill	DeniseO@goodwill-siv.org
Ouyang	John			Delta Charter High School	jouyang@njes.org
Owsus-Spence	Brandie			African American Chamber of Commerce	eyv209@gmail.com
Parker	LeAnn				lparker@sjcphs.com
Patrick	Pat	CEO		Lodi Chamber of Commerce	ppatrick@lodichamber.com
Patterson	Maria	Sergeant of Arms		San Joaquin Calaveras Center Labor Council	mariapatterson0504@att.net
Patti	Tom	Board Member		SJC Board of Supervisors	tpatti@sjgov.org
Peck	Adam	Executive Director		Tulare Workforce Development	apeck@tularewib.org
Pelican	Tim	Agricultural Commissioner/Sealor of Weights & Measures		SJC, Office of Agricultural Commissioner	stocktonag2@sjgov.org
Peralta	Henry	Board Member		Workforce Development Board	hperalta@pacbell.net
Perry	Lorraine	Cluster Manager		EDD	Lorraine.perry@edd.ca.gov
Person-Whitley	Sheba			City of Stockton	Sheba.Person-Whitley@stocktonca.gov
Peterson	Holly	Chief Programs Officer/6-12 Principal		ABLE Charter Schools	holly.peterson@ablecharter.com
Pogue	Thomas			UOP CBPR Eberhardt School of Business	tpogue@pacific.edu
Post	Adele			City of Lodi	apost@lodi.gov
Presto	Anthony			SJ Valley Air Pollution Control District	anthony.presto@valleyair.org
Prieto	Juan			California Human Development	juan.prieto@cahumandevopment.org
Ramirez	Ernestina			Creative Child Care Services	ernestina@cccisj.com
Ramirez	Elvira	Executive Director		Catholic Charities	eramirez@ccstockton.org
Ransom	Rhodesia			Sow A Seek	director@sowaseedcf.org
Rastreed	Sarah	Executive Legislative Coordinator		ACE	sarah@acerail.com
Reece	Leslie			Family Resource & Referral Services	lreece@frrcsj.org
Resa	Paula	Director of Field Services		Carpenters Training Committee	presda@ctcnc.org
Restuccia	Mike	Councilmember		City of Ripon	mrestuccia@cityofripon.org
Reyna	Joel				joel.reyna@asm.ca.gov
Rhea	Wes	Director		Visit Stockton	wes@visitstockton.org
Richmond	Lisa			San Joaquin County Medical Society	lisa@sjcms.org

Rickman	Robert	Mayor	City of Tracy	Robert.Rickman@cityoftracy.org
Riley	Veronica	Deputy Director	San Joaquin County Child Support Services	vriley@sjgov.org
Robertson	Tim	Board Member	Workforce Development Board	tim@nvlf.org
Rodriguez	Jose	President CEO	El Concilio	jrodriguez@elconcilio.org
Rogers	Brenda	Senior Apprenticeship Consultant	Department of Apprenticeship Standards	brogers@dir.ca.gov
Romo	Dominique		City of Escalon	dromo@cityofescalon.org
Ruhstaller	Kay	Executive Director	Family Resource and Referral Center	kruhstaller@frrcsj.org
Ruiz Huston	Ines	Latino Community Outreach	University of the Pacific	iruiz@pacific.edu
Runner	Micah		City of Stockton	Micah.runner@stocktonca.gov
Saffold	Randy		City of Manteca	rsaffold@ci.manteca.ca.us
Salazar-Verber	Tori	District Attorney	SJC District Attorney	tori-verber@sjcda.org
Saldana	Joanna	Career Developer Liaison	WorkStart Yes, SJCOE	jsaldana@sjcoe.net
Saltz	Michael	Contracts Administrator	Kern Workforce Development	saltzman@kerncounty.com
Sanborn	Robin	Board Member	Workforce Development Board	robinlsanborn@gmail.com
Sanchez	Luis	Board Member	RFL Board	lhsanchez329@gmail.com
Sangha	Gurminder	Deputy Sector Navigator	Advanced Manufacturing	gurminders@cos.edu
Sarna	Ryan	Labor Relations	Norcal NECA	ryans@norcalneca.org
Savatorre	Stephen		City of Lathrop	ssalvatorre@ci.lathrop.ca.us
Schaffran	Tawn	Lead Guidance Counselor/Senior Internship Coordinator	Tracy Learning Center	tschaffran@tracylc.net
Schallberger	Joel	Principal	Village Oaks High School - Lincoln Unified	jschallberger@lusd.net
Schmidig	Richard		San Joaquin County Office of Education	rschmidig@sjcoe.net
Schultz	Suzanne		San Joaquin County DA's Office	Suzanne.Schultz@sjcda.gov
Schwabauer	Steve	City Manager	City of Lodi	sschwabauer@lodi.gov
Schwabauer	Steve		City of Lodi/Lodi Utility	sschwabauer@lodi.gov
Scott-Contreras	Tracie	Board Member	Madera Workforce Development	Tscott-Contreras@maderaworkforce.org
Sepulveda	Julian	Board Member	Workforce Development Board	sepulvedastruck@sbcglobal.net
Shick	Johanna	Department Head	SJC Retirement Office	johannas@sjcera.org
Silva	Amy		Creative Child Care	asilva@cccisj.com
Silva	Meagan		San Joaquin County Office of Education	mesilva@sjcoe.net
Simoni	Eric		Escalon High School	esimoni@sjcoe.net

Simonich	Don	Apprenticeship Consultant	SJCQE, Career Technical Education	dsimonich@sjcoe.net
Sivell	Bob	Board Member	Revolving Loan Fund Board	sivellfarms@msn.com
Small	Don		City of Manteca	dsmall@ci.manteca.ca.us
Smith	Karen	Board Member	Revolving Loan Fund Board	Karen.smith@cvb.com
Snyder	Nicole		City of Stockton	Nicole.snyder@stocktonca.gov
Sosa	Suzette		San Joaquin County Office of Education	ssousa@sjcoe.net
Spade	Tamra	Board Member	Workforce Development Board	TSapade@riponchamber.org
St. George	Margaret		San Joaquin County Office of Education	mstgeorge@sjcoe.net
Star	Keven	Director Human Resource	City of Stockton	human.resources@stocktonca.gov
Stark	Russell	Director	SJC Stockton Metropolitan Airport	rstark@sjgov.org
States	Bret	Coordinator	SJCQE, STEM Programs, Wentworth Education Center	bstates@sjcoe.net
Stephens	Brian	Superintendent	Tracy Unified School District	bstephens@tusd.net
Stevenson	Bill	Board Member	Kern Workforce Development	bill@kerncounty.com
Stogbauer	Phyllis	Program/Procurement Manager	Fresno Workforce Development	pstogbauer@workforce-connection.com
Strachan	Drew		Carrol Company	dndstrachan@gmail.com
Strube	Sam	Principal	Tracy Adult School	sstrube@tusd.net
Sullivan	Kerry	Director	SJC Community Development Department	ksullivan@sjgov.org
Supnet	Mario	BEA Coordinator	Greater Stockton Chamber of Commerce	bea@stocktonchamber.org
Teasdale	David	Director	Energy, Construction and Utilities	dteasdal@kccd.edu
Thoeny	Dave	Executive Director	MotherLode Workforce Development	dthoeny@mliji.org
Thoeun	Chanthy		SJC Public Health Services	cthoeun@sjcphs.com
Thomas	David	Secretary Treasurer	San Joaquin Building Trades	dthomasncdc@gmail.com
Thomas	R		SICBH-Chemical Dependency Counseling	rthomas@sjcbhs.org
Throne	Yauna		Boys & Girls Club	ythrone@bgctracy.org
Torres	Amy	Project Manager	MotherLode Workforce Development	atorres@mliji.org
Touch	Anna		SIDC	atouch@deltacollege.edu
Tubbs	Michael	Mayor	City of Stockton	mayor@stocktonca.gov
Turkotte	Linda	Department Head	SJC Environmental Health	lturkotte@sicehd.com
Ulmer	Tim		Ulmer Photography	ulmerphoto@aol.com

Uychutin	Connie		San Joaquin ARC	connieu@thearcsj.org
Valenzuela	Sofia	CEO	Tracy Chamber of Commerce	svalenzuela@tracychamber.org
Vallejo	Debbie	Executive Director	Team Charter	dvallejo@team-charter.org
VanCamp	John		San Joaquin Regional Transit District	ivancamp@sjrtd.com
Vang	Mai		LAO Family Community Empowerment	mkvang@flemppowerment.org
Vang	Maiknue	Interim Deputy Director	Madera Workforce Development	mvang@maderaworkforce.org
Vargas	Salvador	Interim Assistant Superintendent/Vice President of Instruction and Planning	SIDC, Instruction and Planning	svargas@deltacollege.edu
Vargas	Max		City of Stockton	Max.Vargas@stocktonca.gov
Velo	Vincent	Program Manager	Kings Workforce Development	Vincent.Velo@co.kings.ca.us
Vierra	Jeff		DRAIL	jeff@drail.org
Vigil	Diane	Board Member	Workforce Development Board	d.vigil@dameronhospital.org
Vigil	Lisa	Field Representative	Carpenters Local 152	lvigil@nccrc.org
Villanueva	Juan		Port of Stockton	ivillanueva@stocktonport.com
Villapudua	Miguel	Board Member	SIC Board of Supervisors	cvillapudua@sjgov.org
Vincelet	Greg	Board Member	Workforce Development Board	gregv@local442.com
Vistica	Bonnie	Board Member	Revolving Loan Fund Board	bvistica@mgdrilling.com
Vongehr	Chelsea	Public Information Officer/Grant Writer	Lodi Unified School District	cvongehr@lodiUSD.net
Wallach	Lita	President	Wallach and Associates	lita.wallachconsult@gmail.com
Ward	Jamie	Assistant Principal	Village Oaks High School - Lincoln Unified	jward@lUSD.net
Waters	Elizabeth	Workplace Internship Coordinator	SIDC Workforce Development Center	ewaters@deltacollege.edu
Watts	Jaime		Miracle Mile Imp. District	info@stocktonmiraclemile.com
Werner	Kevin	City Administrator	City of Ripon	kwerner@cityofripon.org
Wesley	John	Board Member	Revolving Loan Fund Board	JJW38@comcast.net
Weston	Ardria	Staff Services Manager	Department of Rehabilitation	ardria.weston@dor.ca.gov
Wilhoit	Douglass	Chief Executive Officer	Greater Stockton Chamber of Commerce	Doug@stocktonchamber.org
Willet	Beth	Information Systems Manager	SIC-Information Systems Division	bwarren@sjgov.org

Williams	Marcus	Regional Vice-President	SEIU Local 1021	mwilliams2@sbcglobal.net
Willis	Rebecca	Director	City of Lathrop	rwillis@ci.lathrop.ca.us
Wilson	Kurt	City Manager	City of Stockton	city.manager@stocktonca.gov
Wilson	Leanne		Creative Child Care Services	ukp@cccjsj.com
Wilverding	Jerome	Auditor-Controller	SJC Auditor Controllers Office	wilverding@sjgov.org
Wimmer	Virginia	Director	San Joaquin Veteran's Services	vwimmer@sjgov.org
Winn	Chuck	Board Member	SJC Board of Supervisors	cwinn@sjgov.org
Xiong	Ka	USDA Grant Program	Fresno Workforce Development	kxiong@workforce-connection.com
Yang	Der	Business Manager	UOP	Dyang@Pacific.edu
Yanni	Larry	Deputy Director	MotherLode Workforce Development	lyanni@miji.org
Zuidervaart	Ken		City of Ripon	kzuidervaart@cityofripon.org
Zurich	Sheila	Senior Apprenticeship Consultant	Department of Industrial Relations, Division of Apprenticeship Standards	szuvich@dir.ca.gov

**COMMUNITY AND STAKEHOLDER FORUM ON
IMPROVING SERVICES TO COLLABORATING WITH
CALFRESH EMPLOYMENT AND TRAINING PROGRAMS**

Wednesday, September 19, 2018
2:00 p.m. to 4:30 p.m.
Stockton WorkNet Center
56 S. Lincoln Street, Stockton, CA 95203

Presenter: David Shinder

Attendees: 24

Andy Fiskum, Stanislaus County Dept. of Workforce Development
Beth Heinz, San Joaquin County Human Services Agency
Carol Hirota, Workforce Development Board/Stockton Adult School
David Hinojosa, Regional Advisor, Employment Development Department
David Jimenez, Workforce Development Board
Denise Gibbs, Community Partnership for Families San Joaquin County
Eunice Johnson, Housing Authority San Joaquin County
Janet Rivera, San Joaquin Delta College
Jas Karan Dhesi, Stanislaus County Dept. of Workforce Development
Jenna Edgeton, Employment Development Department
Les Fong, Workforce Development Board
Mao Her, Family and Referral Center
Meredith Baker, Community Partnership for Families San Joaquin County
Paul Castro, California Human Development
Rebecca Salgado, California Bridge Academy
Sharon Oberman, San Joaquin County Office of Education (SJCOE)
Sheri Oneto, Workforce Development Board/Private Sector
Tony Rocha, San Joaquin County Human Services Agency
Victoria Moreno, Health Net

WorkNet Staff:

John Solis, Executive Director
Patty Virgen, Deputy Director
Alfredo Mendoza, EEDD Analyst III
Belinda Petate-Chan, Employment Training Supervisor
Karen Keen, Employment Training Supervisor

22:04 Introduction
23:50

**CaIFRESH EMPLOYMENT AND TRAINING FORUM
SEPTEMBER 19, 2018
2:00 P.M. TO 4:30 P.M.**

SIGN-IN LOG

NAME	AGENCY AFFILIATION/ADDRESS	PHONE(S)	E-MAIL ADDRESS	SIGNATURE
Paul Castro	CS Human Development	209 329 7479	pauc@csnpd.com & castro@csnpd.com	[Signature]
Rebecca Salgado	California Budget Center	559-269-9130	re@readingandbeyond.org	[Signature]
Beth Heinz	Human Service Agency	209-468-1592	mheinz@sigov.org	[Signature]
Tony Rocha	HSA	(209) 468-2050	arochoa@sigov.org	[Signature]
Joskaran Dhesi	Stanislaus County Workforce Development	(209) 558-2109	dhesi@stanislausccfd.com	[Signature]
Andy Fiskum	Stan Co. Workforce Development	209 303-1014	fiskum@stanislausccfd.com	[Signature]
Sheri Duetto	CAB Chairwoman	810- (209) 943-8774	sheri@stanislausccfd.com	[Signature]
Victoria Moreno	Health Net	(209) 943-4816	Victoria.E.Moreno@healthnet.com	[Signature]
Maren Keen	Wakned			
Jena Edgeton	EDD	209 948-7622	jenwedgeton@edd.ca.gov	[Signature]

**CaIFRESH EMPLOYMENT AND TRAINING FORUM
SEPTEMBER 19, 2018
2:00 P.M. TO 4:30 P.M.**

SIGN-IN LOG

NAME	AGENCY AFFILIATION/ADDRESS	PHONE(S)	E-MAIL ADDRESS	SIGNATURE
✓ Meredith B	CPFSJ	209 608 11210	Mbakor(acpfsj.org)	
✓ Denise G	CPFSJ	209 495 3443	dqib50@cpfsj.org	
✓ John M Sales	SJC WorkNet	(209) 468-300	J Sales @ SJC WorkNet	
✓ David Hinojosa	FDD - SACTO	(209) 539 653 6148	dhinojose@ddca.gov	
✓ D. Vinson	ESA - SS Co	209 501 1620	-	-
✓ Carlos Hinojosa	WDRB - Stockton USD	209 933-7455	Chirota @ StocktonUSD.net	
✓ Patty Virgen	SJC WorkNet	209 468-2245	Pvirgin@sjcworknet.org	
✓ Janet Rivera	Delta College	401-9903	jrivera@delta college.edu	
✓ ALFREDO MENDOZA	EDTD	468-3651	amendoza@edtd.org	

Alfredo Mendoza - WIOA Local and Regional Plan Modification - CalFresh and Community Engagement Forums

From: John Solis
Date: 8/28/2018 1:38 PM
Subject: WIOA Local and Regional Plan Modification - CalFresh and Community Engagement Forums
Cc: Bob Lanter; Bethany Renfree; Michael Dowdy; Rafael Aguilera; Tim.Rai...
Bc: Alfredo Mendoza
Attachments: Save The Date_CSS.pdf; Save The Date_Community.pdf; COMMUNITY PARTNER LTR.pdf

Good Morning Community Partners,

The San Joaquin County Workforce Development Board (SJCWDB) will be modifying its existing Local and Regional WIOA Plans to incorporate changes to the recently modified State WIOA Plan submitted to the U.S. Department of Labor.

As we prepare to modify the plans, the SJCWDB will be seeking stakeholder and community input through a series of forums. These forums will address various target groups and programs, including: CalFresh program participants; the unemployed, underemployed, and payment-delinquent non-custodial parents; individuals with disabilities; and English-language learners, immigrants, and refugees.

Through a complementary regional planning process, additional listening session and forums will be held to gather pertinent information for the Local and Regional Plan in order to align the service delivery for: formerly incarcerated and other justice-involved individuals; Multi-Craft Core Curriculum (MC3) pre-apprenticeship partnerships; as well as, any other services that may have been affected pursuant to changes in the labor market and economic conditions affecting the implementation of Local and Regional Plans.

The CalFresh Employment and Training Forum, held in partnership with the Human Services Agency and the Community Partnership for Families will focus on the needs of all recipients of CalFresh, including recipients of CalFresh Employment & Training services. It is scheduled for Wednesday, September 19, 2018 at 2:00 p.m., at the Stockton WorkNet Center, located at 56 S. Lincoln Street in Stockton.

A Community Engagement Forum focused on the local workforce development service delivery system and the needs of its stakeholders is also scheduled on Wednesday, September 19, 2018, from 5:30 p.m. to 7:00 p.m., at the Stockton WorkNet Center.

Your participation at these forums is crucial to obtaining the necessary pertinent information that will ensure that the interests of the clients we serve are placed at the center of the planning conversations. Your input in these forums is essential in identifying the needs of the populations we all serve and in establishing strategic and meaningful partnerships. Attached is the letter that was released to partner agencies along with the event fliers containing pertinent information about each of the forums.

As community service organizations, we have common stakeholders and can align the delivery of necessary services to improve labor market outcomes for all the targeted populations. Please join us in these conversations and feel free to extend an invitation to any of your partners who may provide additional contributions to this conversation, including your staff, as appropriate.

Should you have any questions or need additional information, please contact my office at [\(209\) 468-3500](tel:2094683500).



JOHN M. SOLIS
Executive Director

San Joaquin County WorkNet - EEDD
56 S. Lincoln Street
Stockton CA, 95203
[\(209\) 468-3500](tel:(209)468-3500)
[\(209\) 462-9063](tel:(209)462-9063) (FAX)



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Community and Stakeholder Forum on:

**Improving Services to Collaborating with
CalFresh Employment and Training Programs**

AGENDA

- I. Call to Order
- II. Overview of 4-Year Local Workforce Plans and Requirements for Biennial Review and Modification
- III. Overview of the CalFresh Employment and Training Program
- IV. State Requirements and Guidance on Workforce System Partnerships with the CalFresh Employment and Training Program
- IV. Objectives of the Community and Stakeholder Forum
- V. Consideration of and Discussions on:
 - A. Are CalFresh Employment and Training programs currently available in the local area? If so, what services are provided and which are the organizations providing them?
 - B. What types of workforce services are needed to help people receiving CalFresh succeed in the local labor market?
 - C. What barriers to employment are faced by CalFresh recipients and what resources are available to help assist them to overcome those barriers?
 - D. What partnerships currently exist or could be developed among the local workforce system, the county agency that manages CalFresh, and other organizations that provide or could provide services to CalFresh recipients? How do the partners work with one another and how do they share information?
 - E. Are CalFresh recipients being referred to programs that prepare them for high demand jobs in the region's priority sectors? What services or systems are in place that could help CalFresh recipients succeed in such programs and on the job?
- VI. Adjournment

Collaborating with CalFresh Employment and Training Programs

San Joaquin County
Workforce Development Board
September 19, 2018

Local Workforce Planning and Biennial Updates

- Workforce development programs operated under the federal Workforce Innovation and Opportunity Act (WIOA) are administered in California by 45 distinct Local Workforce Development Boards (LWDBs).
- In 2017, the LWDBs submitted 4-year Local Workforce Plans to the Governor, all of which were, ultimately, approved.
- In accordance with WIOA requirements, a biennial review of the 4-year Local Plans is required.
- California has established specific guidelines for the biennial review of Local Plans, including updates and addenda to bring the plans into alignment with California's 2018 update of the State Workforce Plan.

Required modifications to local plans must address:

- New partnerships with CalFresh Employment and Training Programs
- New Partnerships with Local Child Support Agencies
- Enhanced Collaboration with local representatives of the California Department of Rehabilitation and other agencies within the disability services network to implement Competitive Integrated Employment models
- Enhanced partnerships with local education agencies, community-based organizations and other stakeholders to serve English language learners, foreign born individuals and refugees³

What is the CalFresh Employment and Training Program

CalFresh is California's version of the federal Supplemental Nutrition Assistance Program (SNAP, formerly known as Food Stamps). It is part of the Nutrition Title of the national Farm Bill.

Under SNAP, Employment and Training (E&T) Programs were created to help food stamp recipients gain skills, training, or experience and increase their ability to obtain regular employment.

CalFresh E&T funds can be used to provide enhanced individualized services to program participants and are a potential food stamp outreach tool for low-income working families.

4

Overview of Local Plan Guidance on Workforce Partnerships with CalFresh and CalFresh Employment and Training Programs

- The California Workforce Development Board has entered into a formal partnership with the California Department of Social Services, the County Welfare Directors Association, and California Workforce Association with the goal of improving labor market outcomes for all recipients of CalFresh.
- Currently in California, 38 county human services agencies offer CalFresh Employment and Training (CalFresh E&T) program services to CalFresh participants on a voluntary basis.

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- According to the California State Employment and Training Plan (E&T Plan), California's CalFresh E&T program helps CalFresh recipients gain skills, training, and work experience that will increase participants' ability to obtain regular employment, advance on a career pathway, and achieve economic self-sufficiency.
- In FFY 2018, CalFresh E&T expects to serve over 100,000 CalFresh recipients.
- This growth is supported by a unique funding opportunity. CalFresh E&T providers, including county human services agencies and other third-party partners, are eligible to receive uncapped federal 50 percent reimbursement for costs paid using non-federal funding to provide allowable E&T services to people receiving CalFresh.

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- CalFresh E&T services are delivered by county human services agencies and a variety of other service providers, including CBOs and community colleges.
- Local Boards are encouraged to contact county human services agencies and invite them to participate in regional planning efforts.

7

Objectives of this Community Forum

- Give stakeholders and the community the opportunity to weigh in on the needs of this target group
- Learn from practitioners about best practices in meeting service needs
- Identify where gaps in services may currently exist
- Hear recommendations on building and/or strengthening partnerships with CalFresh Employment and Training Programs

8

For Your Consideration/Input

- Are CalFresh Employment and Training programs currently available in the local area? If so, what services are provided and which are the organizations providing them?
- What types of workforce services are needed to help people receiving CalFresh succeed in the local labor market?
- What barriers to employment are faced by CalFresh recipients and what resources are available to help assist them to overcome those barriers?

9

- What partnerships currently exist or could be developed among the local workforce system, the county agency that manages CalFresh, and other organizations that provide or could provide services to CalFresh recipients? How do the partners work with one another and how do they share information?
- Are CalFresh recipients being referred to programs that prepare them for high demand jobs in the region's priority sectors? What services or systems are in place that could help CalFresh recipients succeed in such programs and on the job?

10



**COMMUNITY AND STAKEHOLDER FORUM ON
IMPROVING SERVICES TO COLLABORATING WITH
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Presenter: David Shinder

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David Hinojosa, Regional Advisor, Employment Development Department
David Jimenez, Workforce Development Board
Denise Gibbs, Community Partnership for Families San Joaquin County
Eunice Johnson, Housing Authority San Joaquin County
Janet Rivera, San Joaquin Delta College
Jas Karan Dhesi, Stanislaus County Dept. of Workforce Development
Jenna Edgeton, Employment Development Department
Les Fong, Workforce Development Board
Mao Her, Family and Referral Center
Meredith Baker, Community Partnership for Families San Joaquin County
Paul Castro, California Human Development
Rebecca Salgado, California Bridge Academy
Sharon Oberman, San Joaquin County Office of Education (SJCOE)
Sheri Oneto, Workforce Development Board/Private Sector
Tony Rocha, San Joaquin County Human Services Agency
Victoria Moreno, Health Net

WorkNet Staff:

John Solis, Executive Director
Patty Virgen, Deputy Director
Alfredo Mendoza, EEDD Analyst III
Belinda Petate-Chan, Employment Training Supervisor
Karen Keen, Employment Training Supervisor

Consideration of and Discussions on:

1. Are CalFresh Employment and Training programs currently available in the local area? If so, what services are provided and which are the organizations providing them?

- Tony Rocha – Yes, they are available and we've expanded the program a couple of years ago. This is a general assistance program with job search and training giving them some of the tools to look for work. This job search program started 4 years ago and they teach participants some of the soft skills for a couple of weeks, resume writing, better skills to look for work, General Assistance (GA) loan program. A couple of years ago we partnered with Community Partnership for Families (CPF) -Meredith Baker.
- Meredith Baker - We met with a team at Human Services Agency (HSA), Bridge Academy out of Fresno County who really started the 50/50 match program and we launched employment and training in California. We received a large Federal grant, one of the largest employment and training programs in California of the 50/50 program; this is both State and local funds. It has to go into a State Plan. They set aside a chunk of money to serve CalFresh participants that is dedicated to serving those participants, then it can be matched and it has to be approved by the State and Feds. WE went to expanded 50/50 match program and we are not just using the private foundation funds. We raise funds. We are a results-driven agency getting people off of assistance within 18 months so they can become a tax paying citizen. We work with the AB109 community a lot of other training programs. Probation opened a pilot program to particularly serve the "CalFresh AB109" participants using AB109 State Realignment Bill funding. CCSJ runs the employment and training program. 50/50 reimburse for job training program. We have navigators to help them apply for this program. This is a voluntary program and they have to be committed to completing the program. This is an 18-month program. Once they are in the program, they will be on a path to sustainability.
- Carol Hirota – Adult Schools in San Joaquin offer the California High School Diploma, GED, we prep them for the High School Equivalency Certificate. We do have a Diploma program.

Public Money other than AB109 may be using, Education Money, California tax supported programs other public funds.

- Meredith Baker - This is a very new program and we are only in our second year. We have not had anyone graduate within 18 months yet. As an Executive Director, I wanted to be very cautious growing a program too quickly. We wanted to ensure it was properly structured with policy and procedures and be sustainable before taking on a lot of extra public funds. Without having a

program that was really was set in stone. That is something that we are looking forward to continuously finding what is eligible to match.

- Tony Rocha – The program was expanded about 4 years ago, it takes a lot to that match (matching funds), it is difficult to match a lot of our funding is Federal funds, our biggest expansion was for the job club program. The AB109 program triples on what they can do. We are just testing the water and finding how to get CBOs involved in the Central Valley. The committee started with the Fresno Bridge Academy with the goal of ensuring the success of the individuals and track how they are participating.
- Rebecca Salgado – Employment & Training Program Bridge Academy Reading and Beyond is an 18-month program with certain qualifications. Our participants have to meet with career navigators, they must be CalFresh recipients ages 18 to 59. We provide an assessment and perform intake upon starting with them to build a relationship. We check if they have any experience, if they need additional certificates, we start from the beginning. Most importantly, we check to see if they are ready and confirm that they are ready to commit to an 18-month program. Our goal is to overall self-sufficiency.
- David Jimenez – How do you monitor your success?
- Rebecca Salgado – Software systems track solutions, record case notes, track their previous work history. We focus on retention, any enroll them in certificate programs.

2. What types of workforce services are needed to help people receiving CalFresh succeed in the local labor market?

- Meredith Baker – Barriers include:
 1. Housing, Limited to No Work Experience,
 2. General Assistance Adults (County funded welfare program) with no children,
 3. Childcare for those with children,
 4. Transportation to and from training program(s) and work,
 5. Bus passes, Uber, fixing their car,
 6. Gasoline,
 7. General Assistance (GA),
 8. Lack of a high school diploma or GED,
 9. Previous criminal record preventing them from getting a job,
 10. Formally incarcerated need records expunged, and
 11. Unemployment, underemployment and survival skills.

3. What barriers to employment are faced by CalFresh recipients and what resources are available to help assist them to overcome those barriers?

- Denise Gibbs – Child Care, single parents, single moms that have children, CalFresh recipient's opportunities to help the moms to get to training. Job Club is one of the programs recipients need to attend.
- Mao Her – Large providers list, hours for job research, CalWORKs recipient's priority list
- Meredith Baker – CalFresh recipients are not eligible for CalWORKs.
- Carol Hirota – Big difference between Child Care and pre-schools program. Eligibility requirements are different.

David Shinder – Childcare slots for recipients. Places for kids to go.

- Belinda Petate Chan – Long term incarceration, lack of skills, or no skills at all, coming out jail or prison, limited work experience or no experience, disabilities with restriction with employment.
- Tony Rocha – Soft skills, help them keep the job.
- John Solis – Targeted population are the individuals that want to participate, change their lives, making a difference. Working together for the client. If we have partner agencies, if we have a common bond to leverage the resources by working together that we can use to help the participant better themselves and find employment.
- Les Fong – Transportation, bus services free for residence, currently fare act recovery 17% partner's agencies need to come together. Colleges, government agencies, others, funding to help student's free transportation services, we need to get them to buy into it. To cover the cost of transportation for the recipients.
- Meredith Baker – Data, availability resources, a website or link – guide workforce development website comprehensive list that would have job training programs, certification program in the county, updated regularly when non-funded programs when they are not listed anymore, when their grant funding go away. Eligibility requirement that is very clear and definite. Fund sources should be listed. Contact, e-mail for each program. We need to track this information. Structure should be easy for the community partners to use.

- Patty Virgen – San Joaquin Delta College has a link that provides all the resources. The difficult part is keep the information up-to-date. Working with the community connection directory for training providers.
- Meredith Baker – Community Connection is one of the biggest resources. Eligibility requirements are really not as clear. We should all use a standard “screening” tool.

4. What partnerships currently exist or could be developed among the local workforce system, the county agency that manages CalFresh, and other organizations that provide or could provide services to CalFresh recipients? How do the partners work with one another and how do they share information?

- Tony Rocha – Process CalWORKs/Welfare-to-Work side, case managers meet with Workforce/WorkNet Staff, to share information and referrals. HSA General Assistance (GA) population is very limited, part of our plan is with Community Partnership for Families refer clients to WorkNet and build that bridge/liaison.
 - John Solis – HSA, connection with welfare services delivery system, GAIN/CalWORKs partner case management job search community services work experience, limited OJT, classroom activities, staff that are CalWORKs staff we interact with case manager with the HSA, Community Partnership for Families, outreaching for community centers that do a comprehensive assessment. What kinds of resources and services they will need? We were placing staff at the different centers.
 - WIOA Partnership with the WDB - The Human Services Agency (HSA) is the Local Welfare Agency and is seated on the WDB. HSA provides the AJCC (San Joaquin County WorkNet) with funding to participate in the delivery of services to CalWORKs clients. HSA also provides funding to Summer Youth Employment and Training Program (SYETP) to CalWORKs youth ages 14-21.
- Rebecca Salgado – Transportation – Community College, State College started this program is you are attending school, you will receive a free bus pass. Also other recipients that received other services in other programs and organization in Fresno County will receive a free bus pass is not limited. Employment Opportunities Program that is provided from the community college and well as the State College. We do have a relationship with the Adult Schools our career family navigators work with them regarding our participants. Grades and attendance is a big part of some off the services we offer to our participants. WIOA offer more funding certain tuition programs.

- Denise Gibbs, Negotiation regarding the bus pass.
 - Rebecca Salgado – The community college came up with this program. The college wanted to provide this for their students.
 - John Solis – Regional Transit District (RTD) – Les Fong there has to be a mechanism. We are trying to create a “Route 300” that will connect other parts of the county to all of the educational entities.
 - Paul Castro – Co-enrollment and specifically the quality of co-enrollment. Do not duplicate services. When we are allowing to duplicate the program, the participants get discouraged.
 - Andy Fiskum – Co-enrollment issues – Confidentially. Sharing information. Streamline the information. Can we get the client to sign a document so we can share their information?
 - Rebecca Salgado – Workforce does the full enrollment. Software program Community Pro Program is something we can use (one system to share amongst all partners). Eliminates the duplication. We know that certain organizations will be going through the training; this will manage their confidentially.
 - Patty Virgen – Client to co-enrollment, when working with HSA, the community college does their own assessment, the eligibility - we have to process that. We try to streamline their process, to try to do everything in one day, instead of the client being forced to return another day. We try to get them ready for a job. We have limited funding for support services.
 - Meredith Baker – We are referring our employment and training participants to WorkNet. We don’t receive any referrals for employment and training for CalFresh, we cold-call, show up at AA meetings and its word of mouth. We have 160 participant enrollment into the bridge academy.
5. **Are CalFresh recipients being referred to programs that prepare them for high demand jobs in the region’s priority sectors? What services or systems are in place that could help CalFresh recipients succeed in such programs and on the job?**
- Alfredo Mendoza – The WIOA Board adopted focused industries that include transportation/logistics, agricultural, healthcare, energy, and manufacturing. As a region we all share similar industries. That means that if someone gets training here (in San Joaquin County) they can also find employment nearby [adjacent counties]. We provide hope and personal contact. We have other locations

throughout the San Joaquin Valley. Training throughout the valley [via AJCCs] in i.e., transportation/logistics or manufacturing will be similar as we all look at labor market statics.

- Rebecca Salgado – Career navigators work with the client – career assessment what the client wants and what’s available for the client. We want to keep the client in our area, keep them close to their family. We want them to have a career in their home base. The intake/assessment process is an 18-month program that works directly with the client. Looking for different types of career assessment, find a career that the client what’s to do. Skills and transferable skills for goals for career path. Requirements for enrollment for a CalFresh recipient is to meet with the career family navigator once per month. If they have limited experience or other barriers looking for employment, we meet with them once a week. We want to set them up for success and not failure.
- Paul Castro – participants are referred to the Migrant Seasonal Farm Worker program for careers in transportation, truck driving or welding. Farm workers usually don’t have a High School diploma. Our programs are short term. Adult Education and Delta College may serve as an entering point. California Human Development (CHD) has vocational skills training and we are working with the apprenticeship programs. CalFresh recipients want to see the benefits of work.

COMMENTS:

- Meredith Baker – Are participants eligible for trucking driving school at CHD?
- Paul Castro – This is open to anyone.

The San Joaquin County Workforce Development Board is updating its Local & Regional Plans



Your participation and input is critical to developing a plan that is responsive to the needs of our community



SAVE THE DATE!

Wednesday, August 29, 2018
10:00 AM to 12:30 PM

Child Support Services

Strengthening Partnerships with the San Joaquin County Department of Child Support Services to serve Unemployed, Under-employed, Payment-Delinquent Non-Custodial Parents

- What are the Barriers to Employment?
- How Can We Leverage Our Resources?
- How Can We Align Our Programs?

As service providers to this Targeted Group, we invite you to help us answer these questions

This forum will be held at the Stockton WorkNet Center
Located at 56 South Lincoln Street, Stockton, CA 95203

(209) 468-3500 | www.sjworknet.org | Facebook/sjcwn |  @sjworknet

This WIOA Title I-financially assisted program or activity is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. California Relay Service 711 or 1-800-735-2922 (English) 1-800-855-3000 (Spanish)

A proud partner of the America's JobCenter network of California™

August 8, 2018

Lori Cruz, Director
Department of Child Support Services
P.O. Box 50
Stockton, CA 95201-3050

Dear Mrs. Cruz:

RE: Workforce Innovation and Opportunity Act (WIOA) Input for Local and Regional Plan Modifications

In accordance with federal and state guidance, the San Joaquin County Workforce Development Board (SJCWDB) is preparing to modify existing Local and Regional WIOA Plans. Modifications are necessary, in part, to incorporate changes to the recently modified State WIOA Plan (including new partnerships), which has been submitted to the U.S. Department of Labor.

As you may be aware, the State has entered into a formal partnership with the California Department of Child Support Services with the goal of improving labor market outcomes for unemployed, underemployed, and payment delinquent non-custodial parents. This calls for a need to strengthen the partnership between the SJCWDB and San Joaquin County's Department of Child Support Services.

As such, we look forward to working with your agency to identify the needs of this targeted population and identify ways we can leverage resources to provide these services.

As we prepare to modify the plans, the local board will be seeking stakeholder and community input through a series of forums. The first forum will address the needs of the unemployed, underemployed and payment delinquent non-custodial parents. We look forward to partnering with the Department of Child Support Services in holding this forum scheduled for Wednesday, August 29, 2018 at 10:00 a.m., at the Stockton WorkNet Center.

The objective is to get as many agencies working with this targeted population to this forum and gather input that would help us better understand the data, demographics, employment trends and other relevant information specific to this population. This will enable us to align our programs to develop better strategies to serve this population and utilize existing partnerships to bridge existing resources.

Your assistance in helping identify some of the agencies that need to attend this forum are critical to ensuring we get the necessary input from those providing the services to this targeted population.


Lori Cruz
Workforce Innovation and Opportunity Act (WIOA) Input for Local
and Regional Plan Modifications

August 8, 2018
Page: 2

I look forward to working with the Department of Child Support Services as I know we have common stakeholders and can provide the necessary services to improve labor market outcomes for the unemployed, underemployed and payment-delinquent non-custodial parents.

Should you have any questions or need additional information, please contact my office at (209) 468-3500.

Sincerely,



JOHN M. SOLIS
EXECUTIVE DIRECTOR

Attachment

LOCAL AND REGIONAL PLAN INVITEES				
LAST	FIRST	TITLE	ORGANIZATION	E-MAIL
Acevedo	Gene	Board Member	Workforce Development Board	gn_acvdo@hotmail.com
Acosta	John		YMCA	jacosta@ymcasjc.org
Acosta	Lawrence		Pacific Gas and Electric	LHA3@pge.com
Alcantor	Tammy	Human Resources	City of Escalon	TAlcantor@cityofescalon.org
Allum	Skip		California Dept of Transportation	Skip.allum@dot.ca.gov
Ammann	Mike	CEO	SJ Partnership/Business Council	mammann@sanjoaquinusa.org
Andrade	Jesus		SJC Hispanic Chamber of Commerce	jandrade@sichispanicchamber.com
Andres	Janell		Creative Child Care Services	manteca@cccisi.com
Andrus	Ward		Stockton Unified School District	wandrus@stocktonusd.net
Appel	Robin	Supervising Judge Family Law	San Joaquin County Superior Courts	rappel@sjcourts.org
Areida	Maxine		Stockton Unified School District HCA	maxineareida@stocktonusd.net
Arguelles	Johnny	Division Director	SICOE, Center for Educational Dev and Research, Career & Technical Ed Center	jarguelles@sjcoe.net
Arroyo	Daryl	Division Dean	SJDC, Humanities, Social Science, Education, Kinesiology & Athletics	darroyo@deltacollege.edu
Arvizn	Maribel	Fiscal and Human Resource Coordinator	Team Charter	marvizn@team-charter.org
Aschieris	Richard	Port Director	Port of Stockton	raschieris@stocktonport.com
Attix	Shelley		Modesto Community College	shelley.attix@mccd.edu
Baker	Meredith	Executive Director	Community Partnership for Families of San Joaquin	mbaker@cpfsj.org
Baker	Laura		Boys & Girls Club	lbaker@lodibic.org
Balaji	Kris	Department Head	SJC Public Works	kbalaji@sjgov.org
Ball	Dan	Board Member	Workforce Development Board	dan.ball@mclanefs.com
Ballin	Sheila		San Joaquin County Superior Courts	sballin@sjcourts.org
Baltazar	Daisy		Lodi Unified School District	dbaltazar@lodiusd.net
Barbero	Gloria		Community Action Partnership Kern	gbarbero@capk.org
Bautista	Jennie	Business Services Manager	Tulare Workforce Development	jbautista@tularewib.org
Beattie	Joanna	Executive Director	Manteca Chamber of Commerce	joann@manteca.org
Becerra	Chris		San Joaquin County	cbecerra@sjgov.org
Becker	Jerry	Director	SJC - Information Systems Division	jbecker@sjgov.org

Beckman	Nancy		Visit Lodi Conference and Visitors Bureau		nbeckman@visitlodi.com
Bedolla	Carlos	Business Manager/Secretary	America, Local 73		cbedolla@liuna73.org
Bennett	Sarah		Communit Center for the Blind		sarahb@communitycenterfortheblind.org
Benson	Jeanette		Global Trade and Logistics		
Bernstein	USMCJ		Circle of Friends		usmcbernstein@gmail.com
Bestolarides	Steve	Assessor/Recorder/County Clerk	SJC - Assessor's Office		assessor@sjgov.org
Bhatka	Jateen	Coordinator, Code Camp	SICOE, Center for Educational Dev and		
Bivens	Bobby	Instructor	Research, Career & Technical Ed Center		jbhatka@sjcoe.net
Boesch	Janissa		NAACP		bobbybivens@aol.com
Borges	Mike	Chief of Police	Department of Child Support Services		Janissa.Boesch@dcss.ca.gov
Boswell	Zach	Principal	Escalon Police Department		
Bradley	Randall	Interim City Manager	Merrill F. West High School, Tracy USD		zboswell@tUSD.net
Brice	Lania		City of Tracy		randall.bradley@ci.tracy.ca.us
Brown	Troy	Associate Superintendent	California Department of Corrections		Lania.Brice@cdcr.ca.gov
Brucker	Adam		SJC		tbrown@sjcoe.net
Brusa	Jim	President	St. Mary's High School		abrucker@sjgov.org
Burcham	Shelley		City of Tracy		jbrusa@saintmaryshighschool.org
Burke	Clark	Superintendent	Manteca Unified School District		shelley.burcham@ci.tracy.ca.us
Camacho	Virginia	CEO	Visit Manteca		jmesser@mUSD.net
Campbell	Patricia	Dean University College	UOP		virginiavisitmanteca@gmail.com
Capra	Kristi	Senior Program Developer	University of the Pacific		pcampbell@Pacific.edu
Caras	Justina	San Joaquin Outreach Lead, CYES	Rising Sun Energy		caras@risingsunenergy.org
Carrillo	Manny	Apprenticeship	Labors Training and Retrg. Trust Fund		mcarrillo@norcalaborers.org
Castanon	Michelle	Program Manager	SICOE, Career Technical Education & Workforce Development, Workforce Development Ctr		mcastanon@deltacollege.edu
Castillo	Tony	Workforce Development Manager	Labors Training and Retrg. Trust Fund		tastillo@norcalaborers.org
Castillo	Tammy	Director	OE3 Operators Engineers Local 3		tcastillo@oe3jac.org

Castro	Paul	Director	CHD-Farmworkers Services and Workforce Development	paul.castro@cahumandevelopment.org
Cenedella	Danielle		Department of Child Support Services	Danielle.Cendella@dcss.ca.gov
Chand	Vinal	Analyst	Stanislaus Workforce Development	chandv@stanalliance.com
Cheney	Lisa	Associate Superintendent of Education Services	Lincoln Unified School District	lcheney@lUSD.net
Chesley	Andrew	Executive Director	San Joaquin Council of Governments	chesley@sjcog.org
Childs	Roy	Professor Emeritus	UOP	schilds@pacific.edu
Churchill	Leon	City Manager	City of Tracy	leon.churchill@ci.tracy.ca.us
Colombini	Jay	Board Member	Revolving Loan Fund Board	jcolombini@fmbonline.com
Cook	Nancy		San Joaquin Delta College	ncook@deltacollege.edu
Cotta	Myron	Bishop	Diocese of Stockton	Bishopcotta@stocktondiocese.org
Cruz	Lori	Director	SJC-Department of Child Support Services	lcruz@sjgov.org
Cuevas	Mayra	Board Member	Revolving Loan Fund Board	Mayrascuevas@hotmail.com
Culberson	David	Department Head	SJC San Joaquin General Hospital	dculberson@sjgh.org
Cunningham	Marcia	Department Head	SJC General Services	mcunningham@sjgov.org
Cwiek	Ted	Director	SJC Human Resources	tcwiek@sjgov.org
Dabrowski	Frank	District Coordinator	Carpenters Training Committee	fdabrowski@ctcnc.org
Damele	Tony	Coordinator II	SJCOE, Career Technical Education, Career & Technical Education Center	tdamele@sjcoe.net
Dates	Mona		Creative Child Care Services	sierravista@cccjsi.com
DeAngelo	Jennifer		San Joaquin County Office of Education	jdeangelo@sjcoe.net
DeBrum	Stephen	Mayor	City of Manteca	sdebrum@ci.manteca.ca.us
DeLaRosa	Senaida		SJC Hispanic Chamber of Commerce	info@sjhispanicchamber.com
DeMartino	Donna		SMART/San Joaquin RTD	ddemartino@sanjoaquinrtd.com
Denham	Jeff	Congressman	U.S. House of Representatives	denham.house.gov
Dextraze	Kelly	Superintendent	Lincoln Unified School District	kdextraze@lUSD.net
Dhaliwal	Sonny	Mayor	City of Lathrop	sdhaliwal@ci.lathrop.ca.us
Diederich	Greg	Department Head	SJC Health Care Services	gdiederich@sjgh.org
Dispensa	Harry	Apprenticeship Consultant	Office of Apprenticeship US DOL	Dispensa.harry@dol.gov
Douglass	Lisa	Community Engagement Manager	UOP	ldouglass@pacific.edu
Drake	Jon	Department Head	SJC Purchasing and Support Services	jdrake@sjgov.org

Dubroff	Melinda	Department Head	SJC Registrar Voters	mdubroff@sjgov.org
Duzenski	Mimi	Department Head	SJC Clerk of the Board	mduzenski@sjgov.org
Easterling	Jenny		EDD	Jenny.Easterling@edd.ca.gov
Ecker	Brad	Client/Network Administrator	San Joaquin Partnership	becker@sanjoaquina.org
Edman	Leslie	Executive Director	Central Valley Asian-American Chamber of Commerce	stocktonasianchamber@gmail.com
Eggman-Talam	Susan	Assemblymember	California State Assembly	eggmans@csus.edu
Eilbeck	Pamela	President	University of the Pacific	president@pacific.edu
Elliott	Bob	Board Member	SJC Board of Supervisors	belliott@sjgov.org
Ellis	Aaron	Deputy Director Client Services	Kern Workforce Development	aarone@kerncounty.com
Ellis	Helen	Collaborative Courts Manager	San Joaquin Collaborative Courts	hellis@sjgov.org
Escobar	Lincoln		Boys & Girls Club	linshaeill@gmail.com
Eschridge	Steve		Port of Stockton	sescobar@stocktonport.com
Esparza	Kenda		United Cerebral Palsy	keskridge@ucpsj.org
Figueroa	Veronica		San Joaquin Housing Authority	vesparza@HACSJ.Ccom
Finley	Christina	Administrative Support Clerk	Family Resource and Referral Center	cfigueroa@frrcsj.org
Fisher	Jane		Stanislaus Workforce Development	finleyj@stanalliance.com
Fong	Valerie		College of the Sequoias	valerief@cos.edu
Forrest	Les	Board Member	Workforce Development Board	les@kenfongassociates.com
Forshay	Lorinda		San Joaquin Delta College	lforrest@deltacollege.edu
Foster	Adrienne		San Joaquin County Courts	aforshay@sjcourts.org
Freeman	Doris	Executive Director	Stanislaus Workforce Development	Fosterd@stanalliance.com
Frost	John	District Manager	California Water Service	jfreeman@calwater.com
Fuchs	Linda		San Joaquin Delta College	lfrost@deltacollege.edu
Fuchs	Mark	Assistant Executive	Carpenters Training Committee Northern	mfuchn@ctncn.org
Galgiani	Cathleen	Senator	California State Senate	senator.galgiani@senate.ca.gov
Galvan	Michelle	Executive Director	Community Center for the Blind	michellem@communitycenterfortheblind.org
Gastelum	Seidy	Community Outreach Manager	Aspire Public Schools	seidy.gastelum@aspirepublicschools.org
Gatdula	Frank		California Human Development	francisco.gatdula@CAHumanDevelopment.org
Geigle	Bryce	Chief Academic Officer	ABLE Charter Schools	bryce.geigle@ablecharter.com

Gettman	Candy	Deputy Director Employer Services	Kern Workforce Development	candyg@co.kern.ca.us
Givens	Terry	Board Member	Workforce Development Board	bigbudman@yahoo.com
Goulart	Sheila		San Joaquin County Office Education	sgoulart@sjcoe.net
Graham	Marian	Director of Catholic Schools	Diocese of Stockton	mgraham@stocktondiocese.org
Grant	Jaime		San Joaquin County	jgrant@sjgov.org
Gray	Tamra	SAP Chairperson	Stockton Unified School District, Student Support Services	tgray@stocktonusd.net
Griggs	Andrew	Teacher Be-tech	Manteca Unified School District, Career/Vocational/Shop	agriggs@musd.net
Gruzas	Sarah		Creative Child Care Services	alpine@cccisi.com
Guantone	Rick	Apprenticeship Consultant	SJCOE, Career Technical Education	rguantone@sjcoe.net
Hall	Rick	District Superintendent	Linden Unified School District	rihall@sjcoe.net
Halver	Peter	Division Manager	Northern California Chapter	pete@norcalneca.org
Harb	Barb		City of Tracy	barbara.harb@ci.tracy.ca.us
Harrison	Faimous		University of California Stanislaus	fharrison@csustan.edu
Hart	Kathy	Superintendent	San Joaquin Delta College	Khart@deltacollege.edu
Hasem-Houy	Raksan		Family Resource & Referral Services	rhoy@frrcsj.org
Hawkins	Eric		UNEED2	info@uneed2.org
Hayes	Geneva	Director	Mary Magdalene Community Services	genevammagdalene@yahoo.com
Henderson	Keiland	City Manager	City of Stockton	keiland.henderson@stocktonca.gov
Hernandez	Raul	Representative/Organizer	United Assoc. of Plumbers and Pipefitters	raulh@local442.com
Hernandez	Jose	Board Member	Workforce Development Board	josehernandez128@gmail.com
Herrera	Liliana		Give Every Child A Chance	lherrera@gecac.net
Herrera	Ismael		CSU	isherrera@csufresno.edu
Hill	Vernel	President CEO	Service First of Northern California	info@servicefirstnc.org
Hinojosa	David	Regional Advisor	EDD	David.Hinojosa@edd.ca.gov
Hirota	Carol	Lead Administrator	Stockton School for Adults	chirota@stocktonusd.net
Hitchcock	Teresa	Executive Director	Kern Workforce Development	hitchcockt@co.kern.ca.us
Holtz	Brent	Department Head	SJC Cooperate Extension	baholtz@ucanr.edu
Homdus	Lucas	Coordinator	SJCOE, YouthBuild San Joaquin/Ameri-Corps, Career and Technical Education Center	lhomdus@sjcoe.net

Hoo	Ray		San Joaquin County Office of Education	rhoo@sjgov.org
Huber	Michael		Downtown Stockton Alliance	mhuber@downtownstockton.org
Hyland	James		Salvation Army	James.Hyland@usw.salvationarmy.org
James	Stephanie	Chief Probation Officer	San Joaquin County Probation	sjames@sjgov.org
Jansen	Julie	Principal	Lodi Unified School District, Adult Ed/CTE, Lodi Adult School	jjansen@lodiused.net
Jimenez	Gustavo	School Counselor	Vista High School (Escalon Unified)	gjimenez@escalonusd.org
Johnson	Chris	President	California Department of Corrections	Chris.Johnson@cdcr.ca.gov
Junn	Ellen	Executive Officer	California State University- Stanislaus	president@csustan.edu
Junqueiro	Rosa	Assistant Superintendent	San Joaquin County Superior Courts	rjunqueiro@sicourts.org
Kaeslin	Janine	Treasurer Tax Collector	SICOE, County Operated Schools and Programs, Wentworth Education Center	jkaeslin@sjcoe.net
Kay	Chris	Executive Director	Altamont Corridor Express/SJ Regional Rail	christ@acerrail.com
Keokham	Phonxay	Director	SJC Revenue and Recovery	pkeokham@sjgov.org
Kleinert	Chris	Executive Director	SICOE, Career Technical Education, Career & Technical Education Center	ckleinert@sjcoe.net
Knodt	Nate	Executive Director	SMART/San Joaquin RTD	nknodt@sanjaquinrtd.com
Koeurt	Sovanna	Executive Director	APSARA	admin@apsaraonline.org
Koller	Vinz	Executive Director	Fresno Workforce Development	vinz_koller@spra.com
Konczal	Blake	Executive Director	SICOE	bkonczal@workforce-connection.com
Kopecki	Jennifer	Regional Manager, CYES	Rising Sun Energy	jkopeccki@sjcoe.net
Kumar	Darren	Executive Assistant to the President	UOP	kumar@risingsunenergy.org
Lacy	Shim	Liaison	California Dept. of Transportation Caltrans	slacy@pacific.edu
Lao	Zorayda	Manager of Presidential Events	UOP	Zorayda.Lao@dot.ca.gov
Lechich	Lynnie	CEO	Family Resource & Referral Services	Llechich@pacific.edu
Ledezma	Lupe	Acting Director of Ed Services	Central Valley Asian American Chamber of Commerce	lledezma@frrcsj.org
Lee	Denise	Acting Director of Ed Services	Stockton Unified School District, Native American Indian Center	dlee@sbcglobal.net
Leon	Katrina	Acting Director of Ed Services	Stockton Unified School District, Native American Indian Center	kleon@stocktonusd.net

Leong	Michael	Representative	Carpenters Training Committee Northern	mleong@ctcnc.org
Lima	Shellie	Department Head	SJC Office of Emergency Services	slima@sjgov.org
Lippincott	Lance	Executive Director	Kings Workforce Development	Lance.Lippincott@co.kings.ca.us
Long	Vicki	Program Manager	MotherLode Workforce Development	vickil@milit.org
Lopez	Steve	Business Representative	OE3 Operators Engineers Local 3	slopez952@yahoo.com
Lopez	Hector	Coordinator	Carpenters Training Committee Northern	hlopez@ctcnc.org
Lorente	George		SMART/San Joaquin RTD	glorente@sanjoaquinrtd.com
Loret de Mola	Nick	Deputy Director	Merced Workforce Development	NLoretDeMola@co.merced.ca.us
Lyell	Miriam	Department Head	SJC Public Defender	mlyell@sjgov.org
Mackey	Kelly	Regional Director of Strategic Partnerships	State of California, Office of Industrial Relations	kmackey@dir.ca.gov
Magana	Laura	Compliance and Standards Officer	Kings Workforce Development	laura.magana@co.kings.ca.us
Maldonado	Anita	CEO	California Human Development	anita.maldonado@cahumandevelopment.org
Malik	Andrew	Economic Development Manager	City of Tracy	Andrew.Malik@ci.tracy.ca.us
Maloney	Dan	Chamber Manager	Lathrop District Chamber of Commerce	info@lathropchamber.org
Marchy	Lori		Advanced Manufacturing	marchyl@yosemite.edu
Mark	Michael	Representative	Sheet Metal Workers Local 104	michaelm@smw104.org
Martinez	Nati	LMID	EDD	Natividad.martinez@edd.ca.gov
Mavrogenes	Harry	Airport Director	Stockton Airport	hmavrogenes@sjgov.org
McAfee	Stacy	Associate Vice-President	UOP	smcafee@pacific.edu
McBride	Nate	Director	SJDC, Small Business Development Center	nmcbride@deltacollege.edu
McCann	Cheryl		San Joaquin County Courts	cmccann@sjcourts.org
McCorry	Maureen		University of California Stanislaus	mmccorry@csustan.edu
McDuffie	Ellen		Goodwill	emcduffie@goodwill-sjv.org
McGee	Malika		Community Action Partnership Kern	mmcgee@capk.org
McMunn	David	Deputy Director	Tulare Workforce Development	dmcmmunn@tularewib.org
McNickle	Kari	Employer Champion Queen	DIBS	kari@dibsmway.com
Medeiros	Diane	Principal	Manteca Adult School	dmedeiros@musd.net
Meier	David		Pacific Gas and Electric	DIMR@pge.com

Menil	Brad		San Joaquin Regional Transit District	bmenil@sirtd.com
Michaels	Jeffery		Center for Business and Policy Research	jmichael@pacific.edu
Millan	Eloisa	Social Worker	Stockton Unified School District, Foster Youth Liaison Office	emillan@stocktonusd.net
Miller	Katie	Human Resources Manager	Port of Stockton	kmiller@stocktonport.com
Miller	Janice		City of Stockton	Janice.miller@stocktonca.gov
Miller	Kathy	Board Member	SJC Board of Supervisors	kmiller@sjgov.org
Miller	Michael	Department Head	San Joaquin County Human Services Agency	mimiller@sjgov.org
Miller	Jeanie		Boys & Girls Club	jmiller@bgmanteca.org
Mills	Mary		Creative Child Care Services	smallworld@cccisj.com
Mirrione	David	Executive Director	Merced Workforce Development	Dmirrione@co.merced.ca.us
Mix	Cindy		Valley Mountain Regional Center	cmix@vmrc.net
Mohle	Dennis		Fresno City College	dennis.mohle@fresnocitycollege.edu
Monroe	Carol		SJC Human Services Agency	cmmonroe@sjgov.org
Montarrez	Aida		Community Medical Centers	amonarrez@cmcenters.org
Moore	Steve	Sheriff/Coroner	San Joaquin County Sheriff's Office	smoore@sjgov.org
Moreno	Jose		San Joaquin County	josemoreno@sjgov.org
Mortensen	Stacey	Executive Director	ACE	smortensen@acerail.com
Mousalimas	James	Superintendent	San Joaquin County Office Education	jmousalimas@sjcoe.net
Munguia	Oscar		Give Every Child A Chance	omunguia@gecac.net
Murdaugh	Kimberly	Director Human Resource	City of Tracy	hr@cityoftracy.org
Myles	Mark	County Counsel	SJC County Counsel	jmyles@sjgov.org
Nakanishi	Alan	Mayor	City of Lodi	anakanishi@lodi.gov
Nichols-Wash	Cathy	Superintendent	Lodi Unified School District	cwasher@lodiusd.net
Nino	Monica	County Administrator	San Joaquin County Administration	mnino@sjgov.org
Noll	Jason	Principal	Tracy High School	jnoll@tusd.net
Nunez	Manuel	Director	SICOE, Migrant Education, Wentworth Education Center	mnunez@sjcoe.net
Nunez	Sammy	Director	Fathers and families	snunez@ffsj.org
Nuss	Lynsay		Women Center & Family Services	Lnuss@wcyfs.org
Ogden	Tim	City Manager	City of Manteca	togden@ci.manteca.ca.us
Okamoto	George	Chief Inforamtion Officer	Labor & Workforce Development Agency	george.okamoto@labor.ca.gov
Okamoto-Vauj	Wilma	Dean of Administration	Humphreys University	wov@humphreys.edu

Olea	Erick			Give Every Child a Chance	emunguia@gcac.net
O'Nanik	Scott				snanik@ccoe.k12.ca.us
Ost	Denise			Goodwill	DeniseO@goodwill-siv.org
Ouyang	John			Delta Charter High School	jouyang@njes.org
Owsus-Spence	Brandie			African American Chamber of Commerce	eyv209@gmail.com
Parker	LeAnn				lparker@sjcphs.com
Patrick	Pat	CEO		Lodi Chamber of Commerce	ppatrick@lodichamber.com
Patterson	Maria	Sergeant of Arms		San Joaquin Calaveras Center Labor Council	mariapatterson0504@att.net
Patti	Tom	Board Member		SJC Board of Supervisors	tpatti@sjgov.org
Peck	Adam	Executive Director		Tulare Workforce Development	apeck@tularewib.org
Pelican	Tim	Agricultural Commissioner/Sealor of Weights & Measures		SJC, Office of Agricultural Commissioner	stocktonag2@sjgov.org
Peralta	Henry	Board Member		Workforce Development Board	hperalta@pacbell.net
Perry	Lorraine	Cluster Manager		EDD	Lorraine.perry@edd.ca.gov
Person-Whitley	Sheba			City of Stockton	Sheba.Person-Whitley@stocktonca.gov
Peterson	Holly	Chief Programs Officer/6-12 Principal		ABLE Charter Schools	holly.peterson@ablecharter.com
Pogue	Thomas			UOP CBPR Eberhardt School of Business	tpogue@pacific.edu
Post	Adele			City of Lodi	apost@lodi.gov
Presto	Anthony			SJ Valley Air Pollution Control District	anthony.presto@valleyair.org
Prieto	Juan			California Human Development	juan.prieto@cahumandevopment.org
Ramirez	Ernestina			Creative Child Care Services	ernestina@cccisj.com
Ramirez	Elvira	Executive Director		Catholic Charities	eramirez@ccstockton.org
Ransom	Rhodesia			Sow A Seek	director@sowaseedcf.org
Rastreed	Sarah	Executive Legislative Coordinator		ACE	sarah@acerail.com
Reece	Leslie			Family Resource & Referral Services	lreece@frrcsj.org
Resa	Paula	Director of Field Services		Carpenters Training Committee	presda@ctcnc.org
Restuccia	Mike	Councilmember		City of Ripon	mrestuccia@cityofripon.org
Reyna	Joel				joel.reyna@asm.ca.gov
Rhea	Wes	Director		Visit Stockton	wes@visitstockton.org
Richmond	Lisa			San Joaquin County Medical Society	lisa@sjcms.org

Rickman	Robert	Mayor	City of Tracy	Robert.Rickman@cityoftracy.org
Riley	Veronica	Deputy Director	San Joaquin County Child Support Services	vriley@sjgov.org
Robertson	Tim	Board Member	Workforce Development Board	tim@nvlf.org
Rodriguez	Jose	President CEO	El Concilio	jrodriguez@elconcilio.org
Rogers	Brenda	Senior Apprenticeship Consultant	Department of Apprenticeship Standards	brogers@dir.ca.gov
Romo	Dominique		City of Escalon	dromo@cityofescalon.org
Ruhstaller	Kay	Executive Director	Family Resource and Referral Center	kruhstaller@frrcsj.org
Ruiz Huston	Ines	Latino Community Outreach	University of the Pacific	iruiz@pacific.edu
Runner	Micah		City of Stockton	Micah.runner@stocktonca.gov
Saffold	Randy		City of Manteca	rsaffold@ci.manteca.ca.us
Salazar-Verber	Tori	District Attorney	SJC District Attorney	tori-verber@sjcda.org
Saldana	Joanna	Career Developer Liaison	WorkStart Yes, SJCOE	jsaldana@sjcoe.net
Saltz	Michael	Contracts Administrator	Kern Workforce Development	saltzman@kerncounty.com
Sanborn	Robin	Board Member	Workforce Development Board	robinlsanborn@gmail.com
Sanchez	Luis	Board Member	RFL Board	lhsanchez329@gmail.com
Sangha	Gurminder	Deputy Sector Navigator	Advanced Manufacturing	gurminders@cos.edu
Sarna	Ryan	Labor Relations	Norcal NECA	ryans@norcalneca.org
Savatorre	Stephen		City of Lathrop	ssalvatorre@ci.lathrop.ca.us
Schaffran	Tawn	Lead Guidance Counselor/Senior Internship Coordinator	Tracy Learning Center	tschaffran@tracylc.net
Schallberger	Joel	Principal	Village Oaks High School - Lincoln Unified	jschallberger@lusd.net
Schmidig	Richard		San Joaquin County Office of Education	rschmidig@sjcoe.net
Schultz	Suzanne		San Joaquin County DA's Office	Suzanne.Schultz@sjcda.gov
Schwabauer	Steve	City Manager	City of Lodi	sschwabauer@lodi.gov
Schwabauer	Steve		City of Lodi/Lodi Utility	sschwabauer@lodi.gov
Scott-Contreras	Tracie	Board Member	Madera Workforce Development	Tscott-Contreras@maderaworkforce.org
Sepulveda	Julian	Board Member	Workforce Development Board	sepulvedastruck@sbcglobal.net
Shick	Johanna	Department Head	SJC Retirement Office	johannas@sjcera.org
Silva	Amy		Creative Child Care	asilva@cccisj.com
Silva	Meagan		San Joaquin County Office of Education	mesilva@sjcoe.net
Simoni	Eric		Escalon High School	esimoni@sjcoe.net

Simonich	Don	Apprenticeship Consultant	SJCIE, Career Technical Education	dsimonich@sjcoe.net
Sivell	Bob	Board Member	Revolving Loan Fund Board	sivellfarms@msn.com
Small	Don		City of Manteca	dsmall@ci.manteca.ca.us
Smith	Karen	Board Member	Revolving Loan Fund Board	Karen.smith@cvb.com
Snyder	Nicole		City of Stockton	Nicole.snyder@stocktonca.gov
Sosa	Suzette		San Joaquin County Office of Education	ssousa@sjcoe.net
Spade	Tamra	Board Member	Workforce Development Board	TSapade@riponchamber.org
St. George	Margaret		San Joaquin County Office of Education	mstgeorge@sjcoe.net
Star	Keven	Director Human Resource	City of Stockton	human.resources@stocktonca.gov
Stark	Russell	Director	SIC Stockton Metropolitan Airport	rstark@sjgov.org
States	Bret	Coordinator	SJCIE, STEM Programs, Wentworth Education Center	bstates@sjcoe.net
Stephens	Brian	Superintendent	Tracy Unified School District	bstephens@tUSD.net
Stevenson	Bill	Board Member	Kern Workforce Development	bill@kerncounty.com
Stogbauer	Phyllis	Program/Procurement Manager	Fresno Workforce Development	pstogbauer@workforce-connection.com
Strachan	Drew		Carrol Company	dndstrachan@gmail.com
Strube	Sam	Principal	Tracy Adult School	sstrube@tUSD.net
Sullivan	Kerry	Director	SJC Community Development Department	ksullivan@sjgov.org
Supnet	Mario	BEA Coordinator	Greater Stockton Chamber of Commerce	bea@stocktonchamber.org
Teasdale	David	Director	Energy, Construction and Utilities	dteasdal@kccd.edu
Thoeny	Dave	Executive Director	MotherLode Workforce Development	dthoeny@mliji.org
Thoeun	Chanthy		SIC Public Health Services	cthoeun@sjcphs.com
Thomas	David	Secretary Treasurer	San Joaquin Building Trades	dthomasncdc@gmail.com
Thomas	R		SICBH-Chemical Dependency Counseling	rthomas@sjcbhs.org
Throne	Yauna		Boys & Girls Club	ythrone@bgctracy.org
Torres	Amy	Project Manager	MotherLode Workforce Development	atorres@mliji.org
Touch	Anna		SIDC	atouch@deltacollege.edu
Tubbs	Michael	Mayor	City of Stockton	mayor@stocktonca.gov
Turkotte	Linda	Department Head	SJC Environmental Health	lturkotte@sicehd.com
Ulmer	Tim		Ulmer Photography	ulmerphoto@aol.com

Uychutin	Connie		San Joaquin ARC	connie@thearcsj.org
Valenzuela	Sofia	CEO	Tracy Chamber of Commerce	svalenzuela@tracychamber.org
Vallejo	Debbie	Executive Director	Team Charter	dvallejo@team-charter.org
VanCamp	John		San Joaquin Regional Transit District	ivancamp@sjrtd.com
Vang	Mai		LAO Family Community Empowerment	mkvang@flcempowerment.org
Vang	Maiknue	Interim Deputy Director	Madera Workforce Development	mvang@maderaworkforce.org
Vargas	Salvador	Interim Assistant Superintendent/Vice President of Instruction and Planning	SIDC, Instruction and Planning	svargas@deltacollege.edu
Vargas	Max		City of Stockton	Max.Vargas@stocktonca.gov
Velo	Vincent	Program Manager	Kings Workforce Development	Vincent.Velo@co.kings.ca.us
Vierra	Jeff		DRAIL	jeff@drail.org
Vigil	Diane	Board Member	Workforce Development Board	d.vigil@dameronhospital.org
Vigil	Lisa	Field Representative	Carpenters Local 152	lvigil@nccrc.org
Villanueva	Juan		Port of Stockton	ivillanueva@stocktonport.com
Villapudua	Miguel	Board Member	SIC Board of Supervisors	cvillapudua@sjgov.org
Vincelet	Greg	Board Member	Workforce Development Board	gregv@local442.com
Vistica	Bonnie	Board Member	Revolving Loan Fund Board	bvistica@mgdrilling.com
Vongehr	Chelsea	Public Information Officer/Grant Writer	Lodi Unified School District	cvongehr@lodiUSD.net
Wallach	Lita	President	Wallach and Associates	lita.wallachconsult@gmail.com
Ward	Jamie	Assistant Principal	Village Oaks High School - Lincoln Unified	jward@lUSD.net
Waters	Elizabeth	Workplace Internship Coordinator	SIDC Workforce Development Center	ewaters@deltacollege.edu
Watts	Jaime		Miracle Mile Imp. District	info@stocktonmiraclemile.com
Werner	Kevin	City Administrator	City of Ripon	kwerner@cityofripon.org
Wesley	John	Board Member	Revolving Loan Fund Board	JJW38@comcast.net
Weston	Ardria	Staff Services Manager	Department of Rehabilitation	ardria.weston@dor.ca.gov
Wilhoit	Douglass	Chief Executive Officer	Greater Stockton Chamber of Commerce	Doug@stocktonchamber.org
Willet	Beth	Information Systems Manager	SIC-Information Systems Division	bwarren@sjgov.org

Williams	Marcus	Regional Vice-President	SEIU Local 1021	mwilliams2@sbcglobal.net
Willis	Rebecca	Director	City of Lathrop	rwillis@ci.lathrop.ca.us
Wilson	Kurt	City Manager	City of Stockton	city.manager@stocktonca.gov
Wilson	Leanne		Creative Child Care Services	ukp@cccjsj.com
Wilverding	Jerome	Auditor-Controller	SJC Auditor Controllers Office	wilverding@sjgov.org
Wimmer	Virginia	Director	San Joaquin Veteran's Services	vwimmer@sjgov.org
Winn	Chuck	Board Member	SJC Board of Supervisors	cwinn@sjgov.org
Xiong	Ka	USDA Grant Program	Fresno Workforce Development	kxiong@workforce-connection.com
Yang	Der	Business Manager	UOP	Dyang@Pacific.edu
Yanni	Larry	Deputy Director	MotherLode Workforce Development	lyanni@mjii.org
Zuidervaart	Ken		City of Ripon	kzuidervaart@cityofripon.org
Zurich	Sheila	Senior Apprenticeship Consultant	Department of Industrial Relations, Division of Apprenticeship Standards	szuvich@dir.ca.gov

**COMMUNITY AND STAKEHOLD FORUM ON
STRENGTHENING PARTNERSHIP WITH LOCAL CHILD SUPPORT AGENCIES
TO SERVE NON-CUSTODIAL PARENTS**

Wednesday, August 29, 2018
Stockton WorkNet Center
56 S. Lincoln Street
Stockton, CA 95203

Presenter: David Shinder

Attendees: 27

Ashley Wheat, Department of Child Support Services (DCSS)
Cheryl Hicks, Department of Child Support Services (DCSS)
Danielle Cenedella, Department of Child Support Services (DCSS)
Ed Jennings, Victor Community Support Services
Gina Johnston, SJC Department of Child Support Services (SJC DCSS)
Heather Maloy, San Joaquin Delta College
Karla Herrera, San Joaquin County Office of Education (SJCOE)
Kathie Bohacek, SJC Department of Child Support Services (SJC DCSS)
LaChelle Adams, Employment Development Department (EDD)
Pat Patrick, Lodi Chamber of Commerce
Rick Aguilera, Human Services Agency (HSA)
Rudy Salcedo, San Joaquin County Office of Education (SJCOE)
Sharon Oberman, San Joaquin County Office of Education (SJCOE)
Sheila Ballin, Superior Court
Sheri Oneto, Workforce Development Board
Sona Sardana, San Joaquin County Office of Education (SJCOE)
Sonya Farnworth, SJC Superior Court
Teresa Lane, Department of Child Support Services (DCSS)
Veronica Champayne, Employment Development Department (EDD)
Veronica Riley, SJC Department of Child Support Services (SJC DCSS)
Virginia Wimmer, Veterans Services Office

WorkNet Staff:

John Solis, Executive Director	Patty Virgen, Deputy Director
Tina LaBounty, Financial Manager	Tonnie Mallory, EEDD Analyst III
Alfredo Mendoza, EEDD Analyst III	Belinda Petate-Chan, E&T Supervisor
Leslie Jones, Employment Training Supervisor	

CHILD SUPPORT SERVICES FORUM
 AUGUST 29, 2018
 10:00 A.M. TO 12:30 P.M.

SIGN-IN LOG

NAME	AGENCY AFFILIATION/ADDRESS	PHONE(S)	E-MAIL ADDRESS	SIGNATURE
Rick Ayubera	Human Services	468-3805	rgulera@sigov.org	<i>[Signature]</i>
Lesli Jones	Worknet	468-3010	ljones@sigovators.org	<i>[Signature]</i>
Tommie McAllum	EEDD	8-3517	tm2llory@sigovators.org	<i>[Signature]</i>
Sheri Oneto	WDR	810-8974		<i>[Signature]</i>
ASMEY WREAT	DCSS	538-4444	asmej.wreat@dcss.gov	<i>[Signature]</i>
Danielle Conetta	DCSS		danielleconetta@dcss.gov	<i>[Signature]</i>
Veronica Riley	SSC DCSS	468-2578	vriley@sigov.org	<i>[Signature]</i>
Kathie Bonack	SSC DCSS	468-2572	kbbonack@sigov.org	<i>[Signature]</i>
Sheila Ballew	Superior court	922-5252	sballew@sigov.org	<i>[Signature]</i>
Teresc Lane	DCSS	468-8548	teresc@sigov.org	<i>[Signature]</i>
Lachell Adams	EEDD	941-1931	lachelle.adams@dcss.gov	<i>[Signature]</i>
Shanna Sanders	SSCOE	(214) 401-7965	jsandnes@sigov.org	<i>[Signature]</i>
Gina Johnston	SSC DCSS	468-0682	gjohnston@sigov.org	<i>[Signature]</i>
Karla Herrera	SSCOE - WSNY	468-9043	kherrera@sigov.net	<i>[Signature]</i>
Heather Maloy	SSDC	954-5012	hmaloy@dcshd.org	<i>[Signature]</i>

Exhibit A-3-f**Tonnie Mallory - Input for WIOA Local and Regional Plan Modification - August 29, 2018 Child Support Services Forum**

From: John Solis
To: Sheila Ballin
Date: 8/13/2018 1:32 PM
Subject: Input for WIOA Local and Regional Plan Modification - August 29, 2018 Child Support Services Forum
Cc: Bob Lanter <blanter@calworkforce.org>; Bethany.Renfree@cwdb.ca.gov; michael.Dowdy@cwdb.ca.gov; Rafael.Aguilera@cwdb.ca.gov; Tim.Rainey@CWDB.ca.gov; davidkshinder@gmail.com
Bc: Tonnie Mallory
Attachments: Save The Date_CSS.pdf; S Ballin Ltr.pdf

Good Afternoon Sheila,

The San Joaquin County Workforce Development Board (SJCWDB) is preparing to modify its existing Local and Regional WIOA Plans. These Modifications will incorporate changes to the recently modified State WIOA Plan (including new partnerships), which has been submitted to the U.S. Department of Labor.

The SJCWDB will incorporate strategies to align its service delivery with WIOA requirements and with other partner agencies through feedback received from targeted stakeholders. Attached for your review is an invitation letter to the upcoming event sent to you and the Save the Date Flier containing pertinent information about this forum.

As we prepare to modify the plans, the SJCWDB will be seeking stakeholder and community input through a series of scheduled forums to secure pertinent information about the delivery of services by the organization and programs serving these target populations and their partner agencies or service providers. The first forum, held in partnership with the Department of Child Support Services, is scheduled for Wednesday, August 29, 2018 at 10:00 AM at the Stockton WorkNet Center, located at 56 S. Lincoln Street, Stockton, CA 95203.

Your participation and recommendations are essential to meeting the employment and training needs of our community. The forums that we have scheduled to gather information for the plan modifications will address the unemployed, underemployed, and payment-delinquent non-custodial parents. Included in this conversation is the SJCWDB and its partners, as required by Federal and State Directives.

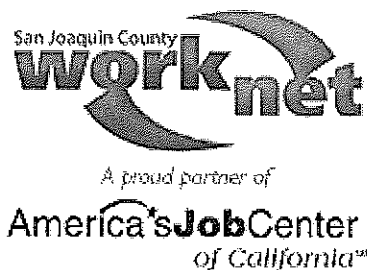
Through a complementary regional planning process, additional listening session and forums will be held to gather information for the Regional Plan in order to align services for: formerly incarcerated and other justice-involved individuals; Multi-Craft Core Curriculum (MC3) pre-apprenticeship partnerships; as well as any other services that may have been affected pursuant to changes in the labor market and economic conditions affecting the implementation of Local and Regional Plans.

The overarching goal is to improve the labor market outcomes for key target groups. We will also be holding a "Community Engagement" session, designed to provide you and the community of clients you serve the chance to provide general input and recommendations with regard to how well the workforce system is meeting the needs of the community. This session is designed to be participatory, allowing you to share your views and engage in conversations with the facilitator and other attendees.

If there are organizations or programs with whom you are associated, please extend an invitation to them and encourage their participation. Please also extend an invitation to your staff. Their expertise on these topics will contribute significantly to the success of these forums.

Please RSVP by Friday, August 24, 2018 to Gloria Gamez at [\(209\) 468-3524](tel:2094683524). I appreciate your participation and your continuing support.

Should you need additional information, please contact my office at [\(209\) 468-3500](tel:2094683500).



JOHN M. SOLIS
Executive Director

San Joaquin County WorkNet - EEDD
56 S. Lincoln Street
Stockton CA, 95203
[\(209\) 468-3500](tel:2094683500)
[\(209\) 462-9063](tel:2094629063) (FAX)



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Community and Stakeholder Forum on:

**Strengthening Partnerships with Local Child Support Agencies
to Serve Non-Custodial Parents**

AGENDA

- I. Call to Order
- II. Overview of 4-Year Local Workforce Plans and Requirements for Biennial Review and Modification
- III. State Requirements for Review and Modification of Plans to Incorporate Collaboration among the Workforce System, the Local Child Support Agency, and Other Organizations Serving Unemployed, Underemployed and Payment Delinquent Non-Custodial Parents (NCPs)
- IV. Objectives of the Community Forum
- V. Consideration of and Discussions on:
 - A. What barriers to employment are most common among targeted NCPs?
 - B. What are NCPs' service needs (particularly with regard to job skills and employment) and what services are currently available?
 - C. What organizations collaborate locally to promote skills development, employment and career advancement for targeted NCPs?
 - D. Among the NCP service partners, (e.g. Child Support, Family Court, AJCCs, training providers and community-based organizations), what referral and information sharing systems are in place?
 - E. What strategies and tools are used to motivate and incentivize NCPs' acting on referrals, participating in training/skills development and retention in employment?
 - F. How can local organizations work better to ensure positive employment and career outcomes for NCPs?
- VI. Adjournment

San Joaquin County Workforce Development Board
August 29, 2018

▀ **Strengthening
Partnerships with Local
Child Support Agencies
to Serve Non-Custodial
Parents**

2

▀ **Local Workforce Planning and the
Biennial Updates**

- Workforce development programs operated under the federal Workforce Innovation and Opportunity Act (WIOA) are administered in California by 45 distinct Local Workforce Development Boards (LWDBs).
- In 2017, the LWDBs submitted 4-year Local Workforce Plans to the Governor, all of which were, ultimately, approved.
- In accordance with WIOA requirements, a biennial review of the 4-year Local Plans is required.
- California has established specific guidelines for the biennial review of Local Plans, including updates and addenda to bring the plans into alignment with California's 2018 update of the State Workforce Plan.

3

Required modifications to local plans must address:

- New partnerships with CalFresh Employment and Training Programs
- New Partnerships with Local Child Support Agencies
- Enhanced Collaboration with local representatives of the California Department of Rehabilitation and other agencies within the disability services network to implement Competitive Integrated Employment models
- Enhanced partnerships with local education agencies, community-based organizations and other stakeholders to serve English language learners, foreign born individuals and refugees

4

Overview of Regional Plan Guidance regarding Partnerships with Local Child Support Agencies (LCSAs) and Services to Non-Custodial Parents (NCPs)

- The State Workforce Development Board has entered into a formal partnership with the California Department of Child Support Services (DCSS) with the goal of improving labor market outcomes for unemployed, underemployed, and payment-delinquent non-custodial parents.
- The vision of DCSS is that all parents will be engaged in supporting their children. This is achieved through the interventions including: establishing paternity, locating parents, establishing child and medical support orders, enforcing and modifying child and medical support orders, and collecting and disbursing child support payments.

5



- The State Board has directed Local Boards to engage and work with LCSAs and specific partner CBOs to serve their local non-custodial parent population.
- Among the processes that are expected to result from workforce-child support network partnerships are referral protocols, including those from LCSAs and family court; enrollment of clients in training programs that will lead to family-sustaining wages; employment opportunities in careers within growth industries; and services that promote retention in training and on the job.

6

Objectives of this Community and Stakeholder Forum

- Provide stakeholders and the community the opportunity to weigh in on the needs of this target group
- Learn from practitioners about best practices in meeting service needs
- Identify gaps in services
- Hear recommendations for improving the content, availability and quality of services for unemployed, underemployed and payment delinquent non-custodial parents

7

For Your Consideration and Input

- What barriers to employment are most common among targeted NCPs?
- What are NCPs' service needs (particularly with regard to job skills and employment) and what services are currently available?
- What organizations collaborate locally to promote skills development, employment and career advancement for targeted NCPs?
- Among the NCP service partners, (e.g. Child Support, Family Court, AJCCs, training providers and community-based organizations), what referral and information sharing systems are in place?

8



- What strategies and tools are used to motivate and incentivize NCPs' in acting on referrals, participating in training/skills development and retention in employment?
- How can local organizations work better to ensure positive employment and career outcomes for non-custodial parents?

9



Thanks!
We greatly appreciate your input!

**COMMUNITY AND STAKEHOLD FORUM ON
STRENGTHENING PARTNERSHIP WITH LOCAL CHILD SUPPORT AGENCIES
TO SERVE NON-CUSTODIAL PARENTS**

Wednesday, August 29, 2018
Stockton WorkNet Center
56 S. Lincoln Street
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Presenter: David Shinder

Attendees: 27

Ashley Wheat, Department of Child Support Services (DCSS)
Cheryl Hicks, Department of Child Support Services (DCSS)
Danielle Cenedella, Department of Child Support Services (DCSS)
Ed Jennings, Victor Community Support Services
Gina Johnston, SJC Department of Child Support Services (SJC DCSS)
Heather Maloy, San Joaquin Delta College
Karla Herrera, San Joaquin County Office of Education (SJCOE)
Kathie Bohacek, SJC Department of Child Support Services (SJC DCSS)
LaChelle Adams, Employment Development Department (EDD)
Pat Patrick, Lodi Chamber of Commerce
Rick Aguilera, Human Services Agency (HSA)
Rudy Salcedo, San Joaquin County Office of Education (SJCOE)
Sharon Oberman, San Joaquin County Office of Education (SJCOE)
Sheila Ballin, Superior Court
Sheri Oneto, Workforce Development Board
Sona Sardana, San Joaquin County Office of Education (SJCOE)
Sonya Farnworth, SJC Superior Court
Teresa Lane, Department of Child Support Services (DCSS)
Veronica Champayne, Employment Development Department (EDD)
Veronica Riley, SJC Department of Child Support Services (SJC DCSS)
Virginia Wimmer, Veterans Services Office

WorkNet Staff:

John Solis, Executive Director	Patty Virgen, Deputy Director
Tina LaBounty, Financial Manager	Tonnie Mallory, EEDD Analyst III
Alfredo Mendoza, EEDD Analyst III	Belinda Petate-Chan, E&T Supervisor
Leslie Jones, Employment Training Supervisor	

Consideration of and Discussions on:

1. What barriers to employment are most common among targeted Non-Custodial Parents (NCP)? (targeted are unemployed, underemployed and payment delinquent)

- Virginia Wimmer: Behavioral and/or Mental Health problems high on the list.
- LaChelle Adams: Life skills, lack of work skills Lack of work maturity skills and understanding employer expectations are critical issues.
- Criminal background, incarcerated for a long, re-entry

Shinder: background local plan modification some of the topics new partnership local child support agency, new partnership with CalFresh, are also doing the regional bi-annual review principal subject of that plan new Workforce Correction Partnership.

- Gina Johnston: The issue taking their driver's license away it's required under the Federal plan, in California we can lose our funding, it's mandate is to comply with all the federal mandates, other licenses including a business license, state bar, consumer affairs department, barber and cosmetology, CPA's, teaching certification contractor's license even a business license can be pulled.
- John Solis: Basic Skills, Dropouts lack of work ethic it would be hard to keep a job.

Shinder: don't get to work or getting to work, non-custodial parents or other individuals develop work related behaviors and attitude an expect by business vicious circle that isn't regularly employed they intent to create other barriers to employment.

- Healthier Malory: Life skills, education, high school diploma
- Pat Patrick: Basic communication skills - being able to read and write. Communication, Reading & Writing skills, completing application, drugs.
- Kathy Herrera: Delinquent non-custodial parents, when they are late with their payments or not participating at all because child support services are going to garnish their wages, employment is not a priority. Losing their licenses or other sanctions limit their employability.

Shinder: Career Pathways how we take someone from entry employment we work with them to get to a point where they are earning family sustain wage.

2. What are NCP's service needs (particularly with regard to job skills and employment) and what services are currently available?

- Virginia Wimmer: Vocational Rehabilitation Services that they are eligible to receive. We as community/service provider are networking, so people are able to access the services that would lead to employment, addresses homeless, lack of transportation, behavioral/mental health problems, touching upon basic social skills, case managers can reach out to them and provide outreach to them.

Shinder: Key priority populations include individuals with disabilities, English language learners, formally incarcerated individuals a lot of cross over between these groups. Payment delinquent's non-custodial parent could be managing a disability and we are not connecting that person with rehabilitative services to address those issues of disability the likelihood of that person becoming employed is pretty small.

- Veronica Riley: We do have a lot of services available. We may be disjointed and a little silent in the child support world; we have a lot of opportunity for growth and improvement in connecting those individuals with those services. We do have case workers that do a good job in trying to track the information down and make the referrals. The referral process is not anywhere near where it should be. There is a lot of opportunities out there and we are really glad to be working together because their meaningful services that they will understand.

Shinder: "Services" Advocate for those clients. It always been easy for them and eliminate barriers. Dis-jointed was not an over statement it is a reflection of reality. More and better collaboration we can do is going to be better for them.

- LaChelle Adams: Child support is not there to help you they are there to hurt you. No one wants to go to child support.

Shinder: State Child Support agency is trying to use language about services.

- Danielle Cenedella: We are trying to change. There is a re-branding effort underway to help the parents, easy possible for you, non-custodial parent. We are about helping family and kids. Different options and avenues.

Shinder: What are your thoughts on whether or not motivation, or the level of importance around motivation, most nonpayment delinquent non-custodial parents want to make those payments, they desire to make those payments or do we believe they have an issue regarding motivation there.

- Danielle Cenedella: Most parents want to make their payment - to many, there are many barriers against them. They want to help their kids, they get

discouraged, give up or quit, or walk away because once they get a job we immediately take their money and then they quit because we take 50% of their money. Most parents want to support their children.

- Patty Virgen, WorkNet: Vocational Training, we do have the funding to provide the skills, OJT services available when they walk through our doors. That one of the things that we can also promote. They lack the skills, or the job that they get does not pay enough to sustain their livelihood. Perhaps the job does not pay enough to cover their monthly bills making it difficult to survive. Trying to get them to get the skill necessary to get the higher paying jobs. To get them some kind of sustainable employment. Looking forward to working with Child Support.
- Elena Managhas, WorkNet: Mental Health issues - the feeling that you are a criminal, or any kind of message, is the motivation of the non-custodial parent. We need to find ways to lift up the dignity of these people.
- Virginia Wimmer, VSO: We partner with Child Support to ensure the population that I serve understands that Child Support is not there to harm or hurt you rather to uplift and to support that child. We have responsibilities.

3. What organizations collaborate locally to promote skills development employment and career advancement for targeted NCP's?

- Kathie Bohaced, SJCDCSS: We partner with the Parole Board attend their monthly meeting answer the questions, Jail contacts at the Jail are great, they send up referrals changing the message letting them know if they have a problem we can help so it doesn't further their delinquency.
- John Solis, WorkNet: Sharing information coming together as a community, MOU. Connect with multiple agencies to serve the clients.
- Danielle Cenedella: State level doing everything at one time. Informal/formal pass it down for all counties, each county can change it. The sharing the information. "Service Integration" will require a MOU to share confidential information between partner agencies.
- Pat Patrick: Lodi is a small community 775 members of the chamber of commerce, businesses owners, most require a high school diploma to get a job and to be able to fill out a job application, small companies it would be a one on one interview, like/trust you, and you are serious about working I will hire you and the larger employer's hard, hot, duty work, if there is some way that an organization like mine could connect with the VA, Child Support, Parole if you can identify someone serious that wants to make their child support payment, is

serious about work, I could probably find them a job. There are other opportunities.

Shinder: Support from the Private Sector.

4. Among the NCP service partners, (e.g. Child Support, Family Court, AJCCs, training providers and community-based organizations), what referral and information sharing systems are in place?

- John Solis: Entering the information into the systems that doesn't work. Entering the data bases, security clearance, client data would be able to be shared with other partner's agencies. Take the information from the State. Purchasing the data base, CalJOBS, security community college, county office of education, scheduling presentations.

Shinder: Job Seekers candidate. Data Vault, What kind of information we need to sharing with one another to have effective partners? How do we make referrals?

- Belinda Chan: Partnership with Child Support referral in place a process a referral form any of our partner can utilized it through our programs AJCC and they can access it. Job Fairs. We just need the client to show up.

Shinder is the referral system we have in place rich enough interims of its content where it triggers an action at child support to support us to getting his driver's license back.

- No. Its' not. We need to work on that.
- Gina Johnston: Internal barrier family code section that does not allow us to provide information about our customers to outside parties other than HSA we are to consider if we are a partner agency by statute Federal and State statute with HSA so we are allowed to exchange that information because we have to do our jobs. I can't acknowledge that they even have a case open with us.

Shinder: MOU, Written a Directive a series of authorization that everyone has agreed on both sides that provide the customer agreement to release information.

- Gina Johnston: At the court level, when support modified, we have to put zero (0) because they are not employed and have no income. Then, they are ordered to go look for work and they need to keep track of where there are looking for work. If they don't have the skills to go find a job, they have really bad "follow through" skills. That's the piece, that is missing and that would be the referral where the commissioner orders them to cooperate with WorkNet, to be employed, and become a productive member of society. They just need that push to do it.

- Heather Maloy: Consortium of 5 different Adult schools and 2 county offices of education AB105 (ABEG) California Adult Education Program referral systems and working together. Our consortium and many other ones in the State have been looking into a system called Community Pro Suites designing this program on how our adult schools can communicate with our community partners. Instead of working in a silo within the system. Community Pro Suites is designed to help with someone who is in Lodi and they want me to refer my students to WorkNet they will be able to set up a referral to a case worker. If we get everyone on board we can have an open communication line through this system. Faces and voices are part of this system making it an easier transition for the students.
- Elena Mangahas: we are a contractor with the Human Services Agency, and we process 1,500 clients every year and the referral form we know who the non-custodial parent is. Our main function is to put them through our work experience program and then it stops there. If we carry on an extra value in this program and have another idea and linking them its already under one roof. We see the clients who are recipients of cash aid and we are workforce development. I see Non-Custodial Parents possible referral to the WIOA program. We are stuck in a mold that we can only run this program based on what is stipulated in the contract and it takes an extra hard working case manager to offer that client to take an extra step to help the client.
- John Solis: On the Economic Development part we have a program called “Executive Pulse” and this a program we work with as part of our Business Retention and Expansion Program (BREP).
- Sheila Ballin: Training needs to start from the beginning.
- Gina Johnston: Cultural thing, lack of their relationship, they are angry and they lose focus on the child.
- Danielle Cenedella: Population by quadrants we are fully aware that certain population just don’t want to be there. We focus on the ones that want to engage hard population that want to be successful. Change fostering with the parent. Performance measure that we want to hit.
- Veronica Riley: Region to Region referrals.

5. What strategies and tools are used to motivate and incentivize NCPs’ acting on referrals, participating in training/skills development and retention in employment?

- Cheryl Hicks: Something Negative/Positive is their Driver's License (DL) is a positive a lot of our funds would not be collect if we haven't taken the DL to use that keeping them employed/working that keeps a lot of non-custodial parent in and keeping their account current.
- Sheila Ballin: What is their education other options they have. Referral from Child Support Office. Motive them. Population meditation department co-parenting classes on-line information. So they want to provide education to them even more. They are so un-happy and their unhappiness can be fixed.
- Veronica Riley - Something that we are able to explore. Currently Child Support has a compromised arrears program if someone owes welfare or state arrears we will have the ability to compromise that monitory melt down we will have the ability to reduce your arrears. The San Joaquin County arrears are very low. If you work with us we can work with you.
- John Solis: Service Delivery and information sharing is crucial. Messaging; What DCSS can do for WorkNet and Visa-versa? Come out to monthly meetings to talk to each other to become aware of what we can do to support our common customer. Fathers and Families is an organization that supports NCP and helps them understand the importance of being an engaged parent in their children's lives.

6. How can local organizations work better to ensure positive employment and career outcomes for NCPs?

- Kathie Bohacek: Messaging clients' needs a better job and possible spin on it. The message has to come from everyone.
- Patty Virgen: Monthly meeting with our partners. We can schedule meetings with other case manager with other partner agency as to what kind of programs are available.
- Tonnie Mallory: The comment follow-up with information sharing. Continuing the talk.

David Shinder - Next steps continue to talk, develop an understanding, reduce to procedure, referrals, information sharing.

- Elena Mangahas: Asset Mapping.
- LaChelle Adams: More Education, starts in school.

- Ed Jennings: Structure in Life, Parenting Groups, Parole Resources and access to resources.

The San Joaquin County Workforce Development Board is updating its Local & Regional Plans



Your participation and input is critical to developing a plan that is responsive to the needs of our community



SAVE THE DATE!

Thursday, October 25, 2018

9:00 AM to 11:00 AM

Individuals with Disabilities

Improving Services to Individuals with Disabilities through Competitive Integrated Employment

- What are the Barriers to Employment?
 - How Can We Leverage Our Resources?
 - How Can We Align Our Programs?
- As service providers to this Targeted Group, we invite you to help us answer these questions

This forum will be held at the Stockton WorkNet Center
Located at 56 South Lincoln Street, Stockton, CA 95203

(209) 468-3500 | www.sjworknet.org | Facebook/sjcwn |  @sjworknet

This WIOA Title I-financially assisted program or activity is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. California Relay Service 711 or 1-800-735-2922 (English) 1-800-855-3000 (Spanish)

A proud partner of the America's **JobCenter** network of California™



October 1, 2018

Dear Community Partners:

RE: Workforce Innovation and Opportunity Act (WIOA) Input for Local and Regional Plan Modifications

In accordance with federal and state guidance, the San Joaquin County Workforce Development Board (SJCWDB) is preparing to modify existing Local and Regional WIOA Plans. Modifications are necessary, in part, to incorporate changes to the recently modified State WIOA Plan (including new partnerships), which has been submitted to the U.S. Department of Labor.

Included in these modifications, is the need to engage and work with partners to align with the State's Competitive Integrated Employment (CIE) strategy and outline how the partnerships will create more opportunities for CIE. The SJCWDB and Department of Rehabilitation (DOR) will be working together to strengthen and expand the partnerships with programs that serve individuals with disabilities and detailing strategies to implement CIE.

As we prepare to modify the plans, the local board will be seeking stakeholder and community input through a series of forums. The forum to gather information from programs that serve individuals with disabilities will be held in partnership with the Department of Rehabilitation and is scheduled for Thursday, October 25, 2018 at 9:00 a.m., at the Stockton WorkNet Center.

The objective of this forum, is to get as many agencies working with this targeted population and gather input that would help us better understand the data, demographics, employment trends and any other relevant information specific to their needs. This will enable us to align our programs, bridge existing resources and develop better strategies to serve this population.

Your attendance at this forum is critical to obtain the necessary information and ensure that the interests of these clients are placed at the center of the planning conversations. Your input in these forums is critical in identifying the needs of the population you serve and in establishing meaningful partnerships.

I know we have common stakeholders and can provide the necessary services to improve Competitive Integrated Employment opportunities for Individuals with Disabilities, please join us in these conversations.

Should you have any questions or need additional information, please contact my office at (209) 468-3500.

Sincerely,

A handwritten signature in black ink, appearing to read "John M. Solis". The signature is written in a cursive, flowing style with a large initial "J" and "S".

JOHN M. SOLIS
EXECUTIVE DIRECTOR

Attachment

LOCAL AND REGIONAL PLAN INVITEES				
LAST	FIRST	TITLE	ORGANIZATION	E-MAIL
Acevedo	Gene	Board Member	Workforce Development Board	gn_acvdo@hotmail.com
Acosta	John		YMCA	jacosta@ymcasjc.org
Acosta	Lawrence		Pacific Gas and Electric	LHA3@pge.com
Alcantor	Tammy	Human Resources	City of Escalon	TAlcantor@cityofescalon.org
Allum	Skip		California Dept of Transportation	Skip.allum@dot.ca.gov
Ammann	Mike	CEO	SJ Partnership/Business Council	mammann@sanjoaquinusa.org
Andrade	Jesus		SJC Hispanic Chamber of Commerce	jandrade@sichispanicchamber.com
Andres	Janell		Creative Child Care Services	manteca@cccisi.com
Andrus	Ward		Stockton Unified School District	wandrus@stocktonusd.net
Appel	Robin	Supervising Judge Family Law	San Joaquin County Superior Courts	rappel@sicourts.org
Areida	Maxine		Stockton Unified School District HCA	maxineareida@stocktonusd.net
Arguelles	Johnny	Division Director	SICOE, Center for Educational Dev and Research, Career & Technical Ed Center	jarguelles@sjcoe.net
Arroyo	Daryl	Division Dean	SJDC, Humanities, Social Science, Education, Kinesiology & Athletics	darroyo@deltacollege.edu
Arvizn	Maribel	Fiscal and Human Resource Coordinator	Team Charter	marvizn@team-charter.org
Aschieris	Richard	Port Director	Port of Stockton	raschieris@stocktonport.com
Attix	Shelley		Modesto Community College	shelley.attix@mccd.edu
Baker	Meredith	Executive Director	Community Partnership for Families of San Joaquin	mbaker@cpfsj.org
Baker	Laura		Boys & Girls Club	lbaker@lodibic.org
Balaji	Kris	Department Head	SJC Public Works	kbalaji@sigov.org
Ball	Dan	Board Member	Workforce Development Board	dan.ball@mclanefs.com
Ballin	Sheila		San Joaquin County Superior Courts	sballin@sicourts.org
Baltazar	Daisy		Lodi Unified School District	dbaltazar@lodiUSD.net
Barbero	Gloria		Community Action Partnership Kern	gbarbero@capk.org
Bautista	Jennie	Business Services Manager	Tulare Workforce Development	jbautista@tularewib.org
Beattie	Joanna	Executive Director	Manteca Chamber of Commerce	joann@manteca.org
Becerra	Chris		San Joaquin County	cbecerra@sigov.org
Becker	Jerry	Director	SJC - Information Systems Division	jbecker@sigov.org

Beckman	Nancy		Visit Lodi Conference and Visitors Bureau		nbeckman@visitlodi.com
Bedolla	Carlos	Business Manager/Secretary	America, Local 73		cbedolla@liuna73.org
Bennett	Sarah		Communit Center for the Blind		sarahb@communitycenterfortheblind.org
Benson	Jeanette		Global Trade and Logistics		
Bernstein	USMCJ		Circle of Friends		usmcbernstein@gmail.com
Bestolarides	Steve	Assessor/Recorder/County Clerk	SJC - Assessor's Office		assessor@sjgov.org
Bhatka	Jateen	Coordinator, Code Camp	SICOE, Center for Educational Dev and		
Bivens	Bobby	Instructor	Research, Career & Technical Ed Center		jbhatka@sjcoe.net
Boesch	Janissa		NAACP		bobbybivens@aol.com
Borges	Mike	Chief of Police	Department of Child Support Services		Janissa.Boesch@dcss.ca.gov
Boswell	Zach	Principal	Escalon Police Department		
Bradley	Randall	Interim City Manager	Merrill F. West High School, Tracy USD		zboswell@tUSD.net
Brice	Lania		City of Tracy		randall.bradley@ci.tracy.ca.us
Brown	Troy	Associate Superintendent	California Department of Corrections		Lania.Brice@cdcr.ca.gov
Brucker	Adam		SJC		tbrown@sjcoe.net
Brusa	Jim	President	St. Mary's High School		abrucker@sjgov.org
Burcham	Shelley		City of Tracy		jbrusa@saintmaryshighschool.org
Burke	Clark	Superintendent	Manteca Unified School District		shelley.burcham@ci.tracy.ca.us
Camacho	Virginia	CEO	Visit Manteca		jmesser@mUSD.net
Campbell	Patricia	Dean University College	UOP		virginiavisitmanteca@gmail.com
Capra	Kristi	Senior Program Developer	University of the Pacific		pcampbell@Pacific.edu
Caras	Justina	San Joaquin Outreach Lead, CYES	Rising Sun Energy		caras@risingsunenergy.org
Carrillo	Manny	Apprenticeship	Labors Training and Retrg. Trust Fund		mcarrillo@norcalaborers.org
Castanon	Michelle	Program Manager	SICOE, Career Technical Education & Workforce Development, Workforce Development Ctr		mcastanon@deltacollege.edu
Castillo	Tony	Workforce Development Manager	Labors Training and Retrg. Trust Fund		tastillo@norcalaborers.org
Castillo	Tammy	Director	OE3 Operators Engineers Local 3		tcastillo@oe3jac.org

Castro	Paul	Director	CHD-Farmworkers Services and Workforce Development	paul_castro@cahumandevelopment.org
Cenedella	Danielle		Department of Child Support Services	Danielle.Cendella@dcss.ca.gov
Chand	Vinal	Analyst	Stanislaus Workforce Development	chandv@stanalliance.com
Cheney	Lisa	Associate Superintendent of Education Services	Lincoln Unified School District	lcheney@lusd.net
Chesley	Andrew	Executive Director	San Joaquin Council of Governments	chesley@sjcog.org
Childs	Roy	Professor Emeritus	UOP	schilds@pacific.edu
Churchill	Leon	City Manager	City of Tracy	leon_churchill@ci.tracy.ca.us
Colombini	Jay	Board Member	Revolving Loan Fund Board	jcolombini@fmbonline.com
Cook	Nancy		San Joaquin Delta College	ncook@deltacollege.edu
Cotta	Myron	Bishop	Diocese of Stockton	Bishopcotta@stocktondiocese.org
Cruz	Lori	Director	SJC-Department of Child Support Services	lcruz@sjgov.org
Cuevas	Mayra	Board Member	Revolving Loan Fund Board	Mayrascuevas@hotmail.com
Culberson	David	Department Head	SJC San Joaquin General Hospital	dculberson@sjgh.org
Cunningham	Marcia	Department Head	SJC General Services	mcunningham@sjgov.org
Cwiek	Ted	Director	SJC Human Resources	tcwiek@sjgov.org
Dabrowski	Frank	District Coordinator	Carpenters Training Committee	fdabrowski@ctcnc.org
Damele	Tony	Coordinator II	SJCOE, Career Technical Education, Career & Technical Education Center	tdamele@sjcoe.net
Dates	Mona		Creative Child Care Services	sierravista@cccjsi.com
DeAngelo	Jennifer		San Joaquin County Office of Education	jdeangelo@sjcoe.net
DeBrum	Stephen	Mayor	City of Manteca	sdebrum@ci.manteca.ca.us
DeLaRosa	Senaida		SJC Hispanic Chamber of Commerce	info@sjhispanicchamber.com
DeMartino	Donna		SMART/San Joaquin RTD	ddemartino@sanjoaquinrtd.com
Denham	Jeff	Congressman	U.S. House of Representatives	denham.house.gov
Dextraze	Kelly	Superintendent	Lincoln Unified School District	kdextraze@lusd.net
Dhaliwal	Sonny	Mayor	City of Lathrop	sdhaliwal@ci.lathrop.ca.us
Diederich	Greg	Department Head	SJC Health Care Services	gdiederich@sjgh.org
Dispensa	Harry	Apprenticeship Consultant	Office of Apprenticeship US DOL	Dispensa.harry@dol.gov
Douglass	Lisa	Community Engagement Manager	UOP	ldouglass@pacific.edu
Drake	Jon	Department Head	SJC Purchasing and Support Services	jdrake@sjgov.org

Dubroff	Melinda	Department Head	SJC Registrar Voters	mdubroff@sjgov.org
Duzenski	Mimi	Department Head	SJC Clerk of the Board	mduzenski@sjgov.org
Easterling	Jenny		EDD	Jenny.Easterling@edd.ca.gov
Ecker	Brad	Client/Network Administrator	San Joaquin Partnership	becker@sanjoaquina.org
Edman	Leslie	Executive Director	Central Valley Asian-American Chamber of Commerce	stocktonasianchamber@gmail.com
Eggman-Talam	Susan	Assemblymember	California State Assembly	eggmans@csus.edu
Eilbeck	Pamela	President	University of the Pacific	president@pacific.edu
Elliott	Bob	Board Member	SJC Board of Supervisors	belliott@sjgov.org
Ellis	Aaron	Deputy Director Client Services	Kern Workforce Development	aarone@kerncounty.com
Ellis	Helen	Collaborative Courts Manager	San Joaquin Collaborative Courts	hellis@sjgov.org
Escobar	Lincoln		Boys & Girls Club	linshaeill@gmail.com
Eschridge	Steve		Port of Stockton	sescobar@stocktonport.com
Esparza	Kenda		United Cerebral Palsy	keskridge@ucpsj.org
Figueroa	Veronica		San Joaquin Housing Authority	vesparza@HACSJ.Ccom
Finley	Christina	Administrative Support Clerk	Family Resource and Referral Center	cfigueroa@frrcsj.org
Fisher	Jane		Stanislaus Workforce Development	finleyj@stanalliance.com
Fong	Valerie		College of the Sequoias	valerief@cos.edu
Forrest	Les	Board Member	Workforce Development Board	les@kenfongassociates.com
Forshay	Lorinda		San Joaquin Delta College	lforrest@deltacollege.edu
Foster	Adrienne		San Joaquin County Courts	aforshay@sjcourts.org
Freeman	Doris	Executive Director	Stanislaus Workforce Development	Fosterd@stanalliance.com
Frost	John	District Manager	California Water Service	jfreeman@calwater.com
Fuchs	Linda		San Joaquin Delta College	lfrost@deltacollege.edu
Fuchs	Mark	Assistant Executive	Carpenters Training Committee Northern	mfuchn@ctncn.org
Galgiani	Cathleen	Senator	California State Senate	senator.galgiani@senate.ca.gov
Galvan	Michelle	Executive Director	Community Center for the Blind	michellem@communitycenterfortheblind.org
Gastelum	Seidy	Community Outreach Manager	Aspire Public Schools	seidy.gastelum@aspirepublicschools.org
Gatdula	Frank		California Human Development	francisco.gatdula@CAHumanDevelopment.org
Geigle	Bryce	Chief Academic Officer	ABLE Charter Schools	bryce.geigle@ablecharter.com

Gettman	Candy	Deputy Director Employer Services	Kern Workforce Development	candyg@co.kern.ca.us
Givens	Terry	Board Member	Workforce Development Board	bigbudman@yahoo.com
Goulart	Sheila		San Joaquin County Office Education	sgoulart@sjcoe.net
Graham	Marian	Director of Catholic Schools	Diocese of Stockton	mgraham@stocktondiocese.org
Grant	Jaime		San Joaquin County	jgrant@sjgov.org
Gray	Tamra	SAP Chairperson	Stockton Unified School District, Student Support Services	tgray@stocktonusd.net
Griggs	Andrew	Teacher Be-tech	Manteca Unified School District, Career/Vocational/Shop	agriggs@musd.net
Gruzas	Sarah		Creative Child Care Services	alpine@cccisi.com
Guantone	Rick	Apprenticeship Consultant	SJCOE, Career Technical Education	rguantone@sjcoe.net
Hall	Rick	District Superintendent	Linden Unified School District	rihall@sjcoe.net
Halver	Peter	Division Manager	Northern California Chapter	pete@norcalneca.org
Harb	Barb		City of Tracy	barbara.harb@ci.tracy.ca.us
Harrison	Faimous		University of California Stanislaus	fharrison@csustan.edu
Hart	Kathy	Superintendent	San Joaquin Delta College	Khart@deltacollege.edu
Hasem-Houy	Raksan		Family Resource & Referral Services	rhouy@frrcsj.org
Hawkins	Eric		UNEED2	info@uneed2.org
Hayes	Geneva	Director	Mary Magdalene Community Services	genevammagdalene@yahoo.com
Henderson	Keiland	City Manager	City of Stockton	keiland.henderson@stocktonca.gov
Hernandez	Raul	Representative/Organizer	United Assoc. of Plumbers and Pipefitters	raulh@local442.com
Hernandez	Jose	Board Member	Workforce Development Board	josehernandez128@gmail.com
Herrera	Liliana		Give Every Child A Chance	lherrera@gecac.net
Herrera	Ismael		CSU	isherrera@csufresno.edu
Hill	Vernel	President CEO	Service First of Northern California	info@servicefirstnc.org
Hinojosa	David	Regional Advisor	EDD	David.Hinojosa@edd.ca.gov
Hirota	Carol	Lead Administrator	Stockton School for Adults	chirota@stocktonusd.net
Hitchcock	Teresa	Executive Director	Kern Workforce Development	hitchcockt@co.kern.ca.us
Holtz	Brent	Department Head	SJC Cooperate Extension	baholtz@ucanr.edu
Homdus	Lucas	Coordinator	SJCOE, YouthBuild San Joaquin/Ameri-Corps, Career and Technical Education Center	lhomdus@sjcoe.net

Hoo	Ray		San Joaquin County Office of Education	rhoo@sjgov.org
Huber	Michael		Downtown Stockton Alliance	mhuber@downtownstockton.org
Hyland	James		Salvation Army	James.Hyland@usw.salvationarmy.org
James	Stephanie	Chief Probation Officer	San Joaquin County Probation	sjames@sjgov.org
Jansen	Julie	Principal	Lodi Unified School District, Adult Ed/CTE, Lodi Adult School	jjansen@lodiused.net
Jimenez	Gustavo	School Counselor	Vista High School (Escalon Unified)	gjimenez@escalonusd.org
Johnson	Chris		California Department of Corrections	Chris.Johnson@cdcr.ca.gov
Junn	Ellen	President	California State University- Stanislaus	president@csustan.edu
Junqueiro	Rosa	Executive Officer	San Joaquin County Superior Courts	rjunqueiro@sjcourts.org
Kaeslin	Janine	Assistant Superintendent	SICOE, County Operated Schools and Programs, Wentworth Education Center	jkaeslin@sjcoe.net
Kay	Chris		Altamont Corridor Express/SJ Regional Rail	christ@acerail.com
Keokham	Phonxay	Treasurer Tax Collector	SJC Revenue and Recovery	pkeokham@sjgov.org
Kleinert	Chris	Director	SICOE, Career Technical Education, Career & Technical Education Center	ckleinert@sjcoe.net
Knodt	Nate		SMART/San Joaquin RTD	nknodt@sanjaquinrtd.com
Koeurt	Sovanna	Executive Director	APSARA	admin@apsaraonline.org
Koller	Vinz			vinz_koller@spra.com
Konczal	Blake	Executive Director	Fresno Workforce Development	bkonczal@workforce-connection.com
Kopecki	Jennifer	Career Development Transition Specialist	SICOE	jkopecki@sjcoe.net
Kumar	Darren	Regional Manager, CYES	Rising Sun Energy	kumar@risingsunenergy.org
Lacy	Shim	Executive Assistant to the President	UOP	slacy@pacific.edu
Lao	Zorayda	Liaison	California Dept. of Transportation Caltrans	Zorayda.Lao@dot.ca.gov
Lechich	Lynn timer	Manager of Presidential Events	UOP	Llechich@pacific.edu
Ledezma	Lupe		Family Resource & Referral Services	lledezma@frrcsj.org
Lee	Denise	CEO	Central Valley Asian American Chamber of Commerce	dlee@sbcglobal.net
Leon	Katrina	Acting Director of Ed Services	Stockton Unified School District, Native American Indian Center	kleon@stocktonusd.net

Leong	Michael	Representative	Carpenters Training Committee Northern	mleong@ctcnc.org
Lima	Shellie	Department Head	SJC Office of Emergency Services	slima@sjgov.org
Lippincott	Lance	Executive Director	Kings Workforce Development	Lance.Lippincott@co.kings.ca.us
Long	Vicki	Program Manager	MotherLode Workforce Development	vickil@milit.org
Lopez	Steve	Business Representative	OE3 Operators Engineers Local 3	slopez952@yahoo.com
Lopez	Hector	Coordinator	Carpenters Training Committee Northern	hlopez@ctcnc.org
Lorente	George		SMART/San Joaquin RTD	glorente@sanjoaquinrtd.com
Loret de Mola	Nick	Deputy Director	Merced Workforce Development	NLoretDeMola@co.merced.ca.us
Lyell	Miriam	Department Head	SJC Public Defender	mlyell@sjgov.org
Mackey	Kelly	Regional Director of Strategic Partnerships	State of California, Office of Industrial Relations	kmackey@dir.ca.gov
Magana	Laura	Compliance and Standards Officer	Kings Workforce Development	laura.magana@co.kings.ca.us
Maldonado	Anita	CEO	California Human Development	anita.maldonado@cahumandevelopment.org
Malik	Andrew	Economic Development Manager	City of Tracy	Andrew.Malik@ci.tracy.ca.us
Maloney	Dan	Chamber Manager	Lathrop District Chamber of Commerce	info@lathropchamber.org
Marchy	Lori		Advanced Manufacturing	marchyl@yosemite.edu
Mark	Michael	Representative	Sheet Metal Workers Local 104	michaelm@smw104.org
Martinez	Nati	LMID	EDD	Natividad.martinez@edd.ca.gov
Mavrogenes	Harry	Airport Director	Stockton Airport	hmavrogenes@sjgov.org
McAfee	Stacy	Associate Vice-President	UOP	smcafee@pacific.edu
McBride	Nate	Director	SJDC, Small Business Development Center	nmcbride@deltacollege.edu
McCann	Cheryl		San Joaquin County Courts	cmccann@sjcourts.org
McCorry	Maureen		University of California Stanislaus	mmccorry@csustan.edu
McDuffie	Ellen		Goodwill	emcduffie@goodwill-sjv.org
McGee	Malika		Community Action Partnership Kern	mmcgee@capk.org
McMunn	David	Deputy Director	Tulare Workforce Development	dmcmmunn@tularewib.org
McNickle	Kari	Employer Champion Queen	DIBS	kari@dibsmway.com
Medeiros	Diane	Principal	Manteca Adult School	dmedeiros@musd.net
Meier	David		Pacific Gas and Electric	DIMR@pge.com

Menil	Brad		San Joaquin Regional Transit District	bmenil@sirtd.com
Michaels	Jeffery		Center for Business and Policy Research	jmichael@pacific.edu
Millan	Eloisa	Social Worker	Stockton Unified School District, Foster Youth Liaison Office	emillan@stocktonusd.net
Miller	Katie	Human Resources Manager	Port of Stockton	kmiller@stocktonport.com
Miller	Janice		City of Stockton	Janice.miller@stocktonca.gov
Miller	Kathy	Board Member	SJC Board of Supervisors	kmiller@sjgov.org
Miller	Michael	Department Head	San Joaquin County Human Services Agency	mimiller@sjgov.org
Miller	Jeanie		Boys & Girls Club	jmiller@bgmanteca.org
Mills	Mary		Creative Child Care Services	smallworld@cccisj.com
Mirrione	David	Executive Director	Merced Workforce Development	Dmirrione@co.merced.ca.us
Mix	Cindy		Valley Mountain Regional Center	cmix@vmrc.net
Mohle	Dennis		Fresno City College	dennis.mohle@fresnocitycollege.edu
Monroe	Carol		SJC Human Services Agency	cmonroe@sjgov.org
Montarrez	Aida		Community Medical Centers	amonarrez@cmcenters.org
Moore	Steve	Sheriff/Coroner	San Joaquin County Sheriff's Office	smoore@sjgov.org
Moreno	Jose		San Joaquin County	josemoreno@sjgov.org
Mortensen	Stacey	Executive Director	ACE	smortensen@acerail.com
Mousalimas	James	Superintendent	San Joaquin County Office Education	jmousalimas@sjcoe.net
Munguia	Oscar		Give Every Child A Chance	omunguia@gecac.net
Murdaugh	Kimberly	Director Human Resource	City of Tracy	hr@cityoftracy.org
Myles	Mark	County Counsel	SJC County Counsel	jmyles@sjgov.org
Nakanishi	Alan	Mayor	City of Lodi	anakanishi@lodi.gov
Nichols-Wash	Cathy	Superintendent	Lodi Unified School District	cwasher@lodiusd.net
Nino	Monica	County Administrator	San Joaquin County Administration	mnino@sjgov.org
Noll	Jason	Principal	Tracy High School	jnoll@tusd.net
Nunez	Manuel	Director	SICOE, Migrant Education, Wentworth Education Center	mnunez@sjcoe.net
Nunez	Sammy	Director	Fathers and families	snunez@ffsj.org
Nuss	Lynsay		Women Center & Family Services	Lnuss@wcyfs.org
Ogden	Tim	City Manager	City of Manteca	togden@ci.manteca.ca.us
Okamoto	George	Chief Inforamtion Officer	Labor & Workforce Development Agency	george.okamoto@labor.ca.gov
Okamoto-Vauj	Wilma	Dean of Administration	Humphreys University	wov@humphreys.edu

Olea	Erick			Give Every Child a Chance	emunguia@gcac.net
O'Nanik	Scott				snanik@ccoe.k12.ca.us
Ost	Denise			Goodwill	DeniseO@goodwill-siv.org
Ouyang	John			Delta Charter High School	jouyang@njes.org
Owsus-Spence	Brandie			African American Chamber of Commerce	eyv209@gmail.com
Parker	LeAnn				lparker@sjcphs.com
Patrick	Pat	CEO		Lodi Chamber of Commerce	ppatrick@lodichamber.com
Patterson	Maria	Sergeant of Arms		San Joaquin Calaveras Center Labor Council	mariapatterson0504@att.net
Patti	Tom	Board Member		SJC Board of Supervisors	tpatti@sjgov.org
Peck	Adam	Executive Director		Tulare Workforce Development	apeck@tularewib.org
Pelican	Tim	Agricultural Commissioner/Sealor of Weights & Measures		SJC, Office of Agricultural Commissioner	stocktonag2@sjgov.org
Peralta	Henry	Board Member		Workforce Development Board	hperalta@pacbell.net
Perry	Lorraine	Cluster Manager		EDD	Lorraine.perry@edd.ca.gov
Person-Whitley	Sheba			City of Stockton	Sheba.Person-Whitley@stocktonca.gov
Peterson	Holly	Chief Programs Officer/6-12 Principal		ABLE Charter Schools	holly.peterson@ablecharter.com
Pogue	Thomas			UOP CBPR Eberhardt School of Business	tpogue@pacific.edu
Post	Adele			City of Lodi	apost@lodi.gov
Presto	Anthony			SJ Valley Air Pollution Control District	anthony.presto@valleyair.org
Prieto	Juan			California Human Development	juan.prieto@cahumandevopment.org
Ramirez	Ernestina			Creative Child Care Services	ernestina@cccisj.com
Ramirez	Elvira	Executive Director		Catholic Charities	eramirez@ccstockton.org
Ransom	Rhodesia			Sow A Seek	director@sowaseedcf.org
Rastreed	Sarah	Executive Legislative Coordinator		ACE	sarah@acerail.com
Reece	Leslie			Family Resource & Referral Services	lirece@frrcsj.org
Resa	Paula	Director of Field Services		Carpenters Training Committee	presda@ctcnc.org
Restuccia	Mike	Councilmember		City of Ripon	mrestuccia@cityofripon.org
Reyna	Joel				joel.reyna@asm.ca.gov
Rhea	Wes	Director		Visit Stockton	wes@visitstockton.org
Richmond	Lisa			San Joaquin County Medical Society	lisa@sjcms.org

Rickman	Robert	Mayor	City of Tracy	Robert.Rickman@cityoftracy.org
Riley	Veronica	Deputy Director	San Joaquin County Child Support Services	vriley@sjgov.org
Robertson	Tim	Board Member	Workforce Development Board	tim@nvlf.org
Rodriguez	Jose	President CEO	El Concilio	jrodriguez@elconcilio.org
Rogers	Brenda	Senior Apprenticeship Consultant	Department of Apprenticeship Standards	brogers@dir.ca.gov
Romo	Dominique		City of Escalon	dromo@cityofescalon.org
Ruhstaller	Kay	Executive Director	Family Resource and Referral Center	kruhstaller@frrcsj.org
Ruiz Huston	Ines	Latino Community Outreach	University of the Pacific	iruiz@pacific.edu
Runner	Micah		City of Stockton	Micah.runner@stocktonca.gov
Saffold	Randy		City of Manteca	rsaffold@ci.manteca.ca.us
Salazar-Verber	Tori	District Attorney	SJC District Attorney	tori-verber@sjcda.org
Saldana	Joanna	Career Developer Liaison	WorkStart Yes, SJCOE	jsaldana@sjcoe.net
Saltz	Michael	Contracts Administrator	Kern Workforce Development	saltzman@kerncounty.com
Sanborn	Robin	Board Member	Workforce Development Board	robinlsanborn@gmail.com
Sanchez	Luis	Board Member	RFL Board	lhsanchez329@gmail.com
Sangha	Gurminder	Deputy Sector Navigator	Advanced Manufacturing	gurminders@cos.edu
Sarna	Ryan	Labor Relations	Norcal NECA	ryans@norcalneca.org
Savatorre	Stephen		City of Lathrop	ssalvatorre@ci.lathrop.ca.us
Schaffran	Tawn	Lead Guidance Counselor/Senior Internship Coordinator	Tracy Learning Center	tschaffran@tracylc.net
Schallberger	Joel	Principal	Village Oaks High School - Lincoln Unified	jschallberger@lusd.net
Schmidig	Richard		San Joaquin County Office of Education	rschmidig@sjcoe.net
Schultz	Suzanne		San Joaquin County DA's Office	Suzanne.Schultz@sjcda.gov
Schwabauer	Steve	City Manager	City of Lodi	sschwabauer@lodi.gov
Schwabauer	Steve		City of Lodi/Lodi Utility	sschwabauer@lodi.gov
Scott-Contreras	Tracie	Board Member	Madera Workforce Development	Tscott-Contreras@maderaworkforce.org
Sepulveda	Julian	Board Member	Workforce Development Board	sepulvedastruck@sbcglobal.net
Shick	Johanna	Department Head	SJC Retirement Office	johannas@sjcera.org
Silva	Amy		Creative Child Care	asilva@cccisj.com
Silva	Meagan		San Joaquin County Office of Education	mesilva@sjcoe.net
Simoni	Eric		Escalon High School	esimoni@sjcoe.net

Simonich	Don	Apprenticeship Consultant	SJCIE, Career Technical Education	dsimonich@sjcoe.net
Sivell	Bob	Board Member	Revolving Loan Fund Board	sivellfarms@msn.com
Small	Don		City of Manteca	dsmall@ci.manteca.ca.us
Smith	Karen	Board Member	Revolving Loan Fund Board	Karen.smith@cvb.com
Snyder	Nicole		City of Stockton	Nicole.snyder@stocktonca.gov
Sosa	Suzette		San Joaquin County Office of Education	ssousa@sjcoe.net
Spade	Tamra	Board Member	Workforce Development Board	TSapade@riponchamber.org
St. George	Margaret		San Joaquin County Office of Education	mstgeorge@sjcoe.net
Star	Keven	Director Human Resource	City of Stockton	human.resources@stocktonca.gov
Stark	Russell	Director	SIC Stockton Metropolitan Airport	rstark@sjgov.org
States	Bret	Coordinator	SJCIE, STEM Programs, Wentworth Education Center	bstates@sjcoe.net
Stephens	Brian	Superintendent	Tracy Unified School District	bstephens@tusd.net
Stevenson	Bill	Board Member	Kern Workforce Development	bills@kerncounty.com
Stogbauer	Phyllis	Program/Procurement Manager	Fresno Workforce Development	pstogbauer@workforce-connection.com
Strachan	Drew		Carrol Company	dndstrachan@gmail.com
Strube	Sam	Principal	Tracy Adult School	sstrube@tusd.net
Sullivan	Kerry	Director	SJC Community Development Department	ksullivan@sjgov.org
Supnet	Mario	BEA Coordinator	Greater Stockton Chamber of Commerce	bea@stocktonchamber.org
Teasdale	David	Director	Energy, Construction and Utilities	dteasdal@kccd.edu
Thoeny	Dave	Executive Director	MotherLode Workforce Development	dthoeny@mliji.org
Thoeun	Chanthy		SIC Public Health Services	cthoeun@sjcphs.com
Thomas	David	Secretary Treasurer	San Joaquin Building Trades	dthomasncdc@gmail.com
Thomas	R		SICBH-Chemical Dependency Counseling	rthomas@sjcbhs.org
Throne	Yauna		Boys & Girls Club	ythrone@bgctracy.org
Torres	Amy	Project Manager	MotherLode Workforce Development	atorres@mliji.org
Touch	Anna		SIDC	atouch@deltacollege.edu
Tubbs	Michael	Mayor	City of Stockton	mayor@stocktonca.gov
Turkotte	Linda	Department Head	SJC Environmental Health	lturkotte@sicehd.com
Ulmer	Tim		Ulmer Photography	ulmerphoto@aol.com

Uychutin	Connie		San Joaquin ARC	connieu@thearcsj.org
Valenzuela	Sofia	CEO	Tracy Chamber of Commerce	svalenzuela@tracychamber.org
Vallejo	Debbie	Executive Director	Team Charter	dvallejo@team-charter.org
VanCamp	John		San Joaquin Regional Transit District	ivancamp@sjrtd.com
Vang	Mai		LAO Family Community Empowerment	mkvang@flemcempowerment.org
Vang	Maiknue	Interim Deputy Director	Madera Workforce Development	mvang@maderaworkforce.org
Vargas	Salvador	Interim Assistant Superintendent/Vice President of Instruction and Planning	SIDC, Instruction and Planning	svargas@deltacollege.edu
Vargas	Max		City of Stockton	Max.Vargas@stocktonca.gov
Velo	Vincent	Program Manager	Kings Workforce Development	Vincent.Velo@co.kings.ca.us
Vierra	Jeff		DRAIL	jeff@drail.org
Vigil	Diane	Board Member	Workforce Development Board	d.vigil@dameronhospital.org
Vigil	Lisa	Field Representative	Carpenters Local 152	lvigil@nccrc.org
Villanueva	Juan		Port of Stockton	ivillanueva@stocktonport.com
Villapudua	Miguel	Board Member	SIC Board of Supervisors	cvillapudua@sjgov.org
Vincelet	Greg	Board Member	Workforce Development Board	gregv@local442.com
Vistica	Bonnie	Board Member	Revolving Loan Fund Board	bvistica@mgdrilling.com
Vongehr	Chelsea	Public Information Officer/Grant Writer	Lodi Unified School District	cvongehr@lodiusd.net
Wallach	Lita	President	Wallach and Associates	lita.wallachconsult@gmail.com
Ward	Jamie	Assistant Principal	Village Oaks High School - Lincoln Unified	jward@luisd.net
Waters	Elizabeth	Workplace Internship Coordinator	SIDC Workforce Development Center	ewaters@deltacollege.edu
Watts	Jaime		Miracle Mile Imp. District	info@stocktonmiraclemile.com
Werner	Kevin	City Administrator	City of Ripon	kwerner@cityofripon.org
Wesley	John	Board Member	Revolving Loan Fund Board	JJW38@comcast.net
Weston	Ardria	Staff Services Manager	Department of Rehabilitation	ardria.weston@dor.ca.gov
Wilhoit	Douglass	Chief Executive Officer	Greater Stockton Chamber of Commerce	Doug@stocktonchamber.org
Willet	Beth	Information Systems Manager	SIC-Information Systems Division	bwarren@sjgov.org

Williams	Marcus	Regional Vice-President	SEIU Local 1021	mwilliams2@sbcglobal.net
Willis	Rebecca	Director	City of Lathrop	rwillis@ci.lathrop.ca.us
Wilson	Kurt	City Manager	City of Stockton	city.manager@stocktonca.gov
Wilson	Leanne		Creative Child Care Services	ukp@cccjsj.com
Wilverding	Jerome	Auditor-Controller	SJC Auditor Controllers Office	wilverding@sjgov.org
Wimmer	Virginia	Director	San Joaquin Veteran's Services	vwimmer@sjgov.org
Winn	Chuck	Board Member	SJC Board of Supervisors	cwinn@sjgov.org
Xiong	Ka	USDA Grant Program	Fresno Workforce Development	kxiong@workforce-connection.com
Yang	Der	Business Manager	UOP	Dyang@Pacific.edu
Yanni	Larry	Deputy Director	MotherLode Workforce Development	lyanni@mjii.org
Zuidervaart	Ken		City of Ripon	kzuidervaart@cityofripon.org
Zurich	Sheila	Senior Apprenticeship Consultant	Department of Industrial Relations, Division of Apprenticeship Standards	szuvich@dir.ca.gov

**COMMUNITY AND STAKEHOLDER FORUM ON
IMPROVING SERVICES TO INDIVIDUALS WITH DISABILITIES
THROUGH COMPETITIVE INTEGRATED EMPLOYMENT**

Thursday, October 25, 2018
9:00 a.m. to 11:00 a.m.
Stockton WorkNet Center
56 S. Lincoln Street
Stockton, CA 95203

Presenter: David Shinder


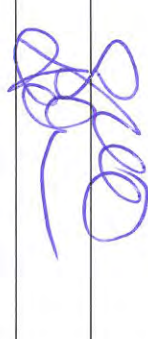
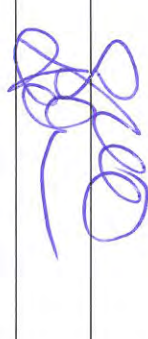









Attendees: 28

Adria Weston, Department of Rehabilitation
Alejandra C. Martinez, Housing Authority
Carmen Lambert, Housing Authority
Deanna Smith, Person Center Services
Dina Henal, State Council on Developmental Disabilities
Drew Strachan, National Alliance on Mental Illness SJC
Enos Edmerson, Jr, Valley Mountain Regional Center
George Lewis, State Council on Developmental Disabilities
Gloria Barbero, CAPK Early Head Start
Heather Maloy, San Joaquin Delta College
Joe Stansil, Department of Rehabilitation (DOR)
Joel Reyna, Assemblymember Susan T. Eggman's Office
Justin Huiras, Person Center Services
Lisa Douglass, University of the Pacific
Margaret Heinz, Lincoln USD
Margaret St. George, San Joaquin County Office Education (SELPA)
Marisol Moreno, Howard Training Center
Max Vargas, City of Stockton Mayor's Office
Nati Martinez, EDD
Sheri Oneto, Workforce Development Board

WorkNet Staff:

Alfredo Mendoza, EEDD Analyst III
Elena Mangahas, EEDD Division Manager
Jessica Hernandez, Employment Training Specialist II
John Solis, Executive Director
Leslie Jones, Employment Training Supervisor
Patty Virgen, Deputy Director
Regina Raman, Employment Services Specialist II
Tina LaBounty, Financial Manager

INDIVIDUALS WITH DISABILITIES FORUM
 OCTOBER 25, 2018
 9:00 A.M. TO 11:00 A.M.
 SIGN-IN LOG




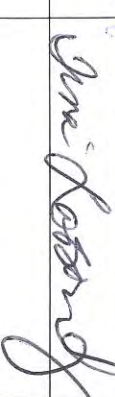
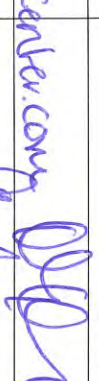
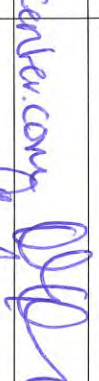

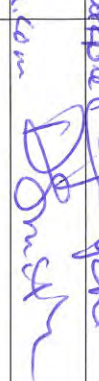


NAME	AGENCY AFFILIATION/ADDRESS	PHONE(S)	E-MAIL ADDRESS	SIGNATURE
Colonia Barbero	CAPIC Early Head Start	2	gbarbero@capic.org	
FERRA MORALES	Housing Authority		amortuarez@hacsj.com	
Sharon Demara	SACE, WorkStart BS		sharon@sjce.net	
Margaret Aire	USD		MTHINE@USD.NET	
Johanna Sals	SJC WORKSTART/EDSN		J.SALS@SJCWORKSTART.ORG	
JOE SMANSL	DOC		JSMANSL@DOE.CA.GOV	
JESSICA HERNANDEZ	EEDD		jhermandez@sjworkstart.org	
Ardria Weston	DOE		Ardria.Weston@doe.ca.gov	
Justin Duran	PCS		justin.huiras@pcs.ca.gov	
Halle Wiley	SJDC		Hmaly@doe.ca.gov	
Shoni Oneto	CAAB (Gaines)		shoni@caab.org	
Drew Strohan	NAMI SJDC		dustreah@namisavjgopip.org	

INDIVIDUALS WITH DISABILITIES FORUM

OCTOBER 25, 2018

9:00 A.M. TO 11:00 A.M.

SIGN-IN LOG



NAME	AGENCY AFFILIATION/ADDRESS	PHONE(S)	E-MAIL ADDRESS	SIGNATURE
Loeli Jones	SIC Worknet	468 3410		
Regina Zarr	11	—		
Margaret St George	SIC05 SERPA	468-4914	mstgeorges@icnet.net	
Terri Laborn	EEDD	468-3537		
LISA MIDDLE	UOR	209-932-3286		
MARISOL MORALES	HTC	5935645	mamorales@trainingcenter.com	
Maquie Thomas	EEDD	468-3544	thomas@icnet.net	
Deanna Smith	PCS	351-4136	deanna.smith@esofa.com	
Elys Edresson	VMRC	209-53672	edresson@vmrc.com	
Nesti Martin	EEDD			

INDIVIDUALS WITH DISABILITIES FORUM

OCTOBER 25, 2018

9:00 A.M. TO 11:00 A.M.

SIGN-IN LOG

NAME	AGENCY AFFILIATION/ADDRESS	PHONE(S)	E-MAIL ADDRESS	SIGNATURE
Armen Lambert	Housing Authority	460-5018	clamberte@asc.com	
Joel Reyna	ASM Susan T. Egan	918-7479	Joel.Reyna@asa-a.s.v	
Patty Virgen	SSE WORKNET	468-2246	pvirgnet@scworknet.org	P. Virgen
Alicia Vera	ETSD	468-3657	avera@scworknet.org	Alicia Vera
Korriane Perry	EDD	9487620	kperry@edd.ca.gov	Korriane Perry
Dora Hernandez	SCPD / UVH	473-6093	dherhena@scsd.ca.gov	Dora Hernandez
George Lewis	SCMP / UVH	473-6940	george.lewis@scsd.ca.gov	George Lewis
Max Vargas	Mayor's Office		Max.Vargas@stocktonca.gov	Max Vargas

Alfredo Mendoza - WIOA Input for Local and Regional Plan Modification-Individuals with Disabilities Forum

From: John Solis
To: DEPARTMENT HEADS 2018; STATE AGENCIES
Date: 10/1/2018 8:26 AM
Subject: WIOA Input for Local and Regional Plan Modification-Individuals with Disabilities Forum
Cc: Bethany Renfree; Bob Lanter; David Shinder; John Chamberlin; Michael...
Bc: Alfredo Mendoza
Attachments: Save The Date_Individuals with Disabilites.pdf; COMMUNITY LTR.pdf

Good Morning Community Partners,

The San Joaquin County Workforce Development Board (SJCWDB) will be modifying its existing Local and Regional WIOA Plans to incorporate changes to the recently modified State WIOA Plan submitted to the U.S. Department of Labor.

As we prepare to modify the plans, the local board will be seeking stakeholder and community input through a series of forums. The forum to gather information from programs that serve individuals with disabilities will be held in partnership with the Department of Rehabilitation and is scheduled for Thursday, October 25, 2018 at 9:00 a.m., at the Stockton WorkNet Center.

The objective of this forum, is to get as many agencies working with this targeted population and gather input that would help us better understand the data, demographics, employment trends and any other relevant information specific to their needs. This will enable us to align our programs, bridge existing resources and develop better strategies to serve this population.

Your attendance at this forum is critical to obtain the necessary information and ensure that the interests of these clients are placed at the center of the planning conversations. Your input in these forums is critical in identifying the needs of the population you serve and in establishing meaningful partnerships.

I know we have common stakeholders and can provide the necessary services to improve Competitive Integrated Employment opportunities for Individuals with Disabilities, please join us in these conversations.

Should you have any questions or need additional information, please contact my office at [\(209\) 468-3500](tel:2094683500).



JOHN M. SOLIS
Executive Director

San Joaquin County WorkNet - EEDD
56 S. Lincoln Street
Stockton CA, 95203
[\(209\) 468-3500](tel:(209)468-3500)
[\(209\) 462-9063](tel:(209)462-9063) (FAX)



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Community and Stakeholder Forum on:

**Improving Services to Individuals with Disabilities
through Competitive Integrated Employment**

AGENDA

- I. Call to Order
- II. Overview of 4-Year Local Workforce Plans and Requirements for Biennial Review and Modification
- III. Overview of Competitive Integrated Employment
- IV. State Requirements and Guidance on Services for Individuals with Disabilities through Competitive Integrated Employment
- IV. Objectives of Community and Stakeholder Forum
- V. Consideration of and Discussions on:
 - A. How are DOR and the workforce system (i.e. the local Board and the AJCCs) currently working together with local partners (such as regional centers, special education and Workability programs, among others) to support the employment goals of individuals with intellectual disabilities and developmental disabilities?
 - B. Are efforts underway for the partners to collaborate on the use of CIE for job seekers with ID/DD?
 - C. Have discussions begun on the development of a Local Partnership Agreement to create more CIE opportunities? If not, how can this be accelerated?
 - D. Have workforce system staff received training in serving individuals with ID/DD and are they knowledgeable about programs and services available to assist this target group? What additional training and information is needed?
 - E. How are DOR and the local workforce system working together to outreach to employers and partners to support individuals with ID/DD in achieving CIE? If efforts are not yet underway, what will be done?
 - F. Have recruitment, referral and employer engagement strategies been defined? If not, what is planned?
- VI. Adjournment

San Joaquin County Workforce Development Board

October 25, 2018

**Improving Services to
Individuals with Disabilities
through Competitive
Integrated Employment**

- » Workforce development programs operated under the federal Workforce Innovation and Opportunity Act (WIOA) are administered in California by 45 distinct Local Workforce Development Boards (LWDBs).
- » In 2017, the LWDBs submitted 4-year Local Workforce Plans to the Governor, all of which were, ultimately, approved.
- » In accordance with WIOA requirements, a biennial review of the 4-year Local Plans is required.
- » California has established specific guidelines for the biennial review of Local Plans, including updates and addenda to bring the plans into alignment with California's 2018 update of the State Workforce Plan.

Local Workforce Planning and the Biennial Updates



Required modifications to local plans must address:

- » New partnerships with CalFresh Employment and Training Programs
- » New Partnerships with Local Child Support Agencies
- » Enhanced Collaboration with local representatives of the California Department of Rehabilitation and other agencies within the disability services network to implement Competitive Integrated Employment models
- » Enhanced partnerships with local education agencies, community-based organizations and other stakeholders to serve English language learners, foreign born individuals and refugees



- » Competitive Integrated Employment (CIE) is work performed by a person with a disability (including those with intellectual disabilities and developmental disabilities) within an integrated setting that includes both individuals with and without disabilities.
- » CIE is full- or part-time work that:
 - Compensates individuals at no less than the legal minimum wage and at the same rate as non-disabled employees with the same skills, performing the same work
 - Yields an income comparable to that of similarly situated non-disabled individuals
 - Provides the same benefits available to other employees
 - Is at a location where employees interact with other persons who are not individuals with disabilities
 - Presents opportunities for advancement

What is Competitive Integrated Employment?



- » In 2017, the California Department of Rehabilitation (DOR), the Department of Developmental Services (DDS) and the California Department of Education (CDE) formalized a partnership agreement around creating more opportunities for individuals with intellectual disabilities (ID) and developmental disabilities (DD) through CIE and other mechanisms.
- » Local Boards must submit modifications to their local plans that address how they will engage with local counterparts of the three state-level partners to align with the State CIE strategy embedded in its blueprint.

Overview of Local Plan Guidance regarding Competitive Integrated Employment

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- » The state-level CIE partners (DOR, DDS, CDE) have developed a Local Partnership Agreement template to assist local education agencies, DOR districts and DDS regional centers in collaborating more effectively in assisting individuals with ID and DD.
- » Staff at AJCCs are expected to understand the needs of jobseekers with ID/DD and be knowledgeable about programs and resources that can aid in their success.
- » DOR's district staff will designate a point of contact for the Local Boards to help provide linkages to service providers of individuals with ID/DD.

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- » DOR district staff will partner with Local Boards to outreach to employers and partners to develop strategies to achieve CIE opportunities for consumers.
- » The State Board recommends that Local Boards support the recruitment, referral, and employer engagement efforts of DOR representatives.



- » Give stakeholders and the community the opportunity to weigh in on the needs of this target group
- » Learn from practitioners about best practices in meeting service needs
- » Identify where gaps in services may currently exist
- » Hear recommendations on implementing competitive integrated employment for individuals with intellectual disabilities and developmental disabilities.

Objectives of this Community and Stakeholder Forum



- » How are DOR and the workforce system (i.e. the local Board and the AJCCs) currently working together with local partners (such as regional centers, special education and Workability programs, among others) to support the employment goals of individuals with intellectual disabilities and developmental disabilities?
- » Are efforts underway for the partners to collaborate on the use of CIE for job seekers with ID/DD?
- » Have discussions begun on the development of a Local Partnership Agreement to create more CIE opportunities? If not, how can this be accelerated?

For Your Consideration and Input

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- » Have workforce system staff received training in serving individuals with ID/DD and are they knowledgeable about programs and services available to assist this target group? What additional training and information is needed?
- » How are DOR and the local workforce system working together to outreach to employers and partners to support individuals with ID/DD in achieving CIE? If efforts are not yet underway, what will be done?

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» Have recruitment, referral and employer engagement strategies been defined? If not, what is planned?



Thanks!
We greatly appreciate your input!



**COMMUNITY AND STAKEHOLDER FORUM ON
IMPROVING SERVICES TO INDIVIDUALS WITH DISABILITIES
THROUGH COMPETITIVE INTEGRATED EMPLOYMENT**

Thursday, October 25, 2018
9:00 a.m. to 11:00 a.m.
Stockton WorkNet Center
56 S. Lincoln Street
Stockton, CA 95203

Presenter: David Shinder

Attendees: 28

Adria Weston, Department of Rehabilitation
Alejandra C. Martinez, Housing Authority
Carmen Lambert, Housing Authority
Deanna Smith, Person Center Services
Dina Henal, State Council on Developmental Disabilities
Drew Strachan, National Alliance on Mental Illness SJC
Enos Edmerson, Jr, Valley Mountain Regional Center
George Lewis, State Council on Developmental Disabilities
Gloria Barbero, CAPK Early Head Start
Heather Maloy, San Joaquin Delta College
Joe Stansil, Department of Rehabilitation (DOR)
Joel Reyna, Assemblymember Susan T. Eggman's Office
Justin Huiras, Person Center Services
Lisa Douglass, University of the Pacific
Margaret Heinz, Lincoln USD
Margaret St. George, San Joaquin County Office Education (SELPA)
Marisol Moreno, Howard Training Center
Max Vargas, City of Stockton Mayor's Office
Nati Martinez, EDD
Sheri Oneto, Workforce Development Board

WorkNet Staff:

Alfredo Mendoza, EEDD Analyst III
Elena Mangahas, EEDD Division Manager
Jessica Hernandez, Employment Training Specialist II
John Solis, Executive Director
Leslie Jones, Employment Training Supervisor
Patty Virgen, Deputy Director
Regina Raman, Employment Services Specialist II
Tina LaBounty, Financial Manager

Consideration of and Discussions on:

- 1. How are DOR and the workforce system (i.e. the local Board and the AJCCs) currently working together with local partners (such as regional centers, special education and Workability programs, among others) to support the employment goals of individuals with intellectual disabilities and developmental disabilities?**

Margaret: SELIT (Supported Employment/Living Interagency Team), a multi-agency and multi-disciplinary group meets twice a year to discuss unmet transition needs of their consumers. The SELIT is composed of teachers (from SELPA), parents, regional center and other agency staff, community college staff and adult day program vendors who come together to offer solutions, advice and options for young adults leaving the educational system at age 22 to ensure smooth transition to the appropriate service to meet the individual's needs and goals. The various agencies that make-up this group are also involved in transitioning youth from school to adult services through DOR now that there is a mandate for DOR to focus on older youth age 16-21.

AJCC sits on the table when the committee meets.

Dina: California is so large, we have 12 volunteers in Amador, Calaveras, Tuolumne, Stanislaus, and San Joaquin Counties. Teachers need to be provided information on how to talk to parents about their children so they can be the catalyst to promote living independently, going to college, and/or working.

Lorraine: The Employment Development Department collaborates with the rest of the AJCC staff and hears the presentation(s) and is trained at the same time [as the other staff in the AJCC] by entities that serve PWDs.

Ardria: 22 is the age when individuals "age out" for the Youth in Transition (disabled youth ages 16-21). We [DOR] always knew of each other and about the WIOA and employment programs. Local Partnership Agreement (LPA) has allowed us to re-focus our schedules.

DAVID SHINDER: We need to streamline our programs and have to do better as we have new partnerships and Local Partnership Agreements (LPA).

Elena: This year five (5) members of staff received training on Equal Opportunity matters (through the State EDD office). We cracked the code – make sure everyone is trained as an AJCC on how to serve PWDs.

The LPA includes DOR, Valley Mountain Regional Center (VMRC), and Special Education Local Planning Area (SELPA).

EJ: The LPA is still a working document. We want a meeting to check/review the targets for 16-22 year olds and have WorkAbility Fairs, we have in-school youth to Transition Fairs excited about working. VMRC prepares the packet [for youth] for the Department of Rehabilitation (DOR).

2. Are efforts underway for the partners to collaborate on the use of CIE for job seekers with ID/DD?

Ardria: We [DOR] were more open to Competitive Integrated Employment (CIE) sheltered piecework.

- Parents don't want to lose their benefits;
- CIE Employment;
- Once placed on a job, federal law states the minimum wage with the end goal of \$10.75 per hour;
- As they move into a CIE (minimum wage) there are lots of consumer issues.

3. Have discussions begun on the development of a Local Partnership Agreement to create more CIE opportunities? If not, how can this be accelerated?

Ardria: Alex Quinn, benefit planner is on board at the DOR. This is a tremendous resource we have not had internally established until now. This Work Incentive Planner can assist regardless of disability they know the ins and outs of what happens when someone starts working when compared to a "normal" person.

DAVID SHINDER: This requires an uncomfortable conversation.

Margaret: We always talk jobs, parents get nervous. We must start the dialogue with the participants (and their parents) at a younger age!

Ardria: Why can't we catch them younger at 11-12 years of age (as opposed to when we catch them today).

EJ: Since our Employment First workshops, we build the conversation about employment around the age of 14.

Dina H: Barriers of "benefits lost" conversation is introduced and we also talk to Disability Resource Agency for Independent Living (DRAIL) representatives.

EJ: We need to find a job first, then address the barriers that surface. Everyone is different with multiple supportive services needed for participants that work 1-10 hours per week, 11-20, and 21-40 hours per week.

Marisol: How do you take all of the people? No clear IDE, Job Coach, Job Developer, it is not easy to find CIE opportunities.

How do you expand the willingness? Are there Industry Champions to tell the story over and over again [to other businesses]. Perhaps talking to employers in grocery stores, Home Depot, HR Connection, or other employers?

DAVID SHINDER: How do we outreach to the business community:

Around CIE, it is more important that we have a strategy.

WorkAbility – 192 students are provided very short training. They have developed a very good base between years 2008 – 2018 in Stockton and Lodi. The slump in the economy slowed our progress, but we are seeing the numbers pick up for employers willing to train this population.

4. Have workforce system staff received training in serving individuals with ID/DD and are they knowledgeable about programs and services available to assist this target group? What additional training and information is needed?

Patty V: We need to have DOR come into the AJCC because we do not see their consumers. We see more mental health issues; we need to know more about how to serve this population.

Margaret: Transportation, it always becomes about cross-training when we talk to other agencies. Every agenda has a presentation, Delta College, WorkNet, Day Programs. A short 20-minute training connection made for teachers also helps.

5. How are DOR and the local workforce system working together to outreach to employers and partners to support individuals with ID/DD in achieving CIE? If efforts are not yet underway, what will be done?

Drew: At NAMI, we have very limited behavioral health services. We need to get more education and outreach regarding mental health, schizo-effective disorders. We need more opportunities to spread information and create an informed citizenry.

Ardria: Disability 101, the do's and don'ts.

Lisa from UOP: We need an event to invite the business owners, infuse them with a plan with recommendations.

Dina H: Back in the day there were Bonded Agencies connected to employment.

Lisa: New skills taskforce should address assisting PWDs.

Drew: Delta College has groups and there are more NAMI clubs on High School campuses today. We need to normalize mental health issues and education ourselves and students ages 18-25 (usually when symptoms appear). When you do a subsidized program, we can check the worksites. Allow us as an AJCC partner to educate the employer. Think of DOR, CIE, think of mental health. It is really hard to pull yourself up by your bootstraps if you don't have straps.

6. Have recruitment, referral and employer engagement strategies been defined? If not, what is planned?

We need to emphasize the connection. There are referrals that can be sent to us (the LPA). San Joaquin and Stanislaus County.

Ardria: We have received some edits for the plan and we will be holding another meeting to secure more input.

Dina H: We are always adding data to the resources we have available.

The San Joaquin County Workforce Development Board is updating its Local & Regional Plans



Your participation and input is critical to developing a plan that is responsive to the needs of our community



SAVE THE DATE!

Friday, November 9, 2018

9:00 AM to 11:00 AM

English Language Learners,
Immigrants & Refugees

Developing Strategies to Strengthen Services to
English Language Learners, Foreign Born
Individuals and Refugees

What are the Barriers to Employment?

What are the gaps in services?

What are strategies for effective outreach?

How Can We Leverage Our Resources?

As service providers to this Targeted
Group, we invite you to help us answer
these questions

This forum will be held at the Stockton WorkNet Center
Located at 56 South Lincoln Street, Stockton, CA 95203

(209) 468-3500 | www.sjworknet.org | Facebook/sjcwn |  @sjworknet

This WIOA Title I-financially assisted program or activity is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.
California Relay Service 711 or 1-800-735-2922 (English) 1-800-855-3000 (Spanish)

A proud partner of the America's JobCenter network
of California™

October 23, 2018

Dear Community Partners:

RE: Workforce Innovation and Opportunity Act (WIOA) Input for Local and Regional Plan Modifications

The San Joaquin County Workforce Development Board (SJCWDB) is preparing to modify our existing Local and Regional WIOA Plans. These modifications will incorporate changes to the recently modified State WIOA Plan which has been submitted to the U.S. Department of Labor.

The SJCWDB will incorporate strategies to align its service delivery with WIOA requirements and with other partner agencies through feedback received from targeted stakeholders.

In an effort to better serve the Limited English Proficient (LEP), Immigrant and Refugee populations, local plan and regional plan modifications will incorporate critical information including strategies on how local and regional partners will braid available resources and coordinate the service delivery to English learners, the foreign born and refugees.

As we prepare to modify the plans, the SJCWDB will be seeking stakeholder and community input through a series of forums. The forum on LEP, Immigrants and Refugees will focus on the needs of this target population and is scheduled for Friday, November 9, 2018 at 9:00 a.m., at the Stockton WorkNet Center located at 56 South Lincoln Street, Stockton CA 95203. Attached for your review and information is the invitation letter sent to you along with the event flier containing pertinent information about the forum.

The objective of this forum, is to bring together as many agencies working with this targeted population and to gather input that would help us better understand the data, demographics, employment trends and any other relevant information specific to their needs. This will enable us to align our programs, bridge existing resources, and develop better strategies to serve this population.

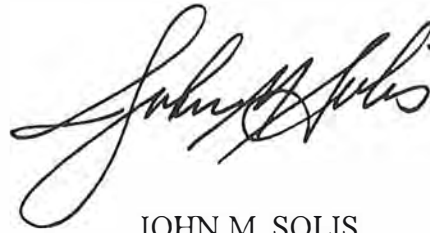
Your attendance at this forum is crucial to obtain the necessary information and ensure that the interests of these clients are placed at the center of the planning conversations. Your input in these forums is essential in identifying the needs of the population you serve and in establishing meaningful partnerships.

I know we have common stakeholders and can provide the necessary services to improve labor market outcomes for all LEP, Immigrants, and Refugees. Please join us in these conversations.

I know we have common stakeholders and can provide the necessary services to improve labor market outcomes for all LEP, Immigrants, and Refugees. Please join us in these conversations. Please feel free to extend an invitation to any of your partners who may contribute to this conversation, including your staff, as appropriate.

Should you have any questions or need additional information, please contact my office at (209) 468-3500.

Sincerely,

A handwritten signature in black ink, appearing to read "John M. Solis". The signature is fluid and cursive, with a large initial "J" and "S".

JOHN M. SOLIS
EXECUTIVE DIRECTOR

Attachment

LOCAL AND REGIONAL PLAN INVITEES				
LAST	FIRST	TITLE	ORGANIZATION	E-MAIL
Acevedo	Gene	Board Member	Workforce Development Board	gn_acvdo@hotmail.com
Acosta	John		YMCA	jacosta@ymcasjc.org
Acosta	Lawrence		Pacific Gas and Electric	LHA3@pge.com
Alcantor	Tammy	Human Resources	City of Escalon	TAlcantor@cityofescalon.org
Allum	Skip		California Dept of Transportation	Skip.allum@dot.ca.gov
Ammann	Mike	CEO	SJ Partnership/Business Council	mammann@sanjoaquinusa.org
Andrade	Jesus		SJC Hispanic Chamber of Commerce	jandrade@sichispanicchamber.com
Andres	Janell		Creative Child Care Services	manteca@cccisi.com
Andrus	Ward		Stockton Unified School District	wandrus@stocktonusd.net
Appel	Robin	Supervising Judge Family Law	San Joaquin County Superior Courts	rappel@sjcourts.org
Areida	Maxine		Stockton Unified School District HCA	maxineareida@stocktonusd.net
Arguelles	Johnny	Division Director	SICOE, Center for Educational Dev and Research, Career & Technical Ed Center	jarguelles@sjcoe.net
Arroyo	Daryl	Division Dean	SJDC, Humanities, Social Science, Education, Kinesiology & Athletics	darroyo@deltacollege.edu
Arvizn	Maribel	Fiscal and Human Resource Coordinator	Team Charter	marvizn@team-charter.org
Aschieris	Richard	Port Director	Port of Stockton	raschieris@stocktonport.com
Attix	Shelley		Modesto Community College	shelley.attix@mccd.edu
Baker	Meredith	Executive Director	Community Partnership for Families of San Joaquin	mbaker@cpfsj.org
Baker	Laura		Boys & Girls Club	lbaker@lodibic.org
Balaji	Kris	Department Head	SJC Public Works	kbalaji@sjgov.org
Ball	Dan	Board Member	Workforce Development Board	dan.ball@mclanefs.com
Ballin	Sheila		San Joaquin County Superior Courts	sballin@sjcourts.org
Baltazar	Daisy		Lodi Unified School District	dbaltazar@lodiUSD.net
Barbero	Gloria		Community Action Partnership Kern	gbarbero@capk.org
Bautista	Jennie	Business Services Manager	Tulare Workforce Development	jbautista@tularewib.org
Beattie	Joanna	Executive Director	Manteca Chamber of Commerce	joann@manteca.org
Becerra	Chris		San Joaquin County	cbecerra@sjgov.org
Becker	Jerry	Director	SJC - Information Systems Division	jbecker@sjgov.org

Beckman	Nancy		Visit Lodi Conference and Visitors Bureau			nbeckman@visitlodi.com
Bedolla	Carlos	Business Manager/Secretary	America, Local 73			cbedolla@liuna73.org
Bennett	Sarah		Communit Center for the Blind			sarahb@communitycenterfortheblind.org
Benson	Jeanette		Global Trade and Logistics			
Bernstein	USMCJ		Circle of Friends			usmcbernstein@gmail.com
Bestolarides	Steve	Assessor/Recorder/County Clerk	SJC - Assessor's Office			assessor@sjgov.org
Bhatka	Jateen	Coordinator, Code Camp	SICOE, Center for Educational Dev and			
Bivens	Bobby	Instructor	Research, Career & Technical Ed Center			jbhatka@sjcoe.net
Boesch	Janissa		NAACP			bobbybivens@aol.com
Borges	Mike	Chief of Police	Department of Child Support Services			Janissa.Boesch@dcss.ca.gov
Boswell	Zach	Principal	Escalon Police Department			
Bradley	Randall	Interim City Manager	Merrill F. West High School, Tracy USD			zboswell@tUSD.net
Brice	Lania		City of Tracy			randall.bradley@ci.tracy.ca.us
Brown	Troy	Associate Superintendent	California Department of Corrections			Lania.Brice@cdcr.ca.gov
Brucker	Adam		SJC			tbrown@sjcoe.net
Brusa	Jim	President	St. Mary's High School			abrucker@sjgov.org
Burcham	Shelley		City of Tracy			jbrusa@saintmaryshighschool.org
Burke	Clark	Superintendent	Manteca Unified School District			shelley.burcham@ci.tracy.ca.us
Camacho	Virginia	CEO	Visit Manteca			jmesser@mUSD.net
Campbell	Patricia	Dean University College	UOP			virginiavisitmanteca@gmail.com
Capra	Kristi	Senior Program Developer	University of the Pacific			pcampbell@Pacific.edu
Caras	Justina	San Joaquin Outreach Lead, CYES	Rising Sun Energy			caras@risingsunenergy.org
Carrillo	Manny	Apprenticeship	Labors Training and Retrg. Trust Fund			mcarrillo@norcalaborers.org
Castanon	Michelle	Program Manager	SICOE, Career Technical Education & Workforce Development, Workforce Development Ctr			mcastanon@deltacollege.edu
Castillo	Tony	Workforce Development Manager	Labors Training and Retrg. Trust Fund			tastillo@norcalaborers.org
Castillo	Tammy	Director	OE3 Operators Engineers Local 3			tcastillo@oe3jac.org

Castro	Paul	Director	CHD-Farmworkers Services and Workforce Development	paul.castro@cahumandevelopment.org
Cenedella	Danielle		Department of Child Support Services	Danielle.Cendella@dcss.ca.gov
Chand	Vinal	Analyst	Stanislaus Workforce Development	chandv@stanalliance.com
Cheney	Lisa	Associate Superintendent of Education Services	Lincoln Unified School District	lcheney@lUSD.net
Chesley	Andrew	Executive Director	San Joaquin Council of Governments	chesley@sjcog.org
Childs	Roy	Professor Emeritus	UOP	schilds@pacific.edu
Churchill	Leon	City Manager	City of Tracy	leon.churchill@ci.tracy.ca.us
Colombini	Jay	Board Member	Revolving Loan Fund Board	jcolombini@fmbonline.com
Cook	Nancy		San Joaquin Delta College	ncook@delatcollege.edu
Cotta	Myron	Bishop	Diocese of Stockton	Bishopcotta@stocktondiocese.org
Cruz	Lori	Director	SJC-Department of Child Support Services	lcruz@sjgov.org
Cuevas	Mayra	Board Member	Revolving Loan Fund Board	Mayrascuevas@hotmail.com
Culberson	David	Department Head	SJC San Joaquin General Hospital	dculberson@sjgh.org
Cunningham	Marcia	Department Head	SJC General Services	mcunningham@sjgov.org
Cwiek	Ted	Director	SJC Human Resources	tcwiek@sjgov.org
Dabrowski	Frank	District Coordinator	Carpenters Training Committee	fdabrowski@ctcnc.org
Damele	Tony	Coordinator II	SJCOE, Career Technical Education, Career & Technical Education Center	tdamele@sjcoe.net
Dates	Mona		Creative Child Care Services	sierravista@cccjsi.com
DeAngelo	Jennifer		San Joaquin County Office of Education	jdeangelo@sjcoe.net
DeBrum	Stephen	Mayor	City of Manteca	sdebrum@ci.manteca.ca.us
DeLaRosa	Senaida		SJC Hispanic Chamber of Commerce	info@sjhispanicchamber.com
DeMartino	Donna		SMART/San Joaquin RTD	ddemartino@sanjoaquinrtd.com
Denham	Jeff	Congressman	U.S. House of Representatives	denham.house.gov
Dextraze	Kelly	Superintendent	Lincoln Unified School District	kdextraze@lUSD.net
Dhaliwal	Sonny	Mayor	City of Lathrop	sdhaliwal@ci.lathrop.ca.us
Diederich	Greg	Department Head	SJC Health Care Services	gdiederich@sjgh.org
Dispensa	Harry	Apprenticeship Consultant	Office of Apprenticeship US DOL	Dispensa.harry@dol.gov
Douglass	Lisa	Community Engagement Manager	UOP	ldouglass@pacific.edu
Drake	Jon	Department Head	SJC Purchasing and Support Services	jdrake@sjgov.org

Dubroff	Melinda	Department Head	SJC Registrar Voters	mdubroff@sjgov.org
Duzenski	Mimi	Department Head	SJC Clerk of the Board	mduzenski@sjgov.org
Easterling	Jenny		EDD	Jenny.Easterling@edd.ca.gov
Ecker	Brad	Client/Network Administrator	San Joaquin Partnership	becker@sanjoaquina.org
Edman	Leslie	Executive Director	Central Valley Asian-American Chamber of Commerce	stocktonasianchamber@gmail.com
Eggman-Talam	Susan	Assemblymember	California State Assembly	eggmans@csus.edu
Eilbeck	Pamela	President	University of the Pacific	president@pacific.edu
Elliott	Bob	Board Member	SJC Board of Supervisors	belliott@sjgov.org
Ellis	Aaron	Deputy Director Client Services	Kern Workforce Development	aarone@kerncounty.com
Ellis	Helen	Collaborative Courts Manager	San Joaquin Collaborative Courts	hellis@sjgov.org
Escobar	Lincoln		Boys & Girls Club	linshaeill@gmail.com
Eschridge	Steve		Port of Stockton	sescobar@stocktonport.com
Eskridge	Kenda		United Cerebral Palsy	keskridge@ucpsj.org
Espara	Veronica		San Joaquin Housing Authority	vesparza@HACSJ.Ccom
Figueroa	Christina	Administrative Support Clerk	Family Resource and Referral Center	cfigueroa@frrcsj.org
Finley	Jane		Stanislaus Workforce Development	finleyj@stanalliance.com
Fisher	Valerie		College of the Sequoias	valerief@cos.edu
Fong	Les	Board Member	Workforce Development Board	les@kenfongassociates.com
Forrest	Lorinda		San Joaquin Delta College	lforrest@deltacollege.edu
Forshay	Adrienne		San Joaquin County Courts	aforshay@sjcourts.org
Foster	Doris	Executive Director	Stanislaus Workforce Development	Fosterd@stanalliance.com
Freeman	John	District Manager	California Water Service	jfreeman@calwater.com
Frost	Linda		San Joaquin Delta College	lfrost@deltacollege.edu
Fuchs	Mark	Assistant Executive	Carpenters Training Committee Northern	mfuchn@ctncn.org
Galgiani	Cathleen	Senator	California State Senate	senator.galgiani@senate.ca.gov
Galvan	Michelle	Executive Director	Community Center for the Blind	michellem@communitycenterfortheblind.org
Gastelum	Seidy	Community Outreach Manager	Aspire Public Schools	seidy.gastelum@aspirepublicschools.org
Gatdula	Frank		California Human Development	francisco.gatdula@CAHumanDevelopment.org
Geigle	Bryce	Chief Academic Officer	ABLE Charter Schools	bryce.geigle@ablecharter.com

Gettman	Candy	Deputy Director Employer Services	Kern Workforce Development	candyg@co.kern.ca.us
Givens	Terry	Board Member	Workforce Development Board	bigbudman@yahoo.com
Goulart	Sheila		San Joaquin County Office Education	sgoulart@sjcoe.net
Graham	Marian	Director of Catholic Schools	Diocese of Stockton	mgraham@stocktondiocese.org
Grant	Jaime		San Joaquin County	jgrant@sjgov.org
Gray	Tamra	SAP Chairperson	Stockton Unified School District, Student Support Services	tgray@stocktonusd.net
Griggs	Andrew	Teacher Be-tech	Manteca Unified School District, Career/Vocational/Shop	agriggs@musd.net
Gruzas	Sarah		Creative Child Care Services	alpine@cccisj.com
Guantone	Rick	Apprenticeship Consultant	SJCOE, Career Technical Education	rguantone@sjcoe.net
Hall	Rick	District Superintendent	Linden Unified School District	rihall@sjcoe.net
Halver	Peter	Division Manager	Northern California Chapter	pete@norcalneca.org
Harb	Barb		City of Tracy	barbara.harb@ci.tracy.ca.us
Harrison	Faimous		University of California Stanislaus	fharrison@csustan.edu
Hart	Kathy	Superintendent	San Joaquin Delta College	Khart@deltacollege.edu
Hasem-Houy	Raksan		Family Resource & Referral Services	rhoy@frrcsj.org
Hawkins	Eric		UNEED2	info@uneed2.org
Hayes	Geneva	Director	Mary Magdalene Community Services	genevammagdalene@yahoo.com
Henderson	Keiland	City Manager	City of Stockton	keiland.henderson@stocktonca.gov
Hernandez	Raul	Representative/Organizer	United Assoc. of Plumbers and Pipefitters	raulh@local442.com
Hernandez	Jose	Board Member	Workforce Development Board	josehernandez128@gmail.com
Herrera	Liliana		Give Every Child A Chance	lherrera@gecac.net
Herrera	Ismael		CSU	isherrera@csufresno.edu
Hill	Vernel	President CEO	Service First of Northern California	info@servicefirstnc.org
Hinojosa	David	Regional Advisor	EDD	David.Hinojosa@edd.ca.gov
Hirota	Carol	Lead Administrator	Stockton School for Adults	chirota@stocktonusd.net
Hitchcock	Teresa	Executive Director	Kern Workforce Development	hitchcockt@co.kern.ca.us
Holtz	Brent	Department Head	SJC Cooperate Extension	baholtz@ucanr.edu
Homdus	Lucas	Coordinator	SJCOE, YouthBuild San Joaquin/Ameri-Corps, Career and Technical Education Center	lhomdus@sjcoe.net

Hoo	Ray		San Joaquin County Office of Education	rhoo@sjgov.org
Huber	Michael		Downtown Stockton Alliance	mhuber@downtownstockton.org
Hyland	James		Salvation Army	James.Hyland@usw.salvationarmy.org
James	Stephanie	Chief Probation Officer	San Joaquin County Probation	sjames@sjgov.org
Jansen	Julie	Principal	Lodi Unified School District, Adult Ed/CTE, Lodi Adult School	jjansen@lodiused.net
Jimenez	Gustavo	School Counselor	Vista High School (Escalon Unified)	gjimenez@escalonusd.org
Johnson	Chris		California Department of Corrections	Chris.Johnson@cdcr.ca.gov
Junn	Ellen	President	California State University- Stanislaus	president@csustan.edu
Junqueiro	Rosa	Executive Officer	San Joaquin County Superior Courts	rjunqueiro@sjcourts.org
Kaeslin	Janine	Assistant Superintendent	SICOE, County Operated Schools and Programs, Wentworth Education Center	jkaeslin@sjcoe.net
Kay	Chris		Altamont Corridor Express/SJ Regional Rail	christ@acerrail.com
Keokham	Phonxay	Treasurer Tax Collector	SJC Revenue and Recovery	pkeokham@sjgov.org
Kleinert	Chris	Director	SICOE, Career Technical Education, Career & Technical Education Center	ckleinert@sjcoe.net
Knodt	Nate		SMART/San Joaquin RTD	nknodt@sanjaquinrtd.com
Koeurt	Sovanna	Executive Director	APSARA	admin@apsaraonline.org
Koller	Vinz			vinz_koller@spra.com
Konczal	Blake	Executive Director	Fresno Workforce Development	bkonczal@workforce-connection.com
Kopecki	Jennifer	Career Development Transition Specialist	SICOE	jkopecki@sjcoe.net
Kumar	Darren	Regional Manager, CYES	Rising Sun Energy	kumar@risingsunenergy.org
Lacy	Shim	Executive Assistant to the President	UOP	slacy@pacific.edu
Lao	Zorayda	Liaison	California Dept. of Transportation Caltrans	Zorayda.Lao@dot.ca.gov
Lechich	Lynnne	Manager of Presidential Events	UOP	Llechich@pacific.edu
Ledezma	Lupe		Family Resource & Referral Services	lledezma@frrcsj.org
Lee	Denise	CEO	Central Valley Asian American Chamber of Commerce	dlee@sbcglobal.net
Leon	Katrina	Acting Director of Ed Services	Stockton Unified School District, Native American Indian Center	kleon@stocktonusd.net

Leong	Michael	Representative	Carpenters Training Committee Northern	mleong@ctcnc.org
Lima	Shellie	Department Head	SJC Office of Emergency Services	slima@sjgov.org
Lippincott	Lance	Executive Director	Kings Workforce Development	Lance.Lippincott@co.kings.ca.us
Long	Vicki	Program Manager	MotherLode Workforce Development	vickil@milit.org
Lopez	Steve	Business Representative	OE3 Operators Engineers Local 3	slopez952@yahoo.com
Lopez	Hector	Coordinator	Carpenters Training Committee Northern	hlopez@ctcnc.org
Lorente	George		SMART/San Joaquin RTD	glorente@sanjoaquinrtd.com
Loret de Mola	Nick	Deputy Director	Merced Workforce Development	NLoretDeMola@co.merced.ca.us
Lyell	Miriam	Department Head	SJC Public Defender	mlyell@sjgov.org
Mackey	Kelly	Regional Director of Strategic Partnerships	State of California, Office of Industrial Relations	kmackey@dir.ca.gov
Magana	Laura	Compliance and Standards Officer	Kings Workforce Development	laura.magana@co.kings.ca.us
Maldonado	Anita	CEO	California Human Development	anita.maldonado@cahumandevelopment.org
Malik	Andrew	Economic Development Manager	City of Tracy	Andrew.Malik@ci.tracy.ca.us
Maloney	Dan	Chamber Manager	Lathrop District Chamber of Commerce	info@lathropchamber.org
Marchy	Lori		Advanced Manufacturing	marchyl@yosemite.edu
Mark	Michael	Representative	Sheet Metal Workers Local 104	michaelm@smw104.org
Martinez	Nati	LMID	EDD	Natividad.martinez@edd.ca.gov
Mavrogenes	Harry	Airport Director	Stockton Airport	hmavrogenes@sjgov.org
McAfee	Stacy	Associate Vice-President	UOP	smcafee@pacific.edu
McBride	Nate	Director	SJDC, Small Business Development Center	nmcbride@deltacollege.edu
McCann	Cheryl		San Joaquin County Courts	cmccann@sjcourts.org
McCorry	Maureen		University of California Stanislaus	mmccorry@csustan.edu
McDuffie	Ellen		Goodwill	emcduffie@goodwill-sjv.org
McGee	Malika		Community Action Partnership Kern	mmcgee@capk.org
McMunn	David	Deputy Director	Tulare Workforce Development	dmcmmunn@tularewib.org
McNickle	Kari	Employer Champion Queen	DIBS	kari@dibsmway.com
Medeiros	Diane	Principal	Manteca Adult School	dmedeiros@musd.net
Meier	David		Pacific Gas and Electric	DIMR@pge.com

Menil	Brad		San Joaquin Regional Transit District	bmenil@sirtd.com
Michaels	Jeffery		Center for Business and Policy Research	jmichael@pacific.edu
Millan	Eloisa	Social Worker	Stockton Unified School District, Foster Youth Liaison Office	emillan@stocktonusd.net
Miller	Katie	Human Resources Manager	Port of Stockton	kmiller@stocktonport.com
Miller	Janice		City of Stockton	Janice.miller@stocktonca.gov
Miller	Kathy	Board Member	SJC Board of Supervisors	kmiller@sjgov.org
Miller	Michael	Department Head	San Joaquin County Human Services Agency	mimiller@sjgov.org
Miller	Jeanie		Boys & Girls Club	jmiller@bgmanteca.org
Mills	Mary		Creative Child Care Services	smallworld@cccisj.com
Mirrione	David	Executive Director	Merced Workforce Development	Dmirrione@co.merced.ca.us
Mix	Cindy		Valley Mountain Regional Center	cmix@vmrc.net
Mohle	Dennis		Fresno City College	dennis.mohle@fresnocitycollege.edu
Monroe	Carol		SJC Human Services Agency	cmonroe@sjgov.org
Montarrez	Aida		Community Medical Centers	amonarrez@cmcenters.org
Moore	Steve	Sheriff/Coroner	San Joaquin County Sheriff's Office	smoore@sjgov.org
Moreno	Jose		San Joaquin County	josemoreno@sjgov.org
Mortensen	Stacey	Executive Director	ACE	smortensen@acerail.com
Mousalimas	James	Superintendent	San Joaquin County Office Education	jmousalimas@sjcoe.net
Munguia	Oscar		Give Every Child A Chance	omunguia@gecac.net
Murdaugh	Kimberly	Director Human Resource	City of Tracy	hr@cityoftracy.org
Myles	Mark	County Counsel	SJC County Counsel	jmyles@sjgov.org
Nakanishi	Alan	Mayor	City of Lodi	anakanishi@lodi.gov
Nichols-Wash	Cathy	Superintendent	Lodi Unified School District	cwasher@lodiusd.net
Nino	Monica	County Administrator	San Joaquin County Administration	mnino@sjgov.org
Noll	Jason	Principal	Tracy High School	jnoll@tusd.net
Nunez	Manuel	Director	SICOE, Migrant Education, Wentworth Education Center	mnunez@sjcoe.net
Nunez	Sammy	Director	Fathers and families	snunez@ffsj.org
Nuss	Lynsay		Women Center & Family Services	Lnuss@wcyfs.org
Ogden	Tim	City Manager	City of Manteca	togden@ci.manteca.ca.us
Okamoto	George	Chief Inforamtion Officer	Labor & Workforce Development Agency	george.okamoto@labor.ca.gov
Okamoto-Vauj	Wilma	Dean of Administration	Humphreys University	wov@humphreys.edu

Olea	Erick			Give Every Child a Chance	emunguia@gcac.net
O'Nanik	Scott				snanik@ccoe.k12.ca.us
Ost	Denise			Goodwill	DeniseO@goodwill-siv.org
Ouyang	John			Delta Charter High School	jouyang@njes.org
Owsus-Spence	Brandie			African American Chamber of Commerce	eyv209@gmail.com
Parker	LeAnn				lparker@sjcphs.com
Patrick	Pat	CEO		Lodi Chamber of Commerce	ppatrick@lodichamber.com
Patterson	Maria	Sergeant of Arms		San Joaquin Calaveras Center Labor Council	mariapatterson0504@att.net
Patti	Tom	Board Member		SJC Board of Supervisors	tpatti@sjgov.org
Peck	Adam	Executive Director		Tulare Workforce Development	apeck@tularewib.org
Pelican	Tim	Agricultural Commissioner/Sealor of Weights & Measures		SJC, Office of Agricultural Commissioner	stocktonag2@sjgov.org
Peralta	Henry	Board Member		Workforce Development Board	hperalta@pacbell.net
Perry	Lorraine	Cluster Manager		EDD	Lorraine.perry@edd.ca.gov
Person-Whitley	Sheba			City of Stockton	Sheba.Person-Whitley@stocktonca.gov
Peterson	Holly	Chief Programs Officer/6-12 Principal		ABLE Charter Schools	holly.peterson@ablecharter.com
Pogue	Thomas			UOP CBPR Eberhardt School of Business	tpogue@pacific.edu
Post	Adele			City of Lodi	apost@lodi.gov
Presto	Anthony			SJ Valley Air Pollution Control District	anthony.presto@valleyair.org
Prieto	Juan			California Human Development	juan.prieto@cahumandevopment.org
Ramirez	Ernestina			Creative Child Care Services	ernestina@cccisj.com
Ramirez	Elvira	Executive Director		Catholic Charities	eramirez@ccstockton.org
Ransom	Rhodesia			Sow A Seek	director@sowaseedcf.org
Rastreed	Sarah	Executive Legislative Coordinator		ACE	sarah@acerail.com
Reece	Leslie			Family Resource & Referral Services	lreece@frrcsj.org
Resa	Paula	Director of Field Services		Carpenters Training Committee	presda@ctcnc.org
Restuccia	Mike	Councilmember		City of Ripon	mrestuccia@cityofripon.org
Reyna	Joel				joel.reyna@asm.ca.gov
Rhea	Wes	Director		Visit Stockton	wes@visitstockton.org
Richmond	Lisa			San Joaquin County Medical Society	lisa@sjcms.org

Rickman	Robert	Mayor	City of Tracy	Robert.Rickman@cityoftracy.org
Riley	Veronica	Deputy Director	San Joaquin County Child Support Services	vriley@sjgov.org
Robertson	Tim	Board Member	Workforce Development Board	tim@nvlf.org
Rodriguez	Jose	President CEO	El Concilio	jrodriguez@elconcilio.org
Rogers	Brenda	Senior Apprenticeship Consultant	Department of Apprenticeship Standards	brogers@dir.ca.gov
Romo	Dominique		City of Escalon	dromo@cityofescalon.org
Ruhstaller	Kay	Executive Director	Family Resource and Referral Center	kruhstaller@frrcsj.org
Ruiz Huston	Ines	Latino Community Outreach	University of the Pacific	iruiz@pacific.edu
Runner	Micah		City of Stockton	Micah.runner@stocktonca.gov
Saffold	Randy		City of Manteca	rsaffold@ci.manteca.ca.us
Salazar-Verber	Tori	District Attorney	SJC District Attorney	tori-verber@sjcda.org
Saldana	Joanna	Career Developer Liaison	WorkStart Yes, SJCOE	jsaldana@sjcoe.net
Saltz	Michael	Contracts Administrator	Kern Workforce Development	saltzman@kerncounty.com
Sanborn	Robin	Board Member	Workforce Development Board	robinlsanborn@gmail.com
Sanchez	Luis	Board Member	RFL Board	lhsanchez329@gmail.com
Sangha	Gurminder	Deputy Sector Navigator	Advanced Manufacturing	gurminders@cos.edu
Sarna	Ryan	Labor Relations	Norcal NECA	ryans@norcalneca.org
Savatorre	Stephen		City of Lathrop	ssalvatorre@ci.lathrop.ca.us
Schaffran	Tawn	Lead Guidance Counselor/Senior Internship Coordinator	Tracy Learning Center	tschaffran@tracylc.net
Schallberger	Joel	Principal	Village Oaks High School - Lincoln Unified	jschallberger@lusd.net
Schmidig	Richard		San Joaquin County Office of Education	rschmidig@sjcoe.net
Schultz	Suzanne		San Joaquin County DA's Office	Suzanne.Schultz@sjcda.gov
Schwabauer	Steve	City Manager	City of Lodi	sschwabauer@lodi.gov
Schwabauer	Steve		City of Lodi/Lodi Utility	sschwabauer@lodi.gov
Scott-Contreras	Tracie	Board Member	Madera Workforce Development	Tscott-Contreras@maderaworkforce.org
Sepulveda	Julian	Board Member	Workforce Development Board	sepulvedastruck@sbcglobal.net
Shick	Johanna	Department Head	SJC Retirement Office	johannas@sjcera.org
Silva	Amy		Creative Child Care	asilva@cccisj.com
Silva	Meagan		San Joaquin County Office of Education	mesilva@sjcoe.net
Simoni	Eric		Escalon High School	esimoni@sjcoe.net

Simonich	Don	Apprenticeship Consultant	SJCIE, Career Technical Education	dsimonich@sjcoe.net
Sivell	Bob	Board Member	Revolving Loan Fund Board	sivellfarms@msn.com
Small	Don		City of Manteca	dsmail@ci.manteca.ca.us
Smith	Karen	Board Member	Revolving Loan Fund Board	Karen.smith@cvb.com
Snyder	Nicole		City of Stockton	Nicole.snyder@stocktonca.gov
Sosa	Suzette		San Joaquin County Office of Education	ssousa@sjcoe.net
Spade	Tamra	Board Member	Workforce Development Board	TSapade@riponchamber.org
St. George	Margaret		San Joaquin County Office of Education	mstgeorge@sjcoe.net
Star	Keven	Director Human Resource	City of Stockton	human.resources@stocktonca.gov
Stark	Russell	Director	SJC Stockton Metropolitan Airport	rstark@sjgov.org
States	Bret	Coordinator	SJCIE, STEM Programs, Wentworth Education Center	bstates@sjcoe.net
Stephens	Brian	Superintendent	Tracy Unified School District	bstephens@tUSD.net
Stevenson	Bill	Board Member	Kern Workforce Development	bill@kerncounty.com
Stogbauer	Phyllis	Program/Procurement Manager	Fresno Workforce Development	pstogbauer@workforce-connection.com
Strachan	Drew		Carrol Company	dndstrachan@gmail.com
Strube	Sam	Principal	Tracy Adult School	sstrube@tUSD.net
Sullivan	Kerry	Director	SJC Community Development Department	ksullivan@sjgov.org
Supnet	Mario	BEA Coordinator	Greater Stockton Chamber of Commerce	bea@stocktonchamber.org
Teasdale	David	Director	Energy, Construction and Utilities	dteasdal@kccd.edu
Thoeny	Dave	Executive Director	MotherLode Workforce Development	dthoeny@mliji.org
Thoeun	Chanthy		SJC Public Health Services	cthoeun@sjcphs.com
Thomas	David	Secretary Treasurer	San Joaquin Building Trades	dthomasncdc@gmail.com
Thomas	R		SICBH-Chemical Dependency Counseling	rthomas@sjcbhs.org
Throne	Yauna		Boys & Girls Club	ythrone@bgctracy.org
Torres	Amy	Project Manager	MotherLode Workforce Development	atorres@mliji.org
Touch	Anna		SIDC	atouch@deltacollege.edu
Tubbs	Michael	Mayor	City of Stockton	mayor@stocktonca.gov
Turkotte	Linda	Department Head	SJC Environmental Health	lturkotte@sicehd.com
Ulmer	Tim		Ulmer Photography	ulmerphoto@aol.com

Uychutin	Connie		San Joaquin ARC	connieu@thearcjsj.org
Valenzuela	Sofia	CEO	Tracy Chamber of Commerce	svalenzuela@tracychamber.org
Vallejo	Debbie	Executive Director	Team Charter	dvallejo@team-charter.org
VanCamp	John		San Joaquin Regional Transit District	ivancamp@sjrtd.com
Vang	Mai		LAO Family Community Empowerment	mkvang@flemcempowerment.org
Vang	Maiknue	Interim Deputy Director	Madera Workforce Development	mvang@maderaworkforce.org
Vargas	Salvador	Interim Assistant Superintendent/Vice President of Instruction and Planning	SIDC, Instruction and Planning	svargas@deltacollege.edu
Vargas	Max		City of Stockton	Max.Vargas@stocktonca.gov
Velo	Vincent	Program Manager	Kings Workforce Development	Vincent.Velo@co.kings.ca.us
Vierra	Jeff		DRAIL	jeff@drail.org
Vigil	Diane	Board Member	Workforce Development Board	d.vigil@dameronhospital.org
Vigil	Lisa	Field Representative	Carpenters Local 152	lvigil@nccrc.org
Villanueva	Juan		Port of Stockton	ivillanueva@stocktonport.com
Villapudua	Miguel	Board Member	SIC Board of Supervisors	cvillapudua@sjgov.org
Vincelet	Greg	Board Member	Workforce Development Board	gregv@local442.com
Vistica	Bonnie	Board Member	Revolving Loan Fund Board	bvistica@mgdrilling.com
Vongehr	Chelsea	Public Information Officer/Grant Writer	Lodi Unified School District	cvongehr@lodiUSD.net
Wallach	Lita	President	Wallach and Associates	lita.wallachconsult@gmail.com
Ward	Jamie	Assistant Principal	Village Oaks High School - Lincoln Unified	jward@lUSD.net
Waters	Elizabeth	Workplace Internship Coordinator	SIDC Workforce Development Center	ewaters@deltacollege.edu
Watts	Jaime		Miracle Mile Imp. District	info@stocktonmiraclemile.com
Werner	Kevin	City Administrator	City of Ripon	kwerner@cityofripon.org
Wesley	John	Board Member	Revolving Loan Fund Board	JJW38@comcast.net
Weston	Ardria	Staff Services Manager	Department of Rehabilitation	ardria.weston@dor.ca.gov
Wilhoit	Douglass	Chief Executive Officer	Greater Stockton Chamber of Commerce	Doug@stocktonchamber.org
Willet	Beth	Information Systems Manager	SIC-Information Systems Division	bwarren@sjgov.org

Williams	Marcus	Regional Vice-President	SEIU Local 1021	mwilliams2@sbcglobal.net
Willis	Rebecca	Director	City of Lathrop	rwillis@ci.lathrop.ca.us
Wilson	Kurt	City Manager	City of Stockton	city.manager@stocktonca.gov
Wilson	Leanne		Creative Child Care Services	ukp@cccjsj.com
Wilverding	Jerome	Auditor-Controller	SJC Auditor Controllers Office	wilverding@sjgov.org
Wimmer	Virginia	Director	San Joaquin Veteran's Services	vwimmer@sjgov.org
Winn	Chuck	Board Member	SJC Board of Supervisors	cwinn@sjgov.org
Xiong	Ka	USDA Grant Program	Fresno Workforce Development	kxiong@workforce-connection.com
Yang	Der	Business Manager	UOP	Dyang@Pacific.edu
Yanni	Larry	Deputy Director	MotherLode Workforce Development	lyanni@mjii.org
Zuidervaart	Ken		City of Ripon	kzuidervaart@cityofripon.org
Zurich	Sheila	Senior Apprenticeship Consultant	Department of Industrial Relations, Division of Apprenticeship Standards	szuvich@dir.ca.gov

Community and Stakeholder Forum on:

**Improving Coordination and Collaboration among Stakeholders to Improve
Services to English Language Learners, Foreign Born Individuals and Refugees**

Friday, November 9, 2018
9:00 a.m. – 11:00 a.m.
Stockton WorkNet Center
56 S. Lincoln Street
Stockton, CA 95203

AGENDA

Presenter: David Shinder

Attendees: 30

Alejandra Mata, California Human Development
Anne Baird, Assemblyman Susan Eggman Office
Carol Hirata, School for Adults, SUSD
Christina Kidd, San Joaquin County Department of Aging
Dan Wright, Councilmember, City of Stockton
Drew Strachan, NAMI SJC
Elham Sayyad-Abdi, University of the Pacific
Elsie Hirata, Community Center for the Blind
Elvira Ramirez, Catholic Charities
Jennifer Kopecki, San Joaquin County Office of Education
Kristi Capri, University of the Pacific
LaChelle Adams, Employment Development Department (EDD)
Lilia Becerra-Quinton, San Joaquin Delta College
Lisa Douglass, University of the Pacific
Manuel Nunez, Migrant Ed. San Joaquin County Office of Education
Mike Ammann, San Joaquin Partnership
Paul Castro, California Human Development
Paul Downs, Delta Sierra Adult Education
Paul Rosenbloom, Delta Sierra Adult Education
Sheri Oneto, Workforce Development Board
Tham Le, Vivo/SEARS
Victoria Moreno, Health Net

WorkNet Staff:

Alfredo Mendoza, EEDD Analyst III

Elena Mangahas, Division Manager
John Lutzow, EEDD Analyst I
John Solis, Executive Director
Patty Virgen, Deputy Director
Regina Raman, Employment Services Specialist II
Tina LaBounty, Financial Manager
Tonnie Mallory, EEDD Analyst III

ENGLISH LANGUAGE LEARNERS, IMMIGRANTS & REFUGEES FORUM

NOVEMBER 9, 2018

9:00 A.M. TO 11:00 A.M.

SIGN-IN LOG

NAME	AGENCY AFFILIATION/ADDRESS	PHONE(S)	E-MAIL ADDRESS	SIGNATURE
LaChelle Adams	EDD	209-941-1931	LaChelle.adams@edd.ca.gov	L. Adams
Drew Stachan	NAME SJIC	209-366-4923	outreach@namisanjoaquin.org	
Resina Zam	ERDD			
Theresa...	WIND #			
Cafredo Mendora	ERDD	408-3051	amendez@sjcwork.org	amendez
Lemifia Kopecki	SJDC	993-3984	jkopecki@sjcwork.org	
Tonia Mellow	ERDD	9-3517	toniamellow@sjcwork.org	
Shari Quintero	CAB Cheshire DDD	209-8974	shari@sjcwork.org	Shari Quintero
Elgie Hirata	Community Center for the Blind	408-3836	elgieh@communitycenterfortheblind.org	
Dan Wright	Stockton City Council	209-518-2516	dan.wright@stocktonca.gov	
Lilia Belera-Quintero	SJDC	209-915-1130	lbelera@sjcwork.org	
Quintero				

**ENGLISH LANGUAGE LEARNERS, IMMIGRANTS & REFUGEES FORUM
 NOVEMBER 9, 2018
 9:00 A.M. TO 11:00 A.M.**

SIGN-IN LOG

NAME	AGENCY AFFILIATION/ADDRESS	PHONE(S)	E-MAIL ADDRESS	SIGNATURE
Kristi Capra	Pacific - Extr	209-981-8900	Kcapra@pacific.edu	<i>[Signature]</i>
Anne Baird	ASH Susan Eggen	209 948 7479	anne.baird@ashcc.org	<i>[Signature]</i>
Jana Lutze	EDD	209 468 3075	jlutze@sjcwvnet.org	<i>[Signature]</i>
Victoria Moreno	Health Net	209-348- 1439	Victoria.Moreno@healthnet.com	<i>[Signature]</i>
Christina Kild	San Joaquin City-County	209-444-5938	ckilde@sjcw.org	<i>[Signature]</i>
Elvira Ramirez	Catholic Charities	209 329 7479	eramirez@ccstockton.org	<i>[Signature]</i>
Paul Castro	CHD		Paul.Castro@chd.com	<i>[Signature]</i>

John Solis - Input for Local and Regional Plan Modifications-November 9, 2018 English Language Learners, Immigrants and Refugees Forum-Meredith Baker

From: John Solis
To: Meredith Baker
Date: 10/23/2018 10:49 AM
Subject: Input for Local and Regional Plan Modifications-November 9, 2018 English Language Learners, Immigrants and Refugees Forum-Meredith Baker
Bc: Gloria Gamez; Management; Tina Rangel; Bob Lanter; Bethany Renfree; ...
Attachments: Save The Date_ELL.pdf; LTR BAKER.pdf

Good Morning Ms. Baker,

The San Joaquin County Workforce Development Board (SJCWDB) is preparing to modify our existing Local and Regional WIOA Plans. These modifications will incorporate changes to the recently modified State WIOA Plan which has been submitted to the U.S. Department of Labor.

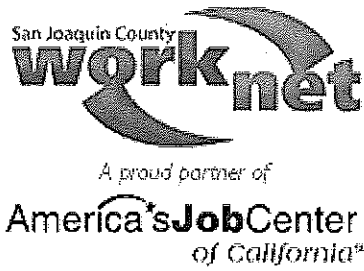
As we prepare to modify the plans, the SJCWDB will be seeking stakeholder and community input through a series of forums. The forum on LEP, Immigrants, and Refugees will focus on the needs of this target population and is scheduled for Friday, November 9, 2018 at 9:00 a.m., at the Stockton WorkNet Center located at 56 South Lincoln Street, Stockton, CA 95203. Input for Local and Regional Plan Modifications-November 9, 2018 English Language Learners, Immigrants and Refugees Forum

The objective of this forum, is to bring together the agencies working with this targeted population and to gather input that would help us better understand the data, demographics, employment trends and any other relevant information specific to their needs. This will enable us to align our programs, bridge existing resources, and develop better strategies to serve this population.

Your attendance at this forum is crucial to obtain the necessary information and ensure that the interests of these clients are placed at the center of the planning conversations. Your input in these forums is essential in identifying the needs of the population you serve and in establishing meaningful partnerships.

I know we have common stakeholders and can provide the necessary services to improve labor market outcomes for all LEP, Immigrants, and Refugees. Please join us in these conversations. Please feel free to extend an invitation to any of your partners who may contribute to this conversation, including your staff, as appropriate. Please RSVP to Gloria Gamez at (209) 468-3524 or e-mail her at ggamez@sjcworknet.org.

Should you have any questions or need additional information, please contact my office at (209) 468-3500.



JOHN M. SOLIS
Executive Director
San Joaquin County WorkNet - EEDD
56 S. Lincoln Street
Stockton CA, 95203
(209) 468-3500
(209) 462-9063 (FAX)



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Community and Stakeholder Forum on:

Improving Coordination and Collaboration among Stakeholders to Improve Services to English Language Learners, Foreign Born Individuals and Refugees

Friday, November 9, 2018

9:00 a.m – 11:00 a.m.

AGENDA

- I. Call to Order and Welcome
- II. Overview of 4-Year Local Workforce Plans and Requirements for Biennial Review and Modification
- III. State Requirements for Review and Modification of Plans to Serve English Language Learners, Foreign Born Individuals and Refugees
- IV. Objectives of Community Forum
- V. Consideration of and Discussions on:
 - A. What are the needs of individuals in this category?
 - B. What are the principal barriers to employment faced by these individuals?
 - C. What partnerships and collaborative efforts exist that enable local organizations to provide services to meet these needs?
 - D. What outreach and recruitment strategies are effective in connecting individuals from these target groups to skills training and livable wages?
 - E. What strategies are in place to provide these individuals with job skills and training that will enable them to progress into livable wage jobs and careers?
 - F. Where do gaps in services exist for this target population and what can we do to bridge these gaps?
- VI. Adjournment

**IMPROVING COORDINATION AND COLLABORATION
AMONG STAKEHOLDERS TO IMPROVE SERVICES TO
ENGLISH LANGUAGE LEARNERS, FOREIGN BORN
INDIVIDUALS AND REFUGEES**

*San Joaquin County Workforce Development Board
November 9, 2018*

**LOCAL WORKFORCE PLANNING AND THE
BIENNIAL UPDATES**

- Workforce development programs operated under the federal Workforce Innovation and Opportunity Act (WIOA) are administered in California by 45 distinct Local Workforce Development Boards (LWDBs).
- In 2017, the LWDBs submitted 4-year Local Workforce Plans to the Governor, all of which were, ultimately, approved.
- In accordance with WIOA requirements, a biennial review of the 4-year Local Plans is required.
- California has established specific guidelines for the biennial review of Local Plans, including updates and addenda to bring the plans into alignment with California's 2018 update of the State Workforce Plan.

Required modifications to local plans must address:

- New partnerships with CalFresh Employment and Training Programs
- New Partnerships with Local Child Support Agencies
- Enhanced Collaboration with local representatives of the California Department of Rehabilitation and other agencies within the disability services network to implement Competitive Integrated Employment models
- Enhanced partnerships with local education agencies, community-based organizations and other stakeholders to serve English language learners, foreign born individuals and refugees

OVERVIEW OF REGIONAL PLAN GUIDANCE REGARDING ENGLISH LANGUAGE LEARNERS, FOREIGN BORN INDIVIDUALS AND REFUGEES

- English language learners, foreign born individuals and refugees comprise a significant percentage of California's workers
- Individuals from this target group face barriers to employment that keep family-supporting wages and entering California's middle class out of reach
- Practices from various regions in California and programs in other states suggest that models exist that are successful in accelerating skills acquisition and wage gains among this target group
- The quality and variety of partnerships, training options, career planning and support services may be key factors in achieving successful outcomes for this target population

OBJECTIVES OF THIS COMMUNITY AND STAKEHOLDER FORUM

- Give stakeholders and the community the opportunity to weigh in on the needs of this target groups
- Learn from practitioners about best practices in meeting service needs
- Identify gaps in services
- Hear recommendations for improving the content, availability and quality of services for English language learners, foreign born individuals and refugees

FOR YOUR CONSIDERATION AND INPUT

- What are the unique needs of English language learners, foreign born individuals and refugees?
- What are the principal barriers to employment faced by these individuals?
- What partnerships and collaborative efforts exist that enable local organizations to provide services to meet these needs?

- **What outreach and recruitment strategies are effective in connecting individuals from these target groups to skills training and livable wages?**
- **What strategies are in place to provide these individuals with job skills and training that will enable them to progress into livable wage jobs and careers?**
- **Where do gaps in services exist for this target population and what can we do to bridge these gaps?**

Thanks!
We greatly appreciate your input!

Community and Stakeholder Forum on:

**Improving Coordination and Collaboration among Stakeholders to Improve
Services to English Language Learners, Foreign Born Individuals and Refugees**

Friday, November 9, 2018
9:00 a.m. – 11:00 a.m.
Stockton WorkNet Center
56 S. Lincoln Street
Stockton, CA 95203

AGENDA

Presenter: David Shinder

Attendees: 30

Alejandra Mata, California Human Development
Anne Baird, Assemblyman Susan Eggman Office
Carol Hirata, School for Adults, SUSD
Christina Kidd, San Joaquin County Department of Aging
Dan Wright, Councilmember, City of Stockton
Drew Strachan, NAMI SJC
Elham Sayyad-Abdi, University of the Pacific
Elsie Hirata, Community Center for the Blind
Elvira Ramirez, Catholic Charities
Jennifer Kopecki, San Joaquin County Office of Education
Kristi Capri, University of the Pacific
LaChelle Adams, Employment Development Department (EDD)
Lilia Becerra-Quinton, San Joaquin Delta College
Lisa Douglass, University of the Pacific
Manuel Nunez, Migrant Ed. San Joaquin County Office of Education
Mike Ammann, San Joaquin Partnership
Paul Castro, California Human Development
Paul Downs, Delta Sierra Adult Education
Paul Rosenbloom, Delta Sierra Adult Education
Sheri Oneto, Workforce Development Board
Tham Le, Vivo/SEARS
Victoria Moreno, Health Net

WorkNet Staff:

Alfredo Mendoza, EEDD Analyst III

Elena Mangahas, Division Manager
John Lutzow, EEDD Analyst I
John Solis, Executive Director
Patty Virgen, Deputy Director
Regina Raman, Employment Services Specialist II
Tina LaBounty, Financial Manager
Tonnie Mallory, EEDD Analyst III

Consideration of and Discussions on:

A. What are the needs of individuals in this category?

Tham Le: Ms. Lee shared with us that she is foreign-born (Vietnam), worked at a school, learned English and works every day. She encountered many struggles and intimidation due to her strong accent. To these individuals, family or friends are the ones that refer them to jobs and are the ones that help them assimilate.

Sherri Oneto: As the chair of the Community Action Agency, she shared that language skills acquisition is very important and the need to improve their English skills acquisition is the top need for these individuals.

Paul Castro: They need to be comfortable to come in and ask for assistance. What is the “look” that they get from the receptionist when they walk through our doors and have children.

Lilia Becerra-Quinton: ESL is a barrier. She has been seeing a lot of Mental Health needs. She is seeing it more because they have very few places to go [for services]. We need to listen to them.

Drew Strachan (with NAMI): There is a heavy presence at Delta College (local community college). We need more mental wellness. High School students are diverse and have multi-language support groups. We [NAMI] are active in many places to learn the techniques to break down the stigma. Black, Asian, Middle-eastern, education. Brain disease does not just go away.

B. What are the principal barriers to employment faced by these individuals?

Lisa Douglass (UOP): We need to develop the trust, they are too vulnerable and they don't feel they can trust us. We need to assist with their basic needs to develop the element of basic trust.

Elena Mangahas: Learning from the first waves of refugees in the Stockton area, in the Vietnamese culture, they created a new clinical phrase “psycho-somatic

blindness.” They offered a transcultural clinic to address the gender roles as many women are expected to stay home and shouldn’t work, they aren’t supposed to work. Men are driving, but women shouldn’t be working. We have been working against these types of cultural norms for many years.

Carol Hirota: Gender Roles need to be addressed. In order to serve women and children, we need to provide babysitting services.

Alejandra Mata: Farmworkers do not typically have high levels of education and many do not know how to read and/or write in Spanish. They don’t have basic literacy in their native language.

Elvira Ramirez: There are trust and gender issues. We have systems that are very complex and very different from what they are accustomed to in their former countries of origin. Something as simple as understanding the bus system in a city would help many individuals in helping breakdown barriers.

Paul Castro: We should also be asking what does the system need, in order to address all of these barriers [i.e., adequate, stable funding]. What are the unique needs of this population and we should also be looking at the assets in the community to provide complete services?

Manuel Nunez: In Migrant Education, we have individuals from Guatemala, they have issues trusting [government], they don’t have an education, we need to teach Spanish to get to English. What are we going to do when the individuals do not “qualify” for our programs? They need to obtain a GED.

Paul Downs: The Delta Sierra Alliance (Adult School Consortium) provides immigrant integration consultation to service the whole person and having “navigators” is a very big need.

John Solis: We need to provide employer sensitivity training. Employers hire monolingual Limited-English individuals and have staff that can speak the language and we can focus on the skills that they do have. Building an awareness with the employer community will alleviate some of the barriers for this population.

David Shinder: The ability to speak multiple languages – Ser Bilingue is Cool (campaign).

Dan Wright, Stockton City Councilman: Navigation is key, not one individual needs all services. Introduction to the workforce would also help to keep the politics from taking over.

Elvira Ramirez: Politics has impacts. Fear right now is limited the utilization of services by many individuals that want and need to utilize the services. Any kind of advocacy is needed because politics can create fear.

C. What partnerships and collaborative efforts exist that enable local organizations to provide services to meet these needs?

Elvira Ramirez: An Immigrant Integration Collaborative was created many years ago, the California Rural Legal Assistance is located in Stockton, El Concilio, Fathers and Families and other CBOs meet on a monthly basis and we focus on legal needs. Proyecto Esperanza (a branch of Catholic Charities) is a social justice organization to assist in the advocacy and advancement of social justice. These organizations exist to protect immigrants against unscrupulous lawyers and “notarios.” There are other Fresno-based collaboratives.

Carol Hirota: The Delta Sierra Adult Education Alliance works together to provide services to the ELL, Foreign Born, and refugees and includes the Stockton Unified School District (USD), Manteca USD, Lodi USD, Tracy USD, River Delta USD, Calaveras County Office of Education, San Joaquin County Office of Education, and San Joaquin Delta College.

Tami Lee: Since 2000, we have Mental Health services to serve families in need and we mentor and provide services to individuals that are non-native to this country.

Elham Sayyad-Abdi, Researcher from UOP: In Australia, she worked with other researchers in the 2016 Closing the Gap study that focuses on the areas of health, education and employment, which are recognized as the key drivers for success in addressing the significant disparity in the health, wellbeing and prosperity between Indigenous and non-Indigenous Australians. These groups represent the same type of individuals that we are trying to serve here. The three priority areas include:

1. The study emphasized that the positive impact that education has on the future success of individuals, families and communities is clear. Children who go to school have better life outcomes.
2. Employment, economic development and social participation improve the lives of families and communities. The right conditions and incentives need to be in place for ELL, Foreign Born, and refugees to participate in the economy and broader society.
3. Growing up in a healthy and safe home and community is essential for families to thrive and reach their full potential. In particular, the violence that too many women and children face must be addressed.

Improvements in the three priority areas (listed above) are also facilitated through support for activities that strengthen the capability of [this population] as it did for Indigenous Australians and organizations.

D. What outreach and recruitment strategies are effective in connecting individuals from these target groups to skills training and livable wages?

David Shinder: We have heard that we have enough resources to assist these individuals, however, we still need to find ways for them to learn about our services.

Elvira Ramirez: There are organizations such as the Southeast Asia Resource Action Center (SEARAC). As the flow of refugees from Southeast Asia into the United States tapered, SEARAC has focused toward the long-term integration needs and civic engagement of Southeast Asian Americans. SEARAC builds the capacity of dozens of powerful Southeast Asian American community-based organizations to serve and support the community.

John Solis: Getting to know the Community Based Organization and support their mission will assist us in providing the best referrals possible. Additionally, hiring qualified staff that reflects the makeup of the community is another outreach and recruitment strategy.

Patty Virgen: We can look at how we can get the message out in the public by using a very trusted source; the schools. We can send information home with students and it is amazing how many individuals have Facebook and are using online media platforms. We need to be present in the online community. We can also capitalize on “word of mouth” as we provide services to one family member, we can encourage them to share their personal story with their friends and family and encourage others to use our services.

Carol Hirota: We can also rely on the faith-based organizations to help us get the work out in the community.

E. What strategies are in place to provide these individuals with job skills and training that will enable them to progress into livable wage jobs and careers?

Patty Virgen: Better connections exist within Vocational ESL (VESL) if these individuals can at least be able to read the safety signs.

F. Where do gaps in services exist for this target population and what can we do to bridge these gaps?

John Solis: Creating a bilingual environment as their fluency increases is important. Have a group of professionals so they can validate individuals that have credentials. As far as college degrees, there needs to be an environment to transition back into their fields where they came from. An example may be individuals that were doctors in Syria, we need to validate one's credentials.

Paul Castro: Not having enough English Language Navigators is a big gap that we need to bridge. We also need to create more of a seamless transition and use software such as Community Pro Suite that allows different organizations to input their information into one database. This database can be the "backbone" of the community.

David Shinder: California needs to find a single platform. Madera County is one of the pilot sites.

Elvira Ramirez: Educational Support, Technical Support, we need to teach this population on how to use an iPad and become familiar with technology. This is how to become a citizen; they will need to answer questions using an iPad.

Manuel Nunez: We also need cultural competency training to address this populations' daily experience. We get up and should be thinking what can we do so they all understand the system and this is how we can address the inherent bias, underlying factors and viewpoints that skew how the public views this population.

Paul Castro: We need to help them connect the dots and have a willingness to trust each other. It's not "my clients", it should be "our clients." We build on each other's strengths. We (California Human Development) can help them with Math, Reading, obtaining a GED, we can also do Welding, Construction, and Trucking. The students do not know where the instructor is coming from, if they are from the community college, the adult school, or within CHD. We need to leverage each other's strengths and resources.

VI. Adjournment

The San Joaquin County Workforce Development Board is updating its Local & Regional Plans



Your participation and input is critical to developing a plan that is responsive to the needs of our community



SAVE THE DATE!

Wednesday, September 19, 2018
5:30 PM to 7:00 PM

Community Engagement/Input
Community Forum on Local Workforce Services

- What are the Barriers to Employment?
- How Can We Leverage Our Resources?
- How Can We Align Our Programs?

As service providers to this Targeted Group, we invite you to help us answer these questions

This forum will be held at the Stockton WorkNet Center
Located at 56 South Lincoln Street, Stockton, CA 95203

(209) 468-3500 | www.sjworknet.org | Facebook/sjcwn |  @sjworknet

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August 21, 2018

Assemblywoman Susan Talamantes-Eggman
 Assemblymember District 13
 31 E. Channel Street, Suite 306
 Stockton, CA 95202

Dear Assemblywoman Eggman:

RE: Workforce Innovation and Opportunity Act (WIOA) Input for Local and Regional Plan Modifications – September 19, 2018 Community Engagement Forum

The San Joaquin County Workforce Development Board (SJCWDB) is preparing to modify our existing Local and Regional WIOA Plans. Modifications are necessary, in part, to incorporate changes to the recently modified State WIOA Plan; the State Plan has been submitted to the U.S. Department of Labor.

The SJCWDB will incorporate strategies to align its service delivery with WIOA requirements and with other partner agencies through feedback received from targeted stakeholders.

As we prepare to modify the plans, the SJCWDB will be seeking stakeholder and community input through a series of forums. A Community Engagement Forum focused on the local workforce system and the needs of the community is scheduled for Wednesday, September 19, 2018, from 5:30 p.m. to 7:00 p.m., at the Stockton WorkNet Center. Included with this letter is event flier containing pertinent information about this forum.

The objective of this forum, is to bring together members of the public, employers, and agencies working with different target groups and programs including: CalFresh program participants; the unemployed, underemployed, and payment-delinquent non-custodial parents; the use of Competitive Integrated Employment to assist individuals with disabilities; and English-language learners, immigrants, and refugees.

This forum will provide you and the clients you serve with the opportunities to provide general input and recommendations with regard to how well the workforce system is meeting the needs of the community. This session is designed to be participatory, allowing you to share your views and engage in conversations with the facilitator and other attendees. Your input will provide an opportunity to gather the pertinent information that would help us better understand the data, demographics, employment trends and any other relevant information specific to the targeted population that you serve. In addition, it will enable us to align our programs, bridge existing resources, and develop better strategies to serve these populations.

Your participation at this forum is crucial in order to obtain the necessary information and to ensure that the interests of the clients you serve are placed at the center of the planning conversations. Your input in these forums is essential in identifying the needs of the populations you serve and in establishing strategic and meaningful partnerships.

As community service organizations, we have common stakeholders and can provide the necessary services to improve labor market outcomes for all the targeted populations. Please join us in these conversations and feel free to extend an invitation to any of your partners who may provide additional contributions to this conversation, including your staff, as appropriate.

Should you have any questions or need additional information, please contact my office at (209) 468-3500.

Sincerely,



JOHN M. SOLIS
EXECUTIVE DIRECTOR

Attachment

LOCAL AND REGIONAL PLAN INVITEES				
LAST	FIRST	TITLE	ORGANIZATION	E-MAIL
Acevedo	Gene	Board Member	Workforce Development Board	gn_acvdo@hotmail.com
Acosta	John		YMCA	jacosta@ymcasjc.org
Acosta	Lawrence		Pacific Gas and Electric	LHA3@pge.com
Alcantor	Tammy	Human Resources	City of Escalon	TAlcantor@cityofescalon.org
Allum	Skip		California Dept of Transportation	Skip.allum@dot.ca.gov
Ammann	Mike	CEO	SJ Partnership/Business Council	mammann@sanjoaquinusa.org
Andrade	Jesus		SJC Hispanic Chamber of Commerce	jandrade@sichispanicchamber.com
Andres	Janell		Creative Child Care Services	manteca@cccisi.com
Andrus	Ward		Stockton Unified School District	wandrus@stocktonusd.net
Appel	Robin	Supervising Judge Family Law	San Joaquin County Superior Courts	rappel@sicourts.org
Areida	Maxine		Stockton Unified School District HCA	maxineareida@stocktonusd.net
Arguelles	Johnny	Division Director	SICOE, Center for Educational Dev and Research, Career & Technical Ed Center	jarguelles@sjcoe.net
Arroyo	Daryl	Division Dean	SJDC, Humanities, Social Science, Education, Kinesiology & Athletics	darroyo@deltacollege.edu
Arvizn	Maribel	Fiscal and Human Resource Coordinator	Team Charter	marvizn@team-charter.org
Aschieris	Richard	Port Director	Port of Stockton	raschieris@stocktonport.com
Attix	Shelley		Modesto Community College	shelley.attix@mccd.edu
Baker	Meredith	Executive Director	Community Partnership for Families of San Joaquin	mbaker@cpfsj.org
Baker	Laura		Boys & Girls Club	lbaker@lodibic.org
Balaji	Kris	Department Head	SJC Public Works	kbalaji@sigov.org
Ball	Dan	Board Member	Workforce Development Board	dan.ball@mclanefs.com
Ballin	Sheila		San Joaquin County Superior Courts	sballin@sicourts.org
Baltazar	Daisy		Lodi Unified School District	dbaltazar@lodiUSD.net
Barbero	Gloria		Community Action Partnership Kern	gbarbero@capk.org
Bautista	Jennie	Business Services Manager	Tulare Workforce Development	jbautista@tularewib.org
Beattie	Joanna	Executive Director	Manteca Chamber of Commerce	joann@manteca.org
Becerra	Chris		San Joaquin County	cbecerra@sigov.org
Becker	Jerry	Director	SJC - Information Systems Division	jbecker@sigov.org

Beckman	Nancy		Visit Lodi Conference and Visitors Bureau		nbeckman@visitlodi.com
Bedolla	Carlos	Business Manager/Secretary	America, Local 73		cbedolla@liuna73.org
Bennett	Sarah		Communit Center for the Blind		sarahb@communitycenterfortheblind.org
Benson	Jeanette		Global Trade and Logistics		
Bernstein	USMCJ		Circle of Friends		usmcbernstein@gmail.com
Bestolarides	Steve	Assessor/Recorder/County Clerk	SJC - Assessor's Office		assessor@sjgov.org
Bhatka	Jateen	Coordinator, Code Camp	SICOE, Center for Educational Dev and Research, Career & Technical Ed Center		jbhatka@sjcoe.net
Bivens	Bobby	Instructor	NAACP		bobbybivens@aol.com
Boesch	Janissa		Department of Child Support Services		Janissa.Boesch@dcss.ca.gov
Borges	Mike	Chief of Police	Escalon Police Department		
Boswell	Zach	Principal	Merrill F. West High School, Tracy USD		zboswell@tUSD.net
Bradley	Randall	Interim City Manager	City of Tracy		randall.bradley@ci.tracy.ca.us
Brice	Lania		California Department of Corrections		Lania.Brice@cdcr.ca.gov
Brown	Troy	Associate Superintendent	SICOE, Student Programs and Services, Nelson Administration Center		tbrown@sjcoe.net
Brucker	Adam		SJC		abrucker@sjgov.org
Brusa	Jim	President	St. Mary's High School		jbrusa@saintmaryshighschool.org
Burcham	Shelley		City of Tracy		shelley.burcham@ci.tracy.ca.us
Burke	Clark	Superintendent	Manteca Unified School District		jmesser@mUSD.net
Camacho	Virginia	CEO	Visit Manteca		virginiavisitmanteca@gmail.com
Campbell	Patricia	Dean	University College		pcampbell@Pacific.edu
Capra	Kristi	Senior Program Developer	University of the Pacific		kcapra@pacific.edu
Caras	Justina	San Joaquin Outreach Lead, CYES	Rising Sun Energy		caras@risingsunenergy.org
Carrillo	Manny	Apprenticeship	Labors Training and Retrg. Trust Fund		mcarrillo@norcalaborers.org
Castanon	Michelle	Program Manager	SICOE, Career Technical Education & Workforce Development, Workforce Development Ctr		mcastanon@deltacollege.edu
Castillo	Tony	Workforce Development Manager	Labors Training and Retrg. Trust Fund		tastillo@norcalaborers.org
Castillo	Tammy	Director	OE3 Operators Engineers Local 3		tcastillo@oe3jac.org

Castro	Paul	Director	CHD-Farmworkers Services and Workforce Development	paul.castro@cahumandevelopment.org
Cenedella	Danielle		Department of Child Support Services	Danielle.Cendella@dcss.ca.gov
Chand	Vinal	Analyst	Stanislaus Workforce Development	chandv@stanalliance.com
Cheney	Lisa	Associate Superintendent of Education Services	Lincoln Unified School District	lcheney@lusd.net
Chesley	Andrew	Executive Director	San Joaquin Council of Governments	chesley@sjcog.org
Childs	Roy	Professor Emeritus	UOP	schilds@pacific.edu
Churchill	Leon	City Manager	City of Tracy	leon.churchill@ci.tracy.ca.us
Colombini	Jay	Board Member	Revolving Loan Fund Board	jcolombini@fmbonline.com
Cook	Nancy		San Joaquin Delta College	ncook@deltacollege.edu
Cotta	Myron	Bishop	Diocese of Stockton	Bishopcotta@stocktondiocese.org
Cruz	Lori	Director	SJC-Department of Child Support Services	lcruz@sjgov.org
Cuevas	Mayra	Board Member	Revolving Loan Fund Board	Mayrascuevas@hotmail.com
Culberson	David	Department Head	SJC San Joaquin General Hospital	dculberson@sjgh.org
Cunningham	Marcia	Department Head	SJC General Services	mcunningham@sjgov.org
Cwiek	Ted	Director	SJC Human Resources	tcwiek@sjgov.org
Dabrowski	Frank	District Coordinator	Carpenters Training Committee	fdabrowski@ctcnc.org
Damele	Tony	Coordinator II	SJCOE, Career Technical Education, Career & Technical Education Center	tdamele@sjcoe.net
Dates	Mona		Creative Child Care Services	sierravista@cccjsi.com
DeAngelo	Jennifer		San Joaquin County Office of Educatoin	jdeangelo@sjcoe.net
DeBrum	Stephen	Mayor	City of Manteca	sdebrum@ci.manteca.ca.us
DeLaRosa	Senaida		SJC Hispanic Chamber of Commerce	info@sjhispanicchamber.com
DeMartino	Donna		SMART/San Joaquin RTD	ddemartino@sanjoaquinrtd.com
Denham	Jeff	Congressman	U.S. House of Representatives	denham.house.gov
Dextraze	Kelly	Superintendent	Lincoln Unified School District	kdextraze@lusd.net
Dhaliwal	Sonny	Mayor	City of Lathrop	sdhaliwal@ci.lathrop.ca.us
Diederich	Greg	Department Head	SJC Health Care Services	gdiederich@sjgh.org
Dispensa	Harry	Apprenticeship Consultant	Office of Apprenticeship US DOL	Dispensa.harry@dol.gov
Douglass	Lisa	Community Engagement Manager	UOP	ldouglass@pacific.edu
Drake	Jon	Department Head	SJC Purchasing and Support Services	jdrake@sjgov.org

Dubroff	Melinda	Department Head	SJC Registrar Voters	mdubroff@sjgov.org
Duzenski	Mimi	Department Head	SJC Clerk of the Board	mduzenski@sjgov.org
Easterling	Jenny		EDD	Jenny.Easterling@edd.ca.gov
Ecker	Brad	Client/Network Administrator	San Joaquin Partnership	becker@sanjoaquina.org
Edman	Leslie	Executive Director	Central Valley Asian-American Chamber of Commerce	stocktonasianchamber@gmail.com
Eggman-Talam	Susan	Assemblymember	California State Assembly	eggmans@csus.edu
Eilbeck	Pamela	President	University of the Pacific	president@pacific.edu
Elliott	Bob	Board Member	SJC Board of Supervisors	belliott@sjgov.org
Ellis	Aaron	Deputy Director Client Services	Kern Workforce Development	aarone@kerncounty.com
Ellis	Helen	Collaborative Courts Manager	San Joaquin Collaborative Courts	hellis@sjgov.org
Escobar	Lincoln		Boys & Girls Club	linshaeill@gmail.com
Eschridge	Steve		Port of Stockton	sescobar@stocktonport.com
Esparza	Kenda		United Cerebral Palsy	keskridge@ucpsj.org
Figueroa	Veronica		San Joaquin Housing Authority	vesparza@HACSJ.Ccom
Finley	Christina	Administrative Support Clerk	Family Resource and Referral Center	cfigueroa@frrcsj.org
Fisher	Jane		Stanislaus Workforce Development	finleyj@stanalliance.com
Fong	Valerie		College of the Sequoias	valerief@cos.edu
Forrest	Les	Board Member	Workforce Development Board	les@kenfongassociates.com
Forshay	Lorinda		San Joaquin Delta College	lforrest@deltacollege.edu
Foster	Adrienne		San Joaquin County Courts	aforshay@sjcourts.org
Freeman	Doris	Executive Director	Stanislaus Workforce Development	Fosterd@stanalliance.com
Frost	John	District Manager	California Water Service	jfreeman@calwater.com
Fuchs	Linda		San Joaquin Delta College	lfrost@deltacollege.edu
Fuchs	Mark	Assistant Executive	Carpenters Training Committee Northern	mfuchn@ctncn.org
Galgiani	Cathleen	Senator	California State Senate	senator.galgiani@senate.ca.gov
Galvan	Michelle	Executive Director	Community Center for the Blind	michellem@communitycenterfortheblind.org
Gastelum	Seidy	Community Outreach Manager	Aspire Public Schools	seidy.gastelum@aspirepublicschools.org
Gatdula	Frank		California Human Development	francisco.gatdula@CAHumanDevelopment.org
Geigle	Bryce	Chief Academic Officer	ABLE Charter Schools	bryce.geigle@ablecharter.com

Gettman	Candy	Deputy Director Employer Services	Kern Workforce Development	candyg@co.kern.ca.us
Givens	Terry	Board Member	Workforce Development Board	bigbudman@yahoo.com
Goulart	Sheila		San Joaquin County Office Education	sgoulart@sjcoe.net
Graham	Marian	Director of Catholic Schools	Diocese of Stockton	mgraham@stocktondiocese.org
Grant	Jaime		San Joaquin County	jgrant@sjgov.org
Gray	Tamra	SAP Chairperson	Stockton Unified School District, Student Support Services	tgray@stocktonusd.net
Griggs	Andrew	Teacher Be-tech	Manteca Unified School District, Career/Vocational/Shop	agriggs@musd.net
Gruzas	Sarah		Creative Child Care Services	alpine@cccisj.com
Guantone	Rick	Apprenticeship Consultant	SJCOE, Career Technical Education	rguantone@sjcoe.net
Hall	Rick	District Superintendent	Linden Unified School District	rihall@sjcoe.net
Halver	Peter	Division Manager	Northern California Chapter	pete@norcalneca.org
Harb	Barb		City of Tracy	barbara.harb@ci.tracy.ca.us
Harrison	Faimous		University of California Stanislaus	fharrison@csustan.edu
Hart	Kathy	Superintendent	San Joaquin Delta College	Khart@deltacollege.edu
Hasem-Houy	Raksan		Family Resource & Referral Services	rhoy@frrcsj.org
Hawkins	Eric		UNEED2	info@uneed2.org
Hayes	Geneva	Director	Mary Magdalene Community Services	genevammagdalene@yahoo.com
Henderson	Keiland	City Manager	City of Stockton	keiland.henderson@stocktonca.gov
Hernandez	Raul	Representative/Organizer	United Assoc. of Plumbers and Pipefitters	raulh@local442.com
Hernandez	Jose	Board Member	Workforce Development Board	josehernandez128@gmail.com
Herrera	Liliana		Give Every Child A Chance	lherrera@gecac.net
Herrera	Ismael		CSU	isherrera@csufresno.edu
Hill	Vernel	President CEO	Service First of Northern California	info@servicefirstnc.org
Hinojosa	David	Regional Advisor	EDD	David.Hinojosa@edd.ca.gov
Hirota	Carol	Lead Administrator	Stockton School for Adults	chirota@stocktonusd.net
Hitchcock	Teresa	Executive Director	Kern Workforce Development	hitchcockt@co.kern.ca.us
Holtz	Brent	Department Head	SJC Cooperate Extension	baholtz@ucanr.edu
Homdus	Lucas	Coordinator	SJCOE, YouthBuild San Joaquin/Ameri-Corps, Career and Technical Education Center	lhomdus@sjcoe.net

Hoo	Ray		San Joaquin County Office of Education	rhoo@sjgov.org
Huber	Michael		Downtown Stockton Alliance	mhuber@downtownstockton.org
Hyland	James		Salvation Army	James.Hyland@usw.salvationarmy.org
James	Stephanie	Chief Probation Officer	San Joaquin County Probation	sjames@sjgov.org
Jansen	Julie	Principal	Lodi Unified School District, Adult Ed/CTE, Lodi Adult School	jjansen@lodiused.net
Jimenez	Gustavo	School Counselor	Vista High School (Escalon Unified)	gjimenez@escalonusd.org
Johnson	Chris		California Department of Corrections	Chris.Johnson@cdcr.ca.gov
Junn	Ellen	President	California State University- Stanislaus	president@csustan.edu
Junqueiro	Rosa	Executive Officer	San Joaquin County Superior Courts	rjunqueiro@sjcourts.org
Kaeslin	Janine	Assistant Superintendent	SICOE, County Operated Schools and Programs, Wentworth Education Center	jkaeslin@sjcoe.net
Kay	Chris		Altamont Corridor Express/SJ Regional Rail	christ@acerrail.com
Keokham	Phonxay	Treasurer Tax Collector	SJC Revenue and Recovery	pkeokham@sjgov.org
Kleinert	Chris	Director	SICOE, Career Technical Education, Career & Technical Education Center	ckleinert@sjcoe.net
Knodt	Nate		SMART/San Joaquin RTD	nknodt@sanjaquairtd.com
Koeurt	Sovanna	Executive Director	APSARA	admin@apsaraonline.org
Koller	Vinz			vinz_koller@spra.com
Konczal	Blake	Executive Director	Fresno Workforce Development	bkonczal@workforce-connection.com
Kopecki	Jennifer	Career Development Transition Specialist	SICOE	jkopecki@sjcoe.net
Kumar	Darren	Regional Manager, CYES	Rising Sun Energy	kumar@risingsunenergy.org
Lacy	Shim	Executive Assistant to the President	UOP	slacy@pacific.edu
Lao	Zorayda	Liaison	California Dept. of Transportation Caltrans	Zorayda.Lao@dot.ca.gov
Lechich	Lynn timer	Manager of Presidential Events	UOP	Llechich@pacific.edu
Ledezma	Lupe		Family Resource & Referral Services	lledezma@frrcsj.org
Lee	Denise	CEO	Central Valley Asian American Chamber of Commerce	dlee@sbcglobal.net
Leon	Katrina	Acting Director of Ed Services	Stockton Unified School District, Native American Indian Center	kleon@stocktonusd.net

Leong	Michael	Representative	Carpenters Training Committee Northern	mleong@ctcnc.org
Lima	Shellie	Department Head	SJC Office of Emergency Services	slima@sjgov.org
Lippincott	Lance	Executive Director	Kings Workforce Development	Lance.Lippincott@co.kings.ca.us
Long	Vicki	Program Manager	MotherLode Workforce Development	vickil@milit.org
Lopez	Steve	Business Representative	OE3 Operators Engineers Local 3	slopez952@yahoo.com
Lopez	Hector	Coordinator	Carpenters Training Committee Northern	hlopez@ctcnc.org
Lorente	George		SMART/San Joaquin RTD	glorente@sanjoaquinrtd.com
Loret de Mola	Nick	Deputy Director	Merced Workforce Development	NLoretDeMola@co.merced.ca.us
Lyell	Miriam	Department Head	SJC Public Defender	mlyell@sjgov.org
Mackey	Kelly	Regional Director of Strategic Partnerships	State of California, Office of Industrial Relations	kmackey@dir.ca.gov
Magana	Laura	Compliance and Standards Officer	Kings Workforce Development	laura.magana@co.kings.ca.us
Maldonado	Anita	CEO	California Human Development	anita.maldonado@cahumandevelopment.org
Malik	Andrew	Economic Development Manager	City of Tracy	Andrew.Malik@ci.tracy.ca.us
Maloney	Dan	Chamber Manager	Lathrop District Chamber of Commerce	info@lathropchamber.org
Marchy	Lori		Advanced Manufacturing	marchyl@yosemite.edu
Mark	Michael	Representative	Sheet Metal Workers Local 104	michaelm@smw104.org
Martinez	Nati	LMID	EDD	Natividad.martinez@edd.ca.gov
Mavrogenes	Harry	Airport Director	Stockton Airport	hmavrogenes@sjgov.org
McAfee	Stacy	Associate Vice-President	UOP	smcafee@pacific.edu
McBride	Nate	Director	SJDC, Small Business Development Center	nmcbride@deltacollege.edu
McCann	Cheryl		San Joaquin County Courts	cmccann@sjcourts.org
McCorry	Maureen		University of California Stanislaus	mmccorry@csustan.edu
McDuffie	Ellen		Goodwill	emcduffie@goodwill-sjv.org
McGee	Malika		Community Action Partnership Kern	mmcgee@capk.org
McMunn	David	Deputy Director	Tulare Workforce Development	dmcmmunn@tularewib.org
McNickle	Kari	Employer Champion Queen	DIBS	kari@dibsmway.com
Medeiros	Diane	Principal	Manteca Adult School	dmedeiros@musd.net
Meier	David		Pacific Gas and Electric	DIMR@pge.com

Menil	Brad		San Joaquin Regional Transit District	bmenil@sirtd.com
Michaels	Jeffery		Center for Business and Policy Research	jmichael@pacific.edu
Millan	Eloisa	Social Worker	Stockton Unified School District, Foster Youth Liaison Office	emillan@stocktonusd.net
Miller	Katie	Human Resources Manager	Port of Stockton	kmiller@stocktonport.com
Miller	Janice		City of Stockton	Janice.miller@stocktonca.gov
Miller	Kathy	Board Member	SJC Board of Supervisors	kmiller@sjgov.org
Miller	Michael	Department Head	San Joaquin County Human Services Agency	mimiller@sjgov.org
Miller	Jeanie		Boys & Girls Club	jmiller@bgmanteca.org
Mills	Mary		Creative Child Care Services	smallworld@cccisj.com
Mirrione	David	Executive Director	Merced Workforce Development	Dmirrione@co.merced.ca.us
Mix	Cindy		Valley Mountain Regional Center	cmix@vmrc.net
Mohle	Dennis		Fresno City College	dennis.mohle@fresnocitycollege.edu
Monroe	Carol		SJC Human Services Agency	cmonroe@sjgov.org
Montarrez	Aida		Community Medical Centers	amonarrez@cmcenters.org
Moore	Steve	Sheriff/Coroner	San Joaquin County Sheriff's Office	smoore@sjgov.org
Moreno	Jose		San Joaquin County	josemoreno@sjgov.org
Mortensen	Stacey	Executive Director	ACE	smortensen@acerail.com
Mousalimas	James	Superintendent	San Joaquin County Office Education	jmousalimas@sjcoe.net
Munguia	Oscar		Give Every Child A Chance	omunguia@gecac.net
Murdaugh	Kimberly	Director Human Resource	City of Tracy	hr@cityoftracy.org
Myles	Mark	County Counsel	SJC County Counsel	jmyles@sjgov.org
Nakanishi	Alan	Mayor	City of Lodi	anakanishi@lodi.gov
Nichols-Wash	Cathy	Superintendent	Lodi Unified School District	cwasher@lodiusd.net
Nino	Monica	County Administrator	San Joaquin County Administration	mnino@sjgov.org
Noll	Jason	Principal	Tracy High School	jnoll@tusd.net
Nunez	Manuel	Director	SICOE, Migrant Education, Wentworth Education Center	mnunez@sjcoe.net
Nunez	Sammy	Director	Fathers and families	snunez@ffsj.org
Nuss	Lynsay		Women Center & Family Services	Lnuss@wcyfs.org
Ogden	Tim	City Manager	City of Manteca	togden@ci.manteca.ca.us
Okamoto	George	Chief Inforamtion Officer	Labor & Workforce Development Agency	george.okamoto@labor.ca.gov
Okamoto-Vauj	Wilma	Dean of Administration	Humphreys University	wov@humphreys.edu

Olea	Erick			Give Every Child a Chance	emunguia@gcac.net
O'Nanik	Scott				snanik@ccoe.k12.ca.us
Ost	Denise			Goodwill	DeniseO@goodwill-siv.org
Ouyang	John			Delta Charter High School	jouyang@njes.org
Owsus-Spence	Brandie			African American Chamber of Commerce	eyv209@gmail.com
Parker	LeAnn				lparker@sjcphs.com
Patrick	Pat	CEO		Lodi Chamber of Commerce	ppatrick@lodichamber.com
Patterson	Maria	Sergeant of Arms		San Joaquin Calaveras Center Labor Council	mariapatterson0504@att.net
Patti	Tom	Board Member		SJC Board of Supervisors	tpatti@sjgov.org
Peck	Adam	Executive Director		Tulare Workforce Development	apeck@tularewib.org
Pelican	Tim	Agricultural Commissioner/Sealor of Weights & Measures		SJC, Office of Agricultural Commissioner	stocktonag2@sjgov.org
Peralta	Henry	Board Member		Workforce Development Board	hperalta@pacbell.net
Perry	Lorraine	Cluster Manager		EDD	Lorraine.perry@edd.ca.gov
Person-Whitley	Sheba			City of Stockton	Sheba.Person-Whitley@stocktonca.gov
Peterson	Holly	Chief Programs Officer/6-12 Principal		ABLE Charter Schools	holly.peterson@ablecharter.com
Pogue	Thomas			UOP CBPR Eberhardt School of Business	tpogue@pacific.edu
Post	Adele			City of Lodi	apost@lodi.gov
Presto	Anthony			SJ Valley Air Pollution Control District	anthony.presto@valleyair.org
Prieto	Juan			California Human Development	juan.prieto@cahumandevopment.org
Ramirez	Ernestina			Creative Child Care Services	ernestina@cccisj.com
Ramirez	Elvira	Executive Director		Catholic Charities	eramirez@ccstockton.org
Ransom	Rhodesia			Sow A Seek	director@sowaseedcf.org
Rastreed	Sarah	Executive Legislative Coordinator		ACE	sarah@acerail.com
Reece	Leslie			Family Resource & Referral Services	lirece@frrcsj.org
Resa	Paula	Director of Field Services		Carpenters Training Committee	presda@ctcnc.org
Restuccia	Mike	Councilmember		City of Ripon	mrestuccia@cityofripon.org
Reyna	Joel				joel.reyna@asm.ca.gov
Rhea	Wes	Director		Visit Stockton	wes@visitstockton.org
Richmond	Lisa			San Joaquin County Medical Society	lisa@sjcms.org

Rickman	Robert	Mayor	City of Tracy	Robert.Rickman@cityoftracy.org
Riley	Veronica	Deputy Director	San Joaquin County Child Support Services	vriley@sjgov.org
Robertson	Tim	Board Member	Workforce Development Board	tim@nvlf.org
Rodriguez	Jose	President CEO	El Concilio	jrodriguez@elconcilio.org
Rogers	Brenda	Senior Apprenticeship Consultant	Department of Apprenticeship Standards	brogers@dir.ca.gov
Romo	Dominique		City of Escalon	dromo@cityofescalon.org
Ruhstaller	Kay	Executive Director	Family Resource and Referral Center	kruhstaller@frrcsi.org
Ruiz Huston	Ines	Latino Community Outreach	University of the Pacific	iruiz@pacific.edu
Runner	Micah		City of Stockton	Micah.runner@stocktonca.gov
Saffold	Randy		City of Manteca	rsaffold@ci.manteca.ca.us
Salazar-Verber	Tori	District Attorney	SJC District Attorney	tori-verber@sjcda.org
Saldana	Joanna	Career Developer Liaison	WorkStart Yes, SJCOE	jsaldana@sjcoe.net
Saltz	Michael	Contracts Administrator	Kern Workforce Development	saltzman@kerncounty.com
Sanborn	Robin	Board Member	Workforce Development Board	robinlsanborn@gmail.com
Sanchez	Luis	Board Member	RFL Board	lhsanchez329@gmail.com
Sangha	Gurminder	Deputy Sector Navigator	Advanced Manufacturing	gurminders@cos.edu
Sarna	Ryan	Labor Relations	Norcal NECA	ryans@norcalneca.org
Savatorre	Stephen		City of Lathrop	ssalvatorre@ci.lathrop.ca.us
Schaffran	Tawn	Lead Guidance Counselor/Senior Internship Coordinator	Tracy Learning Center	tschaffran@tracylc.net
Schallberger	Joel	Principal	Village Oaks High School - Lincoln Unified	jschallberger@lusd.net
Schmidig	Richard		San Joaquin County Office of Education	rschmidig@sjcoe.net
Schultz	Suzanne		San Joaquin County DA's Office	Suzanne.Schultz@sjcda.gov
Schwabauer	Steve	City Manager	City of Lodi	sschwabauer@lodi.gov
Schwabauer	Steve		City of Lodi/Lodi Utility	sschwabauer@lodi.gov
Scott-Contreras	Tracie	Board Member	Madera Workforce Development	Tscott-Contreras@maderaworkforce.org
Sepulveda	Julian	Board Member	Workforce Development Board	sepulvedastruck@sbcglobal.net
Shick	Johanna	Department Head	SJC Retirement Office	johannas@sjcera.org
Silva	Amy		Creative Child Care	asilva@cccisj.com
Silva	Meagan		San Joaquin County Office of Education	mesilva@sjcoe.net
Simoni	Eric		Escalon High School	esimoni@sjcoe.net

Simonich	Don	Apprenticeship Consultant	SJCQE, Career Technical Education	dsimonich@sjcoe.net
Sivell	Bob	Board Member	Revolving Loan Fund Board	sivellfarms@msn.com
Small	Don		City of Manteca	dsmail@ci.manteca.ca.us
Smith	Karen	Board Member	Revolving Loan Fund Board	Karen.smith@cvb.com
Snyder	Nicole		City of Stockton	Nicole.snyder@stocktonca.gov
Sosa	Suzette		San Joaquin County Office of Education	ssousa@sjcoe.net
Spade	Tamra	Board Member	Workforce Development Board	TSapade@riponchamber.org
St. George	Margaret		San Joaquin County Office of Education	mstgeorge@sjcoe.net
Star	Keven	Director Human Resource	City of Stockton	human.resources@stocktonca.gov
Stark	Russell	Director	SJC Stockton Metropolitan Airport	rstark@sjgov.org
States	Bret	Coordinator	SJCQE, STEM Programs, Wentworth Education Center	bstates@sjcoe.net
Stephens	Brian	Superintendent	Tracy Unified School District	bstephens@tUSD.net
Stevenson	Bill	Board Member	Kern Workforce Development	bills@kerncounty.com
Stogbauer	Phyllis	Program/Procurement Manager	Fresno Workforce Development	pstogbauer@workforce-connection.com
Strachan	Drew		Carrol Company	dndstrachan@gmail.com
Strube	Sam	Principal	Tracy Adult School	sstrube@tUSD.net
Sullivan	Kerry	Director	SJC Community Development Department	ksullivan@sjgov.org
Supnet	Mario	BEA Coordinator	Greater Stockton Chamber of Commerce	bea@stocktonchamber.org
Teasdale	David	Director	Energy, Construction and Utilities	dteasdal@kccd.edu
Thoeny	Dave	Executive Director	MotherLode Workforce Development	dthoeny@mliji.org
Thoeun	Chanthy		SJC Public Health Services	cthoeun@sjcphs.com
Thomas	David	Secretary Treasurer	San Joaquin Building Trades	dthomasncdc@gmail.com
Thomas	R		SICBH-Chemical Dependency Counseling	rthomas@sjcbhs.org
Throne	Yauna		Boys & Girls Club	ythrone@bgctracy.org
Torres	Amy	Project Manager	MotherLode Workforce Development	atorres@mliji.org
Touch	Anna		SIDC	atouch@deltacollege.edu
Tubbs	Michael	Mayor	City of Stockton	mayor@stocktonca.gov
Turkotte	Linda	Department Head	SJC Environmental Health	lturkotte@sjcehd.com
Ulmer	Tim		Ulmer Photography	ulmerphoto@aol.com

Uychutin	Connie		San Joaquin ARC	connieu@thearcsj.org
Valenzuela	Sofia	CEO	Tracy Chamber of Commerce	svalenzuela@tracychamber.org
Vallejo	Debbie	Executive Director	Team Charter	dvallejo@team-charter.org
VanCamp	John		San Joaquin Regional Transit District	ivancamp@sjrtd.com
Vang	Mai		LAO Family Community Empowerment	mkvang@flemcempowerment.org
Vang	Maiknue	Interim Deputy Director	Madera Workforce Development	mvang@maderaworkforce.org
Vargas	Salvador	Interim Assistant Superintendent/Vice President of Instruction and Planning	SIDC, Instruction and Planning	svargas@deltacollege.edu
Vargas	Max		City of Stockton	Max.Vargas@stocktonca.gov
Velo	Vincent	Program Manager	Kings Workforce Development	Vincent.Velo@co.kings.ca.us
Vierra	Jeff		DRAIL	jeff@drail.org
Vigil	Diane	Board Member	Workforce Development Board	d.vigil@dameronhospital.org
Vigil	Lisa	Field Representative	Carpenters Local 152	lvigil@nccrc.org
Villanueva	Juan		Port of Stockton	ivillanueva@stocktonport.com
Villapudua	Miguel	Board Member	SIC Board of Supervisors	cvillapudua@sjgov.org
Vincelet	Greg	Board Member	Workforce Development Board	gregv@local442.com
Vistica	Bonnie	Board Member	Revolving Loan Fund Board	bvistica@mgdrilling.com
Vongehr	Chelsea	Public Information Officer/Grant Writer	Lodi Unified School District	cvongehr@lodiUSD.net
Wallach	Lita	President	Wallach and Associates	lita.wallachconsult@gmail.com
Ward	Jamie	Assistant Principal	Village Oaks High School - Lincoln Unified	jward@lUSD.net
Waters	Elizabeth	Workplace Internship Coordinator	SIDC Workforce Development Center	ewaters@deltacollege.edu
Watts	Jaime		Miracle Mile Imp. District	info@stocktonmiraclemile.com
Werner	Kevin	City Administrator	City of Ripon	kwerner@cityofripon.org
Wesley	John	Board Member	Revolving Loan Fund Board	JJW38@comcast.net
Weston	Ardria	Staff Services Manager	Department of Rehabilitation	ardria.weston@dor.ca.gov
Wilhoit	Douglass	Chief Executive Officer	Greater Stockton Chamber of Commerce	Doug@stocktonchamber.org
Willet	Beth	Information Systems Manager	SIC-Information Systems Division	bwarren@sjgov.org

Williams	Marcus	Regional Vice-President	SEIU Local 1021	mwilliams2@sbcglobal.net
Willis	Rebecca	Director	City of Lathrop	rwillis@ci.lathrop.ca.us
Wilson	Kurt	City Manager	City of Stockton	city.manager@stocktonca.gov
Wilson	Leanne		Creative Child Care Services	ukp@cccjsj.com
Wilverding	Jerome	Auditor-Controller	SJC Auditor Controllers Office	wilverding@sjgov.org
Wimmer	Virginia	Director	San Joaquin Veteran's Services	vwimmer@sjgov.org
Winn	Chuck	Board Member	SJC Board of Supervisors	cwinn@sjgov.org
Xiong	Ka	USDA Grant Program	Fresno Workforce Development	kxiong@workforce-connection.com
Yang	Der	Business Manager	UOP	Dyang@Pacific.edu
Yanni	Larry	Deputy Director	MotherLode Workforce Development	lyanni@miji.org
Zuidervaart	Ken		City of Ripon	kzuidervaart@cityofripon.org
Zurich	Sheila	Senior Apprenticeship Consultant	Department of Industrial Relations, Division of Apprenticeship Standards	szuvich@dir.ca.gov

**COMMUNITY AND STAKEHOLDER FORUM ON
COMMUNITY FORUM ON LOCAL WORKFORCE PLANNING**

Wednesday, September 19, 2018

5:30 p.m. to 7:00 p.m.

Stockton WorkNet Center

56 S. Lincoln Street

Stockton, CA 95203

Presenter: David Shinder

Attendees: 36

Amanda Wilder, San Joaquin County Probation – Adult
Anne Baird, Assemblyman Eggman
Brenda Rogers, State of CA Department of Industrial Relations
Carol Hirota, Workforce Development Board/Stockton Unified School Dist.
Elsie Hirata, Community Center for the Blind & Visually Impaired
Elvira Ramirez, Catholic Charities
Enos Edmerson, Jr, Valley Mountain Regional Center
Gary Prost, Congressman McNerney Office
Isbel Flores, Child Abuse Prevention Council (CAPC)
Isela Robles, YMCA of San Joaquin County
Jackie Remo, CAPC
Jade Meihl, CAPC
Janet Rivera, San Joaquin Delta College
Jaskaran Dhesi, Stanislaus County Workforce Development
Jena Edgeton, EDD
John Oliveira, Child Abuse Prevention Council
Joni Bauer, Community Center for the Blind & Visually Impaired
Kristi Capri, University of the Pacific
Lisa Douglass, University of the Pacific
Michelle Cantlin, San Joaquin County Probation
Myra Cuevas, Workforce Development Board
Paul Castro, California Human Development
Raksank Houy, Family Resources & Referral Center
Raul Hernandez, Workforce Development Board
Robin Sanborn, Workforce Development Board
Ryan Oatts, San Joaquin County Probation
Sheri Oneto, Workforce Development Board
Thomas Pogue, University of the Pacific
Vanessa Harris, Child Abuse Prevention Council (CAPC)
Veronica Naranjo, Family and Referral Center
Victoria Moreno, Health Net
Yesenia Leon, Family Resource and Referral Center

WorkNet Staff:

John Solis, Executive Director
Patty Virgen, Deputy Director
Elena Mangahas, EEDD Division Manager
Alfredo Mendoza, EEDD Analyst III

**COMMUNITY ENGAGEMENT/INPUT FORUM
 SEPTEMBER 19, 2018
 5:30 P.M. TO 7:00 P.M.**

SIGN-IN LOG

NAME	AGENCY AFFILIATION/ADDRESS	PHONE(S)	E-MAIL ADDRESS	SIGNATURE
Sheri Oneto	CAB - Chair WDB	(209) 810-8974	consultantsheri@yahoo.com	
Michelle Carthin	San Joaquin County Probation	(209) 408-4100	martine@sjwb.org	
Jade Mehl	Child Abuse Prevention Council	(209) 446-6444-5320	jmeinh@nursingabuse.org	
Amanda Wilder	Probation - Adult	209 468 9658	awilder@sjwb.org	
Less N. Juvinsky	UOP	209 468 9658	ldoglass@pacific.net	
Rubin Sanborn	Sanborn Chevrolet	209-662-4616		
Ryan Oatis	San Joaquin Co Probation	209 468 0813	TOATSC@SJWB.ORG	
Kristi Capra	UOP	209 981-8900	Kcapra@pacific.net	
Yesenia Leon	FRRC	209 401-2113	yleon@FRRC.org	
Erica Edmerson	Valley Mountain Regional Center	(709) 955-3672	eedmerson@vmtc.com	
Melinda Lopez	DIR (DASH) Apprenticeship	(916) 532-2296	DLopez@sdli.k.ca.gov	
Anne Baird	Asm Eggman	209 948 7479	anno.baird@sanjoaquin.ca.gov	
Thomas Pogue	CBPR - WOP	209 321 7173	tpogue@pac.net	
Jana Eggstad	ESDD	209 948-7622	Jana.Eggstad@esdd.ca.gov	
Veronica Naranjo	FRRC	401-2650	vnaranjo@sjwb.org	

COMMUNITY ENGAGEMENT/INPUT FORUM
 SEPTEMBER 19, 2018
 5:30 P.M. TO 7:00 P.M.

SIGN-IN LOG

NAME	AGENCY AFFILIATION/ADDRESS	PHONE(S)	E-MAIL ADDRESS	SIGNATURE
Janet Rivera	Delta College	401-9903	jrivera@delta.college.edu	
Paul Castro	CA HUMAN DEVELOPMENT	209 329 7479	PaulCastro@cahuman.org	
Jashwan Dhee	Stanislaus Community Center	209 558-2671	dlheerj@stanislaus.com	
Paksank-Hany	FRRC	209-461-2986	rhony@frfrc.org	
Kristi Rhea	SXC Public Works	408 0398	Krheer@sxcgov.org	
Raul Hernandez	WDW	209-402-5772		
Mariya Quid	TAX EXEMPT	209-481-9950	marayasquero	
Eire Hirata	Community Center for the Blind and Visually Impaired	209 466-3836	elshirata@communitycenterfortheblind.org	
Jeri Dued	Community Center for the Blind and Visually Impaired	209 498-1372	jonib@communitycenterfortheblind.org	
Vanessa Harris	Child Annuity Intervention Center	209-644-5312	vharris@ccaid.org	
Felix...

**COMMUNITY ENGAGEMENT/INPUT FORUM
 SEPTEMBER 19, 2018
 5:30 P.M. TO 7:00 P.M.**

SIGN-IN LOG

NAME	AGENCY AFFILIATION/ADDRESS	PHONE(S)	E-MAIL ADDRESS	SIGNATURE
Carol Hired	Stockton USD WDB	209-933-7455	chirista@stocktonusd.net	<i>[Signature]</i>
Cifredo Mendoza	KEETD	209-468-3051	amendoza@sicwkbent.org	<i>[Signature]</i>
Victoria Nuñez Olivera	Health Net	(709) 943-4816	Victoria.E.Morano@healthnet.com	<i>[Signature]</i>
John Divina	CAPC	209-851-3473	John@nochildabuse.org	<i>[Signature]</i>
Isele Rodes	YMCA 2105 W. March Ln	209-405-4145	irodes@ymcasjcs.org	<i>[Signature]</i>
Elvira Ramirez	Catholic Charities 1106 N. El Dorado St. Stockton	209 444-5938	eramirez@ccstockton.org	<i>[Signature]</i>
Jackie Ramo	CAPC	209-518-8671	jramo@nochildabuse.org	<i>[Signature]</i>
Isabel Flores Flores	CAPC	(209)	iflores@nochildabuse.org	<i>[Signature]</i>

Tonnie Mallory - Workforce Innovation and Opportunity Act (WIOA) Input for Local and Regional Plan Modifications - September 19, 2018 Community Engagement Forum

From: John Solis
Date: 8/20/2018 11:41 AM
Subject: Workforce Innovation and Opportunity Act (WIOA) Input for Local and Regional Plan Modifications - September 19, 2018 Community Engagement Forum
Cc: Bethany Renfree; Bob Lanter; David Shinder; John Chamberlin; Michael...
Bc: Tonnie Mallory
Attachments: Save The Date_Community.pdf

Dear Workforce Development Board Members,

The San Joaquin County Workforce Development Board (SJCWDB) is preparing to modify our existing Local and Regional WIOA Plans. Modifications are necessary, in part, to incorporate changes to the recently modified State WIOA Plan; the State Plan has been submitted to the U.S. Department of Labor.

The SJCWDB will incorporate strategies to align its service delivery with WIOA requirements and with other partner agencies through feedback received from targeted stakeholders.

As we prepare to modify the plans, the SJCWDB will be seeking stakeholder and community input through a series of forums. A Community Engagement Forum focused on the local workforce system and the needs of the community is scheduled for Wednesday, September 19, 2018, from 5:30 p.m. to 7:00 p.m., at the Stockton WorkNet Center. Included with this letter is event flier containing pertinent information about this forum.

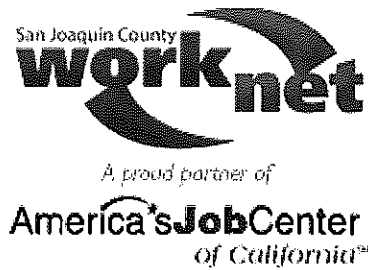
The objective of this forum, is to bring together members of the public, employers, and agencies working with different target groups and programs including: CalFresh program participants; the unemployed, underemployed, and payment-delinquent non-custodial parents; the use of Competitive Integrated Employment to assist individuals with disabilities; and English-language learners, immigrants, and refugees.

This forum will provide you and the clients you serve with the opportunities to provide general input and recommendations with regard to how well the workforce system is meeting the needs of the community. This session is designed to be participatory, allowing you to share your views and engage in conversations with the facilitator and other attendees. Your input will provide an opportunity to gather the pertinent information that would help us better understand the data, demographics, employment trends and any other relevant information specific to the targeted population that you serve. In addition, it will enable us to align our programs, bridge existing resources, and develop better strategies to serve these populations.

Your participation at this forum is crucial in order to obtain the necessary information and to ensure that the interests of the clients you serve are placed at the center of the planning conversations. Your input in these forums is essential in identifying the needs of the populations you serve and in establishing strategic and meaningful partnerships.

As community service organizations, we have common stakeholders and can provide the necessary services to improve labor market outcomes for all the targeted populations. Please join us in these conversations and feel free to extend an invitation to any of your partners who may provide additional contributions to this conversation, including your staff, as appropriate.

Should you have any questions or need additional information, please contact my office at (209) 468-3500.



JOHN M. SOLIS
Executive Director
San Joaquin County WorkNet - EEDD
56 S. Lincoln Street
Stockton CA, 95203
(209) 468-3500
(209) 462-9063 (FAX)



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Community Forum on Local Workforce Planning

AGENDA

- I. Call to Order
- II. Overview of 4-Year Local Workforce Plans and Requirements for Biennial Review and Modification
- III. Purpose of the Community Forum
- IV. Objectives of Community and Stakeholder Forum
- V. Consideration of and Discussions on:
 - A. What services and support do job seekers need to help prepare for and find work?
 - B. What types of training are most needed in the area?
 - C. Do people in the community have a good understanding of the programs and services that are available to assist them? If not, what is the best way to get the word out?
 - D. Are there specific gaps between the services that are available and the services that people need? If so, how can we bridge those gaps.
 - E. If you were writing the local workforce plan, what would your priorities be and why?
- VI. Adjournment

Community Forum on Local Workforce Planning

San Joaquin County Workforce Development Board

September 19, 2018

Local Workforce Planning and Biennial Updates

- ▶ Workforce development programs operated under the federal Workforce Innovation and Opportunity Act (WIOA) are administered in California by 45 distinct Local Workforce Development Boards (LWDBs).
- ▶ In 2017, the LWDBs submitted 4-year Local Workforce Plans to the Governor, all of which were, ultimately, approved.
- ▶ In accordance with WIOA requirements, a biennial review of the 4-year Local Plans is required.
- ▶ California has established specific guidelines for the biennial review of Local Plans, including updates and addenda to bring the plans into alignment with California's 2018 update of the State Workforce Plan.

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Required modifications to local plans must address:

- ▶ New partnerships with CalFresh Employment and Training Programs
- ▶ New Partnerships with Local Child Support Agencies
- ▶ Enhanced Collaboration with local representatives of the California Department of Rehabilitation and other agencies within the disability services network to implement Competitive Integrated Employment models
- ▶ Enhanced partnerships with local education agencies, community-based organizations and other stakeholders to serve English language learners, foreign born individuals and refugees

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Why Hold a Community Forum?

- ▶ To ensure that the interests of client populations are placed at the center of planning conversations.
- ▶ The California Workforce Development Board is encouraging every local board to participate in a meaningful community engagement process.
- ▶ The State has also encouraged Local Boards to work with stakeholders, including community-based organizations, to better understand the data, demographics, employment trends and other relevant information specific to the populations served by this agreement to develop better strategies to serve this population. This engagement could be conducted through specific stakeholder input sessions that are focused on these populations.

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Objectives of this Community Forum

- ▶ Give stakeholders and the community the opportunity to weigh in on the needs of the workforce
- ▶ Learn from practitioners about best practices in meeting service needs
- ▶ Identify where gaps in services may currently exist
- ▶ Hear recommendations on building and/or strengthening services and programs to address currently unmet needs

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For Your Consideration/Input

- ▶ What services and support do job seekers need to help prepare for and find work?
- ▶ What types of training are most needed in the area?
- ▶ Do people in the community have a good understanding of the programs and services that are available to assist them? If not, what is the best way to get the word out?

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- ▶ Are there specific gaps between the services that are available and the services that people need? If so, how can we bridge those gaps.
- ▶ If you were writing the local workforce plan, what would your priorities be and why?

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Thanks!
We greatly appreciate your input.

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**COMMUNITY AND STAKEHOLDER FORUM ON
COMMUNITY FORUM ON LOCAL WORKFORCE PLANNING**

Wednesday, September 19, 2018

5:30 p.m. to 7:00 p.m.

Stockton WorkNet Center

56 S. Lincoln Street

Stockton, CA 95203

Presenter: David Shinder

Attendees: 36

Amanda Wilder, San Joaquin County Probation – Adult
Anne Baird, Assemblyman Eggman
Brenda Rogers, State of CA Department of Industrial Relations
Carol Hirota, Workforce Development Board/Stockton Unified School Dist.
Elsie Hirata, Community Center for the Blind & Visually Impaired
Elvira Ramirez, Catholic Charities
Enos Edmerson, Jr, Valley Mountain Regional Center
Gary Prost, Congressman McNerney Office
Isbel Flores, Child Abuse Prevention Council (CAPC)
Isela Robles, YMCA of San Joaquin County
Jackie Remo, CAPC
Jade Meihl, CAPC
Janet Rivera, San Joaquin Delta College
Jaskaran Dhesi, Stanislaus County Workforce Development
Jena Edgeton, EDD
John Oliveira, Child Abuse Prevention Council
Joni Bauer, Community Center for the Blind & Visually Impaired
Kristi Capri, University of the Pacific
Lisa Douglass, University of the Pacific
Michelle Cantlin, San Joaquin County Probation
Myra Cuevas, Workforce Development Board
Paul Castro, California Human Development
Raksank Houy, Family Resources & Referral Center
Raul Hernandez, Workforce Development Board
Robin Sanborn, Workforce Development Board
Ryan Oatts, San Joaquin County Probation
Sheri Oneto, Workforce Development Board
Thomas Pogue, University of the Pacific
Vanessa Harris, Child Abuse Prevention Council (CAPC)
Veronica Naranjo, Family and Referral Center
Victoria Moreno, Health Net
Yesenia Leon, Family Resource and Referral Center

WorkNet Staff:

John Solis, Executive Director
Patty Virgen, Deputy Director
Elena Mangahas, EEDD Division Manager
Alfredo Mendoza, EEDD Analyst III

Consideration of and Discussions on:

1. What services and support do job seekers need to help prepare for and find work?

- Raul Hernandez: The trades need people that have soft skills. Soft skills are important, how to take direction, how to interview, and how to take criticism.
- Robin Sandburn: Computer skills.
- Jackie: Job seekers need to know how to build a resume, keep their confidence up, outlying areas such as Ripon and Escalon need more services.
- Brenda Rogers: They need to learn how to separate themselves from their phones and that ESL is very important.
- Isela: Childcare, transportation.
- Lisa Douglas: Jr. High and High School students need to learn critical thinking skills and they need opportunities like internships. Orientation on soft skills, job keeping skills, and job seeking skills
- Technology, basic computer skills, and intermediate cognition literacy skills.
- Expanding the Delivery of Services in the outlying area that includes using Technology.
- Knowing your priorities at work – employer expectations.
- Supportive services to eliminate barriers to successful transition to employment, like transportation and childcare.
- Problem solving, critical thinking skills, work experience, internship and employment opportunities.

2. What types of training are most needed in the area?

- Vanessa: Outreach to people about the possibility of other jobs.
- Dr. Thomas Pogue: Commute patterns show 30% of the workforce leave this area (to the bay area), we find those jobs and train for those occupations and keep those workers here. Train in automation and interface w/Robotics.
- Brian from Probation: Training is needed in basic skills, interventions are needed for social skills training, construction training, life skills,

teach the basics. Resume building, mock interviews, regulations, vocational training.

- Raul Ramirez: Soft Skills so that employers hire local people. Building effective resumes, building their confidence and preparing for interview (pre-employment services)

3. Do people in the community have a good understanding of the programs and services that are available to assist them? If not, what is the best way to get the word out?

- It's a 24/7 job to do that.
- Ramirez: Get the word out by reaching out, collaborating with other agencies. More funding is needed. Better outreach. Marketing is critical, but we never have had a large marketing budget. So grassroots marketing is critical.
- Training is needed. Chicken vs. Egg, this is a heavy lift for business.
- Use free social media tools and promote the services. We should all promote other organizations activity on our own social media pages. Partner up to share and promote together.
- Strong partner agency collaboration, working together to align the programs in the community to eliminate duplication of effort and create a seamless service delivery system with strategic partners.

4. Are there specific gaps between the services that are available and the services that people need? If so, how can we bridge those gaps.

- Raul Hernandez: Proper referrals are needed and don't send people who we know won't be eligible (i.e., building trades referral by participant that lacks high school diploma or GED).
- Elvira from Catholic Charities: Do a better job of coaching and provide financial literacy. Work their plan and are we providing support.
- 211 – Family Resource Agency
- Community Connection – an on-line system developed by San Joaquin Delta Community College.
- Strong collaboration with Partner Agencies and the Agencies that delivery services to this target population.

5. If you were writing the local workforce plan, what would your priorities be and why?

- Mayra Cuevas: Are we communicating enough about our programs?

VI. Adjournment

Newspaper: The Record

**WORKFORCE INNOVATION AND
OPPORTUNITY ACT (WIOA)**

A draft copy of the proposed Modifications to the 4-Year Workforce Innovation and Opportunity Act Local Plan and Regional Plan that includes San Joaquin County are available for public review at the San Joaquin County Workforce Development Board/Employment and Economic Development Department, 56 S. Lincoln Street, Stockton, CA 95203, and electronically at www.sjworknet.org/WIOAresources.asp. The plan may be reviewed during normal business hours for a 30-day comment period from February 1, 2019 through March 2, 2019. Any comments received from the public during the 30-day comment period will be submitted to the Workforce Development Board and the State. This process is in accordance with the Workforce Innovation and Opportunity Act of 2014 (WIOA) Section 106(c). For additional information contact Alfredo Mendoza at the above address or by calling (209) 468-3651.
#1135182 2/1, 2/2, 2019

Workforce Innovation and Opportunity Act (WIOA)

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<<<SAMPLE EMAIL MESSAGE TO STAKEHOLDERS>>>

San Joaquin County

Workforce Board Members, Community Leaders, and other Stakeholders,

For the past several months, the Employment and Economic Development Department has been working on the modification to the San Joaquin County Workforce Innovation and Opportunity Act (WIOA) Local Plan. We have held numerous forums to gather information from the stakeholders in San Joaquin County. Working in partnership with the other Workforce Development Boards in the Central Valley Region, we have also been working on the modification to the WIOA Regional Plan.

These San Joaquin County WIOA Local and Regional Plan modifications will be posted simultaneously for public comment for thirty (30) days starting Friday, February 1, 2019 through Saturday, March 2, 2019.

As recommended by the California Workforce Development Board (CWDB), we plan to submit these plan modifications to the State for review in March, following the thirty (30) day public comment period, incorporating any comments that may be submitted during this period. Once reviewed, the State will forward their comments and recommendations back to their respective Workforce Development Area. Once finalized, we will forward the plans to this Board for final approval. Once approved by the San Joaquin County Board of Supervisors, said Plan Modifications will be submitted to the State.

Attached are San Joaquin County's Draft WIOA Local and Regional Plans for your review and comment. If you cannot open the attached files, you can access the Draft Plans through our website using the following link: <http://sjcworknet.org/WIOAresources.asp>.

A public notice is scheduled to run in The Record on February 1-2, 2019, notifying the public of the comment period. We are required to capture comments received during the public comment period and attach them to the plans.

Should you have any comments you can forward them to us through the link or forward them to us directly. If you have any questions please give me a call.

JOHN M. SOLIS**Executive Director**

San Joaquin County WorkNet - EEDD

56 S. Lincoln Street

Stockton CA, 95203

[\(209\) 468-3500](tel:(209)468-3500)[\(209\) 462-9063](tel:(209)462-9063) (FAX)**County Disclaimer:**

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