

AGENDA
WORKFORCE DEVELOPMENT BOARD
WEDNESDAY, DECEMBER 18, 2024



"Your Workforce Resource"

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of California™



PATRICIA VIRGEN
EXECUTIVE DIRECTOR

NICOLE SNYDER
DEPUTY DIRECTOR
TINA LaBOUNTY
DEPUTY DIRECTOR

COUNTY OF SAN JOAQUIN
EMPLOYMENT AND ECONOMIC DEVELOPMENT DEPARTMENT



AGENDA
WORKFORCE DEVELOPMENT BOARD
WEDNESDAY, DECEMBER 18, 2024

Dear Workforce Development Board Members:

Attached is your agenda for the Wednesday, December 18, 2024, meeting of the Workforce Development Board (WDB).

The meeting will be held:

DATE: Wednesday, December 18, 2024
TIME: 7:30 a.m.
PLACE: WorkNet Building
6221 West Lane, Suite #105
Stockton, CA

If you have any questions, please call me at 468-2245.

Sincerely,

A handwritten signature in black ink that reads "Patricia Virgen".

PATRICIA VIRGEN
EXECUTIVE DIRECTOR



A proud partner of the [America's JobCenter](#) network
of California™

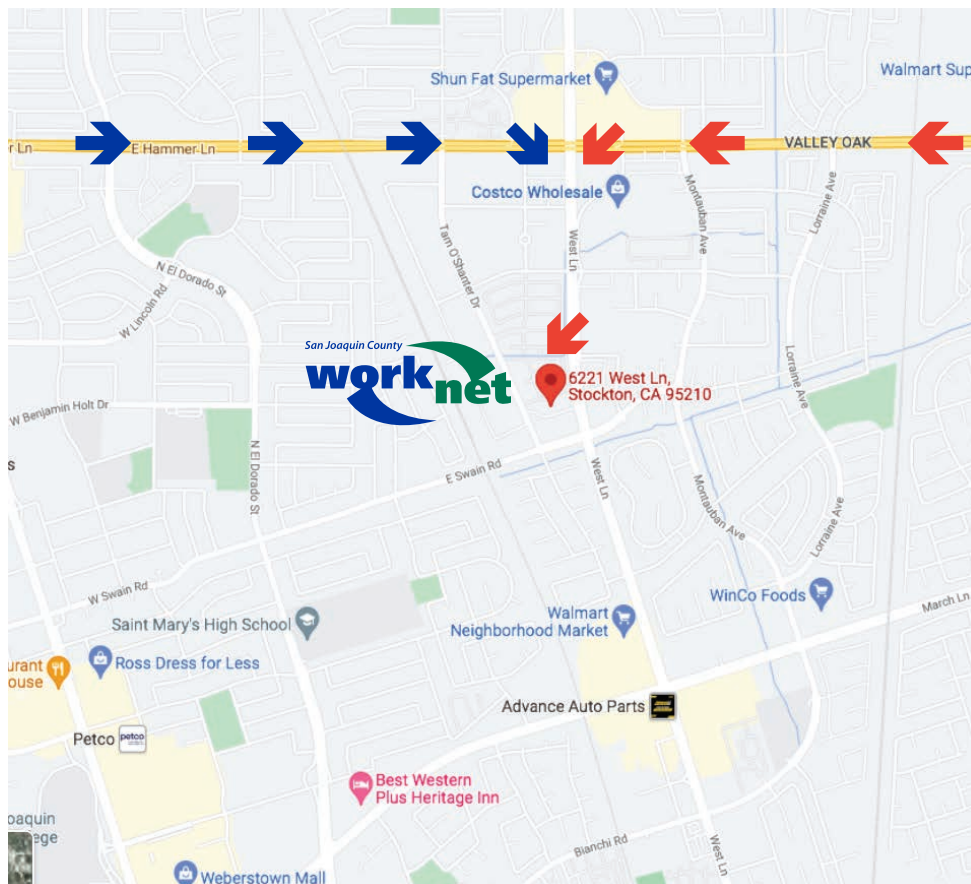
From HWY 99

From **Highway 99**, take the **Hammer Lane West** exit. Head **westbound on Hammer Lane** and prepare to turn **LEFT** on West Ln from Hammer Lane (Next main intersection after Montebau), to head **south on West Lane**. Using the right lane, you will pass one set of traffic lights on Hammertown, and then proceed to turn into our parking lot just before Swain. **Look for the WorkNet sign as a cue to turn into our parking lot.**

From Interstate 5

From **Interstate 5**, take the **Hammer Lane West** exit. Head **eastbound on Hammer Lane** and prepare to turn **RIGHT** on West Ln from Hammer Lane (Next main intersection after Tam O'Shanter), to head **south on West Lane**. Using the right lane, you will pass one set of traffic lights on Hammertown, and then proceed to turn into our parking lot just before Swain. **Look for the WorkNet sign as a cue to turn into our parking lot.**

From Interstate 5



From HWY 99

AGENDA
WORKFORCE DEVELOPMENT BOARD

December 18, 2024 - 7:30 a.m.
Stockton WorkNet Center
6221 West Lane, Suite 105
Stockton, CA 95210

ROLL CALL

APPROVAL OF MINUTES

STATEMENTS OF CONFLICT OF INTEREST

PUBLIC COMMENT

ACTION ITEMS

- A-1 Approval of the National Farmworker Jobs Program Memorandum of Understanding and Authorize the Chair of the Workforce Development Board to sign the MOU
- A-2 Approval of 2025 Workforce Development Board Meeting Schedule

PRESENTATION

- P-1 Early Learning and Care Workforce Development

COMMITTEE REPORTS

INFORMATION ITEMS

- I-1 WorkNet Center Customer Service Survey
- I-2 Success Stories
- I-3 San Joaquin County Labor Market Information Snapshot
- I-4 America's Job Center of California (AJCC) Certification Continuous improvement Plan

DIRECTOR'S REPORT
BOARD MEMBERS QUESTIONS AND COMMENTS

***** PUBLIC COMMENT *****

Public Comments, limited to 250 words or less, may be submitted by sending an email to wdbcomments@sjcworknet.org. **Please no personal attacks.**

Every effort will be made to read all comments received into the record, but some comments may not be read due to time limitations. Comments received after an agenda item will be made part of the official record on file.

If you need disability-related modification or accommodation in order to participate in this meeting, please contact Annette Lovato at (209) 468-3524 at least 48 hours prior to the start of the meeting.

ADJOURNMENT

The next WDB meeting pending approval is scheduled for Wednesday, February 26, 2025.

This WIOA Title I - Financially Assisted Program or Activity is an Equal Opportunity Employer/Program. Auxiliary aids and services available upon request to individuals with disabilities. If you require special accommodation, please contact Annette Lovato (209) 468-3524 at least one day in advance of the meeting. California Relay Service 711 or [1-800-735-2922](tel:1-800-735-2922) (English) [1-800-855-3000](tel:1-800-855-3000) (Spanish).

APPROVAL OF MINUTES

**MINUTES
OF THE
WORKFORCE DEVELOPMENT BOARD**

October 30, 2024

WorkNet

6221 West Lane, Suite 105, Stockton, CA 95210

WORKFORCE DEVELOPMENT BOARD MEMBERS PRESENT

Diane Vigil, Chair

LaChelle Adams
Troy Brown
John Doucette
Les Fong
Mahalia Gotico
Gorgina Halaufia
Raul Hernandez

Julie Jansen
William Kelly
Foung Ly
Jason Schwarz
Steven Stevenson
Linda Wilcox
Chris Woods

MEMBERS ABSENT

Gene Acevedo
Robert Gutierrez
Jose Hernandez

Dr. Paul Lanning
Dr. Lisa Lawrenson
Sylvia Sanchez

GUESTS/STAFF PRESENT

Ellron Yancey, Employment & Economic Development Dept.
John Lutzow, Employment & Economic Development Dept.
Megan McSwain, Employment & Economic Development Dept.
Tina LaBounty, Employment & Economic Development Dept.
Patty Virgen, Employment & Economic Development Dept.
Nicole Snyder, Employment & Economic Development Dept.
Paul Huerta, Employment & Economic Development Dept.
Marcella Galindo, Employment & Economic Development Dept.
Annette Lovato, Employment & Economic Development Dept.
Kirin Virk, County Counsel

Guests who did not identify themselves may not be listed.

ROLL CALL

Chair Vigil called the meeting to order at 7:30 a.m. Roll call was taken, and a quorum of the Board was present.

APPROVAL OF MINUTES

MOTION

Mr. Brown moved, and Mr. Raul Hernandez seconded to approve the August 28, 2024, Workforce Development Board meeting minutes.

M/S/C unanimously.

STATEMENTS OF CONFLICT OF INTEREST

None.

PUBLIC COMMENT

None.

ACTION ITEMS

A-1 Approval of San Joaquin County's America's Job Centers of California's (AJCC) Certifications in Compliance with the Workforce Innovation and Opportunity Act (WIOA) Statutory and Regulatory Requirements

Ms. Virgen provided an overview of the process for achieving comprehensive certifications for the America's Job Centers of California (AJCC) and affiliate/specialized centers, as required by the Workforce Innovation and Opportunity Act (WIOA) statutory and regulatory guidelines. These certifications are due to the State by November 1, 2024.

The next step in the certification process involves collaborating with a consultant to develop an improvement plan. Using baseline data and the initial assessment, the consultant will perform a comprehensive study to identify areas for improvement. Based on this analysis, the consultant will prepare a continuous improvement plan, which must be completed by December 31, 2024.

MOTION

Mr. Brown moved, and Mr. Fong seconded to approve the San Joaquin County's America Job Centers of California's (AJCC) Certifications in Compliance with the Workforce Innovation and Opportunity Act (WIOA) Statutory and Regulatory Requirements.

M/S/C unanimously.

PRESENTATIONS

None.

COMMITTEE REPORTS

None.

INFORMATION ITEMS

- I-1 WorkNet Center Customer Service Survey
- I-2 Success Stories
- I-3 San Joaquin County Labor Market Information Snapshot

DIRECTOR'S REPORT

Ms. Virgen announced the award of a National Farmworker grant of \$1.5 million per year for the next four years, totaling \$6 million. This funding will be used to serve farm workers and their families through the Workforce Innovation and Opportunity Act (WIOA). There was an initial mix-up with the award amount, but it has been corrected. California Human Development who also serves farm workers has opted to not provide services in San Joaquin County and will be closing its Lodi Office at the end of the month. They currently serve 15 other counties, particularly in Sacramento.

Ms. Virgen informed the board WorkNet will be moving in with Community Partnership for Families (CPFSJ) in Lodi to continue to provide services. CPFSJ is funded by Supplemental Nutrition Assistance Program (SNAP) CalFresh, so we serve the same population and the qualifications for individuals to receive services are the same.

Ms. Virgen announced that the lease for the Tracy location is expiring at the end of December and will not be renewed due to the location not being ideal based on the numbers of individuals served. WorkNet will be moving to a Housing Authority owned building.

Ms. Virgen noted no meeting in November. The December meeting will be crucial as several items will need to be approved to meet the deadlines.

BOARD MEMBERS QUESTIONS AND COMMENTS

Mr. Raul Hernandez announced the addition of a new member. Madam Chair invited the new member to introduce himself, and Steve Stevenson shared that he will begin his role as the new apprenticeship coordinator for California Piping Trade in January. He expressed his pleasure in meeting everyone.

Ms. Halaufia extended an open invitation to the career fair organized by the San Joaquin County Office of Education and the Joint Apprenticeship Coordinator Association for high school students. The event will take place at Building B of the San Joaquin County Fairgrounds on November 7, 2024.

ADJOURNMENT

MOTION

Mr. Raul Hernandez moved, and Ms. Halaufia seconded to adjourn the meeting at 7:46 a.m.

M/S/C unanimously.

STATEMENTS OF CONFLICT OF INTEREST

PUBLIC COMMENT

ITEM #1

**APPROVAL OF THE NATIONAL FARMWORKER JOBS PROGRAM
MEMORANDUM OF UNDERSTANDING AND AUTHORIZE THE CHAIR OF THE
WORKFORCE DEVELOPMENT BOARD TO SIGN THE MOU**

DATE: December 18, 2024

ACTION ITEM: 1

TO: Workforce Development Board

FROM: Patricia Virgen, Executive Director

SUBJECT: APPROVAL OF THE NATIONAL FARMWORKER JOBS PROGRAM
MEMORANDUM OF UNDERSTANDING AND AUTHORIZE THE CHAIR
OF THE WORKFORCE DEVELOPMENT BOARD TO SIGN THE MOU

IT IS RECOMMENDED:

That the Workforce Development Board (WDB):

1. Approves the attached National Farmworker Jobs Program (NFJP) Memorandum of Understanding Memorandum of Understanding (MOU); and
2. Authorizes the Chair of the WDB to sign the MOU.

REASONS FOR RECOMMENDATION

Background:

The National Farmworker Jobs Program (NFJP) is authorized under Section 167 of the Workforce Innovation and Opportunity Act (WIOA). WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. The NFJP is an integral part of the public workforce system and a required partner in the nationwide network of American Job Centers. NFJP Career Services and Training grant recipients help farmworkers and their dependents acquire necessary skills to either stabilize or advance in their agricultural jobs or obtain employment in new industries.

To establish a high quality AJCC delivery system and enhance collaboration among partner programs, WIOA requires Local Boards to develop MOUs with all AJCC required partners within their Local Workforce Development Area (LWDA). The purpose of the MOU is to establish a cooperative working relationship between the parties and to define their respective roles and responsibilities in achieving the policy objectives. The MOU also serves to establish the framework for providing services to employers, employees, job seekers and others needing workforce services.

The State Employment Development Department (EDD) has provided guidance in the past, most recently WSD18-12 in 2019, and laid the groundwork for LWDAs to execute an MOU to meet the key elements required by the Department of Labor (DOL). MOUs were required to contain assurances that the MOU would be reviewed and updated every

three years with an annual review to ensure it contains up-to-date information regarding funding, delivery of services, and changes in the signatory official of the Local Board, CEO, or AJCC partner(s). A new WIOA MOU will be developed later this program year, but guidance for an updated WIOA MOU has yet to be provided. This MOU shall serve in the interim.

ACTION TO BE TAKEN FOLLOWING APPROVAL

1. WDB Chair to sign MOU. (December 18, 2024)

ACTION TAKEN: APPROVED:_____ DISAPPROVED:_____ OTHER:_____

BY:_____ DATE:_____

MOTIONED BY:_____ SECONDED BY:_____

YES:_____

NO:_____

**MEMORANDUM OF UNDERSTANDING BETWEEN
SAN JOAQUIN COUNTY EMPLOYMENT AND ECONOMIC DEVELOPMENT DEPARTMENT
AND SAN JOAQUIN COUNTY WORKFORCE DEVELOPMENT BOARD**

This Memorandum of Understanding (MOU) is made and entered into by the San Joaquin County Employment and Economic Development Department (EEDD) and San Joaquin County Workforce Development Board (WDB). Collectively, EEDD and WDB will be referred to hereinafter as the “Parties”.

I. PURPOSE

The purpose of this MOU is to provide for appropriate and equitable services to migrant and seasonal farmworkers (MSFW) and establish a collaborative framework between the EEDD as a Career Services and Training grantee of the National Farmworker Jobs Program (NFJP) and the San Joaquin County Workforce Development Board (LWDB) to enhance employment opportunities and services for migrant and seasonal farmworkers (MSFW) in San Joaquin County (SJC).

II. BACKGROUND

Recognizing the unique challenges faced by MSFWs, this MOU aims to leverage the expertise and resources of both organizations to improve job training, placement services, and overall economic stability for this population.

III. OBLIGATIONS OF PARTIES

- A. The Parties mutually agree to complete the following activities in support of the collaboration:
1. Outreach efforts to the MSFW population will be coordinated between EEDD MSFW outreach staff and WDB WIOA staff to the best extent possible. Coordination efforts will include, but are not limited to, providing required information on the partner's programs and/or services during outreach, conducting joint outreach and reporting outreach activities and contacts to the other party.
 2. Development of career pathways and training programs tailored to the needs of MSFW, with an emphasis on the Agriculture and Healthcare sectors of SJC, but also including other priority sectors identified in the San Joaquin Valley and Associated Counties (SJVAC) Regional Plan.
 3. Co-enrollment of participants when deemed appropriate and beneficial to the participant. Co-enrollments with the WDB can be in any program for which the candidate may be determined eligible, such as Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker and Youth, etc. Desk aids and program fact sheets with general eligibility criteria and program requirements will be shared between Parties to maximize quality referrals.

4. The Parties agree to regular meetings to assess program effectiveness and share best practices. The Parties agree to share information regarding MSFWs, including but not limited to, number of outreach contacts made, number of participants enrolled, number of referrals made, services provided, performance indicators, labor market and wage information, supportive services available, and participants receiving reemployment assistance benefits.
5. The Parties will ensure that all confidential information shared through the implementation of this MOU is protected and only accessible to staff who have a valid need to know the information for legitimate business purposes as determined by each respective Party.
6. The Parties are committed to ensuring that eligible veterans and their spouses receive priority of service in all services, benefits, and programs provided, including but not limited to employment, training, and educational opportunities, in accordance with applicable federal, state, and local laws. This priority of service will be made available at the point of entry and throughout the duration of services, ensuring that veterans and their spouses are informed of their eligibility and provided with timely assistance. Both parties agree to collaborate in the development and implementation of procedures to track, monitor, and report compliance with these statutory requirements to ensure the effective and equitable delivery of services to eligible veterans and their spouses.

B. EEDD Responsibilities

1. EEDD staff will fulfill the requirements of the 2024 NFJP Terms and Conditions in accordance with the Department of Labor Notice of Award (24A60AC000089-01-00).
2. EEDD will maintain ongoing communication with the WDB regarding program developments and participant needs by providing quarterly updates to the WDB and WIOA Adult, Dislocated Worker, and Youth program staff to ensure collaboration and that MSFWs are effectively served.
3. Share an Annual Summary of Services to MSFWs that highlights activities performed and services provided to MSFWs during the program year.

C. WDB Responsibilities

1. Ensure all WDB WIOA partners are regularly informed of NFJP activities, including the participant referral processes, joint outreach and case management strategies, and recognizes that the EEDD NFJP program is a required partner of the WDB.
2. The WDB (or WDB WIOA Adult, Dislocated Worker, and Youth program staff) will share labor market data and trends relevant to the agricultural sector.
3. The WDB (or WDB WIOA Adult, Dislocated Worker, and Youth program staff) will ensure that all NFJP participants are enrolled in CaUOBS or its successor and are referred to WIOA program employment service specialists when appropriate to assist in their career development.

4. The WDB (or WDB WIOA Adult, Dislocated Worker, and Youth program staff) will assist in identifying local employers willing to participate in training programs.

IV. COST

The Parties agree that no reimbursement will be sought under the terms of this MOU. Should the Parties mutually agree to produce or attend a special event or project, any agreements regarding cost, finance, and budget may be separately entered into at that time and are not part of this MOU. Any reimbursement costs associated with the data-sharing agreement referenced above will be addressed through a separate agreement.

V. DURATION

This MOU shall take effect on the last date of signature by both Parties and shall remain in effect until terminated pursuant to Section VI. After the termination of this MOU, regardless of the reason, the obligations of Sections V through VII shall survive the expiration or termination of this MOU.

VI. ASSURANCES

- A. Information exchanged between the Parties shall be used solely for the purposes stated in this MOU, and as authorized by law.
- B. Information thus exchanged between the Parties may not be re-disclosed by the Parties except as authorized by law.
- C. The Parties understand and acknowledge that neither Party warrants the accuracy of the information shared.
- D. The Parties will make reasonable efforts to cooperate to resolve MOU and technical matters relating to this MOU.

VII. TERMINATIONS/MODIFICATIONS

- A. This MOU incorporates all prior negotiations, interpretations, agreements, and understandings that may have been entered into between the Parties and is the full and complete expression of their agreement concerning coordination and services provided to MSFWs. Any changes, alterations, deletions, or additions to the terms set for in this MOU must be by written amendment executed by the Parties. Changes will be contingent upon state and federal mandates and state policy considerations.
- B. The Parties agree that either Party has the right to terminate this MOU without cause, for its own convenience, by providing a minimum of thirty (30) calendar day's written notice thereof to the other Party.

VIII. LIABILITY AND INDEMNIFICATION

Each party is responsible for its own intentional acts, negligence, or omissions, or those of its employees, agents, officers, heirs, and assignees, including inappropriate release or use of any confidential information exchanged under this MOU. Nothing in this section should be

construed as an indemnity or a waiver of sovereign immunity enjoyed by any Party to this MOU.

IX. SIGNATURES

By signing below, both Parties agree to the terms outlined in this MOU.

For the San Joaquin County Employment and Economic Development Department:

Patricia Virgen

Executive Director

December 18, 2024

For the San Joaquin County Workforce Development Board:

Diane Vigil

Workforce Development Board Chair

December 18, 2024

ITEM #2

**APPROVAL OF 2025 WORKFORCE DEVELOPMENT
BOARD MEETING SCHEDULE**

DATE: December 18, 2024

ACTION ITEM: 2

TO: Workforce Development Board

FROM: Patricia Virgen, Executive Director

SUBJECT: APPROVAL OF 2025 WORKFORCE DEVELOPMENT BOARD MEETING
SCHEDULE

IT IS RECOMMENDED:

That the Workforce Development Board (WDB) approve the attached 2025 Workforce Development Board Meeting Schedule.

REASONS FOR RECOMMENDATION:

Historically, the Workforce Development Board (WDB) approved an 11 meetings per year schedule that reflected monthly meetings through October with a combined November/December meeting. This provided the flexibility, allowing the WDB to take appropriate action on time-sensitive agenda items as required by the State, however many meetings were canceled due to lack of actionable items. In 2016, the Board recognized that monthly meeting were not necessary and a more strategic schedule was developed to coincide with specific activities required of the Local WDB.

The 2025 WDB meeting schedule is anticipated to require six (6). However, policies and procedure directives from the U.S. Department of Labor and the State WDB may require the scheduling of additional meetings. If additional meetings are needed to meet a specific unexpected deadline imposed by the State, Department of Labor or other funding source, a meeting could be scheduled. There will be sufficient time to notify the WDB and schedule the meeting.

Approval of this WDB meeting schedule should enable the Board to act in a timely manner to meet all WIOA regulatory and statutory requirements.

FISCAL IMPACT:

There is no fiscal impact for the approval of the 2025 Workforce Development Board Meeting Schedule.

ACTION TO BE TAKEN FOLLOWING APPROVAL:

1. Immediately release and publicize the approved meeting schedule.

ACTION TAKEN: APPROVED:_____ DISAPPROVED: _____OTHER:_____

BY:_____ DATE:_____

MOTIONED BY:_____ SECONDED BY:_____

YES:_____

NO:_____



PATRICIA VIRGEN
EXECUTIVE DIRECTOR

NICOLE SNYDER
DEPUTY DIRECTOR
TINA LaBOUNTY
DEPUTY DIRECTOR

COUNTY OF SAN JOAQUIN
EMPLOYMENT AND ECONOMIC DEVELOPMENT DEPARTMENT



WORKFORCE DEVELOPMENT BOARD MEETING SCHEDULE 2025

| MONTH | SCHEDULED MEETING DATE AND TIME |
|----------|---------------------------------|
| February | February 26, 2025 @ 7:30 a.m. |
| March | March 26, 2025 @ 7:30 a.m. |
| May | May 28, 2025 @ 7:30 a.m. |
| July | July 23, 2025 @ 7:30 a.m. |
| August | August 27, 2025 @ 7:30 a.m. |
| October | October 22, 2025 @ 7:30 a.m. |
| December | December 17, 2025 @ 7:30 a.m. |

PRESENTATION #1

P-1 EARLY LEARNING AND CARE WORKFORCE DEVELOPMENT

COMMITTEE REPORTS

Executive Committee
Youth Council
Apprenticeship Committee

INFORMATION ITEM #1

WORKNET CENTER CUSTOMER SERVICE SURVEY

DATE: December 18, 2024

INFORMATION ITEM: 1

TO: Workforce Development Board

FROM: Patricia Virgen, Executive Director

SUBJECT: WORKNET CENTER CUSTOMER SERVICE SURVEY

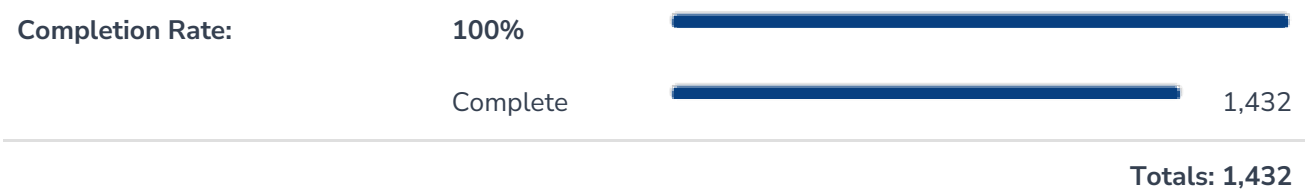
I. SUMMARY: The following is a summary of the information item.

1. WorkNet Center Customer Service Survey

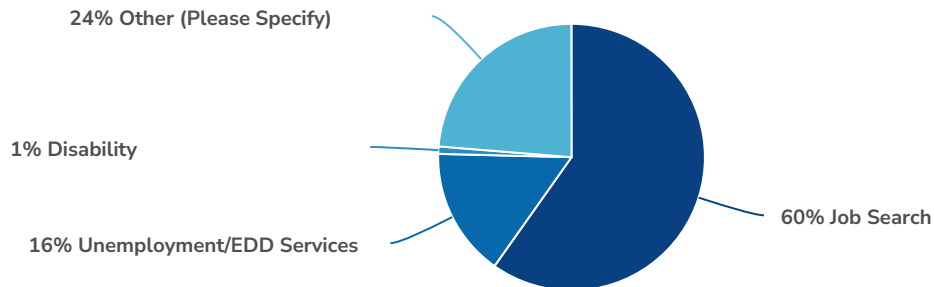
The WorkNet Center Customer Service Survey is a continuous improvement tool designed to collect information and feedback from customers.

Report for AJCC Customer Satisfaction Survey

Response Counts



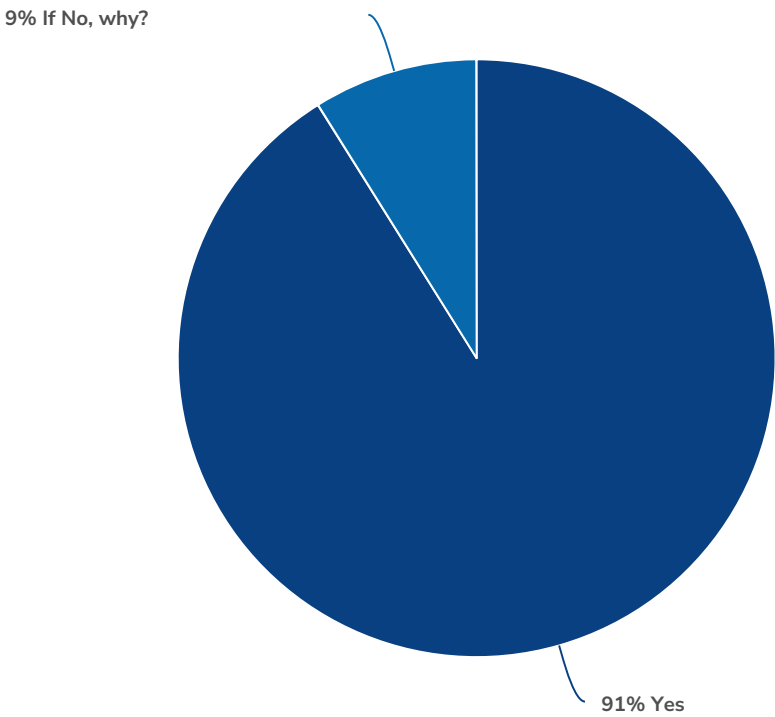
1. What is the purpose of your visit to San Joaquin County WorkNet today?



| Value | Percent | Responses |
|---------------------------|---------------------------------|-----------|
| Job Search | 59.8% <div><div></div></div> | 802 |
| Unemployment/EDD Services | 15.6% <div><div></div></div> | 210 |
| Disability | 0.9% <div><div></div></div> | 12 |
| Other (Please Specify) | 23.7% <div><div></div></div> | 318 |

Totals: 1,342

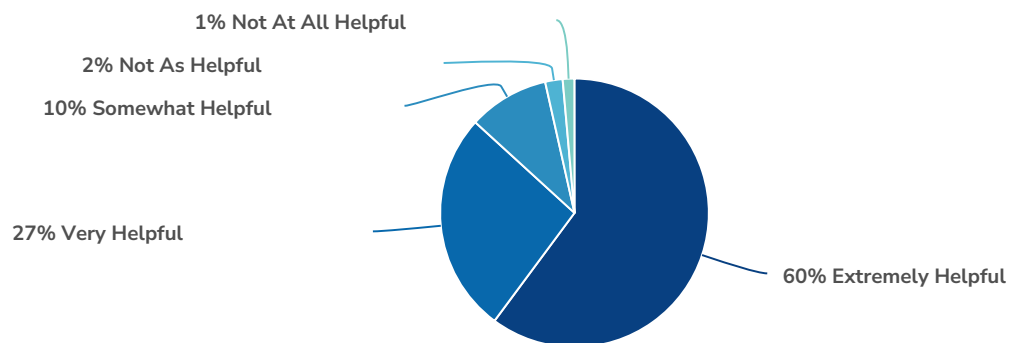
2. Did you receive the service(s) to meet your needs?



| Value | Percent | Responses |
|-------------|---------|-----------|
| Yes | 91.1% | 1,165 |
| If No, why? | 8.9% | 114 |

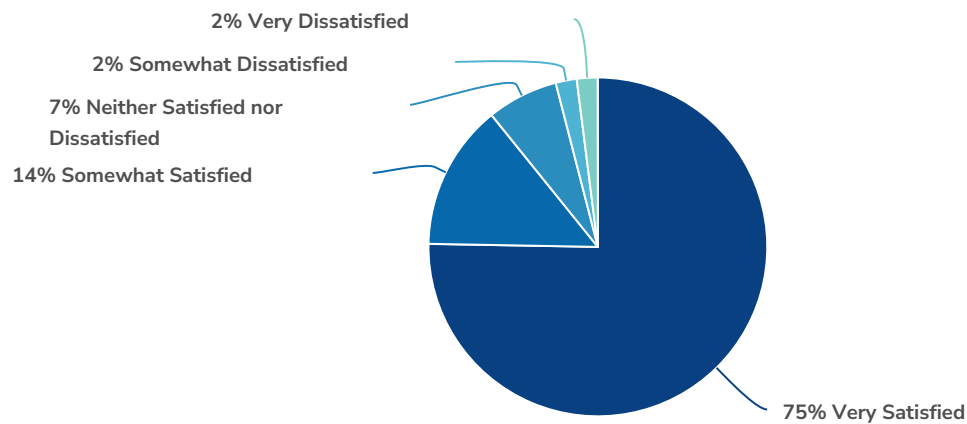
Totals: 1,279


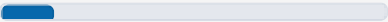
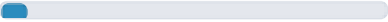
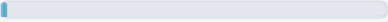
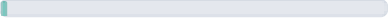
3. How helpful was the America's Job Center/WorkNet Center staff?



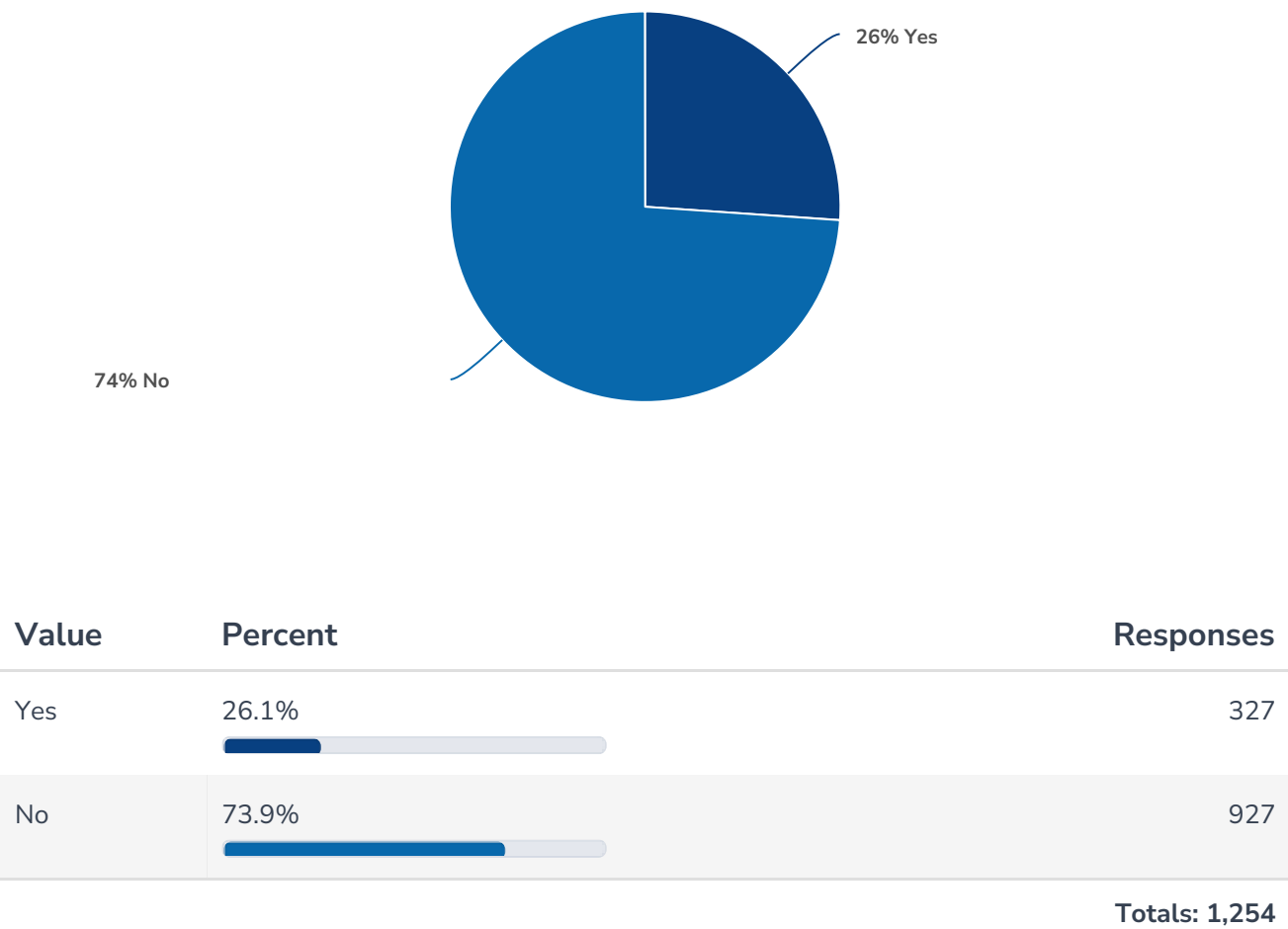
| Value | Percent | Responses |
|--------------------|---------------------------------|-----------|
| Extremely Helpful | 60.1% <div><div></div></div> | 767 |
| Very Helpful | 26.6% <div><div></div></div> | 340 |
| Somewhat Helpful | 9.7% <div><div></div></div> | 124 |
| Not As Helpful | 2.1% <div><div></div></div> | 27 |
| Not At All Helpful | 1.4% <div><div></div></div> | 18 |
| Totals: 1,276 | | |

4. Overall, how satisfied or dissatisfied are you with AJCC/WorkNet?



| Value | Percent | Responses |
|------------------------------------|---|-----------|
| Very Satisfied | 75.3%  | 953 |
| Somewhat Satisfied | 13.9%  | 176 |
| Neither Satisfied nor Dissatisfied | 6.8%  | 86 |
| Somewhat Dissatisfied | 2.0%  | 25 |
| Very Dissatisfied | 2.0%  | 25 |
| Totals: 1,265 | | |

5. Would you like to be contacted about your answers?



INFORMATION ITEM #2

SUCCESS STORIES

DATE: December 18, 2024

INFORMATION ITEM: 2

TO: Workforce Development Board

FROM: Patricia Virgen, Executive Director

SUBJECT: SUCCESS STORIES

I. SUMMARY: The following is a summary of the information item.

1. Success Stories

Success Stories of Individuals who have gone through our program and have successfully transitioned into self-sufficient employment.

INDIVIDUAL PARTICIPANT SUCCESS STORY

Participant Name: Armando

Participant's City: Manteca

| | Before Participation | After Participation |
|------------------------------|-----------------------------|----------------------------|
| Industry/Sector | None | Baskin Robbins |
| Job Category | None | Crew Member |
| Hourly Wage or Salary | N/A | \$20.00 |

1. What were the goals of the participant when entering the program?

Armando's goal in joining the program is to gain valuable work experience and save money to obtain higher education. After learning about the STEP (Student Training Employment Program) program through Manteca High School counselor Anna Wooten, he became highly motivated to apply. The opportunity to work while continuing his education perfectly with his goals and aspirations.

2. Describe how the AJCC center helped the participant achieve his/her goals. What programs did the participant use? How has this improved the lives of the participant and his/her family?

AJCC case manager Maricel Jines assisted Armando in enrolling in the Student Training Employment Program (STEP), funded by the DOR (Department of Vocational Rehabilitation), by providing the necessary forms and a list of requirements.

Through the program, Armando secured part-time work experience while attending high school, which led to direct employment at Baskin-Robbins upon completing his program hours.

This opportunity allowed Armando to gain valuable work experience, save money for his education, and build confidence in customer interactions. His family is thrilled that he can work through the program and save for his future. Baskin-Robbins, a company willing to hire underage employees turned out to be a perfect match for Armando, providing him with a job he truly enjoys.

3. Please include a quote from the Participant about his/her experience.

"My work experience with WorkNet was very positive, and I am grateful for the opportunity, which ultimately led me to find permanent employment. Thank you to my case manager, and the WorkNet program for all the assistance that I have been provided!"

INDIVIDUAL PARTICIPANT SUCCESS STORY

Participant Name: Claudia

Participant's City: Manteca, CA

| | Before Participation | After Participation |
|------------------------------|-----------------------------|----------------------------|
| Industry/Sector | Sutter Medical | Clinical Medical Scheduler |
| Job Category | Medical Scheduler | Medical Scheduler |
| Hourly Wage or Salary | \$23.18/hr | \$21.00/hr |

1. What were the goals of the participant when entering the program?

Claudia entered the WorkNet program with a goal of securing stable employment that would offer better opportunities for career growth and financial stability. At the time, she was working as a medical scheduler at Sutter Medical, earning \$23.18 per hour, but the job is not stable, and she was seeking a more fulfilling position in the medical field. She wanted to further develop her skills and transition into a clinical medical scheduler role, which offered more long-term potential and stability.

2. Describe how the AJCC center helped the participant achieve his/her goals. What programs did the participant use? How has this improved the lives of the participant and his/her family?

The AJCC staff provided Claudia with essential support through career counseling, resume building, and job search assistance. They helped her navigate the job market and connected her with training resources that strengthened her qualifications for a clinical medical scheduler position. Claudia was able to leverage the AJCC's services to gain the confidence and skills needed to apply for jobs in a more specialized field within healthcare.

Although Claudia took a slight pay cut moving from \$23.18/hr. to \$21.00/hr., the new position has provided her with more job stability and professional growth opportunities. Additionally, the work environment is a better fit for her long-term career goals, allowing her to develop deeper expertise in clinical scheduling. This transition has improved her work-life balance and given her a clearer career path, which has had a positive impact on her overall well-being.

3. Please include a quote from the Participant about his/her experience.

"It was good, it was really helpful and kept me going in regard to seeking employment. I am happy about the WorkNet staff, and services I had been provided."

Claudia's success story is a testament to the importance of having the right support when navigating career transitions. With the AJCC's guidance, she was able to secure a position that aligns with her goals and sets her on a path to a rewarding career in the healthcare industry.

INDIVIDUAL PARTICIPANT SUCCESS STORY

Participant Name: Nargis

Participant's City: Tracy, Ca

| | Before Participation | After Participation |
|------------------------------|-----------------------------|----------------------------|
| Industry/Sector | None | Dental and Implants |
| Job Category | None | Dental Assistant |
| Hourly Wage or Salary | None | \$18.00 |

1. What were the goals of the participant when entering the program?

When Nargis entered the program, she lacked skills, training, and was unemployed. At the time, Nargis had no college education, having only graduated from high school, and she also had no prior work experience. She sought additional support from the WorkNet program to pursue training that would help her acquire the necessary skills to be marketable in the labor market, secure stable employment, and achieve self-sufficiency. Her goal was to become a dental assistant, and she demonstrated strong interest and eagerness to start and complete this program.

2. Describe how the AJCC center helped the participant achieve his/her goals. What programs did the participant use? How has this improved the lives of the participant and his/her family?

Nargis received assistance from AJCC case manager Diana Hernandez and was found eligible for the WIOA program. After completing the program's process and requirements, she took the initiative to research dental assisting programs by speaking with various training providers as well as current and former students.

Nargis was accepted into a training program and successfully enrolled in a dental assisting course. She completed the training program and had earned her certificate of completion as a Dental Assistant.

With the support of her AJCC case manager and job developer, who provided job leads and referrals, Nargis secured full-time as a Dental Assistant at Parkway Dental and Implants, earning \$18.00 per hour.

3. Please include a quote from the Participant about his/her experience.

"I am deeply grateful for all the efforts and the support that I have received from my case manager Dian, and the WorkNet program. I'm truly glad to have had the chance to attend the training class, and I appreciate your support and encouragement along the way Diana."

INDIVIDUAL PARTICIPANT SUCCESS STORY

Participant Name: Thanh

Participant's City: Stockton

| | Before Participation | After Participation |
|------------------------------|--------------------------------------|-----------------------------------|
| Industry/Sector | Unemployed | Employed |
| Job Category | Cable Installer and Field Technician | Alegre Trucking Commercial Driver |
| Hourly Wage or Salary | \$30/hr | \$20-\$25/hour |

1. What were the goals of the participant when entering the program?

Thanh Han came to us in July of this year, driven by an urgent need to find employment. He initially appeared overwhelmed and hopeless, burdened by financial concerns after losing his long-term job as a cable installer. He shared that losing his well-paying job had been difficult, as he has mortgage payments, and a family to support.

2. Describe how the AJCC center helped the participant achieve his/her goals. What programs did the participant use? How has this improved the lives of the participant and his/her family?

The AJCC case manager Margarita Kansab had met with Thanh, and she had guided him to complete the requirements, and process for the WIOA program. Although Thanh was in urgent need of finding employment, he chose to pursue training that will provide him with more marketable skills to be able to secure a more stable, and long-term employment. As they reviewed his job history, discussed his interests, and evaluated his assessments, it became clear that he had the potential to excel as a Commercial Truck Driver. He decided to attend the truck driving training. With the support of his case manager, the training provider, and the WIOA funds, Thanh completed his training successfully, and obtained his Class A Commercial license.

3. Please include a quote from the Participant about his/her experience.

"Thank you so much Ms. Margarita, and the whole WorkNet program for your support, and for providing me the opportunity to establish a new career in truck driving, earned my Commercial Driver's license, and secured employment right away."

INFORMATION ITEM #3

SAN JOAQUIN COUNTY LABOR MARKET INFORMATION SNAPSHOT

DATE: December 18, 2024

INFORMATION ITEM: 3

TO: Workforce Development Board

FROM: Patricia Virgen, Executive Director

SUBJECT: SAN JOAQUIN COUNTY LABOR MARKET INFORMATION SNAPSHOT

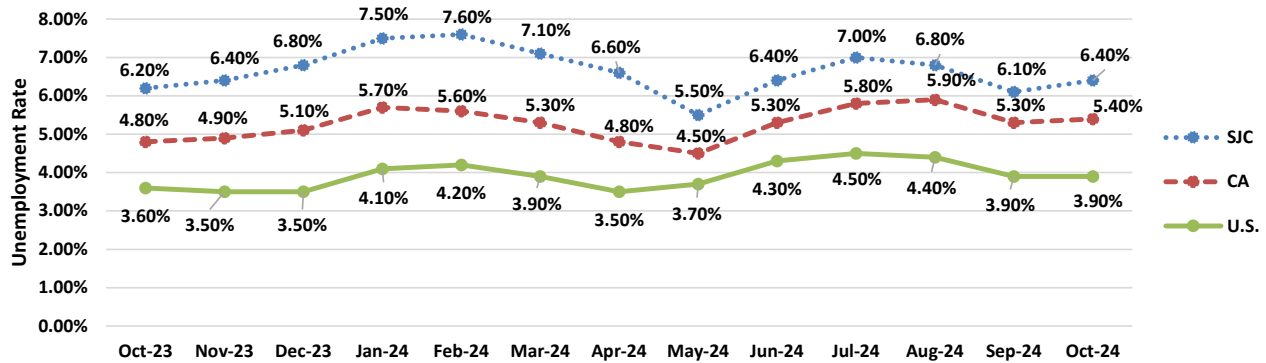
I. SUMMARY: The following is a summary of the information item.

Attached, you will find the San Joaquin County (SJC) labor market review. The Snapshot has been developed by Employment and Economic Development Department (EEDD) staff for the San Joaquin County Workforce Development Board to combine four separate reports provided by the California Employment Development Department (EDD).

The first chart details the Unemployment Rate of San Joaquin County, California, and the United States for a one-year look-back period starting one month prior. The second chart details the Unemployment Rate of San Joaquin County down to the sub-county areas – cities and other Census Designated Places (CDPs). The third chart details San Joaquin County as part of the San Joaquin Valley and Associated Counties Regional Planning Unit (RPU). The RPU is comprised of all counties in the San Joaquin Valley and is one of 14 RPUs designated by the State. Page two of the SJC Snapshot details the Labor Force and Industrial Employment in San Joaquin County and provides data for three months prior and uses the benchmark from March 2022 as established by EDD.

Welcome to the San Joaquin County Labor Market Review. The snapshot provides a quick review of labor market information in San Joaquin County for the previous month, the most up-to-date information provided by the California Employment Development Department (EDD). The data and information is provided by the California EDD Labor Market Information Division (LMID). For more information please call (916) 262-2162 or visit the LMID website at <https://www.labormarketinfo.edd.ca.gov/>.

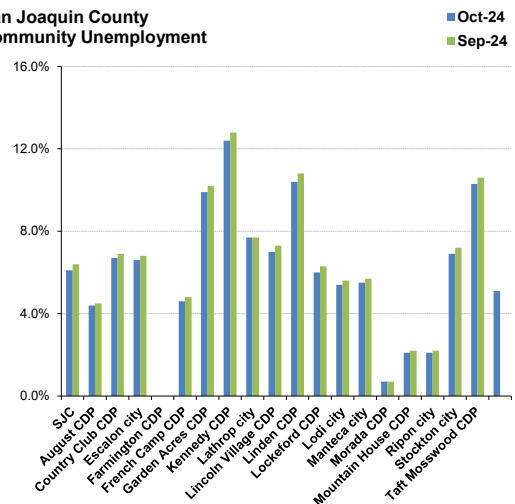
San Joaquin County, California, and the United States Unemployment Rates October 2023 to October 2024



Sub County average unemployment rates for the county, cities, and municipalities.

| Area Name | Labor Force | Employment | Unemployment | |
|---------------------|-------------|------------|--------------|-------|
| | | | Number | Rate |
| San Joaquin County | 355,300 | 332,700 | 22,700 | 6.4% |
| August CDP | 3,800 | 3,600 | 200 | 4.5% |
| Country Club CDP | 4,600 | 4,200 | 300 | 6.9% |
| Escalon city | 3,500 | 3,300 | 200 | 6.8% |
| Farmington CDP | 100 | 100 | 0 | 0.0% |
| French Camp CDP | 1,100 | 1,000 | 100 | 4.8% |
| Garden Acres CDP | 4,800 | 4,300 | 500 | 10.2% |
| Kennedy CDP | 1,100 | 900 | 100 | 12.8% |
| Lathrop city | 10,900 | 10,100 | 800 | 7.7% |
| Lincoln Village CDP | 1,400 | 1,300 | 100 | 7.3% |
| Linden CDP | 900 | 800 | 100 | 10.8% |
| Lockeford CDP | 1,900 | 1,800 | 100 | 6.3% |
| Lodi city | 32,300 | 30,500 | 1,800 | 5.6% |
| Manteca city | 41,800 | 39,500 | 2,400 | 5.7% |
| Morada CDP | 1,700 | 1,700 | 0 | 0.7% |
| Mountain House CDP | 10,500 | 10,300 | 200 | 2.2% |
| Ripon city | 8,200 | 8,000 | 200 | 2.2% |
| Stockton city | 139,500 | 129,500 | 10,000 | 7.2% |
| Taft Mosswood CDP | 600 | 500 | 100 | 10.6% |
| Tracy city | 48,600 | 46,100 | 2,500 | 5.2% |

San Joaquin County
Community Unemployment

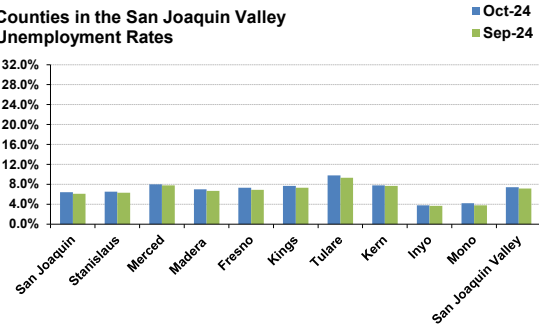


*CDP - Census Designated Place

Counties in the San Joaquin Valley Quick Look

| County | Rank | Labor Force | Employed | Unemployed | Rate |
|--------------------|------|-------------|-----------|------------|------|
| San Joaquin | 46 | 355,300 | 332,700 | 22,700 | 6.4% |
| Stanislaus | 47 | 249,200 | 232,900 | 16,300 | 6.5% |
| Merced | 55 | 121,900 | 112,100 | 9,700 | 8.0% |
| Madera | 51 | 65,500 | 60,900 | 4,600 | 7.0% |
| Fresno | 52 | 457,600 | 424,200 | 33,500 | 7.3% |
| Kings | 53 | 59,200 | 54,600 | 4,500 | 7.7% |
| Tulare | 57 | 212,300 | 191,600 | 20,700 | 9.8% |
| Kern | 54 | 399,000 | 367,800 | 31,200 | 7.8% |
| Inyo | 3 | 8,540 | 8,220 | 320 | 3.8% |
| Mono | 11 | 9,100 | 8,720 | 380 | 4.2% |
| San Joaquin Valley | | 1,937,640 | 1,793,740 | 143,900 | 7.4% |

Counties in the San Joaquin Valley
Unemployment Rates



San Joaquin County is part of the San Joaquin Valley and Associated Counties Regional Planning Unit (RPU) comprised of all counties in the San Joaquin Valley. Above is a comparison of all counties in the RPU. This WIOA Title I-financially assisted program or activity is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

SJC LMI Snapshot

Oct 2024
 March 2022 Benchmark

| Labor Force and Industrial Employment | Oct 23 | Aug 24 | Sep 24 | Oct 24 | Percent Change | |
|---|---------|---------|---------|---------|----------------|---------|
| <i>*Data not seasonally adjusted</i> | | | Revised | Prelim | Month | Year |
| Civilian Labor Force (1) | 351,500 | 358,900 | 357,300 | 355,300 | -0.6% | 1.1% |
| Civilian Employment | 329,100 | 334,600 | 335,300 | 332,700 | -0.8% | 1.1% |
| Civilian Unemployment | 22,400 | 24,300 | 22,000 | 22,700 | 3.2% | 1.3% |
| Civilian Unemployment Rate | 6.4% | 6.8% | 6.2% | 6.4% | | |
| (CA Unemployment Rate) | 5.0% | 5.9% | 5.3% | 5.4% | | |
| (U.S. Unemployment Rate) | 3.6% | 4.4% | 3.9% | 3.9% | | |
| Total Wage and Salary (2) | 296,200 | 304,200 | 304,000 | 305,200 | 0.4% | 3.0% |
| Total Farm | 15,300 | 14,800 | 13,800 | 13,400 | -2.9% | -12.4% |
| Total Nonfarm | 280,900 | 289,400 | 290,200 | 291,800 | 0.6% | 3.9% |
| Total Private | 236,700 | 237,300 | 237,000 | 238,500 | 0.6% | 0.8% |
| Goods Producing | 38,700 | 38,000 | 37,800 | 37,400 | -1.1% | -3.4% |
| Mining, Logging and Construction | 14,400 | 14,300 | 14,100 | 14,100 | 0.0% | -2.1% |
| Mining and Logging | 0 | 0 | 0 | 0 | #DIV/0! | #DIV/0! |
| Construction | 14,400 | 14,300 | 14,100 | 14,100 | 0.0% | -2.1% |
| Specialty Trade Contractors | 10,000 | 9,800 | 9,600 | 9,700 | 1.0% | -3.0% |
| Manufacturing | 24,300 | 23,700 | 23,700 | 23,300 | -1.7% | -4.1% |
| Durable Goods | 11,500 | 11,000 | 11,000 | 11,000 | 0.0% | -4.3% |
| Non-Durable Goods | 12,800 | 12,700 | 12,700 | 12,300 | -3.1% | -3.9% |
| Food Manufacturing | 6,800 | 6,800 | 6,800 | 6,600 | -2.9% | -2.9% |
| Service-Providing | 242,200 | 251,400 | 252,400 | 254,400 | 0.8% | 5.0% |
| Private Service Providing | 198,000 | 199,300 | 199,200 | 201,100 | 1.0% | 1.6% |
| Trade, Transportation, and Utilities | 86,800 | 86,600 | 86,800 | 87,900 | 1.3% | 1.3% |
| Wholesale Trade | 12,600 | 12,400 | 12,500 | 12,400 | -0.8% | -1.6% |
| Retail Trade | 27,600 | 27,300 | 27,200 | 27,600 | 1.5% | 0.0% |
| General Merchandise Retailers | 7,100 | 6,900 | 7,000 | 7,100 | 1.4% | 0.0% |
| Department Stores | 1,500 | 1,300 | 1,400 | 1,400 | 0.0% | -6.7% |
| Clothing, Clothing Accessories, Shoe, and Jewelry | 1,900 | 1,800 | 1,800 | 1,900 | 5.6% | 0.0% |
| Transportation, Warehousing, and Utilities | 46,600 | 46,900 | 47,100 | 47,900 | 1.7% | 2.8% |
| Transportation and Warehousing | 44,800 | 44,900 | 44,900 | 45,700 | 1.8% | 2.0% |
| Truck Transportation | 8,800 | 9,000 | 9,000 | 9,100 | 1.1% | 3.4% |
| Warehousing and Storage | 28,000 | 27,500 | 27,500 | 28,100 | 2.2% | 0.4% |
| Information | 1,000 | 1,000 | 1,000 | 1,000 | 0.0% | 0.0% |
| Financial Activities | 8,000 | 8,000 | 8,000 | 8,100 | 1.3% | 1.3% |
| Finance and Insurance | 4,200 | 4,200 | 4,200 | 4,200 | 0.0% | 0.0% |
| Credit Intermediation and Related Activities | 1,500 | 1,500 | 1,500 | 1,500 | 0.0% | 0.0% |
| Professional and Business Services | 24,900 | 24,400 | 24,200 | 24,500 | 1.2% | -1.6% |
| Administrative and Support and Waste and Remediation Services | 16,500 | 16,200 | 16,200 | 16,400 | 1.2% | -0.6% |
| Private Education and Health Services | 44,000 | 45,500 | 45,600 | 46,000 | 0.9% | 4.5% |
| Private Educational Services | 4,900 | 4,500 | 4,800 | 5,000 | 4.2% | 2.0% |
| Health Care and Social Assistance | 39,100 | 41,000 | 40,800 | 41,000 | 0.5% | 4.9% |
| Leisure and Hospitality | 24,900 | 25,500 | 25,300 | 25,400 | 0.4% | 2.0% |
| Arts, Entertainment, and Recreation | 2,700 | 2,800 | 2,800 | 2,800 | 0.0% | 3.7% |
| Accommodation and Food Services | 22,200 | 22,700 | 22,500 | 22,600 | 0.4% | 1.8% |
| Food Services and Drinking Places | 20,200 | 20,600 | 20,400 | 20,400 | 0.0% | 1.0% |
| Other Services | 8,400 | 8,300 | 8,300 | 8,200 | -1.2% | -2.4% |
| Government | 44,200 | 52,100 | 53,200 | 53,300 | 0.2% | 20.6% |
| Federal Government | 3,000 | 3,000 | 3,100 | 3,100 | 0.0% | 3.3% |
| Federal Government excluding Department of Defense | 1,800 | 1,800 | 1,900 | 1,900 | 0.0% | 5.6% |
| Department of Defense | 1,200 | 1,200 | 1,200 | 1,200 | 0.0% | 0.0% |
| Total State and Local Government | 41,200 | 49,100 | 50,100 | 50,200 | 0.2% | 21.8% |
| State Government | 5,000 | 5,200 | 5,200 | 5,200 | 0.0% | 4.0% |
| Local Government | 36,200 | 43,900 | 44,900 | 45,000 | 0.2% | 24.3% |
| Local Government Educational Services | 23,000 | 29,800 | 30,800 | 30,900 | 0.3% | 34.3% |
| Local Government excluding Education | 13,200 | 14,100 | 14,100 | 14,100 | 0.0% | 6.8% |
| County Government | 7,800 | 8,300 | 8,400 | 8,400 | 0.0% | 7.7% |
| City Government | 3,600 | 4,000 | 3,900 | 3,900 | 0.0% | 8.3% |
| Special Districts plus Tribes | 1,800 | 1,800 | 1,800 | 1,800 | 0.0% | 0.0% |
| 0 | 0 | 0 | 0 | 0 | #DIV/0! | #DIV/0! |

(1) Civilian labor force data are by place of residence; include self-employed individuals, unpaid family workers, household domestic workers, & workers on strike. Data may not add due to rounding. The unemployment rate is calculated using unrounded data.

(2) Industry employment is by place of work; excludes self-employed individuals, unpaid family workers, household domestic workers, & workers on strike. Data may not add due to rounding.

INFORMATION ITEM #4

AMERICA'S JOB CENTER OF CALIFORNIA (AJCC) CERTIFICATION CONTINUOUS IMPROVEMENT PLAN

DATE: December 18, 2024 INFORMATION ITEM: 4

TO: Workforce Development Board

FROM: Patricia Virgen, Executive Director

SUBJECT: AMERICA'S JOB CENTER OF CALIFORNIA (AJCC) CERTIFICATION
CONTINUOUS IMPROVEMENT PLAN

I. SUMMARY: The following is a summary of the information item.

1. AJCC Certification Continuous Improvement Plan

The Workforce Development Board (WDB) approved consultant David Shinder's evaluation results of San Joaquin County's America's Job Center of California (AJCC) locations on October 23, 2024. As part of this certification process, the attached Continuous Improvement Plan was developed in compliance with the requirements of the federal Workforce Innovation and Opportunity Act (WIOA) and the policies set forth by the California Employment Development Department (EDD) and the California Workforce Development Board (CWDB). This plan outlines key strategies to enhance the effectiveness and accessibility of AJCC services, ensuring alignment with federal and state workforce development priorities.

San Joaquin County Workforce Development Board

America's Job Centers of California (AJCC)

Stockton WorkNet Center (Comprehensive AJCC)

Delta College WorkNet Center (Affiliate AJCC)

Manteca WorkNet Center (Affiliate AJCC)

Tracy WorkNet Center (Affiliate AJCC)

Consolidated Continuous Improvement Plan

2025 – 2027

This Continuous Improvement Plan was developed as part of the San Joaquin County Workforce Development Board's (WDB) process to certify its comprehensive and affiliate America's Job Centers of California (AJCC) in accordance with requirements of the federal Workforce Innovation and Opportunity Act (WIOA) and policies of the California Employment Development Department (EDD) and the California Workforce Development Board (CWDB).

I. AJCC Certification Process

Regulations promulgated pursuant to WIOA by the U.S. Department of Labor (DOL) state that:

Local WDBs must assess at least once every 3 years the effectiveness, physical and programmatic accessibility, and continuous improvement of one-stop centers and the one-stop delivery systems using the criteria and procedures developed by the State WDB.

The WIOA regulations outline three key requirements for AJCC certification: 1) effectiveness of the AJCC; 2) physical and programmatic accessibility for individuals with disabilities; and 3) continuous improvement. California's certification process is centered on these key requirements and sets a statewide standard for service delivery that ensures all customers consistently receive high-quality services.

State criteria for AJCC certification is communicated in Directive WSD23-05, which was published by EDD and CWDB on January 26, 2024. The directive provides guidance and establishes procedures for certification of comprehensive and affiliate/specialized AJCCs.

CWDB developed objective criteria and procedures under a two part process for local boards to use when certifying their AJCCs, including a "Baseline Certification" and an "AJCC Certification Indicator Assessment."

Baseline AJCC Certification is intended to ensure that every comprehensive, specialized, and affiliate AJCC is in compliance with key WIOA statutory and regulatory requirements.

The AJCC Certification Indicator Assessment addresses seven “indicators” to measure continuous improvement for all AJCCs. These indicators are summarized under Section VI of this plan (below), along with continuous improvement goals for achieving improvements pertaining to each indicator.

San Joaquin County WDB engaged a neutral thirty-party to conduct an independent evaluation of its four WorkNet centers (i.e., the AJCCs). The evaluation addressed Baseline and Indicator Assessment criteria and identified both strengths and opportunities for improvement.

II. Opportunities for Continuous Improvement

The AJCC certification process identified services, approaches, strategies, and tasks that could benefit from further assessment and, as appropriate, actions to improve, enhance, or expand them. The opportunities for improvement are presented as recommendations within the AJCC Certification Indicator Assessment. AJCC leadership has agreed that these recommendations should be adopted as 2025 through 2027 goals within this Continuous Improvement Plan.

III. Oversight of the Plan and Attainment of Improvement Goals

San Joaquin County WDB's Executive Director has primary responsibility for oversight of the plan and actions taken to address the improvement goals summarized in section VI below. The Executive Director will work with WorkNet management and workforce system partners to assign individuals and groups responsible for actions on each goal. The status of Continuous Improvement Plan goals will be reviewed no less than quarterly by AJCC leadership and applicable partners.

IV. Target Dates and Recording Implementation of Improvement Strategies

The target dates expressed in connection with each goal indicate the month and year by which the goal will be fully achieved of improvement strategies, as applicable, will be implemented. As plan goals are met and improvements are implemented, assigned individuals will be responsible for recording in writing the actions taken and results achieved. WorkNet management will compile and retain this documentation, which may be used to inform future plans and the next AJCC certification evaluation process.

Given changes to the economy, labor market conditions, and workforce system priorities that are likely to occur over the nearly three-year period covered by this

plan, target dates may be adjusted. Such changes must be approved by the San Joaquin County WDB Executive Director.

V. On-Going Focus on Improvement of Systems, Services, and Performance

While the continuous improvement goals incorporated in this plan were drawn from recommendations made as the result of the 2024 AJCC Certification evaluation, they were informed by a wide variety of information and resources discussed and reviewed during the certification process, including, but not limited to, San Joaquin County WDB's Program Year 2021-24 Local Plan, the Memorandum of Understanding developed by the system partners, and many policies, procedures and processes.

Continuous improvement strategies and on-going availability of data may suggest the need for additional improvements. Therefore, AJCC leadership may add to or expand on the goals that currently make up this plan.

VI. Continuous Improvement Goals

Based on recommendations expressed in the 2024 AJCC Certification Indicator Assessment for the for WorkNet centers, the following continuous improvement goals have been adopted.

INDICATOR 1: The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

No goals have been established in connection with this Certification Indicator.

INDICATOR 2: The AJCC actively supports the one-stop system through effective partnerships.

2.a Strengthen, Increase, and Expand Cross Training Among System Partners and Local Stakeholders

While the WorkNet partners have effectively resumed partner cross training that was interrupted during the pandemic, opportunities exist to improve cross training activities, by ensuring that content is updated no less than annually and that information is recorded in a format that makes it easily accessible after the initial presentation. In addition, WorkNet leadership should consider opportunities to expand the number and types of agencies providing cross training beyond the system partners to local organizations and stakeholders providing programs and services that benefit WorkNet customers (e.g., housing, healthcare, transition services for the re-entry population).

Target Date: December 2025

2.b Use the Results of Partner Surveys to Guide Improvement Strategies

With the adoption of a structured survey for securing feedback from workforce development system partners comes many opportunities for change and improvement. Such improvement may address AJCC processes and services, or may directly affect how the partners work together. Recognizing and reviewing areas where partners have made recommendations could be a standing item on quarterly partnership meeting agendas

Target Date: December 2025

2.c Build Messaging and Create Materials that Promote the Workforce System in San Joaquin County

While WorkNet promotes partners on its website and in print materials, and partners do likewise with WorkNet, WorkNet should consider ways in which it can provide clear, simple messaging to customers about the services available through the local workforce system such as training, information on careers, financial assistance, and referrals to jobs.

Target Date: June 2025

INDICATOR 3: The AJCC provides integrated, customer-centered services.

3.a Re-Implement and Expand Customer-Centered Design Training

With WorkNet's status as an early implementer of customer-centered design strategies among California's workforce agencies, the organization's leaders understand the impact that this approach has on service content and quality. As there have been staffing changes at WorkNet and partner agencies, reviving training on this important topic would ensure that customer-centered design remains at the forefront of strategies used to develop and support workforce development services in San Joaquin County.

Target Date: March 2025

INDICATOR 4: The AJCC is an on-ramp for skill development and the attainment of industry-recognized credentials that meet the needs of targeted regional sectors and pathways.

4.a Identify Opportunities to Design and Implement a Structured Labor Market Information Training Program for All Staff

To strengthen knowledge of the labor market among direct services staff, leadership should procure or develop a training program addressing basic economics; local labor market information and how to use it in service planning; the region's target industries; regional and local sector strategies; career pathways and industry-specific training programs; and quality jobs. This training would support staff's ability to effectively support job seekers in making decisions about training and preparation for jobs and careers.

Target Date: March 2025

4.b Track and Annually Broadcast Credentials Produced by San Joaquin County WDB Programs

As the State Unified Strategic Workforce Development Plan, the San Joaquin Valley and Associated Counties Regional Plan, and the San Joaquin County Workforce Development Board's Local Plan all emphasize the importance of training in building a skilled workforce, WorkNet leaders should track training outcomes produced by and credentials attained as a result of its programs, and consider the benefits of publishing this information as a tool to inform business and the community of the WDB's role in building a skilled workforce.

Target Date: April 2025

INDICATOR 5: The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.

5.a Identify Opportunities to Design and Implement a Structured Labor Market Information Training Program for All Staff

To strengthen knowledge of the labor market among direct services staff, leadership should procure or develop a training program addressing basic economics; local labor market information and how to use it in service planning; the region's target industries; regional and local sector strategies; career pathways and industry-specific training programs; and quality jobs. This training would support staff's ability to effectively support job seekers in making decisions about training and preparation for jobs and careers.

This recommendation is repeated from Certification Indicator 4.

Target Date: March 2025

5.b Lead the Workforce Development Board in the Development of a Local Definition of Job Quality

Workforce leadership should examine how developing or adopting a definition of job quality may benefit the AJCC and its customers by creating a common understanding of opportunities that are targeted by the local workforce system. With the increasing focus by federal and state workforce program administrators on job quality, adopting a local definition would enable San Joaquin County WDB to establish performance targets for metrics it identifies in connection with the definition.

Target Date: June 2025

5.c Expand the Use of Business Surveys

As WorkNet provides a variety of services to business customers ranging from those that represent a single service (e.g., participation in a WorkNet-sponsored job fair, a rapid response orientation) to others that represent a series of services provided over sustained periods (e.g., on-the-job training programs), capturing feedback on these services is critical to assessing their value. WorkNet should develop and implement one or more survey instruments to secure feedback from business customers on the content and quality of every type of service they receive.

Target Date: June 2025

INDICATOR 6: The AJCC has high-quality, well-informed, and cross-trained staff.

6.a Identify Opportunities to Design and Implement a Structured Labor Market Information Training Program for All Staff

To strengthen knowledge of the labor market among direct services staff, leadership should procure or develop a training program addressing basic economics; local labor market information and how to use it in service planning; the region's target industries; regional and local sector strategies; career pathways and industry-specific training programs; and quality jobs. This training would support staff's ability to effectively support job seekers in making decisions about training and preparation for jobs and careers.

The recommendation is repeated from Certification Indicators 4 and 5.

Target Date: March 2025

6.b Re-Implement and Expand Customer-Centered Design Training

With WorkNet's status as an early implementer of customer-centered design strategies among California's workforce agencies, the organization's leaders understand the impact that this approach has on service content

and quality. As there have been staffing changes at WorkNet and partner agencies, reviving training on this important topic would ensure that customer-centered design remains at the forefront of strategies used to develop and support workforce development services in San Joaquin County.

The recommendation is repeated from Certification Indicator 3

Target Date: March 2025

6.c Revive Training Approaches Associated with “WorkNet University”

While training is still regularly provided to WorkNet staff, reviving the structure and content of WorkNet University would promote a higher level of staff knowledge across a wide array of topics.

Target Date: September 2025

INDICATOR 7: The AJCC achieves business results through data-driven continuous improvement.

7.a Adopt a Structured Process for Transforming Customer Feedback into Quality Improvement

While it is clear that WorkNet reviews input from customers and responds to such input by making changes, leadership should consider adopting a continuous quality improvement model, such the Plan-Do-Check-Act (PDCA) cycle, for this purpose.

Target Date: September 2025

DIRECTOR'S REPORT

BOARD MEMBER QUESTIONS AND COMMENTS