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## California Workforce Investment Board



Gray Davis  
Governor

December 22, 2000

The Honorable Edward Simas  
Chair  
San Joaquin County Board of Supervisors  
222 East Weber Avenue, Room 701  
Stockton, CA 95202

Dear Supervisor Simas:

This is to inform you that the five-year strategic plan for workforce investment activities submitted by your local Area has been reviewed and determined to meet the requirements of the Workforce Investment Act (WIA) and appropriate federal regulations. Accordingly, your local plan is approved.

A process for requiring modifications to the local plans is currently being developed. Once the process is finalized and approved by the State Workforce Investment Board, appropriate guidance will be issued to the local Areas. In the interim, federal regulations require the local plan to include copies of all Memoranda of Understanding (MOU) between the local Board and the required One-Stop partners. To ensure continued compliance with this requirement, please make sure that your local Board is aware of the need to provide your Regional Advisor in the Workforce Investment Division of the Employment Development Department (EDD) with copies of the most current, approved MOUs. Your cooperation is appreciated.

Questions regarding local plans may be directed to your assigned EDD Regional Advisor or you may contact Ms. Deborah Cusimano, California Workforce Investment Board, at (916) 325-3045.

Sincerely,

A handwritten signature in black ink that reads "Grantland Johnson".

GRANTLAND JOHNSON,  
Secretary, Health and Human Services Agency

cc: Mr. John Solis, Workforce Investment Administrator  
Mr. Hal Readdick, MIC 69-1  
Ms. Deborah Cusimano

**For the Period of**

<p><b>San Joaquin County</b> <b>5-Year</b> <b>Workforce Investment System Plan</b></p>
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**July 1, 2000 – June 30, 2005**

**Revised**  
**August 29, 2000**

**In response to the February 25, 2000**  
**Supplemental Local Planning Guidance**

**STRATEGIC FIVE-YEAR LOCAL WORKFORCE INVESTMENT PLAN  
FOR  
TITLE I OF THE WORKFORCE INVESTMENT ACT OF 1998  
(WORKFORCE INVESTMENT SYSTEM)  
For the San Joaquin County Workforce Investment Area:**

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## EXECUTIVE SUMMARY

**Enclose a brief summary, not more than two pages, of the five-year strategic local plan that gives a general overview of the proposed local workforce investment system. Include a description of how the system looks today, and how it will change over the five-year plan period. Include a discussion of the local board's economic and workforce investment goals and how the local system will support these goals.**

**Today:** Employment, education and economic development services for job seekers and business operators are currently available through different agencies, in San Joaquin County. Access to these services, however are often limited by the insufficient number of agency offices throughout the County. In some cases, some services are difficult to locate or inconveniently located to the job seeker or business person. The lack of information on available services has lead, in many cases to needless duplication of services in one area and a lack of services in another. This results in a bewildering array of agencies, services and programs meant to help job seekers and business operators, often causing confusion instead of contributing to service delivery.

To address these issues, a new Workforce Investment Board, appointed by the San Joaquin County Board of Supervisors, has been charged with the responsibility of developing a framework and related policies to improve the availability of, and in some case the delivery of employment, education, and economic development services to San Joaquin County residents and business operators. The Workforce Investment Board is a private sector lead board that includes representatives of 17 private businesses and 16 representatives of public agencies

This new system, funded under the Workforce Investment Act of 1998, is intended to coordinate and integrate employment, education and economic development services to make them more available and more responsive to job seekers and business operators. The system is currently under development by the San Joaquin Delta College, San Joaquin County Office of Education, State Employment Development Department, San Joaquin County Employment and Economic Development Department, California Human Development Corporation, San Joaquin County Human Services Agency, San Joaquin County Housing Authority, African American Community Service, San Joaquin County Economic Development Association, San Joaquin Partnership, Organized Labor, the State Department of Rehabilitation, Sacramento Job Corp , and Just Say No.

**Five Year Plan:** Over the next 5 years, the Workforce Investment Board intends to establish a new WorkNet Service Delivery System. This system will include community-based, campus-based and ADA high school-based WorkNet Centers throughout the county. These centers will provide an range of services, described in Attachment #1, to all county residents and business operators. Rather than build the system from scratch, and incur the costs of all new sites, the Workforce Investment Board has decided to build the system, where feasible, around existing facilities and programs operated by current public and private entities. Although WorkNet Centers will be established based on charter applications submitted to the Workforce Investment Board, it is expected that full service community-based centers will be developed in Lodi, Stockton, Manteca and Tracy, and satellite service campus-based centers will be developed on several public post-secondary education sites. In addition, satellite services at high school-based centers will be established on every major high school campus in the County. Programs funded by CalWORKs, Welfare to Work and Workforce Investment Act funds will be available in most centers. Centers are under discussion for public housing sites, community based organizations and community centers across the County.

Some WorkNet centers will be large, centralized and able to serve hundreds of customers per year. Others, will be smaller, decentralized and neighborhood or campus oriented to help people close to their homes, jobs, schools or place of business. Regardless of the size, the quality of the services will be the same. Core services, many of which are internet based, will be available at all centers, all staff will be trained and certified to provide customers with the highest level and quality of services. To pursue excellence, and continuously improve, the Workforce Investment Board has chosen the Malcolm Baldrige Criteria for Performance Excellence as the framework for the provision of service through the WorkNet Service Delivery System. To that end, over 215 staff from six agencies have completed a Malcolm Baldrige survey to determine the system's current level of leadership, strategic planning, customer and market focus, information and analysis, human resource utilization, process management, and business results. Requests for Proposals are currently under development or have been released

soliciting the assistance of world-class consultants to assist the Workforce Investment Board and WorkNet Center operators to develop, implement and improve a high quality, high speed, highly convenient system designed to provide the highest quality of services to San Joaquin County residents and business operators.

The Workforce Investment Board has established eight goals for the development of the new WorkNet Service Delivery System:

1. To develop a San Joaquin County Workforce Investment System that will include Full-Service and Satellite Service WorkNet Centers and WorkNet Entry points across the county.
2. To develop a San Joaquin County Workforce Investment System that will provide “Universal Access” to core services to all San Joaquin County job seekers, employers and business operators.
3. To develop a San Joaquin County Workforce Investment System that will be an Internet focused system and will provide all core services, or the tools necessary to deliver cores service on the Internet.
4. To develop a San Joaquin County Workforce Investment System that will be a service driven one-stop system.
5. To develop a San Joaquin County Workforce Investment System that will be a customer focused system that includes the three elements of performance reporting, customer choice, and customer satisfaction.
6. To develop a San Joaquin County Workforce Investment System that will be a WorkNet service delivery system which measures its success, and bases its services on, the outcomes of the system.
7. To develop a San Joaquin County Workforce Investment System that will be a system in constant pursuit of performance achievement and continuous quality improvement based on the Malcolm Baldrige Criteria for Performance Excellence.
8. To develop a San Joaquin County Workforce Investment System that will include *chartered* WorkNet Centers that provide predictable and dependable services to all customers.

A description of how the new WorkNet Service Delivery System will support each goal may be found in section IIB of this plan

## **I PLAN DEVELOPMENT PROCESS**

### **A What was the role of the Chief Elected Official in developing the plan? [WIA, Section 118(a)]**

In accordance with the agreement between the San Joaquin County Board of Supervisors and the San Joaquin County Workforce Investment Board, the Board of Supervisors reviewed and approved the San Joaquin County 5-Year Workforce Investment Plan as developed and submitted by the San Joaquin County Workforce Investment Board.

### **B What local workforce investment board, transition board or existing body had oversight for the development of this local plan? If there was no such body, how will you create a responsible entity? [WIA Section 117(d)(4)]**

The San Joaquin County Workforce Investment Board (WIB) is the organization charged by the Board of Supervisors to develop and oversee a new San Joaquin County Workforce Investment System established under the Workforce Investment Act. The WIB was established in May 1999 in conformance with Section 117(d)(4) of the Workforce Investment Act. On July 1, 2000, the Workforce Investment Board will replace the Private Industry Council and become a forum for the coordination and collaboration of all employment and training programs in San Joaquin County.

### **C Describe the process used to provide an opportunity for public comment, including comment by the Chief Elected Official; the local workforce investment board and youth council; other local governing bodies; educators; vocational rehabilitation agencies; service providers; community-based organizations; and migrant seasonal farmworker representatives. Describe the process used to get input for the plan prior to submission. [WIA Section 118(c)(1) and WIA Section 118(b)(7)]**

The San Joaquin County Workforce Investment Plan was made available for public review on January 11, 2000. The availability of the plan was published as a legal notice in the Stockton Record on that date. The plan was also published on the San Joaquin County WorkNet website and distributed to all 33 members of the San Joaquin County Workforce Investment Board (WIB) and Youth Council (Council). The members of the WIB and Council represent private sector business, education, employment service, veteran employment service, job corp., vocational rehabilitation, community-based organizations, migrant and seasonal farmworkers, and others with an interest in employment and training programs. Therefore, the draft San Joaquin County 5-Year Workforce Investment Plan was sent to Northern California Carpenters Regional Council, State Department of Rehabilitation, San Joaquin Delta College, Sacramento Job Corp, State Employment Development Department, San Joaquin Partnership, California Human Development Corporation, San Joaquin County Economic Development Association, San Joaquin County Housing Authority, Labors Union 73, San Joaquin County Employment and Economic Development Department, San Joaquin County Human Services Agency, and the San Joaquin County Office of Education.

### **D How were comments considered in developing the local WIA plan? [State Planning Guidance I B. and WIA, Section 112(b)(9)] In an attachment, summarize any comments received.**

After completing the process described in Section IC of the 5-Year plan, neither the Employment and Economic Development Department, Workforce Investment Board, nor the Board of Supervisors received any comments regarding the San Joaquin County 5-Year Workforce Investment Plan.

### **E Describe the method used to make copies of the local plan available through public hearings, and through the local news media and the Internet. [WIA, Section 118(c)(2)]**

On January 11, 2000 the availability of this plan was announced as a legal notice in the Stockton Record, published on the San Joaquin County WorkNet website, and distributed to all San Joaquin County Workforce Investment Board and Youth Council members. The public is invited to comment on the plan before the Workforce Investment Board on February 16, 2000. The Workforce Investment Board meeting will begin at 7:30 am at **the Commercial Exchange Club, 2305 W. Washington Street, Stockton, CA.**

**F What other organizations were involved in the development of the local plan? How were they involved?**

The plan was drafted by the staff of the Employment and Economic Development Department under the direction of the Planning Committee of the Workforce Investment Board. The Planning committee is Chaired by George Ortiz, Executive Director of the California Human Development Corporation. Mr. Ortiz was joined by the Director of the Human Service Agency, Executive Director of the Employment and Economic Development Department, 2 members of private sector businesses, and a representative of the African-American Community Service. The draft plan was distributed to the following organizations for review and input: San Joaquin County Office of Education, San Joaquin Delta College, State Employment Development Department, San Joaquin County Human Service Agency, California Human Development Corporation, San Joaquin County Housing Authority, San Joaquin County Employment and Economic Development Department, Northern California Carpenters Regional Council, Labors Union 73, State Department of Rehabilitation, Sacramento Job Corp, San Joaquin County Economic Development Association, San Joaquin Partnership , African American Community Service, and Just Say No, Stockton, Inc. and each member of the Workforce Investment Board.

All comments, suggestions, and recommendations were considered by the Workforce Investment Board. The changes approved by the Workforce Investment Board are included in the final plan.

**II LOCAL VISION AND GOALS**

**A What is your vision for your local workforce investment system, and how will your system appear at the end of the five-year period covered by this plan? [State Planning Guidance II B.] [WIA, section 117(d)(1)] Some specific questions that may be considered are:**

The vision is to have chartered full service and satellite centers where customers will be able to access the services of all required and recommended partners. These centers will have trained staff competent and able to assist our customers access needed core, intensive and training services.

The vision is to develop a comprehensive service delivery system in partnership with the community including business organizations, service organizations and the stakeholders. The focus will be on the services needed rather, than the agency that will provide the resources. Customers will be able to access the same quality of services from any chartered WorkNet Center. By coming into one center a customer will be able to access the needed services of all of the system partners. Trained staff will be able to facilitate the delivery of services without having to be an employee of the organization that has the respective resource or service.

The system will have a comprehensive information resource on the internet that will enable customers and residents of San Joaquin County (or outside of San Joaquin County) to access information that will enable them to help themselves or know where to go to get the employment, training, education and service they need to facilitate their transition to employment or eliminate barrier to employment.

**1. In five years, describe how your local system will integrate services. [WIA, Section 117(d)(1) and Section 118(a)]**

In accordance with the Operating Principles adopted by the San Joaquin County Workforce Investment Board, the new WorkNet System will be a service driven system from the beginning. A service driven system assures that the WorkNet system is both integrated and comprehensive. The goal of each WorkNet *Center*, and the WorkNet *System* overall, is to deliver core and intensive services to all customers at all sites. This goal can be attained without the need to arrange for the co-location of agency staff at each of the centers. All WorkNet Center personnel will be trained to provide core and/or intensive services to all customers regardless of the staff's official employer. This design will allow CBO staff, educators, EDD staff, Housing Authority personnel and others to deliver all services without the need to depend on the presence of personnel from other organizations.

This design will assure the availability of all services at all centers during all business hours regardless of which organizations are present. This will also allow services to be made available by

properly trained staff at facilities, such as libraries and community centers, beyond normal working hours for customers who can only access the services during these non-working hours.

Integration: This structure not only assures that a “...broad array of employment and training programs will be integrated into a single *system*...” as envisioned by the California One-Stop Vision, but allows for the employment and training programs to be integrated into a single *center*. This integration will occur in all San Joaquin County WorkNet Centers.

Comprehensive: The structure of the San Joaquin County WorkNet System will also assure that the entire array of core and intensive services are available at each center to, as stated in California One-Stop Vision, “...meet the employment and training needs of [all] local customers...”.

## **2. What programs and funding streams will support service delivery through the One-Stop system? [WIA, Section 121(b)(1)(B)]**

The San Joaquin County Workforce Investment System provides assistance to customers through two separate but coordinated strategies. The first set of services is provided directly through the WorkNet Service Delivery System. This system includes WorkNet Centers across San Joaquin County, that provide core and intensive services to both job seekers and employers. The second system includes training and supportive services that provides customers with education, training, technical assistance, child care, transportation assistance and other activities that will help customers achieve their goals.

A variety of agencies and organizations will be part of both of these systems. It is expected that the following agencies (along with funding streams) will deliver services directly from the WorkNet Centers.

### **(a) San Joaquin County Employment and Economic Development Department (EEDD):**

EEDD will provide services through the use of adult, dislocated worker, and youth funding made available under the Workforce Investment Act. The funds will be available to help adults (22 and over) to find new or better jobs; to assist workers who have been laid-off to find new employment as quickly as possible; and assist youth (18-21) to enter the labor market successfully. Some of these funds will be used by EEDD itself, and some will be allocated to others to provide services in the WorkNet System. EEDD will also allocate CalWORKs and Welfare-to-Work funds to the WorkNet System. CalWORKs funding is made available to EEDD under an agreement with the San Joaquin County Human Service Agency. These funds will target welfare recipients and will assist them to find and keep good jobs that will lead to economic self-sufficiency.

### **(b) California State Employment Development Department (EDD):**

EDD will provide services to employers, job seekers, veterans, youth, disadvantaged, and migrant seasonal farm workers through funds made available under the Wagner-Peyser Act, Trade Act, and the Unemployment Insurance Trust Fund. Two of the primary services to be made available through these funds are a job match system and access to unemployment compensation. The job match system, called CalJobs, will assist employers to find workers, and workers to find jobs. The unemployment compensation system will provide income maintenance to many workers when they lose one job and are in the process of finding a new one.

### **(c) San Joaquin Delta College (Delta College):**

Delta College will provide services in both the WorkNet Service System and the Training and Service System. Delta College will provide services through a campus-based WorkNet center funded by state education funds (ADA), CalWORKs funds and the Carl D. Perkins Vocational and Applied Technology Education Act. The WorkNet Service Delivery System services will target the 16,000+ Delta College student body and will focus on assisting students to make career choices and find and keep employment upon conclusion of their education and training. Delta College will

also provide education and vocational training to members of the WorkNet Service Delivery System and to all other qualified individuals.

(d) San Joaquin County Office of Education (COE):

Like San Joaquin Delta College, the County Office of Education will participate in both the WorkNet Service Delivery System and the Training and Support System. The County Office of Education will establish a campus-based WorkNet Center to assist students of the regional occupational center and other adults in need of WorkNet Core or Intensive services. COE will also provide education and training through its system of regional occupational centers, alternative schools, special education programs and adult schools. These services will be provided via state education funding, Carl D. Perkins Vocational and Applied Technology Education Act, and Title II of the Workforce Investment Act.

(e) San Joaquin County Housing Authority (Housing Authority):

The Housing Authority will provide services through WorkNet Centers located at three public housing sites. The primary funding source will be the U.S. Department of Housing and Urban Development. Funds made available from the Workforce Investment Act will allow these Satellite Centers to serve both public housing residents and other job seekers and employers.

(f) Goodwill Industries (Goodwill):

Goodwill will provide WorkNet Service Delivery System services to the most difficult to employ individuals. These services will be provided with funds made available through donations and business revenue.

(g) San Joaquin County Human Service Agency:

The Human Service Agency will provide employment and other services to 10,000 plus CalWORKs participants through its Employment Center and five CalWORKs Contracted Case Management Agencies, of which the Employment and Economic Development Department is one.

(h) San Joaquin County Department of Aging:

The San Joaquin County Department of Aging will provide services to older workers through the full service WorkNet Centers located in Lodi, Stockton, Manteca and Tracy. These services will be funded by Title V of the Older Americans Act.

(i) San Joaquin County Economic Development Association:

The San Joaquin County Economic Development Association will provide business assistance utilizing general funds, Economic Development Association revenue and the application of a variety of tax incentives available to local businesses. Business loans for business expansion, retention and job creation, will be available through a revolving loan trust fund, business incubator loan program.

(j) California Human Development Corporation

The California Human Development Corporation will establish a WorkNet Center at its Stockton, CA. Site using its own funds which may be supplemented by WIA funding. The CHDC WorkNet Center will specialize in assisting Spanish speaking individuals and will assist the overall WorkNet System to continuously improve its ability to provide services to Spanish speaking job seekers and employers.

(k) Sacramento Job Corp

The Sacramento Job Corp will provide referrals to the San Joaquin County Youth program, and will be available to provide additional services to low income youth of San Joaquin County.

**3. Typically, what information and services will be provided and how will customers access them? How will the goal of universal access be achieved? [20 CFR Part 652, et al., Interim Final Rule (I)(A), State Planning Guidance II.B. bullet 3]**

- (a) The term “universal access” means that anybody should be able to use certain services made available in the WorkNet Service Delivery System. Those certain services are called “core services” and are listed in attachment #1 at the end of this plan. This means that core services will be available to employed and unemployed job seekers who are seeking first jobs, new jobs or better jobs. Core services are also available to employers to help maintain, expand or create business in San Joaquin County. Finally, core services are also available to economic developers and other business operators who would like to expand and/or relocate their businesses in San Joaquin County.
- (b) Three types of WorkNet Centers are currently under development: Full Service WorkNet Centers, Satellite Service WorkNet Centers, and WorkNet Entry Points. Core services will be available at all of these centers. Full service centers will offer core services and intensive services as listed in attachment #1 to this plan. Satellite centers will offer core services and may offer some of the intensive services. The WorkNet Entry points will assist job seekers or employers to access core services via the Internet at [www.sjworknet.org](http://www.sjworknet.org).
- (c) Full Service WorkNet Centers are currently being tested in Lodi, Stockton, Manteca and Tracy.

Satellite Service WorkNet Centers are being considered for San Joaquin Delta College, and the San Joaquin County Housing Authority’s public housing sites. More satellite service WorkNet Centers are being contemplated for educational and service agencies like the Goodwill facility in Stockton, and one or more adult schools and regional occupational centers across the county. Each of these sites will require a WorkNet Charter Application from 3 or more of the one-stop partners, as identified in Section V. B of this plan.

WorkNet Entry Points will be placed in some community centers, libraries and other public access sites. WorkNet Career Centers are planned for each high school in San Joaquin County.

- (d) The San Joaquin County WorkNet Service Delivery System is “Internet-based”. This means that most core services are available to anyone on a 24 per day, 7-day per week basis. Both job seekers and employers may access core services through the WorkNet Centers, on the Internet, or both.

**4. How will Wagner-Peyser Act and unemployment insurance services be integrated into the local system? [WIA, Section 121(b)(1)(B)(xii)]**

Wagner-Peyser Act labor exchange services will be provided at all WorkNet Centers by staff trained to assist job seekers and employers to fully utilize the CalJobs system.

Job seekers will be able to apply for unemployment insurance, by telephone, from any WorkNet Center, and virtually any other telephone accessible to the job seeker. Information about applying for unemployment insurance will be available to all job seekers in the WorkNet Centers and on the website.

Starting in the year 2000, job seekers will be able to apply for unemployment insurance on the Internet. A link to this new service will be added to the Workforce Investment Board’s WorkNet website.

**5. How will the youth programs be enhanced to expand youth access to the resources and skills they need to succeed in the State's economy? [WIA, Section 111(d)(2) and 112(a)]**

The San Joaquin County Youth Program will be an integral part of the overall San Joaquin County Workforce Investment System. WorkNet Career Centers will be developed at each high school in the County. These ADA funded high school-based centers will provide

essentially the same core and intensive services as the community based-WorkNet Centers. The centers will also promote the development and delivery of job readiness information to students through classes and other activities throughout the school.

School age out of school students will be encouraged to reenter school through the San Joaquin County Office of Education's Community School program or other alternative education resources. These students will access the WorkNet System through the school-based WorkNet Career Centers, if they are students of that school, or through community-based WorkNet Centers if they are not students of a regular high school.

Older youth will access the WorkNet System and access needed resources and skills through the community-based WorkNet Centers.

#### **B Identify organizations involved in the development of your local vision and goals.**

The organizations that were involved in developing this plan, and identified in Section I.F. were also involved in developing the Vision of the San Joaquin County Workforce Investment System described in Section II. A. and the strategic goals listed in Section II. B.

### **III LABOR MARKET ANALYSIS**

#### **A What are the workforce investment needs of businesses, job-seekers and workers in the local area? [WIA, Section 118(b)(1)(A)]**

##### **1. Workforce Investment Needs of Business:**

Business needs fall under four categories: recruitment and training services, business development and financing services, information services, and outplacement services.

- (a) Recruitment and training services include; employee recruitment and screening, industry-specific training and on-the-job training.
- (b) Business development and financing services includes: assistance with developing business plans, marketing plans, etc.; alternative financing such as the revolving loan fund that offers long-term fixed financing business expansion and retention; and referrals to business assistance programs, business advocates, workshops/seminars and other services.
- (c) Information services include: Labor Market Information; regional economic development studies. Information on zoning requirements, government regulations, permits, and environmental impact reports. Information on where to get assistance with Small Business and Entrepreneur ventures including financing, counseling, technical assistance and networking, and information on Tax Credits (State and Local Incentives); the Enterprise Zone and other business services.
- (d) Outplacement Services include: Services such as providing job search and information on community resources for employees and employers facing lay-offs.

##### **2. Workforce Investment Needs of Job Seekers/Workers:**

Five components make up the needs of job seekers and workers: job readiness services, information services, training and education services, job placement services, and job retention services.

- (a) Job Readiness services include: Assistance with job search activities including resume writing, interviewing techniques and filling out job applications. Community service opportunities, and assessment of personal needs and skills, career counseling/planning.
- (b) Information services include: Access to labor market information (i.e. wages, benefits, required training). Information on the available training opportunities (i.e. prerequisites, tuition costs, length of training). A comprehensive listing of available community resources (i.e. The San Joaquin County Community Resource Directory), and information regarding cost and program performance (i.e. placement/retention rates, placement/retention wages, certificates).
- (c) Training and education services include: Occupational skills training which leads to employment in occupations that have the potential to provide economic self-sufficiency to the job seeker. English-as-a-Second-Language (ESL) Training. Basic skill training such as reading and math skills. Work

Experience in various occupations to prepare individuals for placement in unsubsidized employment.

- (d) Job placement services includes: On-the-job training and current employment listing from local, State and other popular on-line sources (i.e. CalJobs, America's Job Bank).
- (e) Job retention services include: Supportive services such as child care and transportation, needs based payments, and career counseling and mentoring.

**B How will the needs of employers be determined in your area? [State Planning Guidance IV.B.6.]**

1. The California Cooperative Occupational Information System (CCOIS) operated locally with cooperation through the State Employment Development Department (EDD) will be used to determine the needs of employers in the San Joaquin County Workforce Investment Area. The CCOIS system collects and analyzes information including supply & demand, screening requirements and required computer skills.
2. The San Joaquin Workforce Investment Area will also collect information from employers on a regular basis through employer satisfaction surveys. These surveys will be developed to address the specific needs of local area employers.
3. Information from our Employer Account Managers, who act as liaisons to the employer community including the management of on-the-job training contracts, will also provide information on the needs of the employer community.
4. Members of the Workforce Investment Board and staffs of many of the partners are also members of one or more of the Chambers of Commerce within the County. Employer needs are identified as an on-going and natural part of participation in these organizations.
5. The San Joaquin County Economic Development Center (EDC) provides services to employers (i.e. revolving loan fund, development of business plans, zoning, enterprise zone vouchering, and regulation information) which involves an exchange of information which provides the local workforce investment area critical information regarding the needs of local area employers.
6. Employer needs are a natural outcropping of information provided by other economic development organizations in the local area such as the San Joaquin County Partnership and the Business Council of San Joaquin County, and the San Joaquin County Economic Development Association.

**C What are the current and projected employment opportunities in the local area? [WIA, Section 118(b)(1)(B)]**

The three major industries, excluding Government and Farm, in San Joaquin County are Services, Retail Trade and Manufacturing. Combined, these three industries (Services, Retail Trade and Manufacturing) constitute over 50% of the non-farm industry employment in San Joaquin County.

1. Current Industries:
  - (a) Services includes 22.9% of all employment including Health Services, Personal Services, and Business Services.
  - (b) Retail Trade covers 16.8% of all employment and includes: General Merchandise, Grocery Stores, and Eating & Drinking Places.
  - (c) Manufacturing comprises 12.6% of all employment.
2. Growth Industries:
  - (a) The 1995 - 2002 employment projections by industry for San Joaquin County show that the service and retail trade divisions are growing an average of 4.7% per year. The manufacturing division is shown to grow only .5% per year during the same period.
  - (b) The fastest growing non-farm industry by absolute and percent change is the Retail Trade Industry with an additional 11,500 jobs (a percent change of 37.8% or an average of 5.4% per year) between 1995-2002.

3. The Top Ten:

(a) The Top Ten Jobs in the Year 2002:

Retail Sales Person (3,900), Cashiers (3,790), General Managers (1), General Office Clerks (1,420), Waiters/Waitress (1,390), Counter Attendants - Food (960), Teachers-Elementary (820), Teachers-Secondary (810), Correction Officers (810) and Registered Nurses (780).

(b) The Top 10 Fastest Growing Jobs Between 1995 and 2002-Number of Jobs:

Retail Salesperson (2,230), Cashiers (1,930), General Managers (910), Correction Officers (640), General Office Clerks (620), Waiters/Waitresses (620), Registered Nurses (520), Auto Mechanics (500), Stock Clerks-Sales Floor (480) and Maintenance Repairers - General Utility (460).

(c) The Top 10 Fastest Growing Jobs Between 1995 and 2002-Percent Growth

Bill and Account Collectors (66.7%), Tire Repairers & Changers (55.0%), Bakers - Bread & Pastry (52.2%), Emergency Medical Technicians (50.0%), Systems Analysts (48.4%), Correction Officers (46.4%), Pharmacists (45.8%), Home Health Care Workers (44.4%), Cashiers (44.2%) and Auto Mechanics (43.5%).

**D What job skills are necessary to obtain such employment opportunities? [WIA, Section 118(b)(1)(C)]**

There are four broad skill groups necessary to obtain jobs in the largest or fastest growing industries in the County: job readiness skills, basic skills, computer skills, and technical skills related to specific occupations.

(a) Job readiness skills include: job search skills including resume writing, interviewing techniques filling out job applications, and the ability to be punctual, dependable, accept supervision, and get along with coworkers.

(b) Computer skills include: basic word processing and spreadsheets.

(c) Basic Skills includes reading, writing, and arithmetic.

(d) Technical Skills includes skills specific to the type of occupation such as:

- (1) Retail Salesperson - Cash Handling Skills, Ability to Complete Credit Transitions and Ability to Apply Sales Tax;
- (2) General Office Clerk - Alpha & Numeric Filing Skills, Ability to Type at Least 45 wpm and Telephone Answering Skills;
- (3) Licensed Vocational Nurse - Ability to Take Vital Signs, Ability to Administer Injections and Knowledge of Medial Terminology;
- (4) Waiters/Waitress - Ability to Stand for Prolonged Periods of Time, Ability to Lift 10lbs Repeatedly and Good Memory Skills;
- (5) Elementary School Teachers - Ability to Prepare Lesson Plans, Ability to Administer First Aid, Oral Reading Skills.

2. The California Cooperative Occupational Information System (CCOIS) as well as the developing O\*Net system provide information regarding the skills needed to perform the duties of a specific occupation. This information will be provided as part of the WorkNet System's core services. Additional information may be found on the Workforce Investment Board's WorkNet website: [www.sjworknet.org](http://www.sjworknet.org)

#### **IV LEADERSHIP**

**A If an interim board was responsible for development of this plan, how will the plan and authority to oversee its implementation under, WIA Section 117(d)(4), be transferred to the new local workforce investment board?**

The Workforce Investment Act requires that each local area (San Joaquin County Workforce Investment Area) establish a Workforce Investment Board (WIB). The San Joaquin County Board

of Supervisors established the San Joaquin County Workforce Investment Board (WIB) in May 1999, and appointed all of the 33 members in August, 1999. The Workforce Investment Act requires that several partners be appointed to the WIB including representatives of the county, State Employment Development Department, Housing Authority, Human Service Agency, migrant and seasonal farmworkers, veterans, older workers, community based organizations and others. The Act also requires that the WIB be a private sector lead organization and that a majority of the members be appointed from the private sector. To meet these requirements, the Board of Supervisors appointed 33 members to the Workforce Investment Board—17 from the private sector and 16 from a combination of public and private non-profit organizations. A list of the members of the San Joaquin County Workforce Investment Board may be found in attachment #2 to this plan.

The new Workforce Investment Board met for the first time on August 31, 1999 for an orientation and presentation of policies and strategies that the WIB needed to address and enact. The WIB met for a second time on September 16 and 17, 1999 and took action on a variety of recommended strategies and policies. The results are included in the Workforce Investment Board's Policy and Strategy Guide Book. The Guide Book is on the WIB's website.

Among other things, the WIB authorized and appointed members to a Youth Council and six committees. The six committees will oversee the development and implementation of the various elements of the Workforce Investment System. The Youth Council is charged with recommending.

The Youth Council and a list of committees and the members appointed to each may be found in attachment #3 to this plan.

**B What circumstances constitute a conflict of interest for a local board member, including voting on any matter regarding provision of service by that member or the entity that s/he represents, and any matter that would provide a financial benefit to that member? [WIA, Section 117(g)(1)(2)]**

In accordance with the Workforce Investment Board's by-laws.

1. No member of the WIB may receive any of his/her income from funds available under the Act.
2. No WIB member shall engage in any activity, including participation in the selection, award, or administration of a subgrant or contract supported by WIA funds if a conflict of interest, real or apparent, would be involved. Such a conflict would arise when the individual, and member of the individual's immediate family, the individual's partner or an organization which employs, or is about to employ, any of the above, has a financial or other interest in the firm or organization selected for award. The officers, employees, or agents of the agency making the award will neither solicit nor accept gratuities, favors, or anything of monetary value from contractors, potential contractors, or parties to subagreements. WIB members shall not participate in financial matters before the WIB that pertain to organizations that they represent.

A WIB member shall not cast a vote on, nor participate in, any decision-making capacity on the provision of services by such member (or any organization, which that member directly represents), nor on any matter, which would provide any direct financial benefit to that member.

Neither membership on the WIB, nor the receipt of WIA funds to provide training and related services shall be construed, by themselves, to violate the provisions of this section. Members of the WIB may vote on the Job Training Plan.

3. WIB members shall avoid organizational conflict of interest, and they and their personnel, employees, or agents shall avoid personal conflict of interest and appearance of conflict of interest in awarding financial assistance, and in the conduct of procurement activities involving funds under the Act.
4. Members of the WIB shall comply with the intent of the California Political Reform Act of 1979, as amended (commencing with Section 87300 of Chapter 7, Title IX, of the California Government Code) and the County of San Joaquin Conflict of Interest Code.

**C How will the local board provide a leadership role in developing policy, implementing policy and oversight for the local workforce investment system? [WIA Section 117(d)(4)]**

1. The San Joaquin County Workforce Investment Board has established and adopted a Workforce Investment Board Policies and Strategies which has been incorporated in a Guidebook. The guidebook includes the following elements:

Introduction, Description of the Operating Principles, Core and Intensive Services, Committee Structure, By-Laws, Agreement with the Board of Supervisors, Strategic Planning Policies, High Performance Organizations, WorkNet Center Chartering System, a copy of the Workforce Investment Act, and a copy of the WIA regulations.

2. The WIB has established seven committees to take the leadership in developing the new Workforce Investment System and promote the Malcolm Baldrige Criteria for Performance Excellence as the framework for the new system:

- (a) Executive Committee:

The Executive Committee will promote inter-committee activity integration and support, carry out specific one-time or on-going duties as assigned by the Workforce Investment Board, and to act on behalf of the Workforce Investment Board when time is of essence and/or an emergency exists or is imminent.

The Executive Committee consists of the Chair and Vice Chair of the Workforce Investment Board, and the Chairs of the Youth Council, Planning Committee, Accountability Committee, Data Collection Committee, Staff Training Committee, and the WorkNet System Committee.

- (b) Planning Committee:

The Planning Committee will oversee the development of a WIA 5-Year Plan as required by the State, and a multi-year *San Joaquin County Strategic Workforce Investment Plan*.

- (c) Data Collection Committee:

The Data Collection Committee will review, approve and oversee the implementation of a data processing system for the collection, analysis and reporting of information related to federal/state or locally required customer specific data, Internet-based service delivery, case management, and outcome, processes and customer satisfaction performance.

- (d) Staff Training Committee:

The Staff Training Committee will review and oversee the implementation of a competency-based training system for all employees who will staff the San Joaquin County WorkNet Centers or otherwise be associated with the planning or administration of the San Joaquin County Workforce Investment System.

- (e) WorkNet System Committee:

The WorkNet System Committee will establish, review, and continuously improve the San Joaquin County WorkNet Service Delivery System in a manner that is consistent with the San Joaquin County Workforce Investment System Operating Principles.

- (f) Accountability Committee:

The Accountability Committee will provide oversight of the development and implementation of a performance management system which includes measures and standards for the Workforce Investment System's outcome, process, and customer satisfaction results.

- (g) WorkNet Chartering Committee

The WorkNet Chartering Committee shall review applications for charter and re-charter of WorkNet Centers and make recommendations to the full Workforce Investment Board. The WorkNet Center Chartering System requires that organizations submit an application to the Workforce Investment Board to develop and operate a WorkNet Center. There are four available classifications of charters. WorkNet Centers must be rechartered by the WIB at once every two years. The approval, monitoring and rechartering of these centers allows the Workforce Investment Board manage, review and modify the operations of the entire WorkNet Service Delivery System including all chartered WorkNet Centers.

**D How will the local board assure the local system contributes to the achievement of the State's strategic goals?[WIA, Section 118(a)]**

**Goal 1:** Employment, training and education programs will be integrated and coordinated in a manner which allows customer needs to be met, avoids duplication of services, and utilizes the One-Stop Career Center System to provide services. The system's primary customers include the State's current and future workforce, and employers who depend on the availability of a competitive, skilled workforce.

The San Joaquin County WorkNet System will operate on a service driven system as described in section II.A.1. of this plan. Service integration is a fundamental part of a service driven system. The service driven system maximizes the services available in each WorkNet Center and avoid (nearly eliminates) duplication of services. These services will be available to job seekers pursuing first jobs, new jobs and better jobs. This approach will centralize, and make available, a pool of competitive and skilled workers.

**Goal 2:** Customers will be provided relevant information and assistance to guide them in making informed, effective decisions about their career goals, and be provided with information about the services and training available.

Each WorkNet Center, and the Workforce Investment Board's WorkNet website, will provide information and assistance to both job seekers and employers. The information on the website will be available 24 hours per day.

**Goal 3:** Services will be available to all Californians through the One-Stop service delivery system. Services will be provided on a non-discriminatory basis, with reasonable accommodations available to individuals who may have special needs.

The Workforce Investment Board is establishing full service WorkNet Centers, satellite service WorkNet Centers, WorkNet Career Centers, and WorkNet Entry points throughout the county to assure ample access to the WorkNet Services.

Services will be provided in relationship to a customer's needs and not to his or her non-relevant socio-economic characteristics.

The State Department of Rehabilitation will review each WorkNet site application to assure that each application has included reasonable accommodations for customers who have special needs. The Department of Rehabilitation will also conduct site reviews and provide technical assistance to assure accommodations are in compliance with the approved application. Finally, the Department of Rehabilitation will conduct periodic monitoring visits to promote continued compliance with the WorkNet Center approved application.

**Goal 4:** Service providers and program operators will be responsible for achieving performance outcomes in accordance with established levels and program requirements.

The San Joaquin County Workforce Investment System will act in conformance with the Workforce Investment Board's 7<sup>th</sup> principle, which requires the system to be outcome driven. The Workforce Investment Board established an Accountability Committee to directly address the outcomes of the systems and to make adjustments as necessary to assure that the program meets both state and locally developed outcome expectations.

**Goal 5:** Chief Elected Officials, in partnership with local workforce investment boards, other governing bodies, and the State, will be responsible for strategic planning, establishing performance levels, and for the success of local workforce investment systems.

The San Joaquin County Board of Supervisors has formed a partnership with the San Joaquin County Workforce Investment Board, via the CLEO/WIB agreement. The Workforce Investment Board will represent the Board of Supervisors in discussions and negotiations with the State. Agreements will be submitted to the San Joaquin County Board of Supervisors for review and ratification.

**Goal 6:** The State Board will exercise its option to develop policies that promote statewide system building and will provide local communities with the flexibility to design programs and services to meet local needs.

The San Joaquin County Workforce Investment Board will provide input and testimony, when given the opportunity, to the State regarding the development of statewide systems and the continued promotion of local program design and operations.

**Goal 7:** California's Workforce Investment System will provide youth with the opportunities to achieve career goals that will allow them to successfully compete in the labor market and prepare them for higher education.

The San Joaquin County Workforce Investment Board and its Youth Council is developing a single system that will assist both youth and adults to successfully compete in the labor market. The program provides strong encouragement to youth to graduate from high school and complete post-secondary education to increase their competitiveness and to access higher paying jobs.

**E How will the local board meet the WIA requirement that neither the local board nor its staff provide training services without a written waiver from the Governor? [WIA, Section 117 (f)(1)(A) and (B)] If the local board plans to provide training services, describe which services. If a waiver is to be sought, a request for Waiver of Training Prohibition must be submitted for each specific training program.**

Neither the San Joaquin County Workforce Investment Board nor the staff of the San Joaquin County Employment and Economic Development Department will provide training services as described under section 134(d)(4) of the Workforce Investment Act.

The San Joaquin County Employment and Economic Development Department will act as staff to the San Joaquin County Workforce Investment Board. WorkNet Center operators will be chosen from among partnerships that have submitted applications to the San Joaquin County Workforce Investment Board. These partnerships must contain 3 or more of the required partners as described in the Workforce Investment Act. It is expected that the Employment and Economic Development Department will be a partner in one or more of the applications to operate a WorkNet Center.

The applications must be submitted in accordance with the WIB's instructions and comply with the Workforce Investment Board's adopted WorkNet Center Classification System.

In the main, Section 117(f)(1)(A) and (B) of the Workforce Investment Act states that the Workforce Investment Board may not provide training services described in section 134(d)(4) of the Act. Section 134(d)(4) describes how WIA funds shall be used to provide training services to adults and dislocated workers. This Section goes on to say, at 134(d)(4)(C): "Provider qualification—Training services shall be provided through providers identified in accordance with Section 122. [of the Act].

Section 122 address: Identification of Eligible Providers of Training Services. Section 122 (a) through (e) generally described who can provide training services and under what conditions those services may be provided. Section 122(h) states: "On-the-Job Training or Customized Training Exception.—(1) In general.—Providers of on-the-job training or customized training shall not be subject to the requirements of subsections (a) through (e). [These are subsections of Section 122].

**F How will the local board assure that the public (including persons with disabilities) have access to board meetings and activities including local board membership, notification of meetings and meeting minutes? [WIA Section 117(e)]**

The local board will ensure that the public has access to board meetings and activities by fully complying with all applicable provisions of the Ralph M. Brown Act (as amended), the Americans with Disabilities Act, and the San Joaquin County Administrative Manual.

**V LOCAL ONE-STOP SERVICE DELIVERY SYSTEM**

**A Describe the One-Stop delivery system in your local area. [WIA, Section 118(b)(2)]. Include a list of the comprehensive One-Stop centers and the other service points in your area.**

In San Joaquin County, the One-Stop delivery system is called the San Joaquin County WorkNet Service Delivery System and consists of Full Service and Satellite WorkNet Centers, campus based Satellite WorkNet Centers, high school-based WorkNet Career Centers and WorkNet Entry Points.

Community-based centers are available to all job seekers and employers. Campus-based centers are available to the students attending that school, and may be available to the general public. High school based Career Centers are only available to the students of that school, and WorkNet Entry points are assisted self-service sites located throughout the County. WorkNet Entry Points, such as libraries and service organizations, are available to the general public including all job seekers and employers.

The Workforce Investment Board will be selecting WorkNet Center operators and designating WorkNet Center sites between April and July 2000. Although specific sites have not been identified, it is expected that comprehensive WorkNet Centers will be developed in Lodi, Stockton, Manteca and Tracy. Satellite sites may be located at public housing sites, community based organizations, educational institutions, community centers and other public access sites throughout the County.

**B Describe the process used for selecting the One-Stop operator(s). [WIA, Section 121(d)(2)(A)] including the appeals process available to entities that were not selected as the One-Stop operators. [Interim Final Rule § 667.600 (b)(1)]**

1. Selection:

In accordance with section 662.410 of the WIA regulations and Subpart D of the preamble to the regulations, the San Joaquin County Workforce Investment Board, with the agreement of the San Joaquin County Board of Supervisors, will designate WorkNet Center operators from applications submitted by a consortium of entities that includes at least 3 of the required WorkNet Partners.

Optional partners may be included in the application and be eligible to operate a WorkNet Center, as long as the application includes 3 or more of the required partners. Optional agencies may take the lead in developing the application for the charter and/or be the managing partner for a WorkNet Center. The Workforce Investment Board will provide incentives to organizations that submit charter applications that include more than the mandated 3 required partners that bring additional resources to the Centers. The required partners are San Joaquin County Office of Education, San Joaquin Delta College, San Joaquin County Human Services Agency, San Joaquin County Housing Authority, State Department of Rehabilitation, Sacramento Job Corp, State Employment Development Department, San Joaquin County Employment and Economic Development Department, and the California Human Development Corporation.

2. Appeals:

The appeals process available to entities that were not selected as the WorkNet operators is a process established by County Counsel for JTPA subrecipient/vendor procurement and includes the following:

Entities agree to attempt to resolve disputes arising from the selection of One-Stop operators by administrative process (such as the utilization of a binding arbitrator or some form of mutually agreed upon mediation) and negotiations in lieu of litigation. Any dispute concerning a question of fact which is not settled by informal means will be decided by an authorized representative of San Joaquin County, who will reduce the decision to writing and mail or otherwise furnish a copy thereof to the entity. In connection with any appeal proceeding under this clause, the entity will be afforded an opportunity to be heard and to offer evidence in support of its appeal.

This "Disputes" clause does not preclude consideration of any law questions in connection with decisions provided above. Nothing in this "Disputes" clause will be construed as making final the decision of San Joaquin County's administrative official, representative or board, on a question of law.

**C Are each of the required WIA partners included in your One Stop delivery system? How have they contributed to your planning and implementation efforts? If any required partner is not involved, explain the reasons. [WIA, Section 117 (a)(2)(A)]**

**Yes, all required WIA partners are in our One-Stop delivery system. All required partners are contributing as shown in the Memorandum of Understandings (MOU's) and as members of the Workforce Investment Board (WIB), they contribute in the planning and approval process of all actions.**

**D How will services provided by each of the One-Stop partners be coordinated and made available in the local One-Stop system? [WIA, Section 121(c)(2)]**

The Workforce Investment Board has categorized services as core services, intensive services, and partners services. The definition of core and intensive services is consistent with section 134(d)(2) and (3) of the Workforce Investment Act. Partner services are those made available by the required WorkNet partners in addition to core and intensive services such as public housing from the HUD funded Housing Authority, and income maintenance from the TANF funded CalWORKS Agency.

**Coordination of Core and Intensive Services:**

As described in section II.B.4. of the San Joaquin County 5-Year Workforce Investment System Plan, the service delivery process will be in accordance with a “service driven” one-stop system. A service driven system assures coordination of core and intensive services by assuring that all WorkNet Center personnel will be trained to provide core and intensive services to all customers at all sites regardless of the staff’s official employer. This accord will eliminate the need to arrange for the co-location of agency staff at each of the centers. This design will allow CBO staff, educators, EDD staff, housing Authority personnel and others to deliver all services without the need to depend on the presence of personnel from other organizations.

In accordance with section V.C. of the San Joaquin county 5-Year Workforce Investment System Plan, partner services will be delivered through the following phases:

- Phase 1: Written materials, regarding partner services will be available in each WorkNet Center. The WorkNet Center staff will assist customers to access these services.
- Phase 2: The information included on the written materials will be made available on the WorkNet web page there expanding the availability of the material to all individuals at any time.
- Phase 3: On-line referrals, scheduling and enrollment will be developed to allow customers to take advantaged of available services at anytime from anywhere.

**E What is your plan for delivery of core and intensive services? [WIA Section 117 (f)(2)]**

Core services will be delivered to job seekers and workers through each full service and satellite service center. Most core services are available on the Internet and available to all customers on a 24/7 basis. Career Coaches will assist customers to use the Internet to access these services. The customers will access information (such as labor market information) and take advantage of self-service (such as CalJobs through Internet connected computers located in each WorkNet Center. This approach will allow customers to learn and practice using core services at the WorkNet Center, and continue to use and/or access the services at any other location that has an Internet connected computer. This effectively expands core service availability to countless sites inside and outside the county.

A twice weekly orientation on the overall WorkNet System will be available at most WorkNet Centers. The orientations will replace independent IAWs (Initial Assessment Workshops) but are designed to continue to provide the required and needed information for profiled unemployment compensation claimants. WorkNet Workshops will also be available to core service customers regarding such subjects as resume writing, interviewing techniques, application completion and other similar issues.

The core services that will be available via the Internet are labor market information, training availability, a community resources directory, and CalJobs. Core services to be added include: orientation information, self-service initial assessment for job readiness, self-service eligibility determination for WIA intensive service and then other “Partner Services” such as public housing, income maintenance, medical, food stamps, registration for education through the community

college, regional occupational centers, and other educational institutions. Career Aides will be available to assist customers access these services.

Customers who are not successful in accessing work or education through core services may be eligible for intensive services. If so, staff providing core services and staff providing intensive services will collaborate on the possible enrollment of the customer into intensive services. The enrollment decision will be driven by the needs of the customer and the ability of the system to meet those needs. If enrolled, the customer will participate in a comprehensive assessment to further identify the customer's goals and barriers to achieving those goals. Customers enrolled in intensive services will be assigned a Career Agent that will work with the customer to develop, implement, and successfully conclude an employability development plan.

Some customers, such as laid-off workers whose spouse is gainfully employed, may be able to self-fund any training specified in the employability development plan. Other customers may need of financial assistance to be able to follow the employability plan. If so, he or she may be enrolled training services and access training funds via an Individual Training Account (ITA) and/or an on-the-job (OJT) training program. The OJT program is designed to reimburse employers for employing and training customers for specific jobs, or cluster of jobs, with the employer.

**F What is your plan for administrating Individual Training Accounts (ITAs) as defined in WIA, Section 134 (d)(4)(G), including any limitations you plan to impose on ITAs established in your local area.**

Individual Training Accounts (ITAs) will be provided to eligible individuals through the WorkNet One-Stop Centers in accordance with WIA Section 134(d)(4)(G). The program will be administered by the San Joaquin County Employment and Economic Development Department.

The San Joaquin County Workforce Investment Board and Board of Supervisors have established a limit on the dollar amount for ITAs in accordance with the Interim Final Rule Section 663.420.

**G Describe how the WIA funds will be used to leverage other federal, State, local and private resources. How will these coordinated and leveraged resources lead to a more effective local system that expands the involvement of business, employers and individuals? [State Planning Guidance IV.B.3. and WIA, Section 112(b)(10) and Section 121(c)(2)(A)(ii)]**

The service-driven system described in section IIB4 of this plan, and the chartering system that requires three or more required partners in each WorkNet Center, are designed to leverage other federal, State, local and private resources. Multiple WorkNet Centers will allow for the partnership and participation by several agencies in the delivery of services to job seekers and employers. Funding from each of the partners will be incorporated in each center. All centers will offer core services to employers and business, thereby expanding their involvement by addressing more of their needs. The development of WorkNet Centers in the community, on campus, and in high schools (ADA funded) will expand core and intensive services to multiple job seeker populations throughout county.

**H Describe how the local system will meet the needs of dislocated workers; displaced homemakers; low-income individuals such as migrant and seasonal farmworkers; public assistance recipients; women; minorities; individuals training for non-traditional employment; veterans; individuals with multiple barriers to employment; older individuals; people with limited English speaking ability; and people with disabilities. [State Planning Guidance IV.B.4. and WIA, Section 112(b)(17) and Section 118(b)(4)]**

The labor market available to individuals with special needs is the same labor market that all job seekers must enter and remain. Subsequently, the WorkNet System will address the needs of special populations through a two-pronged approach.

Assessment-Driven Action:

First, these individuals must meet the needs of employers just like any other job seeker. These needs will be determined through an assessment and the development and implementation of an employability plan. The employability plan will identify the gap between the job seeker's current circumstances and the skills, knowledge and abilities required by employers to obtain employment in the job seeker's target occupation or occupations. The barriers to be addressed may differ among job seekers, but the outcome must be the same—the job seeker must be qualified for the employment they are seeking. For example; people with disabilities, people with limited English speaking ability, and public assistance recipients may all undergo different training and education programs, but all must end up being ready to go to work upon conclusion of their program.

Targeted Assistance:

In addition, to the assessment-driven action listed above, WorkNet Center staff will be trained to recognize and develop employability development plans for job seekers with special needs. Various organizations, most of which are represented on the Workforce Investment Board, will arrange for training, and act as technical assistance to be provided to the WorkNet Center staffs to assist the staff to assist special job seekers address and ameliorate these barriers.

**I When allocated adult funds are limited, what criteria will you use in determining priority of service to ensure recipients of public assistance and other low-income individuals for intensive and training services? [WIA, Sections 134(d)(4)(E), 118(b)(4)].**

In accordance with section 663.600 of the WIA regulations and Part 663, Subpart F of the preamble to the regulations, when allocated adult funds for employment and training activities are limited, priority shall be given to recipients of public assistance and other low-income individuals for intensive and training services. The determination regarding limited funding will be made by the San Joaquin County Workforce Investment Board based on the availability of other funds for providing employment and training related services in the local area, the needs or the specific groups within the local area, and other factors considered appropriate by the San Joaquin County Workforce Investment Board. Such criteria shall include but not be limited to:

- 1) The year-to-year funding for and/or the level of, CalWORKs recipients
- 2) The impact of a natural disaster, if any, and
- 3) Any substantial change in labor market conditions.

The San Joaquin County Workforce Investment Board has adopted a policy of assuring that WIA resources are available to the widest possible span of customers, while at the same time assuring that those in most need of services have an ample opportunity to access such services.

In spite of the fact that the CalWORKs budget was not fully utilized, the CalWORKs program spent approximately \$30,000,000 to provide CalWORKs recipients and other low income individuals with employment programs, and child care . In addition, approximately \$12,000,000 is available through the Welfare-to-Work program to assist CalWORKs recipients and non-custodial parents (usually other low-income individuals) access subsidized employment, occupational skills training, education, and a variety of supportive services such as child care and transportation assistance.

The Workforce Investment Board also noted that an additional \$2,773,650 is available through public schools to assist CalWORKs recipients and other low- income individuals to pay for education and training.

Finally, it was noted that CalWORKs recipients and other low income individuals are eligible for intensive and training services from funding sources other than WIA, including but not limited to the Employment Development Department 's Wagner-Peyser funding and Goodwill Industry funding.

As a result, the Workforce Investment Board determined that limiting WIA funded intensive and training services to public assistance recipients and other low income individuals, is unnecessary at this time. However, the WIB continues to be interested in assuring that funds are prioritized to individuals most in need of services. To do so, the WIB will prioritize adult intensive and training services to those families that are not economically self-sufficient as measured by the California Budget Project, and/or adults with significant barriers to employment. These are barriers such as physical or developmental disabilities, school dropouts, individuals who are basic skill deficient, individuals who have been institutionalized.

This status will be reviewed by the Workforce Investment Board at least once each program year, and at anytime that the funding for, or the level of, CalWORKs recipients undergoes significant change, in the event of a natural disaster, or a substantial change in labor market conditions.

In the event that the Workforce Investment Board determines that adult intensive and training services shall be prioritized toward public assistance recipients and other low-income individuals, priority will be given to CalWORKs recipients, non-custodial parents of children on welfare, adults with barriers to employment and other adults who are not economically self-sufficient as measured by the California Budget Project.

**J How will the local system assure non-discrimination and equal opportunity, as well as compliance with the Americans with Disabilities Act? [WIA Section 188(a)(2), State Planning Guidance IV B.4.]**

The local system will ensure non-discrimination and equal opportunity, as well as compliance with the Americans with Disabilities Act, by utilizing San Joaquin County's Equal Employment Opportunity system, informing job seekers and employers of these provisions, inclusion of compliance provisions in contracts, and monitoring and oversight activities.

**K Describe how employer services (e.g. systems to determine general job requirements and job listings, including Wagner-Peyser Act services) will be delivered through the One-Stop system in your area? [State Planning Guidance IV B.6.]**

The primary access to employer services, including job requirements, job lists, and Wagner-Peyser Act services will be via the CalJobs System. The Internet-based CalJobs system will be available as one of the core services to job seekers and employers from computers located at each WorkNet Center, and any other Internet ready computer.

**L What reemployment services will you provide to Worker Profiling and Reemployment Service claimants in accordance with Section 3(c)(e) of the Wagner-Peyser Act? [State Planning Guidance I B.7. and WIA, Section 121(b)(1)(B)(ii)]**

Worker Profiling and Reemployment Service claimants will be scheduled for a WorkNet System Orientation Class. The Initial Assessment Workshop, which provides the same information to Worker Profiled claimants, will be incorporated into this orientation and will no longer exist as a separate activity.

Incorporating the two activities will increase the efficiency of delivering these services by designing them to address the needs of all job seekers. This design will result in more orientations being available for all individuals. For example, if an the orientation and IAW are provided during alternating weeks, a Worker Profiling claimant will have access to this service approximately 26 times a year. If the activities are combined and offered every week, the claimant will have access this services about 52 times a week.

This \_ day orientation provides customers will a description and list of benefits available from the WorkNet System, including the services described in attachment #1.

**M How will you ensure that veterans receive priority in the local One-Stop system for Wagner-Peyser funded labor exchange services? [State Planning Guidance IV.B.9. and WIA, Section 121(b)(1)(B)(ii)]**

When a job order is received by any WorkNet Center, only veterans will be referred to employers for the first 24 hours. At the end of the 24 hour period, all other qualified job seekers will be referred.

**N What role will Local Veterans Employment Representative/Disabled Veterans Outreach Program Services (LVER/DVOPS) have in the local One-Stop system? How will you ensure adherence to the legislative requirements for veterans' staff? [State Planning Guidance IV.B.10., 322, 38 USC Chapter 41 and 20 CFR Part 1001-120]**

During the first six months of operations, from July 2000 through December 2000, veteran staff will assist veterans to access core, intensive and training services. During the same time period, options allowing veteran staff to assist all job seekers while giving priority to veterans will be investigated. The final job tasks of veteran staff will be established, documented and implemented during the first half of January 2001. Service delivery will be consistent with all applicable legislative requirements. During that time, and after, Local Veterans Employment Representative/Disabled Veterans Outreach Program Services staff will provide services to veterans in compliance with 38 USC Chapter 41 and 20 CFR Part 1001-120.

**O How will you provide Wagner-Peyser Act-funded services to the agricultural community—specifically, outreach, assessment and other services to migrant and seasonal farmworkers, and services to employers? How will you provide appropriate services to this population in the One-Stop system? [State Planning Guidance IV B.11.]**

Specially funded staff (Wagner-Peyser funds) will provide on going outreach to the agricultural community. Migrant and seasonal farmworkers will be able to access WorkNet Services through the nearest WorkNet Center, or the Mobile WorkNet Center currently under development by the Employment and Economic Development Department.

In addition, the California Human Develop Corporation, which is a required partner and member of the Workforce Investment Board, is investigating specialized services for this population including but not limited to a highway adjacent rest stop for migrant farmworkers. This rest stop will provide temporary housing, showers and other amenities help the worker who is moving from job to job. The California Human Develop Corporation will also addresses outreach and recruitment issues related to assisting migrant and seasonal farmworkers.

Discussion have started regarding the use of these facilities, in the off season, for welfare recipients or other low income individuals who need temporary housing while permanent housing is being arranged.

**P How will the local board coordinate workforce investment activities carried out in the local area with the statewide rapid response activities? [(WIA, Section 118(b)(5)]**

Coordinated State and local Rapid Response activities will be provided in San Joaquin County through the WorkNet system. Through a combination of Internet based, worksite presentations and WorkNet center services both employers and dislocated workers will be provided Rapid Response information and services.

**Q What rapid response assistance will be available to dislocated workers and employers and who will provide them? [WIA, Section 118(b)(4)(5), State Planning Guidance IV B.13.c.]**

**Services to employers** include ongoing site visits to determine opportunities for intervention to prevent employee dislocations and when not possible, employer agreement to work with their employees before their dislocation. The employers may receive a broad spectrum of business assistance/development through the San Joaquin County Economic Development Association.

**Services to employees** include an on-site presentation on available resources including WorkNet, State services including UI benefits, local education and retraining. In addition, workers are provided with a variety of resource materials specifically designed to assist displaced workers.

**R Describe and assess the adult and dislocated worker employment and training services that will be available in your local area. [WIA, Section 118 (b)(4)(5)]**

The Adult and Dislocated Workers in San Joaquin County will have access to services, which will address their employment and educational/training needs. The San Joaquin County WorkNet System will incorporate the following in providing employment and training services to adult and dislocated workers.

- (1) San Joaquin County Training Directory contains information on 27 apprenticeship programs, 9 colleges/universities, 8 Regional Occupational Program Sites, 4 Adult Schools, 37 private vocational schools and the community college. The San Joaquin County Training Directory contains over 20 data elements for each program listed. Those data elements include: course description, approximate tuition cost, prerequisites, available services and phone number. This information is available through our internet web page @ [www.sjworknet.org](http://www.sjworknet.org).
- (2) The San Joaquin County Occupational Outlook contains information for over 150 occupations representing thousands of job in this county. Each year the labor market information (LMI) staff collects information on approximately 25 occupational titles. For each occupation surveyed a minimum of 15 completed responses must be gathered. Therefore, a minimum of 350 questionnaires must be collected each program year. The LMI staff contacts over 1,000 employers each year to reach the goal of 350 completed questionnaires. Each occupational assessment contains information on over 50 data elements including wages & benefits, employer screening methods, employment trends, education & training and skills. This information is available through our internet web page @ [www.sjworknet.org](http://www.sjworknet.org).
- (3) The San Joaquin County Community Resource Directory (CRD) contains records for over 1,500 community and social service agencies who provide a variety of services to the local and regional community. The CRD has been created to improve access to human services, employment and training, economic development and health information for the residents and businesses of San Joaquin County. The CRD is available as a searchable database on our web site ([www.sjworknet.org](http://www.sjworknet.org)). You may search this database by the name of the agency, the address, key words, target group(s) or category of service.

## **S Memorandum Of Understanding (MOU):**

1. **The MOU must describe: [WIA, Section 121(c)(1)(2)(A)(B)]**
  - a. **What services will be provided through the One-Stop system.**
  - b. **How the costs of services and operating costs will be funded, including cost-sharing strategies or methodologies.**
  - c. **What methods will be used for referral of individuals between the One-Stop operator and partners.**
  - d. **How long the MOU will be in effect.**
  - e. **What procedures have been developed for amending the MOU.**
  - f. **Other provisions consistent or as deemed necessary by the local board.**

The Workforce Investment Area Memorandum Of Understanding's (MOU's) with all required partners with the exception of California Department of Rehabilitation (CDR) was developed and completed by staff in compliance with WIA, Section 121(c)(1)(2)(A)(B). The MOU with CDR was developed by CDR and signed by this Workforce Investment Area.

2. **Identify those entities with whom you are in the process of executing an MOU. Describe the status of these negotiations.**

Entities with whom we executed MOU's include the San Joaquin County Employment and Economic Development Department, San Joaquin County Human Services Agency, San Joaquin County Office of Education, Housing Authority of San Joaquin County, San Joaquin Delta College, California Human Development Corporation, Sacramento Job Corps, State Employment Development Department, and State Department of Rehabilitation. Negotiations with all entities identified above have been completed.

**3. What process will the local board use to document negotiations with One-Stop partners who fail to participate or sign an MOU? How will you inform the state board when negotiations have failed? [Interim Final Rule §662.310(b)]**

The San Joaquin County Workforce Investment Board will document all negotiations with WorkNet System partners in writing. The state board will be informed in writing if negotiations with a any WorkNet System partner fails to produce the requirement MOU.

**VI. YOUTH ACTIVITIES:**

**A. Describe your local area's efforts to construct a youth council, and what the role(s) of the Youth Council will be. [WIA, Section 117 (h)(1)(2)(3)(4)]**

The San Joaquin County Workforce Investment Board was created by the San Joaquin County Board of Supervisors in May 1999, and the Board of Supervisors appointed members to the WIB in August 1999. The Workforce Investment Board met for the first time in August 1999 to receive an orientation to the Workforce Investment Act and to begin a dialog to develop a Workforce Investment System. The WIB met again in mid-September 1999 at a two-day retreat to adopt: by-laws, an agreement with the Board of Supervisors, operating principles, definitions of services and WorkNet Centers, WorkNet Center charting requirements and system, and to establish and select members for 6 committees and the Youth Council. In November 1999 non-WIB members were appointed to the Youth Council.

The primary role of the Youth Council is to plan and oversee the development, operation and continued improvement of the San Joaquin County WIA Youth Program (Youth Program). While carrying out its duties, the Youth Council will assure that the WIA Youth Program is aligned with, and integrated with, the overall San Joaquin County Workforce Investment System including the WorkNet Service Delivery System (one-stop system), training and support system, electronic infrastructure system, and marketing program.

**B. How will youth services be connected with your One-Stop delivery system? [Interim Final Rule § 664.700]**

**1) In-School 14-18:**

The San Joaquin County WIA Youth Program is an education and training centered program. The program focuses on encouraging and assisting 14 through 18 year old youth to graduate from high school, attain high basic skill levels, attend and complete post-secondary education and find and keep employment. Youth ages 19-21 will access services through the WorkNet System (one-stop system).

The cornerstone of the program is a series WorkNet Career Centers located on each High School campus in the county. These centers will provide essentially the same services as Satellite Service WorkNet Centers located throughout the county. The core and intensive services will receive primary funding from ADA and the Carl Perkins Vocational and Technology Act. Work experience and other worksite training will be funded by WIA funds. In addition, to providing services directly from the WorkNet Career Centers, the centers will also act as catalysts to incorporate vocational exploration, job readiness and occupational skill training subject matter throughout education and training activities of the school.

The mission of the WIA Youth Program and WorkNet Career Center System is to assist youth to graduate from high school and enroll in post-secondary education at a community college, regional occupational center or private post secondary school, 4 year college or university or to enter the labor market directly.

Graduating youth will be able to transition from high-school based WorkNet Career Centers to campus-based WorkNet Centers located at the community college or regional occupational centers, or community-based WorkNet Centers located throughout the county. The transition will be conducted during the student's senior year in high school.

## **2) Out-of-School—School Age:**

School dropouts will be encouraged to reenter the education system through their regular comprehensive high school or through the San Joaquin County Office of Education's community school system. The community school system will encourage and assist the youth to return to their parent school, obtain a high school diploma through the community school, or obtain a GED. These students will access the Workforce Investment System through high school-based WorkNet Career Centers or community-based WorkNet Centers. Once in the system, the students will proceed as described under "In-School Youth" above. Worksite training (e.g. work experience) will be available as a companion to education to assist the student to be job ready.

## **3) Out-of-School—18-21:**

These older youth will enter the Workforce Investment System, as adults, through the community-based WorkNet Centers. School dropouts will be encouraged to obtain a high school diploma or GED through adult schools or community college and then, like in-school youth, to enter a 4-year college or university, post secondary education through the community college, regional occupational centers, or private post-secondary schools, or to enter the labor market directly. The WorkNet Center staff will assist these individuals to make and implement informed choices.

## **4) Summer Employment Opportunities—16-21**

The summer employment opportunities component will act as a feeder and adjunct to the programs described above. Summer employment will be offered to recruit and entice youth to the program. Work experience offered during the summer will be planned, structured learning experiences that take place in a workplace during the summer months. Summer employment will be combined with assessment and classroom training that will focus on vocational exploration, employability planning, career counseling, high school diplomas, reading and math skills, job readiness training.

The summer employment opportunity component will also be used to encourage school age youth to remain in the program from school-year to school-year. These youth will participate in summer employment and continue their education and training as described in their employability plans.

### **C. Describe how coordination with Job Corps, Youth Opportunity Grants, and other youth programs in your local area will occur, e.g. School-to-Career. [WIA Section 112(b)(18)(C) and 117(h)(2)(vi), State Planning Guidance, IV B. 14.]**

San Joaquin County is currently working closely with the Job Corps Center in Sacramento in the recruitment and orientation of youth from the local area. Its Director is a member of the WIB Board and also serves in the Youth Council.

Discussions are currently underway to coordinate the high school-based WorkNet Career Centers with the County's School to Career program—Partnership for Tomorrow. Currently, there are no Youth Opportunity Grants under administration in San Joaquin County.

### **D. Describe your area's eligible youth population and needs in general. Describe and assess the type and availability of youth activities in the local area. Include an identification of successful providers of such activities. [WIA, sections 118(b)(6)]**

San Joaquin County youth need employment and training services. The county has a school dropout rate and youth unemployment rate many times higher than the national average. Youth in San Joaquin County lack the same skills as most young people, which are pre-employment/work maturity skills, basic reading, writing, and math skills, a high school diploma or GED, and work experience.

The primary programs providing youth activities in the local area include the School-to-Careers Program (named Partnership for Tomorrow), Migrant Education Program, and Regional Occupational Programs/Centers (ROP/C) operated by the County Office of Education, GED

and Vocational Education Programs operated by San Joaquin Delta College, Cal-Learn operated by the County Human Services Agency, GED and Vocational Education Programs operated by school district sponsored adult schools, and release programs operated by the California Youth Authority (CYA).

Programs for K-12 youth such as School-to-Careers are limited to that target group. Other public education programs operated by ROP/C, San Joaquin Delta College and the school district sponsored adult schools that provide GED and vocational education are only limited by class size. Cal-Learn operated by the County Human Services Agency is limited to its eligibility criteria and the release program operated by CYA is limited to juvenile offenders being released from the juvenile justice system.

All the programs identified above have been successful in providing activities to youth in the local area.

**E. What is your local area's strategy for providing comprehensive services to eligible in-school and out-of-school youth, including any coordination with foster care, education, welfare and other relevant resources? Include any local requirements and activities to assist youth who have special needs or barriers to employment, including those who are pregnant, parenting, or have disabilities. [WIA Section 112(b)(18)(A), Interim Final Rule §664.400, State Planning Guidance, IV B.]**

Comprehensive services to eligible youth are described in section VI-B above. All youth who receive services through the WIA youth program will complete an assessment and an employability development plan as required by the Workforce Investment Act.

Service providers are required to develop an employability development plan for each participant. The plan must take into consideration the special circumstances faced by each participant such as one or more disabilities, or being a pregnant and/or a parent. Because the WorkNet Career Centers will be established on each high school campus, the coordination with education is direct and automatic. Young people who are members of families who are on public assistance or who are foster children will be able to access the WIA Youth Program or WorkNet System (18 and over) in the same manner as all other youth. This approach assures that youth special barriers to employment will be able to access the same high quality education and employment activities as all other youth.

Linkages will be established with foster care, education and welfare agencies do more efficiently leverage available to manage duplication and more effectively serve customers.

**F. Describe how your local area will meet the Act's provisions regarding the required youth program design elements: [WIA, Section 129(c)(2)(A) through (J)]**

**Overview:**

The program design elements described below will be accessed by school age youth 14-18 via the school system and the WorkNet Career Centers located at each high school. School age dropouts who are not attending school, will access the services through the enrollment in the community school and/or comprehensive school systems. Older youth, 18-21 will access these services through the community based WorkNet Service Delivery System, adult schools, regional occupational centers and/or the summer youth program.

- 1) Preparation for post-secondary educational opportunities;

Youth participating in the WIA Youth program will be preparing for transition from high school to post –secondary education.

- 2) Strong linkages between academic and occupational learning;

School age youth who are participating in the WIA Youth Program will attend academic and occupational classes in conformance with the student's employability development plan.. The employability development plan will be consistent with state education requirements and school policy and rules.

School age youth who enter the WIA Youth Program as school dropouts will reenter a comprehensive high school and pursue academic and occupational training in the manner described above, or reenter through the County Office of Education's community school program. Academics will be provided through the community schools and vocational training through the regional occupational centers. The coordination of education and training will be provided through the WorkNet Career Center located at the community school or regional occupational center.

3) Preparation for unsubsidized employment opportunities;

All youth will be served through the San Joaquin County WorkNet Service Delivery System with includes WorkNet Centers, and school based WorkNet Career Centers. The adult program, dislocated worker program) , and WIA Youth Program are all aligned on pursuing unsubsidized employment opportunities.

Youth may begin their preparation in their sophomore year in high school and enter the labor market, fully prepared to get and keep employment directly from high school or upon completion of post-secondary education.

4) Effective linkages with intermediaries with strong employer connections;

The WorkNet Centers (entry points for older youth) and WorkNet Career Centers (entry points for school age youth) are intermediaries with strong employer connections.

The combination of employer linkages provided by the centers and by educational organizations (San Joaquin Delta College, San Joaquin County Office of Education and others), all youth participating in the WIA Youth Program will be able to avail themselves of these linkages.

5) Alternative secondary school services;

As described above, alternative schools will provide the primary gateway for school age youth to enter the WIA Youth Program. The alternative schools will assist students to become members of, and access the services of the WIA Youth Program.

6) Summer employment opportunities;

The primary focus of the summer program is act as an entry point, for out-of-school youth to WIA Youth Program, and to assist and encourage in-school youth to remain in the program until and during they their participation in unsubsidized employment.

7) Paid and unpaid work experience;

Work experience will be offered as an intensive service to older youth through the WorkNet Centers and to school age youth through the WorkNet Career Centers. Work experience, year-round or during the summer months will be planned, structured learning experiences that take place in a workplace over short periods of time.

8) Occupational skills training;

The San Joaquin County Office of Education and San Joaquin Delta College will assure that occupational skill training is available to WIA funded youth. Both organizations are WIA required partners and members of both the Workforce Investment Board and Youth Council.

The County Office of Education will focus on assuring occupational skill training is available to school age youth through high schools training courses. Both the County Office of Education and Delta College will make occupational skills training available to older youth through regional occupational centers and the community college.

9) Leadership development opportunities;

San Joaquin Delta College, the San Joaquin County Office of Education and the San Joaquin County Employment and Economic Development Department will develop a leadership skill program for the WIA Youth program. The Leadership Skill Program will be available to all youth regardless of their participation in WIA funded activities. The skill program will be deliverable through classroom training, individualized computer training, peer-centered activities, including peer mentoring and tutoring; and via career and individual counseling.

The leadership skill training will include a variety of components such as: exposure to postsecondary educational opportunities, and team work training, including team leadership training; training in decision-making, including determining priorities; citizenship training, including life skills training such as parenting, work behavior training, and budgeting of resources; employability; and positive social behaviors.

Positive social behaviors may include, but are not limited to, the following: positive attitudinal development; self esteem building; cultural diversity training; and work simulation activities.

Youth will be able to demonstrate and practice their leadership skills through work experience and community and service learning projects.

10) Comprehensive guidance and counseling;

Guidance and counseling will be made available to school age youth through the high school-base WorkNet Career Centers, and to older youth through the campus-based and community-based WorkNet centers. Counseling is described in attachment #1.

11) Supportive services;

Supportive services as describe in attachment #1, will be available to youth when such services are included in the participant's employability development plan.

12) Follow-up services. [Interim Final Rule §664.450(a)(1) through (6)(b), *State Planning Guidance*, IV B.14.]

All youth will be tracked to determine their progress after completing training and/or entering unsubsidized employment. Follow-up services will be provided for a minimum duration of 12 months.. The types of services provided during the follow-up will be determined based on the needs of the individual.

## **VII. ADMINISTRATIVE REQUIREMENTS**

**A. What competitive process will be used to award grants and contracts for youth services in your local area? [WIA Section 118 (b)(9), 112(b)(18)(B) and Section 123]**

A competitive process that is in compliance with 29 CFR Part 97 "Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments" and San Joaquin County's Purchasing Manual will be used to award grants and contracts for youth services.

**B. What competitive and non-competitive processes will be used at the local level to award grants and contracts for activities under Title I of WIA, including how potential bidders are being made aware of the availability of grants and contracts? [WIA, Section 118(b)(9)]**

Competitive and non-competitive processes that are in compliance with 29 CFR Part 97 "Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments" and San Joaquin County's Purchasing Manual will be used to award grants and contracts for activities under Title I of WIA.

Potential bidders will be made aware of the availability of grants and contracts through public notice in local and regional newspapers and direct solicitation using our vendor mailing list.

**C. What entity will serve as the local grant recipient and be responsible for disbursing grant funds as determined by the Chief Elected Official? [WIA Section 117(d)(3)(B)(i)(I)(II)(III) and 118(b)(8)]**

The local grant recipient for the Workforce Investment Act funds will be San Joaquin County. The entity responsible for disbursing grant funds will be the San Joaquin County Employment and Economic Development Department.

**D. What criteria will the local board use in awarding grants for youth activities, including criteria used by the Governor and local boards to identify effective and ineffective youth activities and providers? [WIA Section 112(b)(18)(B), State Planning Guidance III.B.1.f]**

Grants for youth activities will only be awarded to responsible parties possessing the ability to perform successfully under the terms and conditions of a proposed procurement. Consideration will be given to such matters as the party's integrity, compliance with public policy, record of demonstrated performance, and financial and technical resources.

**E. What is your local areas definition regarding the sixth youth eligibility criterion, ("an individual who requires additional assistance to complete an educational program, or to secure and hold employment"). [WIA Section 101(13)(C)(vi)]**

This local area's definition of the sixth youth eligibility criterion includes, but is not limited to, the following:

1. youth with a disability (as identified in the Interim Final Rule);
2. youth that are limited English speaking;
3. youth that are "at-risk" of dropping out of school as defined by the County Superintendent of Schools; and
4. youth who are residents of high crime or high poverty areas.

**F. What process will be used to allow public review and comment for specific performance outcomes and measures when these have been negotiated?**

In accordance with WIA Interim Final Rule Section 661.345(b) and 661.355, the San Joaquin county Workforce Investment Board will provide an opportunity for public comment through the board's scheduled meetings. All significant changes to the 5-Year Plan, including a need to revise strategies to meet performance goals, will be addressed at the Board's public meetings providing opportunities for comment.

## **VIII. ASSURANCES**

A. The Local Workforce Investment Board and its staff assure that it will establish, in accordance with section 184 of the Workforce Investment Act, fiscal control and fund accounting procedures necessary to ensure the proper disbursement of, and accounting for, funds provided to the Local Workforce Investment Board through the allotments made under sections 127 and 132. [WIA, Section 112(b)(11)]

B. The Local Workforce Investment Board assures that it will comply with WIA, Section 184(a)(6), which requires the Governor to, every two years, certify to the Secretary that it has:

- 1) Implemented the uniform administrative requirements referred to in WIA, Section 184(a)(3);

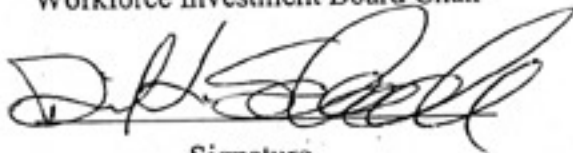
- 2) Annually monitored local areas to ensure compliance with the uniform administrative requirements as required under WIA, Section 184(a)(4); and
  - 3) Taken appropriate action to secure compliance pursuant to WIA, Section 184(a)(5).
- C. The Local Workforce Investment Board assures that compliance with the confidentiality requirements of WIA, Section 136(f)(3) .
  - D. The Local Workforce Investment Board assures that no funds received under the Workforce Investment Act will be used to assist, promote, or deter union organizing. [WIA, Section 181(b)(7)]
  - E. The Local Workforce Investment Board assures that the board will comply with the nondiscrimination provisions of WIA, Section 188, including an assurance that Methods of Administration have been developed and implemented.
  - F. The Local Workforce Investment Board assures that the board will collect and maintain data necessary to show compliance with the nondiscrimination provisions of WIA, Section 188.
  - G. The Local Workforce Investment Board assures that there will be compliance with grant procedures of WIA, Section 189(c).
  - H. The Local Workforce Investment Board certifies that veterans' services provided with Wagner-Peyser Act funds will be in compliance with 38 U.S.C. Chapter 41 and 20 CFR part 1001.
  - I. The Local Workforce Investment Board certifies that Wagner-Peyser Act-funded labor exchange activities will be provided by merit-based public employees. [State Planning Guidance VI. 13.]
  - J. The Local Workforce Investment Board assures that it will comply with the current regulations, 20 CFR part 651.111, to develop and submit affirmative action plans for migrant and seasonal farmworker Significant Offices in the local workforce area which are determined by the Department of Labor, to be in the highest 20% of MSFW activity nationally.
  - K. The Local Workforce Investment Board has developed this Plan in consultation with local elected officials, local workforce boards, the business community, labor organizations and other partners. [WIA Section 118(a)]
  - L. The Local Workforce Investment Board assures that it will comply with section 504 of the Rehabilitation Act of 1973 (29 USC 794) and the American's with Disabilities Act of 1990 (42 USC 12101 et seq.).
  - M. The Local Workforce Investment Board assures that funds will be spent in accordance with the Workforce Investment Act, written Department of Labor guidance, and other applicable Federal and State laws and regulations.
  - N. The Local Workforce Investment Board assures that veterans workforce investment programs funded under WIA, Section 168 will be carried out in accordance with that Section.
  - O. The Local Workforce Investment Board assures it will comply with future Sate Workforce Investment Board policies and guidelines, legislative mandates, or other special provisions as may be required under Federal law or policy, including the Workforce Investment Act or State legislation.

**PROGRAM ADMINISTRATION DESIGNEE AND PLAN SIGNATURES**

This plan represents the San Joaquin County Workforce Investment Board's efforts to maximize and coordinate resources available under Title I of the Workforce Investment Act (WIA) of 1998.

This plan is submitted for the period of July 1, 2000 through June 30, 2005 in accordance with the provisions of the Workforce Investment Act.

Workforce Investment Board Chair

  
Signature

Daniel J. Schroeder

Name

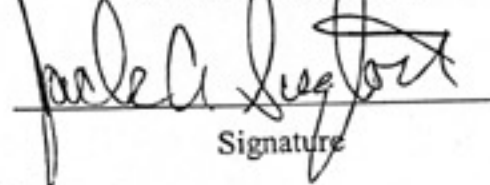
Chair

Title

August 23, 2000

Date

Chief Elected Official(s)

  
Signature

for Edward A. Simas

Name

Chairman

Title

August 29, 2000

Date

Approved as to Form  
TERRENCE R. DERMODY  
County Counsel

By

  
County Counsel

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## SERVICES TO BE PROVIDED BY THE SAN JOAQUIN COUNTY WORKNET SYSTEM

### **Core Services For Job Seekers:**

One of the fundamental goals of the WorkNet System, is to provide “universal access” to core services for all job seekers. Core services are available to job seekers: who are looking for their *first jobs*; those who have lost their jobs and are looking for *new jobs*; and those who are employed and are looking for *better jobs*. All individuals who use the San Joaquin County WorkNet System will be able to access the core services described below at no cost to the individual.

#### **1. Outreach and Intake:**

Outreach is the action taken to inform job seekers of the services and benefits available to them through the WorkNet System. Intake is the collection of information about a job seeker when he or she registers with a WorkNet Center to become eligible to receive specified core services and intensive services.

#### **2. Orientation to the WorkNet System:**

The “system orientation” helps job seekers to understand and use the broad array of resources available from the entire WorkNet System. The system orientation also includes a listing of all WorkNet employment and education opportunities.

#### **3. Center Orientation:**

The “center orientation” is a hands-on training regarding the use of computerized and non-computerized information and self-service resources that are available in each WorkNet Center.

#### **4. Self-service initial assessment for job readiness:**

The self-service computerized initial assessment is designed to help job seekers to inventory their skills and compare them to those skills required by employers. Job seekers are encouraged to find employment opportunities through job matching and compare their skills to those required by the job opportunities found during the job matching process. The initial assessment should provide job seekers with information regarding their skill levels, aptitudes, abilities, and supportive service needs.

Once the job seeker has matched his or her skills to the required skills of an employment opportunity (found during the job match process) the job seeker then uses the skills learned in job club and job search to obtain the job.

Self-service assessment may also be used by job seekers to determine if they have the skills needed for the employment of their choice, and if not, plan to obtain vocational training or education to obtain the skills and then apply for employment.

#### **5. Self-service eligibility determination for services offered by all Workforce Investment System Partners:**

The self-service eligibility determination process includes a computerized list of questions to be answered by job seekers. The answers to the questions will provide a preliminary determination of eligibility for a variety of programs administered by the Workforce Investment System Partners. It is envisioned that the computerized eligibility processes will be used for only a few programs in the beginning, and more will be added as time goes on. For those programs not included in the self-service eligibility process, information regarding eligibility will be available to all job seekers.

#### **6. Information regarding access to all programs carried out by all WorkNet Partners.**

Access to programs includes three distinct types of information or processes. First, a description of all partners programs must be available to job seekers. Second, a process to determine preliminary eligibility for these programs must be available in all WorkNet Centers (See #5 above). Third, a process to assist participants to schedule an appointment with service providers for additional information, and/or to directly register for one or more services available through the partner’s program.

## **7. Eligibility Determination:**

Eligibility determination is the formal processes of determining if a job seeker is eligible to receive services under WIA, Title I, subtitle B. Also, to assist participants to establish eligibility for Welfare-to-Work, Enterprise Zone Vouchers, and financial aide programs for training and education programs not funded under WIA but available in the area.

## **8. Information regarding the labor market:**

Labor Market Information (LMI) Report includes a list of most of the jobs available in San Joaquin County. The LMI report includes wage levels, skill requirements, needed educational background, and much more. Job seekers may use the LMI to help select the employment they would like to pursue.

## **9. Information regarding available training:**

The Training Directory (TD) lists most of the education and training available in San Joaquin County. Job seekers who have decided that they wish to obtain training, can use the training directory to help find the training necessary to qualify them for the employment they seek.

## **10. Information regarding available community services:**

Job Seekers may need assistance with and/or information about child care, transportation, housing, crime prevention or legal services, domestic violence, and other subjects to help them obtain or retain employment, and/or enter and complete education or training. This information is available in the Community Resources Directory. This core service also includes a system to refer job seekers to such services.

## **11. Ability to file for unemployment compensation.**

Unfortunately, some job seekers will have recently lost their jobs. These individuals may apply by telephone for unemployment compensation from any WorkNet Center.

## **12. Job Search Training and Job Matching:**

Job search training teaches individuals the skills necessary to find and obtain employment. Job matching is a self-initiated process where job seekers use a computer (and other resources) to find employment. Job seekers use the skills learned in job search training to apply for employment opportunities found during their job matching sessions.

## **13. Career Counseling:**

Career counseling enables a job seeker to develop self-understanding so that he or she can determine what work situation would be satisfying and suit his or her personality and preferred style of life.

## **14. Information Regarding Costs and Program Performance:**

Performance information relating to specific training providers including but not limited to public and private post-secondary education and training institutions, adult schools and providers of vocational rehabilitation services and activities. The performance indicators for adults, dislocated workers and older youth (19-21) include placement numbers and rates, retention numbers and rates, wage levels at placement and follow-up, and the attainment of an education or training certificate(s) for those who have obtained unsubsidized employment. Performance indicators for younger youth (14-18) are attainment of basic, work readiness, or occupational skills; high school diploma or equivalent; or placement and retention in post-secondary education, advanced training, military service; employment and qualified apprenticeships.

## **15. Information regarding Local Area Performance**

Information that is provided to job seekers regarding the performance of the WorkNet Center, WorkNet System.

## **16. Follow-Up Services:**

Follow-up services are available to all registered participants who have been placed into unsubsidized employment. These services will be available a minimum of 12 months following first day of unsubsidized employment.

## **Core Services For Employers:**

Core services includes both: personnel information and services; and information on business and economic development resources. Access to information on available business resources and services are for employers and/or business operators who use the San Joaquin County WorkNet System will be available at no cost to the business or individual. As with “Core Services for Job Seekers,” it is also a fundamental goal to provide universal access to core services for all employers.

### **1. Orientation to the WorkNet System:**

The “system orientation” helps employers to understand and use the broad array of resources available from the entire WorkNet System. The system orientation also includes a listing of all WorkNet business and economic development services. This listing is called WorkNet Opportunities.

### **2. Job Applicants:**

Employers will have access to CalJobs and/or America’s Job Bank to post job orders and review job seeker resumes on the Internet.

### **3. Information regarding Economic Development and Business Services:**

Employers may use this information to find and speak to an individual regarding a concern or governmental barrier involving their businesses. Assistance in coordinating appointments with local government will be provided. Hard copy information will be provided at all sites.

### **4. Information regarding Business Team San Joaquin:**

Employers and business operators may use this information to assist with permitting, workforce resources, information on workshops and seminars, financing, business counseling and/or business advocacy to companies located in the County of San Joaquin.

### **5. Information regarding business financing:**

Individuals or businesses in need of financing may access basic criteria for obtaining business financing and elements of a business plan. They will also be able to use e-mail to request additional information and ask for an appointment to discuss business planning and/or financing.

### **6. Information regarding the Tax Credits and Financial Incentives**

Current and/or potential employers may use this information to access tax incentives through locating their business in the Enterprise Zone, and/or hiring workers who qualify for tax incentives. Enterprise pre-vouchers will be available at each full service WorkNet Center.

### **7. Information regarding Small Business Counseling and Technical Assistance.**

Business will access information regarding the availability of small business counseling and technical assistance available through several agencies including the Small Business Development Center.

### **8. Information regarding downsizing assistance:**

Employers may use this information to help employees who are about to be laid-off or have been laid-off to find new employment. Employers may also use this information to assure that they do not inadvertently violate state or federal law while in the process of downsizing or closing business operations.

### **9. Information regarding the labor market:**

Labor Market Information (LMI) is available for most of the jobs in San Joaquin County. The information includes wage levels, skill requirements, needed educational background, and much more. Employers may use the information to assure that their wages and benefits are competitive. Economic developers may use the information to compare wage and benefit information with other communities.

### **10. Information regarding available training:**

The Training Directory (TD) lists most of the education and training available in San Joaquin County. Employers may use the information to locate and access employee training opportunities.

### **11. Information regarding available community services:**

Employers may wish to assist employees who may need assistance with, and/or information about, child care, transportation, housing, crime prevention or legal services, domestic violence, and other subjects to help them obtain or retain employment, and/or enter and complete education or training. This information is available in the Community Resources Directory.

### **Intensive Services For Job Seekers**

#### **1. Assessment:**

Job seekers eligible for intensive services will be provided with computerized assessments, paper and pencil assessments or both. The assessment will identify, at a minimum, the job seeker's vocational aptitudes and interests, educational level, reading and math levels, transferable skills, and barriers to employment.

#### **2. Career Plan:**

WorkNet Center staff will help job seekers to develop a Career Plan that addresses the job seekers' aptitudes and interests, and eliminates or reduces barriers to employment.

#### **3. Service and Training Referral:**

WorkNet Center staff will refer job seekers to the education and/or training necessary to obtain the skills identified in the job seekers' Career Plan. This training may be provided through classroom training, worksite training, or both. Job seekers will also be referred to services needed to overcome the barriers to employment identified in the job seekers' Career Plan.

#### **4. Individual and Group Career Counseling:**

WorkNet Center staff will help eligible job seekers to pursue and complete their Career Plans.

#### **5. Case Management:**

WorkNet Center staff will provide case management services to participants who are enrolled in a training program or work experience.

#### **6. Work Maturity Skill Training:**

Short term classroom training to assist participants to find, obtain and retain employment.

#### **7. Work Experience:**

Work experience is a structured learning experience that takes place in a workplace for a limited period of time.

### **Training And Other Services For Job Seekers**

#### **1. Classroom Training:**

WorkNet Centers will have the capacity to present job seekers with access to funded occupational skills training and/or basic education provided by approved training and education providers.

#### **2. Worksite Training:**

WorkNet Centers will have the capacity to present job seekers with access to funded Worksite skills and/or work maturity training provided by approved employers.

#### **3. Supportive Services:**

WorkNet Centers will have the capacity to present job seekers with access to funded supportive services provided by approved supportive service providers.

#### **4. Needs Based Payments:**

WorkNet Centers will have the capacity to provide job seekers with access to needs based payments to assist with living costs during and for 12 months after training.

**Attachment #2****Members of the San Joaquin County Workforce Investment Board**

Dan Schroeder, WIB and Executive Committee Chair	Private Sector
Albert Nunes, WIB and Executive Committee Vice Chair	Private Sector
Jesse Garza-Roderick, Youth Council Chair and member of the Executive Committee	Private Sector
Agustin Beltran, Staff Training Committee Chair and member of the Executive Committee	Labor
Cynthia Summers, Accountability Committee Chair and member of the Executive Committee	Private Sector
George Ortiz, Planning Committee Chair and member of the Executive Committee	Seasonal and Migrant Farmworkers
Lawrence DeRicco, Data Collection Committee Chair and member of the Executive Committee	Education
Phil Frieders, WorkNet System Committee Chair and member of the Executive Committee	State Employment Development Department
Eduardo Aguirre	Private Sector
Corky Hull	Private Sector
Ann Johnston	Private Sector
Sheri Oneto	Private Sector
Mike Menzel	Private Sector
Sandra Larranaga	Private Sector
Julian Sepulveda	Private Sector
Michael Camy	Private Sector
Connie Cochran	Private Sector
James Janus	Private Sector
Connemara Reisinger	Private Sector
Richard Tutt II	Private Sector
Carl Crug	Private Sector
Cal Parker	Economic Development
Mike Locke	Economic Development
Raymond Recinos	Labor
John Solis	Public Employment
Ernest Williams	Community Based Organization
Tony Washington	Community Based Organization
Jane Ross	Job Corp.

John Vera	Public Assistance
Rick Wentworth	Education
Antonio Pizano	Public Housing
Charles Compton	State Department of Rehabilitation
Katherine Perez	Native Americans

## Members of the Youth Council

YOUTH COUNCIL	
Jesse Garza-Roderick-Youth Council Chair and member of the Workforce Investment Board	Private Sector
Jane Ross-member of the Workforce Investment Board	Job Corp
Antonio Pizano-member of the Workforce Investment Board	Public Housing
Julian Sepulveda-member of the Workforce Investment Board	Private Sector
Richard Soto-member of the Workforce Investment Board	Private Sector
Tony Washington-member of the Workforce Investment Board	Community Based Organization
Rick Wentworth-member of the Workforce Investment Board	Education
Raymond Recinos	Labor
Nicholas Cademartori	Probation
Mary Ann Cox	Education
Su Dao	Youth Counselor
Jeremiah Van Order	Former Participant
Priscilla Mikaio	Parent of Eligible Youth Seeking Assistance
Stewart Wakeling	Probation

#### 4. ASSURANCES (Continued)

- P. The Local Workforce Investment Board assures that when allocated adult funds for employment and training activities are limited, priority shall be given to recipients of public assistance and other low-income individuals for intensive and training services [WIA, Sections 134 (d)(4)(E), 118(b)(4)].
- Q. The Local Workforce Investment Board certifies that its One-Stop Centers will recognize and comply with applicable labor agreements affecting represented employees located in the Centers. This shall include the right of access by State labor organization representatives pursuant to the Ralph C. Dills Act (Chapter 10.3 [commencing with Section 3512] of Division 4, of Title 1 of the Government Code).
- R. The Local Workforce Investment Board assures that State employees who are located at One-Stop Centers shall remain under the supervision of their employing department for the purposes of performance evaluation, and other matters concerning civil service rights and responsibilities. State employees performing services at One-Stop Centers shall retain existing civil service and collective bargaining protections on matters relating to employment, including but not limited to, hiring, promotion, discipline, and grievance procedures.
- S. The Local Workforce Investment Board assures that when work-related issues arise at One-Stop Centers between State employees and operators or supervisors of other partners, the operator or other supervisor shall refer such issues to the State employees' civil service supervisor. The One-Stop Career Center operators and partners shall cooperate in the investigation of the following matters: discrimination under the California Fair Employment and Housing Act (Part 2.8 [commencing with Section 12900] of Division 3 of Title 2 of the Government Code), threats and/or violence concerning State employees, and State employee misconduct.
- T. One-Stop Operator is responsible for administering One-Stop Center services in accord with roles to be determined by the Local Workforce Investment Board. The Local Workforce Investment Board assures that it will select the One-Stop Operator with the agreement of the Chief Elected Official, through one of three means:
- (1) Through a consortium of at least three or more required One-Stop partners; or
  - (2) Through competitive process such as a Request for Proposal; or
  - (3) It may serve as the One-Stop Operator directly but only with the consent of the Chief Elected Official and the Governor.

The only time these selection procedures are not required is in the following circumstances inclusive: the One-Stop delivery system, of which the operator is a part, existed before August 7, 1998; the existing One-Stop system includes all of the required One-Stop partners; and an MOU has been executed which is consistent with the requirements of the Act. [WIA: Sections 121(d)(2) (A) and Regulations, Section 662.410.]

