

MLJT Board of Directors

Amador Co: Supervisor Lynn Morgan
Mariposa Co: Supervisor Marshall Long
Tuolumne Co: Supervisor Randy Hanvelt
Calaveras Co: Supervisor Chris Wright
MLWIB Chair: Rosetta Bannwarth

**MOTHER LODE JOB TRAINING
BOARD OF DIRECTORS**



Meeting Agenda

**Monday, July 18, 2016
(10:00 a.m. – 12:00 p.m.)
Mother Lode Job Training**

197 Mono Way, Suite B, Sonora CA 95370

Questions: (209) 533-3396 – Jeff Dickason

CALL TO ORDER AND ROLL CALL

PUBLIC COMMENT

The Mother Lode Job Training Board of Directors welcomes public comments. A member of the public may comment on agenda items or any item that is within the subject matter jurisdiction of the Board, even though subject matter may not be on the agenda. The Chair will limit the time allocated to each individual public speaker to no more than five (5) minutes.

ACTION ITEMS

- A1:** Acceptance of the April 18, 2016 meeting minutes
- A2:** Mother Lode Workforce Board membership updates
- A3:** WIOA planning and implementation benchmarks
- A4:** MOU Update/Approval
- A5:** Authority to Negotiate and Enter into Leases
- A6:** PY2016-17 Budget Update and Grant and Contract Approvals
- A7:** Policy Updates and Approvals
- A8:** Executive Director Recruitment
- A9:** Executive Director's report

INFORMATION ITEMS

- I1:** 2016 Meeting Calendar

NEXT MEETING: Monday, October 17, 2016 from 10:00 a.m. to 12:00 p.m.

ADJOURN

MATERIALS SUPPORTING ACTION ITEMS

A1: Acceptance of the April 18, 2016 ML BOD meeting minutes.

MLJT Board of Directors

Amador Co: Supervisor Lynn Morgan
Mariposa Co: Supervisor Marshall Long
Tuolumne Co: Supervisor Randy Hanvelt
Calaveras Co: Supervisor Chris Wright
MLWIB: Chair Rosetta Bannwarth

MOTHER LODE JOB TRAINING BOARD OF DIRECTORS



Meeting Minutes

Monday, April 18, 2016

(10:00 a.m. – 12:00 p.m.)

Mother Lode Job Training

197 Mono Way, Suite B, Sonora CA 95370

CALL TO ORDER AND ROLL CALL

R. Hanvelt called the meeting to order at 10:15 a.m. V. Long completed roll call and a quorum was determined to be present.

Board Members Attending	Others Present
Amador County: Lynn Morgan	Jeff Dickason, Executive Director
Tuolumne County: Randy Hanvelt	Vicki Long, Tuolumne Manager
Calaveras County: Chris Wright	Mark Eiserer, HR/Program Analyst
Mariposa County: Marshall Long	
ML WIB Chair: Rosetta Bannwarth	

PUBLIC COMMENT

The Mother Lode Job Training Board of Directors welcomes public comments. A member of the public may comment on agenda items or any item that is within the subject matter jurisdiction of the Board, even though subject matter may not be on the agenda. The Chair will limit the time allocated to each individual public speaker to no more than five (5) minutes.

R. Hanvelt asked for public comment and there was none.

A1: Acceptance of January 25, 2016 MLBOD meeting minutes.

Action: A motion to accept the minutes of the Mother Lode Board of Directors was made by M Long with a second by C Wright. Motion carried (5-0-0).

A2: MLWIB Membership

LEO Agreement: *"The Board shall appoint members to the WIB in accordance with Section 117 of the [Workforce Investment] Act."*

Consideration of approving WIB membership changes including:

M1: Resignations Ben Saldana
M2: Appointments Trish Magdaleno
M3: Extensions None

Action: A motion to accept changes to the membership of the Mother Lode Workforce Board was made by C Wright with a second by M Long. Motion carried (5-0-0).

A3: Acceptance of the Annual Single Audit by MWS LLP (Morse Wittwer Sampson)

Action: Motion by M Long to accept the annual single audit as presented with a second by R Bannwarth. Motion carried (5-0-0).

A4: WIOA Planning and Implementation Benchmarks

J Dickason presented a WIOA planning and implementation time line and benchmarks based on the latest information and direction from the state of California Workforce Investment Board and Employment Development Department. J Dickason reviewed the time line and when each item would be required to be in place.

Action: Members discussed time lines, priorities and transition, and accepted the report by consensus.

A5: Executive Director Recruitment

J Dickason presented a time line and plan for the recruitment of a new Executive Director. Members discussed and agreed on the plan and a desire to hire sufficiently early that there will be overlap with the current Executive Director to provide for an orientation to the agency and local area and to allow the current Executive Director to use accumulated leave leading into his planned retirement date.

Action: Members accepted the recruitment plan, time lines and transition plan by consensus.

A6: Adjustment to the PY2015-16 Budget

J Dickason presented an adjustment to the PY2015-16 budget to reconcile resources to those that were received during the course of the year and to provide associated adjustments to requirements. Members discussed and agreed to the proposed changes

Action: Motion by M Long with a second by L Morgan to accept the budget adjustment as presented. Motion passed (5-0-0).

A7: Adoption of a preliminary PY2016-17 Budget

J Dickason presented a preliminary PY2016-17 budget explaining that anticipated resources are based on projections and that all is not yet known regarding grant and contract awards, and noting that as per the agency's tradition and budget adjustment would be sought later in the program year to reconcile projections with actual. Members discussed and agreed to the proposed preliminary budget.

Action: Motion by C Wright with a second by M Long to accept the budget as presented. Motion passed (5-0-0).

A8: Authorization for the Executive Director to finalize negotiations and enter into a lease for space in Calaveras County.

J Dickason presented information regarding existing and projected lease costs at the current service delivery location and projected costs for alternate locations and asked for authorization to move forward with lease negotiations and to finalize a lease. Members discussed lease costs, locations and preferences. C Wright noted a desire to have the service center remain in San Andreas and the need to consider costs in making the final decision of where to locate.

Action: Motion by L Morgan with a second by C Wright to authorize the Executive Director to finalize lease negotiations and to enter into a lease in Calaveras County. Motion passed (5-0-0).

A9: Executive Director's Report

J Dickason provided a report on activities of the Executive Director and the Agency, and discussed accomplishments and challenges of the organization, WIOA transition and fielded questions from members

Action: Members accepted the report by consensus.

INFORMATION ITEMS

I1: 2016 Meeting Calendar:

J Dickason presented the 2016 meeting calendar to members.

NEXT MEETING

Members were reminded that the next meeting of the Board is scheduled for Monday, July 18, 2016 from 10:00 a.m. to 12:00 p.m.

ADJOURN

R Hanvelt thanked members for their time and attention, and adjourned the meeting at 12:00 p.m.

A2: Mother Lode Workforce Investment Board Membership

Action: Consideration Mother Lode Workforce Board membership changes conforming to WIOA requirements or additional actions related to Workforce Board membership sought by members of the Board.

M1: Resignations None
M2: Appointment None
M3: Extensions None
M4: Status Changes None

**Mother Lode Workforce Investment Board Membership
Effective April 18, 2016**

Total Seated*: 17 (*Members fill multiple requirements) Have 17 / Need 0	Total Business: 9 Percent: 56% Have 9 / Need 0	Workforce : 4 Percent: 25% Have 4 / Need 0	Mandated Partners*: Meets Have 5 / Need 0
--	--	--	--

WIOA Membership Sec. 107(b)(2)	Name	Company/Organization	
Business Representation (Majority)			9
Hospitality	Rosetta Bannwarth	Banny's Restaurant and Catering	1
Hospitality/Tourism	Michelle Watkins	Black Oak Casino	2
Hospitality/Tourism	Trish Magdaleno	Chicken Ranch Casino	3
Technology/Communications	Tim Hildabrand	HSTAR, Inc.	4
Technology/Communications	Ben Hulet	Mother Lode Internet	5
Technology/Communications	Frank Leschinsky	Volcano Telephone	6
Technology/Energy	Sue Westgate	MRL Industries	7
Construction/Retail Trade	Mark Borchin	The Glass Doctor	8
Health/Medical	Tyler Newton	Sonora Regional Medical Center	9
Workforce Representation (20%)			4
Labor	Debra Rockwood	UNITE-HERE! Local 19	10
Labor	Bill Petrone	Service Employees International Union 1021	11
Labor	James Wood	Laborers Local 1130	12
Youth Education & Employment	Margie Bulkin	Tuolumne Superintendent of Schools	13
Education (2 Required)			2
Higher Education	Klaus Tenbergen	Columbia College	14
Adult Education	Klaus Tenbergen	Columbia College	*
Economic Development (1 Required)			1
Economic Development	Larry Cope	Central Sierra Economic Development District & Tuolumne Economic Development Authority	15
One-Stop Partners (2 Required)			2
Title III Wagner-Peyser	Mary Ruiz	Employment Development Department	16
Title IV Vocational Rehabilitation	Mahalia Gotico	Vocational Rehabilitation Department	17
Optional Partners (Ex-Officio)			
Title I WIOA Programs	Jeff Dickason	Mother Lode Job Training	0
TANF/Welfare-to-Work	Rebecca Espino	Tuolumne County Department of Social Services	0
CBO - HUD/CSGB	Shelly Hance	Amador-Tuolumne Community Action Agency	0
Title V Older Americans	Rebecca Mendibles	SER Jobs for Progress National, Inc.	0
Native American Programs	Velma Whitebear	California Indian Manpower Consortium	0

In June 2016 staff of the California Workforce Development Board reviewed, accepted and provided verbal notification that that the Mother Lode Workforce Board meets state of California and WIOA membership, configuration and certification requirements.

Staff contact: Mark Eiserer, HR/Program Analyst, (209)533-3396 / Eiserer@MLJT.Org

A3: WIOA Planning and Implementation Benchmarks

Action: At the discretion of the Board.

Discussion:

USDOL and EDD have been working diligently to release WIOA related guidance. As this guidance is released, staff is reviewing and working to incorporate the new requirements into our internal guidance, policies and processes. CWIB and EDD leadership have provided insight into the implementation time lines that are being adopted by the state. These timelines continue to evolve as implementation continues. Updates to critical benchmarks for our current purposes include:

ITEM	LEAD	STATUS	DUE	COMPLETE
Initial Local Area Designation	BOD	Complete	Mar 2015	Mar 2015
Final Local Area Designation - Update Joint Powers Agreement for WIOA - Update BOD By-Laws for WIOA	BOD BOD BOD	Complete Complete	Mar 2016	Jan 2016
Regional Area Designation	BOD	Complete	Mar 2015	Mar 2015
Local Board Recertification	BOD	Complete	Mar 2016	Jan 2016
- Update WIB/LEO Agreement for WIOA - Update WIB By-Laws for WIOA	BOD/WIB WIB	In Process In Process	Jan 2017 Jan 2017	<i>* role for One-Stop Operator not defined / awaiting final regulations</i>
Memorandum of Understanding among One-Stop partners, WSD 15-12 dated January 20, 2016	WIB	In Process	Jun 2016	
Procure WIOA One-Stop Operator - Authorize staff to develop RFQ/RFP - Approve RFQ/RFP - Run Procurement - Evaluate Applications - Select Provider - Approve Provider/Address Appeals - Transition program (as necessary)	WIB WIB TCEDA WIB WIB BOD WIB	In Process Complete Aug 2016 Sep 2016 Oct 2016 Nov 2016 Jan 2017 Jan-Jun 2017	*Jul 2017	<i>*Need to define role of One-Stop Operator / final regulations</i>
Procure WIOA Youth Services	WIB	Complete	Jul 2015	May 2015
WIOA Policy Guidance - Youth expenditure requirement - 75% (Budget) - Youth Work-Based Learning set-a-side (Budget) - Youth Program Elements (Youth Provider RFP) - Priority of Service Provisions - Selective Service Registration - Transitional Jobs - Incumbent Worker Training - On-the-Job Training - Work Experience	BOD/WIB BOD/WIB BOD/WIB WIB WIB WIB WIB WIB WIB WIB	Complete Complete Complete Complete Complete Complete Complete Complete Complete Complete	Jul 2015 Jul 2015 Jul 2015 Feb 2016 Feb 2016 Feb 2016 Feb 2016 Feb 2016 Feb 2016 Feb 2016	May 2015 May 2015 May 2015 Feb 2016 Feb 2016 Feb 2016 Feb 2016 Feb 2016 Feb 2016 Feb 2016
Re-Negotiate Performance for WIOA	WIB	Complete	Feb 2016	Feb 2016
Accounting & Fiscal Management	MLJT	Complete	Jul 2015	Jul 2015
MLJT Re-Organization for WIOA - Separation of WIB from Service Provider - Update position descriptions for WIOA - Update salary classifications - Update Personnel Policies	BOD/WIB BOD BOD BOD	In Process In Process In Process	*Jul 2017	<i>*Action is dependent upon Final Regs from USDOL</i>
Staff Training	MLJT	Complete /Ongoing	Jul 2015	On-going
Local Area and Regional Strategic Plan	WIB	In discussion	Mar 2017	

Staff contact: Jeff Dickason, (209)533-3396 / JDickason@MLJT.Org

A4: MOU Update/Approval

Action: First Reading of Memorandum of Understanding among American Job Center of California One-Stop Partners

Discussion:

Over the past few months the partners in the local workforce area of the Mother Lode Consortia (Amador, Calaveras, Mariposa and Tuolumne counties) have met together as a group and by individual counties to engage in discussion of how they will work together to support and address the intent and the requirements of the Workforce Innovation and Opportunity Act (WIOA), including the related Employment Development Department Directive WSD 15-12 Memorandum of Understanding and the State of California HHS All County Letter 16-51 WIOA Mandatory Partnership Requirements for California Work Opportunity and Responsibility to Kids (CalWORKS) with American Job Centers of California. The result of this work is the attached draft Memorandum of Understanding (MOU), pages 22– 42 of this agenda packet.

This draft of the MOU has been distributed to partners for final comment. Any comments received by June 23, 2016 will be incorporated into a final draft which will be provided to County Counsel for review. Once this review is complete, the draft approved for signature by County Counsel will be provided to the Board of Directors for review and signature and subsequently to the Mother Lode Workforce Board for its review and signature. Partner signatures will then be collected.

Projected time line for completion of the MOU:

- June 17 Draft MOU release to partners for comment
- June 23 Comments from partners due
- June 27 Final draft of MOU provided to County Counsel for review
- July 18 Mother Lode Board of Directors first reading of MOU
- August 18 Mother Lode Workforce Board approval of MOU
- August 19 Collection of partner signatures begins
Submission of draft MOU to state pending full approval
- October 17 Mother Lode Board of Directors approval of MOU
- October 18 Submission of completed MOU to state

Staff contact: Mark Eiserer, HR/Program Analyst, (209)533-3396 / Eiserer@MLJT.Org

A5: Authorize the Executive Director to finalize negotiations and enter into Leases

- Action:**
1. Authorize the Executive Director to finalize negotiations and enter into a lease with Calaveras County for office and one-stop center resource room space in the County Health & Human Services Building in San Andreas CA.
 2. Authorize the Executive Director to finalize negotiations and extend the current lease with Mariposa County for office and one-stop center resource room space in the County Human Services Center Building in Mariposa CA.

Discussion:

Calaveras County Health & Human Services (HHS) has indicated that space may be available in the county HHS building. This location is publicly visible, includes bus service, and provides sufficient space for an American Job Center of California (AJCC). The cost of this space is under negotiation. We are currently paying \$43,318 per year in San Andreas.

MOTHER LODE JOB TRAINING Facilities Analysis Worksheet			
---	--	--	--

Location and contact information			
Location:	509 E St. Charles St., San Andreas CA 95249	Email:	RCarter@co.calaveras.ca.us
Contact:	Robin Carter	Phone:	(209)754-6452

Suitability measures		Degree Present (5 is nearly perfect)				
		5	4	3	2	1
1	ADA compliant	X				
2	Resource Room – approx. 1000 sq. feet			X		
3	Restrooms easily accessible	X				
4	1 or 2 small offices		X			
5	Storage space for office supplies, participant files, etc.					X
6	Open floor plan providing for staff visibility and line of sight			X		
7	Adequate parking (15-25 parking spaces - for staff and clients)	X				
8	Well-kept professional appearing facility	X				
9	Conference/training room – approx 280 sq. feet	X				
10	Break room			X		
11	Visible to public	X				
12	Conveniently located to partner organizations	X				
13	Conveniently located to community resources	X				
14	Conveniently located to other amenities (shopping, etc)	X				
15	Space requires little modification to meet criteria			X		
16	Staff impression and ranking of space suitability		X			
Score		66				

Notes: This location is in the Calaveras County HHS building co-located with social service programs. The location has good visibility. This space will require the one-time purchase of modular furniture and cubicles for staff. Staff will have access on a scheduled basis to a large conference room.

Cost measures		Square ft:	~1,000
		Monthly	Annual
1	Costs for space		
2	Costs for proportionate share of common area space		
3	Costs for property taxes (Net 1)		
4	Costs of required insurances (Net 2)		
5	Estimated costs for space and common area maintenance (Net3)		
6	Amortized modifications and other costs unique to the site		
Total Costs			

Mariposa County Human Services has indicated that space may continue to be available in the county Human Services Center building located at 5362 Lemee Lane, Mariposa CA 95338. This location is publicly visible, co-located with social service partners, and provides sufficient space for an American Job Center of California (AJCC). The cost of this space is under negotiation. We are currently paying \$27,180 per year in Mariposa including space, utilities, communications and facility maintenance, and are seeking to reduce the amount of square feet under lease.

Staff contact: Jeff Dickason (209)533-3396 / JDickason@MLJT.Org

A6: PY2016-17 Budget Update and Grant and Contract Approvals

Action: Acceptance of new grant and contract funds and authorization to the Executive Director to budget and expend funds in accordance with WIOA, grant and contract limitations and requirements.

Discussion:

Following the April meeting of the Mother Lode Board of Directors the state of California Workforce Development Board released a series of grant solicitations. Mother Lode Job Training responded to five of these solicitations and was awarded the following grants:

1. Customer Centered Design **\$ 14,311**

This optional formula grant provides funding for WIOA customer centered design providing an opportunity for staff to engage with USDOL funded technical assistance contractors to work through a structured process supporting program improvements based on direct customer feedback and best program practices.

\$13,311	Staff support for customer centered design processes
<u>1,000</u>	Travel and materials related to processes
\$14,311	Total Award

2. WIOA Regional Planning, Implementation and Training - **\$ 68,576**

This formula grant provides funding for WIOA implementation, regional planning, and staff training and capacity building for AJCC partners. The following grant expenditures were planned and approved for these funds:

\$48,576	WIOA Implementation, Regional Planning, Training Coordination
20,000	Contract training for AJCC and partner staff including MLJT
<u>5,000</u>	Travel related to regional planning and training delivery
\$68,576	Total Award

2. WIOA Accelerator 3.0 Projects - **\$150,000**

This competitive grant provides funding for WIOA Accelerator Projects that are intended to have a direct positive impact on employment and economic health of local and regional areas and communities. In partnership with Columbia College and the Center for Water Resource Management (located in the Tuolumne Innovation Lab), Mother Lode Job Training submitted a proposal requesting resources to conduct outreach to the various water districts and facilities employers located in the four county area so that these employers can be surveyed and their employment needs addressed through the development of a trained pipeline of workers produced by the Columbia College Water Management and certification program and training offering through the Center for Water Resource Management. To increase career awareness, Mother Lode Job Training will use WIOA formula funds establish work experience opportunities for students that are entering Water Management fields of study, and the awarded grant funds to encourage connections between education programs and our local employers. Employer

engagement will be further supported by using grant funds for on-the-job training for students graduating from the Columbia College program. The following grant expenditures were planned and approved for these funds:

\$ 53,812	Costs related to employer outreach and worksite development
<u>96,188</u>	On-the-Job Training
\$150,000	Total Award

A second competitive grant to further expand this project to connect to K-12 schools and career pathways was not funded.

3. WIOA Regional Implementation & Innovation Grants - **\$217,719**

This competitive grant provides funding for regional WIOA implementation and innovative practices. In partnership with Health-Lit-Now, a 501(C)(3) operating out of the Tuolumne County Innovation Lab, Mother Lode Job Training submitted an application for funding to expand career education and health literacy programs from the Tuolumne County pilot to Calaveras County. This grant will support a series of Health Care Career Awareness and Health Literacy workshops that will be delivered by Health-Lit-Now staff in partnership with Mother Lode Job Training and Calaveras and Tuolumne County Schools. The following grant expenditures were planned and approved for these funds:

\$ 38,156	Costs related to grant coordination and service delivery
<u>179,023</u>	Contract for Workshop Materials, scheduling & delivery
\$217,179	Total Award

In addition to these grant funds, Mother Lode Job Training also received notification of award for our formula WIOA Adult, Dislocated Worker, Youth, Rapid Response and Layoff Aversion funding. We have been informed that Mariposa Department of Human Services and Tuolumne Health & Human Services will renew contracts at prior year levels, and that the Forest Service is asking to renew funding for Summer of Success.

<u>Funding Type</u>	<u>Budget</u>	<u>Award</u>	<u>Variance</u>	<u>Status</u>
Adult	479,044	461,804	(17,240)	Actual
Dislocated Worker	467,820	426,299	(41,521)	Actual
Youth	410,948	394,015	(16,933)	Actual
Rapid Response	254,130	509,260	255,130	Actual
Layoff Aversion	70,230	143,963	73,733	Actual
Mariposa DHS (Assess)	30,000	30,000	0	Actual
Mariposa DHS (SEP)	154,000	154,000	0	Actual
Tuolumne SSD (SEP)	100,000	100,000	0	Estimate
Forest Service (SOS)	18,000	23,000	5,000	Estimate
WIOA Customer Ctr D.	0	14,311	14,311	Actual
WIOA Regional Planning	0	68,576	68,576	Actual
WIOA Accelerator 3.0	0	150,000	150,000	Actual
WIOA Regional Imp.	0	217,179	217,179	Actual

These funds will be budgeted to address the intent and requirements of the funding type. A budget adjustment to incorporate these funds will be prepared once the actual amounts of carry-in funding are known which is pending the completion of the financial close-out of the PY2015-16 program year.

Staff contact: Jeff Dickason (209)533-3396 / JDickason@MLJT.Org

.

A7: Policy Updates and Approvals

Action: Provide authority to the Executive Director, in consultation with County Counsel, to establish interim policy and procedure supporting contracts, contract monitoring, corrective action and appeals.

Mother Lode Job Training staff is working on updating current policy and establishing new policy to support WIOA program implementation. Included are:

Policy	Description	Status
Youth Eligibility: 5% Window for Over-Income Youth	Establishes policy and procedure for use of the 5% participation window for over income youth.	Under WIA the Workforce Board elected not to use the 5% eligibility window for youth. This policy will be revisited at the August meeting of the Workforce Board and brought to the Board of Directors in October.
Youth Eligibility: Serious Barriers to Employment	Establishes the list of barriers which the Workforce Board considers serious and which therefore merit WIOA program eligibility.	This list was established under WIA and is in need of review and updating for WIOA. This policy will be revisited at the August meeting of the Workforce Board and brought to the Board of Directors in October.
Dislocated Worker Eligibility: Local Commuting Distance.	Establishes criteria used to determine whether a job location is within the local commuting distance for use in determining Dislocated Worker program eligibility.	This policy will be new for WIOA and will be brought to the Workforce Board in August and the Board of Directors in October.
WIOA procurement and contracting policy and procedures	Establishes policy and procedure related to procurement and contracts for services including monitoring, corrective action and appeals for service contracts issued by the Mother Lode Workforce Board for WIOA and related funds.	Under WIA the Workforce Board did not contract for services, and Mother Lode Job Training was the designated One-Stop Operator and Youth Services Provider. Under WIOA the Workforce Board is required to contract for the One-Stop Operator and Youth Services Provider. We hope to have a draft of this policy for the July meeting. The policy will be new for WIOA and after review by County Counsel will be brought to the Workforce Board in August and the Board of Directors in October.

A8: Executive Director Recruitment

Action: Approve and provide direction to staff supporting the recruitment of a new Executive Director.

Discussion:

The current Executive Director notified the Mother Lode Job Training Board of Directors of his intent to retire in December 2016. At their April meeting the Mother Lode Job Training Board of Directors (MLJT BOD) approved recruitment materials and time lines, and provided direction to staff supporting the recruitment of a new Executive Director.

The recruitment was posted on May 1, 2016 and was initially scheduled to close on June 16, 2016. The recruitment was widely advertised in the San Francisco Chronicle, Sacramento Bee, Modesto Journal, Union Democrat, and on Career Building, CalJOBS and other electronic media. A review of applications on June 16th showed a low response, and the recruitment was extended and reposted for an additional two weeks.

Based on Board action at their April 2016 meeting and action to extend the recruitment, the time line was modified, as follows:

- a. May 1 Post Job Announcement
- b. June 30 Extended posting based on low initial response
- c. July 5 Applicant packets to Screening Panel
- d. July 8 Screening Panel returns rankings
- e. July 11 Screening Panel coordinates to select for interviews
- f. July 25-29 Screening Panel conducts initial interviews
- g. August 1-5 Reference checks on finalist
- h. August 8-12 ML BOD conducts final interviews (job offer)
- i. August 15-19 Job offer accepted/finalized
- j. September On-Board new staff

MLJT staff is in process of establishing a screening and interview panel supporting the initial review of applicant materials and selection of candidates for the first round of interviews supporting the identification of finalists to be referred to the Mother Lode Board of Directors for consideration. A number of invitations to participate remain unconfirmed; however at the point in time when this agenda packet was put together the membership in the panel includes the following Workforce Board members and partners:

- Angela Fairchild, President, Columbia College
- Michelle Watkins, Human Resource Manager, Black Oak Casino & Resort
- Mary Ruiz, Regional Manager, Employment Development Department
- Shelly Hance, Executive Director, Amador-Tuolumne Comm. Action Agency

A9: Executive Director's Report

Action: Accept Executive Director's report and provide appropriate direction.

1. Status Report - EDD Monitoring

Nothing new to report.

Monitoring by the Employment Development Department was completed March 14-17, 2016 with a focus on Fiscal, Procurement and Administrative Systems and internal controls. The monitoring resulted in no findings. EDD monitoring staff reviewed implementation timelines provided encouragement to continue the transition between WIA and WIOA.

EDD Monitoring	Status
PY14-15 Fiscal Monitoring	No Findings – Completed March 14-17, 2016

2. Fiscal Management/Annual Audit

Nothing new to report.

3. Human Resources/Personnel

Mother Lode Job Training hired a new Assistant One-Stop Manager. We are very pleased to announce that Amy Torres accepted the position. Amy has been a Career Counselor with Mother Lode Job Training for about five years and brings a wealth of knowledge, skills, abilities and community relationships to the position.

MLJT is now recruiting for a new Career Counselor I to backfill for promoted staff.

Mother Lode Job Training is reviewing the PY2016-17 budget to determine whether we have sufficient resources to extend AJCC One-Stop Center hours to Friday. If so, we would be able to extend community services to a Monday – Friday from 8:00 a.m. to 4:30 p.m. schedule.

4. Mother Lode Job Training Service Level and Expenditure Report

Attached.



PY2015-16 SERVICE LEVEL & EXPENDITURE REPORT for Program Year 2015-16

Better Skills – Better Jobs – Better Economy

SERVICE LEVELS

Performance against service level goals for the program year, period July 1, 2015 to May 31, 2016 is as follows:

CUSTOMER TRAFFIC Career Center	PY13/14		PY14/15		PY15/16 (for Period: July 1 to March 31)				
	Unique Customers	Total Visits	Unique Customers	Total Visits	Unique Customers	Total Visits	Return Rate	Ave. Visits / Month	Ave. Visits / Day
Amador	705	1,875	531	1,419	445	1,377	3.1	138	9
Calaveras	578	1,919	452	1,410	402	1,069	2.7	107	7
Mariposa	553	1,802	490	1,948	301	962	3.2	96	6
Tuolumne	1,582	4,643	1,382	4,198	1,000	2,854	2.9	285	19
Total	3,418	10,239	2,855	8,975	2,090	6,266	3.0	627	41
Prior Year (same time period)					2,359	6,911	2.9	768	50

Between August 1, 2015 and March 31, 2016 the unique unduplicated customer count was 2,090 (data for July isn't available). Total customer visits were 6,266. This is an average customer return rate of 3.0 visits per customer, and breaks down into 627 customer visits each month or 41 customers each business day. The 2,090 unique customer visits represent about 89% of distinct customers served through an equivalent period last year. Please note that the system and tracking methodology used to compile the PY2015-16 customer counts is different than used in prior years and the numbers are not directly comparable.

MLJT transitioned to the state's CalJOBS system in July while maintaining our local system to maintain access to our client records and history. At this point in the transition we are still waiting for state staff and the contractor, Geographic Solutions Inc., to validate system reports to assure accuracy and consistency.

WIOA ENROLLMENTS

SERVICE LEVELS (counts may not be unique)	ACTUAL PY12/13	ACTUAL PY13/14	ACTUAL PY14/15	GOAL PY15/16	ACTUAL (3/31/16)	PERCENT GOAL
Adult	123	173	137	148	194	131%
- Training	38	70	50	60	54	90%
Dislocated Worker	164	132	88	105	105	100%
- Training	75	72	47	61	41	67%
JD NEG	-	-	18	36	31	91%
- Training / Work-Based	-	-	5	9	17	189%
Youth	49	63	69	59	52	88%
- In-School	34	40	39	8	9	113%
- Out-of-School	15	23	30	51	43	84%

As part of the annual planning and budgeting process Mother Lode Job Training in consultation with Mother Lode Workforce Investment Board and Board of Directors establishes service level targets. These are reflected in the table, above.

Participants carried in from the previous year included 57 Adults, 37 Dislocated Workers and 26 Youth. With the addition of new enrollments, a total of 192 participants are currently enrolled into the Adult program, 105 participants into the Dislocated Worker program and 52 participants into the Youth program. All together there are 328 unique individuals enrolled into WIOA services.

TRAINING ENGAGEMENT

Center	PY13/14 Actual	PY14/15 Actual	PY15/16 Plan	PY15-16 Actual	(%) Plan
ACC	20	11	30	12	40%
CCC	23	37	29	26	90%
MCC	14	11	20	16	80%
TCC	49	50	42	33	79%
Total	106	109	121	87	72%

For PY2015-16 the budget for the MLWIB Scholarship program is \$296,967. Based on available training resources for the Adult, Dislocated Worker and JD NEG programs, a goal of 121 training slots was established.

Included within total are funds for on-the-job training (OJT). Between July and May 31st a total of 87 scholarships were funded including the continuation of 20 scholarships from the previous year for a total of \$347,456. Scholarships funded in PY2015-16 include:

Field of Study	Paid	Obligated	Total	ACC	CCC	MCC	TCC	Total
Accounting / Bookkeeping	6,433		6,433	1	0	0	0	1
Admin. Assistant/MS Office (OJT)	10,891	5,164	16,055	1	0	0	1	2
Alcohol & Drug Counseling	5,325		5,325	1	2	0	0	3
Bus Driver	3,500		3,500	0	0	1	0	1
Child Development	160		160	0	1	0	0	1
Certified Nursing Assistant		1,500	1,500	0	1	0	0	1
Dental Assistant	7,681		7,681	0	0	1	0	1
Emergency Medical Technician	1,100		1,100	0	0	0	1	1
Firefighter	798		798	0	1	0	0	1
GED Preparation	66	20	86	0	0	0	4	4
General Study	1,562		1,562	0	2	0	0	2
Glazier (OJT)	398	9,628	10,025	1	1	0	0	2
Heavy Equipment Operator		9,890	9,890	0	0	0	1	1
Human Resources	20,280		20,280	0	0	3	0	3
Industrial Maintenance Technician	9,945		9,945	0	0	0	1	1
Line Cook (OJT)	8,075		8,075	0	0	0	2	2
Lineman	10,000		10,000	0	1	0	0	1
Logistics Manager	4,978		4,978	0	1	0	0	1
Machinist (OJT)	1,402		1,402	0	0	0	1	1
Marketing	4,835		4,835	0	0	1	0	1
Massage Therapist	6,463		6,463	0	2	0	0	2
Medical Office Assistant	8,997		8,997	0	1	0	5	6
Medical Assistant (OJT)	1,796		1,796	0	1	0	0	1
Certified Medical Assistant	16,367		16,367	1	0	1	3	5
Nurse	2,502		2,502	0	2	0	0	2
Office Manager (OJT)	989		989	0	0	0	1	1
Paralegal		6,995	6,995	0	1	0	0	1
PC Support Specialist	5,508		5,508	1	0	0	0	1

Phlebotomy	27,929	465	28,394	1	2	1	7	11
POST Academy (Law Enforcement)	879		879	0	1	0	1	2
Project Manager	7,295	0	7,295	0	0	1	0	1
<i>Project Manager (OJT)</i>	<i>14,160</i>		<i>14,160</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>1</i>	<i>1</i>
Truck Driver/Tractor Trailer Operator	87,792	0	87,792	3	3	7	3	16
Vet Assistant	0	2,245	2,245	0	1	0	0	1
Wastewater Treatment	912	0	912	0	1	0	0	1
Web Design & Programing	7,033		7,033	1	0	0	0	1
Welder	25,500	0	25,500	1	1	0	1	3
TOTALS	311,549	35,907	347,456	12	26	16	33	87
2014-15 Program Year Total	271,083	41,893	312,976	10	35	11	46	102
2013-14 Program Year Total			297,269	20	21	14	44	99

WORK-BASED LEARNING

FUNDING	ACC	CCC	MCC	TCC	TOTAL
WIOA Youth	1	5	5	6	17
WIOA Adult (OJT)		3		4	7
WIOA DW (OJT)	2			5	7
JD NEG	1			4	5
Cal-Works			9	10	19
US Forest Service				5	5
TOTAL	4	8	14	34	60

Mother Lode Job Training works with employers to develop work-based learning opportunities supporting the development of job and work readiness skills of participants placed into these positions. Work experience and on-the-job training may be funded using WIOA,

JD NEG or Cal-Works contract funds, based on the eligibilities of the participant. In general, each opportunity is 30 to 40 hours per week with the duration based on the needs of the participant and availability of the employer. Each opportunity includes an individualized work and training plan detailing the skills and competencies to be learned. Following the work-based learning opportunity, every effort is made to transition the participant into employment with the host employer or to place the participant into other unsubsidized work.

BUSINESS SERVICES

PY15-16 (Jul-Feb)	Employers Contacted	Employers Added to VOS	Jobs Posted to VOS	OJT
ACC	200	4	24	1
CCC	189	12	102	2
MCC	78	6	21	0
TCC	276	16	79	10
TOTAL	743	38	226	13
PY14-15	587	123	643	7
PY13-14	482	138	381	14

Outreach and expanding services for employers is a staff priority. Metrics were created for PY13/14 to measure staff engagement related to this work. Metrics include the numbers of employers contacted and offered services, new employers added to the CalJOBS labor exchange system, new jobs posted, and On-the-Job Training

contracts written with employers. For PY2015-16, through the end of March, 743 employers have been contacted, 38 new employers added to VOS and 226 jobs posted, and 13 OJT contracts were written. No incumbent worker training contracts have been funded.

EXPENDITURE (July 1, 2015 to May 31, 2016)

In the first nine months of the program year, July thru May, a total of \$1,799,189 was expended against a budget of \$2,154,600. The represents an expenditure of 84% of budgeted funds in 92% of the budget year. The expenditure rates of the individual funds vary based on staff time recorded and allocated and direct costs charged to each fund. The shortfall is largely due to budgeted but unfilled staff positions over the past few months. We are working to establish additional youth work experience over the summer months. EDD has issued a Directive waiving expenditure requirements and allowing all local workforce areas to carry-over all unspent funds into the next program year.

MOTHER LODE JOB WIOA EXPENDITURE	ACTUAL PY12/13	ACTUAL PY13/14	ACTUAL PY14/15	BUDGET PY15/16	ACTUAL 5/31/2016	PERCENT BUDGET
Adult Program	480,490	494,923	524,053	491,952	386,386	79%
Dislocated Worker Program	547,127	618,649	505,601	462,322	425,960	92%
Rapid Response	327,439	398,316	309,697	254,130	206,494	81%
Layoff Aversion / Gov-25%	385,452	-	-	70,230	42,851	61%
NEG – PY14-15	26,349	-	41,170	63,999	74,732	117%
Youth Program	413,595	517,759	397,498	456,152	416,704	91%
- In-School Youth	218,418	278,176	191,578	91,230	87,951	96%
- Out-of-School Youth	195,177	239,583	205,920	364,922	328,753	90%
Cal-WORKS Mariposa	26,020	26,345	26,255	184,783	91,915	50%
Cal-WORKS Tuolumne	17,327	97,932	71,028	100,000	86,964	87%
HHS Amador		1,824				
CMCAA Calaveras	50,624	-				
CDBG Calaveras	137,956	26,515	100,000	59,532	57,988	97%
CDBG Mariposa		52,913	39,084			
US Forest Service	26,556	4,594	6,213	11,500	9,195	80%
TOTAL	2,562,156	2,239,770	2,020,599	2,154,600	1,799,189	84%

The new Workforce Innovation and Opportunity Act and state of California directives include specific benchmarks for expenditure of certain funds, as follows:

1. Administrative expense is capped at 10% for all funds;
2. At least 75% of youth program funds must be expended on out-of-school youth;
3. At least 20% of youth program funds must be expended on work-based learning;
4. Up to 10% of adult and dislocated worker program funds may be expended on Transitional Employment Opportunities (work experience).
5. Up to 20% of adult program funds may be expended on incumbent worker training.
6. At least 25% of Adult and Dislocated Worker program funds must be expended on training.

CUSTOMER SATISFACTION

Each quarter a random survey of customers is completed by each Career Center. The cumulative survey, below, shows a high level of satisfaction with services among the customers surveyed. Job search assistance continues to be the primary reason provided by customers coming into the Career Centers although significant numbers of customers do take advantage of other services. The primary age group served is 55 and up, and 70% of customers returned for additional services. The overall customer satisfaction rating across all questions is 93% with the same percentage that would recommend the service to others.

PY201-16 (July 1, 2015 to March 31, 2016)		On a Satisfaction Scale of 10 to 1 with 10 being very satisfied.										
Customer Satisfaction - Survey Quarters 1 - 4		Satisfied					Dis-satisfied					Overall
No. of Responses: 214		10	9	8	7	6	5	4	3	2	1	
How satisfied were you with services?		140	36	17	14	2	3	1	0	0	1	93%
To what extent did services meet your expectations?		128	29	19	18	9	7	1	3	0	0	90%
How well do services compare with an ideal set of services?		126	31	28	17	3	6	2	1	0	0	91%
How likely would you be to recommend services to others?		144	34	15	11	3	5	2	0	0	0	93%
Career Center was easily accessible and staff welcoming?		161	21	15	9	5	3	0	0	0	0	95%
Staff members were knowledgeable and helpful?		175	24	7	3	3	2	0	0	0	0	97%
Services needed were provided in a timely manner?		155	33	11	10	3	2	0	0	0	0	95%
OVERALL SATISFACTION: (100% Possible with all questions equally weighted)											93%	

Type of Assistance:		
Job Search	160	75%
Cal JOBS	109	51%
Resume Development	77	36%
Office Equipment Support	67	31%
Telephones	26	12%
Resource Information	54	25%
Other:	15	7%
	3	1%

Age:		
14-17	4	3%
18-21	30	25%
22-54	25	20%
55 & Up	63	16%
Total	122	100%
Visit:		
First	32	20%
Repeat Customer	23	70%

INFORMATION ITEMS:

I1: 2016 Meeting Calendar



2016 Board Meetings

197 Mono Way, Suite B
 Sonora, CA 95370
 Phone: (209) 533-3396
 Fax: (209) 533-1079

MLJT Board of Directors Meetings

Workforce Investment Board Meetings

January						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

April						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

July						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

October						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

February						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29					

May						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

August						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

November						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

March						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

June						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

September						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

December						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

If you require reasonable accommodation in order to participate in any of these meetings please contact Vicki Long, 72 hours in advance, at **(209)588-1150**

DRAFT - Memorandum of Understanding - DRAFT

**Mother Lode Workforce Development Board
American Job Centers of California Partners**

Preamble/Purpose of MOU

The Workforce Innovation and Opportunity Act (WIOA) requires that a MOU be developed and executed between the Mother Lode Workforce Development Board (MLWDB) and the America's Job Center of CaliforniaSM (AJCC) partners to establish an agreement concerning the operations of the AJCC delivery system. 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 AJCC system will serve the following four counties: Amador, Calaveras, Mariposa and Tuolumne.

California's one-stop delivery system, the AJCC, is a locally-driven system which develops partnerships and provides programs and services to achieve three main policy objectives established by the California Workforce Development Strategic Plan, which includes the following:

- Foster demand-driven skills attainment
- Enable upward mobility for all Californians
- Align, coordinate, and integrate programs and services

These objectives will be accomplished by ensuring access to high-quality AJCCs that provide the full range of services available in the community for all customers seeking the following:

- Looking to find a job.
- Building basic educational or occupational skills.
- Earning a postsecondary certificate or degree.
- Obtaining guidance on how to make career choices.
- Seeking to identify and hire skilled workers.

Local/Regional Vision Statement, Mission Statement, and Goals

Vision Statement

Through partnerships create a thriving business community with quality jobs, skills, wages and life-long learning.

Mission Statement

To bring together workforce development, educational, economic development and other employment services in a seamless customer-focused delivery network that enhances access to program services and improves long-term employment outcomes. As AJCC partners, we are committed to administering our independently funded programs as a set of integrated streamlined services to job seekers and employers, by:

- Helping businesses find skilled workers and access other support services, including education and training, for their current workforce.
- Providing an array of employment and business services and connecting customers to work-related training and education.
- Continuing to align investments in workforce, education and economic development to regional in-demand jobs.

- Reinforcing partnerships and strategies to provide job seekers and workers with high-quality career services, education and training, and supportive services needed to get good jobs and stay employed.

Parties to the MOU

This MOU is entered into between MLWIB and the AJCC Partners named below, with agreement of the Chief Local Elected Official, The Chair of the MLWIB and Tuolumne County Supervisor, hereafter, CLEO.

Required partners include local/regional representatives of the following programs:

- WIOA Title I Adult, Dislocated Worker, and Youth
- WIOA Title II Adult Education and Literacy
- WIOA Title III Wagner-Peyser
- WIOA Title IV Vocational Rehabilitation
- Carl Perkins Career Technical Education
- Title V Older Americans Act
- Native American Programs (Section 166)
- Migrant Seasonal Farmworkers (Section 167)
- Veterans
- Trade Adjustment Assistance Act
- Housing & Urban Development
- Unemployment Compensation
- Temporary Assistance for Needy Families/CalWORKs

Agency / Organization	Program/Revenue Source
Mother Lode Workforce Investment Board	WIOA Title I Adult, Dislocated Worker, and Youth
Employment Development Department	Wagner-Peyser Title III, Trade Adjustment Assistance Act, Unemployment Compensation, Veterans
Department of Vocational Rehabilitation	Title IV Rehabilitation
Amador-Tuolumne Community Action Agency	HUD Employment & Training
California Indian Manpower Consortium, Native American Programs	Native American Programs
Tuolumne County Department of Social Services	CalWORKs, TANF
Amador County Department of Social Services	CalWORKs, TANF
Calaveras County Health & Human Services Agency	CalWORKs, TANF
Mariposa County Human Services	CalWORKs, TANF
SER Jobs for Progress National, Inc.	Title V Older Americans
Columbia College	WIOA Title II Adult Education and Literacy, Carl Perkins Career Technical Education
California Human Development	Migrant Seasonal Farmworkers

One-Stop System, Services

The local area consists of four AJCC's. One comprehensive AJCC is located in Tuolumne County and three affiliate AJCC's are located in Amador, Calaveras and Mariposa Counties.

AJCC's services as required by WIOA and to be provided by the AJCC Partners to this MOU are outlined in Attachment A, AJCC System Services.

Responsibility of AJCC Partners

The AJCC Partners agree to the responsibilities outline below.

- The AJCC partner agrees to participate in joint planning, plan development, and modification of activities to accomplish the following:
 - Continuous partnership building.
 - Continuous planning in response to state and federal requirements.
 - Responsiveness to local and economic conditions, including employer needs.
 - Adherence to common data collection and reporting needs.
- Make the service(s) identified in Attachment A, AJCC System Services, available to customers through the one-stop delivery system.
- Participate in the operation of the AJCC, consistent with the terms of the MOU and requirements of authorized laws.
- Participate in capacity building and staff development activities in order to ensure that all partners and staff are adequately cross-trained.

Funding of Services and Operating Costs

AJCC Partners agree to negotiate and implement a cost sharing plan by December 31, 2017 which will include:

- All AJCC Partners to this MOU agree to share in the operating costs of the AJCC system, either in cash or through in-kind services. The cost of services, operating cost, and infrastructure costs of the system will be funded by all AJCC partners through a separately negotiated cost sharing agreement based on an agreed upon formula or plan.
- AJCC Partners will ensure that the shared costs are supported by accurate data, the shared costs are consistently applied over time, and the methodology used in determining the shared costs are reflected in a separate Cost Sharing Agreement that will be attached to this MOU.

Methods for Referring Customers

Each Partner agrees to mutually implement processes for the referral and connection of customers to services not provided on-site as outlined in the AJCC System Services Referral Agreement, Attachment B.

The referral/connection process will:

- Ensure that intake and referral/connection processes are customer-centered and provided by staff trained in customer service.
- Ensure that general information regarding AJCC programs, services, activities and resources shall be made available to all customers as appropriate.
- Describe how customer referrals/connections are made electronically, through traditional correspondence, verbally or through other means determined in cooperation with Partners and operators.
- Describe how each AJCC Partner will provide access to other AJCC Partner staff and career services that can provide meaningful information or service, through the use of co-location, cross

training of AJCC staff, or real-time technology (two way communication and interaction with AJCC Partners which results in services needed by the customer).

Access for Individuals with Barriers to Employment

AJCC Partners are committed to providing priority of services to recipients of public assistance, other low income individuals or individuals who are basic skills deficient when providing individualized career services and training services with WIOA adult funds.

The AJCC will ensure access for all individuals that qualify as an “individual with a barrier to employment”. The term means, an individual, of one or more of the following populations:

- Displaced homemakers
- Low-income individuals
- Indians, Alaskan Natives, and Native Hawaiians, defined in section 166 in WIOA Law
- Individuals with disabilities, including youth
- Older individuals
- Ex-offenders
- Homeless individuals, defined in section 41403(6) in the Violence Against Women Act of 1994, or homeless children and youths, defined in section 725(2) of the McKinney-Vento Homeless Assistance Act
- Youth who are in or have aged out of foster care
- Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing cultural barriers
- Eligible migrant and seasonal farm workers
- Individuals within 2 years of exhausting lifetime eligibility under Part A of Title IV of the Social Security Act
- Single parents, including pregnant women
- Long-term unemployed individuals
- Such other groups as the Governor involved determines to have barriers to employment

AJCC Partners ensure their policies, procedures, programs, and services are in compliance with the *Americans with Disabilities Act of 1990* and its amendments, in order to provide equal access to all customers with disabilities.

Shared Technology and System Security

WIOA emphasizes technology as a critical tool for making all aspects of information exchange possible, including client tracking, common case management, reporting, and data collection. To support the use of these tools, each AJCC Partner agrees to the following:

- Comply with the applicable provisions of WIOA, Welfare and Institutions Code, California Education Code, Rehabilitation Act, and any other appropriate statutes or requirements.
- The principles of common reporting and shared information through electronic mechanisms, including shared technology.
- Commit to share information to the greatest extent allowable under their governing legislation and confidentiality requirements.
- Maintain all records of the AJCC customers or partners (e.g. applications, eligibility and referral records, or any other individual records related to services provided under this MOU) in the strictest confidence, and use them solely for purposes directly related to such services.
- Develop technological enhancements that allow interfaces of common information needs, as appropriate.
- Understand that system security provisions shall be agreed upon by all partners.

Confidentiality

The AJCC Partner agrees to comply with the provisions of WIOA as well as the applicable sections of the Welfare and Institutions Code, the California Education Code, the Rehabilitation Act, and any other appropriate statute or requirement to assure the following:

- All applications and individual records related to services provided under this MOU, including eligibility for services and enrollment and referral, shall be confidential and shall not be open to examination for any purpose not directly connected with the delivery of such services.
- No person will publish, disclose use, or permit, cause to be published, disclosed or used, any confidential information pertaining to AJCC applicants, participants, or customers overall unless a specific release is voluntarily signed by the participant or customer.
- The AJCC partner agrees to abide by the current confidentiality provisions of the respective statutes to which AJCC operators and other AJCC partners must adhere, and shall share information necessary for the administration of the program as allowed under law and regulation. The AJCC partner, therefore, agrees to share client information necessary for the provision of services such as assessment, universal intake, program or training referral, job development or placement activities, and other services as needed for employment or program support purposes.
- Client information shall be shared solely for the purpose of enrollment, referral or provision of services. In carrying out their respective responsibilities, each party shall respect and abide by the confidentiality policies of the other parties.

Non-Discrimination and Equal Opportunity

The AJCC partner shall not unlawfully discriminate, harass or allow harassment against any employee, applicant for employment or AJCC applicant due to gender, race, color, ancestry, religion, national origin, veteran status, physical disability, mental disability, medical condition(s), age, sexual orientation or marital status. The AJCC partner agrees to comply with the provisions of the Fair Employment and Housing Act (Government Code Section 12990) and related, applicable regulations.

The AJCC partner will assure compliance with the Americans with Disabilities Act of 1990 and its amendments, which prohibits discrimination on the basis of disability, as well as other applicable regulations and guidelines issued pursuant to the Americans with Disabilities Act.

Grievances and Complaints Procedure

The AJCC has established and will maintain a procedure for grievance and complaints as outlined in WIOA and described in Attachment C. The process for handling grievances and complaints is applicable to customers and partners. These procedures will allow the customer or entity filing the complaint to exhaust every administrative level in receiving a fair and complete hearing and resolution of their grievance. The partner further agrees to communicate openly and directly to resolve any problems or disputes related to the provision of services in a cooperative manner and at the lowest level of intervention possible.

AJCC Partners to this MOU who have established grievance and complaint processes pertinent solely to their own programs and funds will continue to use those processes when a complaint is being filed only with a Partner agency and not about the AJCC at large or to WIOA funded programs. AJCC Partners to this MOU will share information about how where and to whom to file complaints targeted for non-WIOA funded Partners of the AJCC.

American's with Disabilities Act and Amendments Compliance

The AJCC partner agrees to ensure that the policies and procedures as well as the programs and services provided at the AJCC are in compliance with the Americans with Disabilities Act and its amendments. Additionally, partners agree to fully comply with the provisions of WIOA, Title VII of the civil Rights act of 1964, the Age Decimation Act of 1975, and Title IX of the Education Amendments of 1972, 29 CRF Part 37 and all other regulations implementing the aforementioned laws.

Effective Dates and Term of MOU

This MOU shall be binding upon each party hereto upon execution by such party. The term of this MOU shall be three years, commencing on the date of execution by all parties, unless otherwise terminated by agreement of all the AJCC partners or superseded. The MOU will be reviewed not less than once every three years to identify any substantial changes that have occurred.

Modifications and Revisions

This MOU constitutes the entire agreement between the AJCC Partners and MLWDB and no oral understanding not incorporated herein shall be binding on any of the parties hereto. This MOU may be modified, altered, or revised, as necessary, by mutual consent of the parties, by the issuance of a written amendment, signed and dated by the parties.

Termination

The AJCC Partners understand that implementation of the AJCC system is dependent on the good faith effort of every partner to work together to improve services to the community. The AJCC Partners also agree that this is a project where different ways of working together and providing services are being tried. In the event that it becomes necessary for one or more parties to cease being a part of this this MOU, said entity shall notify the other parties, in writing, 30 days in advance of that intention.

Administrative and Operations Management Sections

License for Use

During the term of this MOU, all partners to this MOU shall have a license to use all of the space of the AJCCs for the sole purpose of conducting acceptable AJCC services as outlined herein.

Supervision/Day to Day Operations

The day-to-day supervision of staff assigned to the AJCCs will be the responsibility of the site supervisor(s). The original employer of staff assigned to the AJCCs will continue to set the priorities of its staff. Any change in work assignments or any problems at the worksite will be handled by the site supervisor(s) and the management of the original employer.

The office hours for the staff at the AJCCs will be established by the site supervisor(s) and the primary employer. All staff will comply with the holiday schedule of their primary employer and will provide a copy of their holiday schedule to the operator and host agency at the beginning of each fiscal year.

Disciplinary actions may result in removal of co-located staff from the AJCCs and each party will take appropriate action.

Each party shall be solely liable and responsible for providing to, or on behalf of, its employee(s), all legally-required employee benefits. In addition, each party shall be solely responsive and save all other parties harmless from all matters relating to payment of each party's employee(s), including compliance with social security withholding, workers' compensation, and all other regulations governing such matters.

Dispute Resolution

The parties agree to communicate openly and directly to resolve policy or practice disputes at the lowest level, starting with the site supervisor(s) and staff. If issues cannot be resolved at this level, they shall be referred to the management staff of the respective staff employer and the operator, for discussion and resolution.

Press Releases and Communications

All AJCC Partners shall have the option be included when communicating with the press, television, radio or any other form of media regarding its duties or performance under this MOU. Participation of each party in press/media presentations will be determined by each party's public relations policies. Unless otherwise directed by the other parties, in all communications, each party shall make specific reference to all other parties.

The parties agree to utilize the AJCC logo developed by the State of California and the Local Board on buildings identified for AJCC usage. This also includes letterhead, envelopes, business cards, any written correspondence and fax transmittals.

Hold Harmless/Indemnification/Liability

In accordance with provisions of Section 895.4 of the California Government Code, each party hereby agrees to indemnify, defend and hold harmless all other parties identified in this MOU from and against any and all claims, demands, damages and costs arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. In addition, except for Departments of the State of California which cannot provide for indemnification of court costs and attorney's fees under the indemnification policy of the State of California, all other parties to this MOU agree to indemnify, defend and hold harmless each other from and against all court costs and attorney's fees arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. It is understood and agreed that all indemnity provided herein shall survive the termination of this MOU.

SIGNATURE PAGE

Parties to this Memorandum of Understanding agree to all terms and conditions contained herein by signature on the line opposite each party's name, and represent that they are authorized to sign by their organization.

The Mother Lode Workforce Investment Board and America's Job Center of California Partner(s) hereby acknowledge understanding and acceptance of their respective responsibilities related to the Workforce Innovation and Opportunity Act and oversight of the one-stop system.

Rosetta Bannwarth, Chair _____ Date _____
Mother Lode Workforce Investment Board

Mary Ruiz _____ Date _____
Employment Development Department

Sylvia Garibay _____ Date _____
Employment Development Department
Unemployment Insurance

Araceli Holland _____ Date _____
Department of Vocational Rehabilitation

Shelly Hance _____ Date _____
Amador-Tuolumne Community Action Agency

Lorenda T. Sanchez _____ Date _____
Executive Director
California Indian Manpower Consortium

Ann Connolly _____ Date _____
Tuolumne County Department of Social Services

Chevon Kothari _____ Date _____
Mariposa County Human Services

John Lawless _____ Date _____
Calaveras Health & Human Services Agency

James Foley _____ Date _____
Amador County Health & Human Services Agency

Rebecca Mendibles _____ Date _____
SER - Jobs for Progress National, Inc.

Dr. Brian Sanders _____ Date _____
Columbia College

Paul Castro _____ Date _____
California Human Development

Mother Lode Job Training Governing Board hereby agrees to the foregoing Memorandum of Understanding between the Mother Lode Workforce Investment Board and the signatory parties.

Randy Hanvelt, Chair _____ Date _____
Mother Lode Board of Directors

ATTACHMENT A

AJCC SYSTEM SERVICES

JOB SEEKER		
<u>Basic Career Services</u>	<u>Description</u>	<u>Providing Partner</u>
Intake, Identification of Service Needs and Referrals	AJCC registration into CalJOBS and information and referrals to appropriate services based on indicated interest and service needs. Client referral from partner agency sites as indicated from determining client interest, request or need.	AJCC intake: MLJT Partner program intake: EDD, DSS, DOR, ATCAA, CIMC, CHD
Program eligibility determination	Collect data and verification documents to identify individuals who qualify for eligibility based services - WIOA, TANF, CalFresh	AJCC intake: MLJT Partner program intake: EDD, DSS, DOR, ATCAA, CIMC, CHD
Outreach, intake, and orientation to information available through the Job Center	An orientation workshop that provides an introduction to System services and basic information on how to conduct an effective job search. A required workshop for AJCC clients who want to use staff supportive service needs one-on-one.	WIOA Programs - MLJT Other Programs - DSS, DOR, ATCAA, CIMC, CHD
Initial assessment of skill levels, including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and support service needs	Provide clients with assessments proctored individually or in groups. Conduct interpretation to determine training and supportive service needs one-on-one.	WIOA Programs - MLJT Other Programs - DSS, EDD, DOR, ATCAA, CHD
Job Search and Placement Assistance	AJCC self-service computer-aided job search and job postings in resource room. Staff assisted job search; information regarding labor market and high-demand jobs; resume, cover letter, and interview assistance; work readiness workshops; career counseling; assistance with job placement.	WIOA Programs - MLJT Other Programs - DSS, EDD, DOR, ATCAA, CHD

Labor exchange services, including job search and placement assistance	Provide assistance with CalJobs to assist customer in Labor exchange/	AJCC intake: MLJT Partner program intake: EDD, DSS, DOR, CIMC, CHD
Referrals and coordination of activities with other programs and services	As indicated at intake, during case management or any other time of service - referral are made to partners or other supportive services agencies to ensure for optimal assistance and success of job seeker clients.	All One-Stop System operators, partners and associated local services. See Attachment B for referral process.
Workforce and labor market employment statistics information	provide national, state, or local area labor market information to assist for business expansion, relocation, or future hiring and training needs, or referred the employer to a labor market information consultant who prepared detailed occupational labor market information for them.	AJCC intake: MLJT Partner program intake: EDD, DSS, CIMC
Performance and program cost information on eligible providers of training services	Provide access to EDD ETPL list on CalJobs and inform customers of WDB Scholarships and other pathways to financial assistance	AJCC intake: MLJT Partner program intake: EDD, CIMC
Information supportive services or assistance and referrals to those services and assistance	Provide information and direction to supportive services that are necessary to enable the individual to participate in activities authorized under WIOA.	AJCC intake: MLJT Partner program intake: EDD, CIMC, ATCAA
Information and assistance regarding filing claims under UI programs	Provide assistance to AJCC customer as applicable	AJCC intake: MLJT Partner program intake: EDD, DSS, CHD
Financial aid assistance for training and education programs not provided under WIOA	Provide assistance to customers and referrals to partners that will be able to assist with Financial Aide. Provide FA workshops with partners at the AJCC	AJCC intake: MLJT Partner program intake: EDD, DSS, DOR, ATCAA

JOB SEEKER		
<u>Individualized Career Services</u>	<u>Description</u>	<u>Providing Partner</u>
Assessment of skill levels and service needs of adults and dislocated workers	Staff conducted comprehensive and specialized assessment of the skill level and service needs of a participant. The assessment may include: diagnostic testing and use of other assessment tools; and in-depth interviewing and evaluation to identify employment	WIOA Programs - MLJT Other Programs - DSS, EDD, DOR, ATCAA, CIMC, CHD

	barriers and appropriate employment goals.	
Development of an individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals	Staff and a participant jointly developed an ongoing strategy that identified the participant's employment foals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals	WIOA Programs - MLJT Other Programs - DOR, ATCAA, CIMC, CHD
Group counseling and/or individual counseling and mentoring	Staff provided counseling, career planning and vocational guidance to a participant in a group/one on one setting to help the individual achieve employment goals and make decisions about employment and training opportunities based on the participant's assessment.	WIOA Programs - MLJT Other Programs - DSS, EDD, DOR, ATCAA, CIMC, CHD
Career planning (e.g. case management)	Staff provides information, materials, suggestions, and/or advice to participant to help the individual make occupation or career decisions.	WIOA Programs - MLJT Other Programs - DSS, EDD, DOR, ATCAA, CIMC, CHD
Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training	Participant receiving short term prevocational services, including the development of learning skills, communication skills, interviewing skill, punctuality, personal maintenance skills and professional conduct, to prepare the individual for unsubsidized employment or training	WIOA Programs - MLJT Other Programs - DSS, DOR, ATCAA, CIMC, CHD
Internships and work experience that are linked to careers	Participant participates in an internship opportunity or a WEX. Internship was deemed appropriate for the participant based on an assessment of the participant or the participants, individual employment plan. WEX participant is in a planned, structured learning experience that takes place in a private, for profit, non-profit, or public sector workplace for a limited	WIOA Programs - MLJT Other Programs - DSS, ATCAA, CIMC, CHD

	period of time. WEX may be paid or unpaid	
Workforce preparation activities that help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education, or training, or employment	Provide and assist customers with skills when applicable or provide referral to partnering agency.	WIOA Programs - MLJT Other Programs - DSS, ATCAA, CIMC, CHD
Financial literacy services	Classes to learn about budget and debt management, credit scores, fair debt collections, reducing housing expenses, making money work for you and living easier	WIOA Programs - MLJT Other Programs - ATCAA, CIMC, CHD
Out-of-area job search and relocation assistance	Relocation Assistance is provided as a supportive service to qualified participants as allowed.	WIOA Programs - MLJT Other Programs - ATCAA

JOB SEEKER		
<u>Training</u>	<u>Description</u>	<u>Providing Partner</u>
Provision of Training Programs Funds and Performance Information	Inform clients about amount and purpose of training funds available to them, and program and education provider performance data. Similar information provided by Partner agencies regarding their programs	WIOA Programs - MLJT Other Programs - DSS, EDD, DOR, ATCAA
On-the-job training (OJT), including registered apprenticeship	Develop job sites and place clients in an OJT training aligned with their employment goals. Monitor and assist job site employer and client to ensure for successful outcomes.	WIOA Programs - MLJT Other Programs - DSS, DOR, ATCAA, CIMC, CHD

<p>Incumbent worker training in accordance with WIOA §134(d)(4)</p>	<p>Training designed to meet the special requirements of an employer (or group of employers) to retain a skilled workforce or avert the need to lay off employees by assisting workers in obtaining the skills necessary to retain employment and conducted with a commitment by the employer to retain or avert laying off incumbent worker(s) that are trained in order to increase the competitiveness of the employee and/or employer.</p>	<p>WIOA Programs - MLJT Other Programs - CHD</p>
<p>Work Experience Placements</p>	<p>Develop job sites and place clients in a WEX training aligned with their employment goals. Monitor and assist job site employer and client to ensure for successful outcomes.</p>	<p>WIOA Programs - MLJT Other Programs - EDD, DSS, DOR, CIMC, CHD</p>
<p>Private sector training programs</p>	<p>Training program designed by the private sector to assist participants in obtaining or retaining employment</p>	<p>WIOA Programs - MLJT Other Programs - DSS, EDD, DOR, ATCAA, CHD</p>
<p>Skills upgrading and retraining</p>	<p>participant received educational achievement services, including but not limited to: tutoring, study skills training, and instruction leading to secondary school completion, including dropout prevention strategies; and alternative secondary school offerings.</p>	<p>WIOA Programs - MLJT Other Programs - DSS, EDD, DOR, ATCAA, CHD</p>
<p>Development of an Individual Employment Plan and Establish a Training Account</p>	<p>Assist clients, via individual counseling, to develop an employment plan that identifies a career goal, provides achievement objectives, and secures ancillary services to help meet the goal. Assist clients of other training programs with the same.</p>	<p>WIOA Programs - MLJT Other Programs - DSS, EDD, DOR, ATCAA, CHD</p>
<p>Provision of Information Regarding Supportive Services and Funds</p>	<p>Inform clients about supportive services and funds that can be provided to assist with their training success. Similar information provide by Partner agencies regarding their programs.</p>	<p>WIOA Programs - MLJT Other Programs - DSS, EDD, DOR, ATCAA, CHD</p>

Comprehensive Assessments and In-Depth Interviewing and Career Counseling to Help Clients Determine Suitable Employment Goals and Career Pathway	Deliver/proctor assessments tool and counsel clients to help them select a high-demand job and career pathway; and identify and work to alleviate any barriers to employment. Assist clients of other training programs with the same.	WIOA Programs - MLJT Other Programs - DSS, EDD, DOR, ATCAA, CHD
Job readiness training provided in combination with other training described above	training regarding the skills necessary to be successful in the workplace. The training provided the participant with specific occupational competencies needed to perform specific work tasks on the job. These competencies include, but are not limited to: how to communicate in an office environment, how to function as part of a team, and how to work in a deadline driven workplace.	WIOA Programs - MLJT Other Programs - DSS, DOR, ATCAA, CHD
Adult education and literacy activities	Provide clients a referral to a program or course of study designed to develop competency in basic educational skills leading to educational credentials such as GED, high school diploma or college degree	WIOA Programs - MLJT Other Programs - DSS, ATCAA, CC
Follow-Up Services	Provide clients with continued career and retention counseling as needed for up to 12 months following employment	WIOA Programs - MLJT Other Programs - DSS, EDD, DOR, ATCAA
Customized Training	Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training	WIOA Programs - MLJT Other Programs - CIMC, CHD

EMPLOYER		
<u>Employer Services</u>	<u>Description</u>	<u>Providing Partner</u>
Labor Exchange Services	Provision of labor market information Job posting assistance into CalJOBS and AJCC website Recruitment assistance including job fairs, resume searches and job announcements Candidate screening via aptitude, skills and readiness testing and interviews	AJCC intake: MLJT Other Programs: EDD, DSS, DOR, CIMC, CHD

Rapid Response and Layoff Aversion services	Business analyses and assistance to avoid employee layoffs or closures Assistance with layoff and provision of information to dislocated workers	WIOA Programs - MLJT Other Programs - EDD, CHD
Business Assistance with HR Related Needs	Employer workshops in hiring, interviewing and employee retention. Assistance with job descriptions. Workshops in recruitment, hiring and retention.	WIOA Programs - MLJT Other Programs - DSS, EDD
Tax credit information	Provide Tax credit information within the AJCC	AJCC intake: MLJT Other Programs: EDD, DSS, CIMC
Employer Advisory Council attendance	Staff participated in Employer Advisory Council (EAC)-related activities including, but not limited to: assisting the EAC with coordinating breakfast/lunch seminars and other activities; communicating information on EDD programs/services to the California Employer Advisory Council (CEAC) and EAC; responding to CEAC requests; having EAC members review draft policies; and sharing administration and marketing duties with the EAC including seminar and meeting event preparation, development and distribution of EAC-related materials, conducting the event, and wrap-up and evaluation of the event.	WIOA Programs - MLJT Other Programs - EDD
Promoting AJCC / One-Stop services	Staff provided an employer marketing materials containing information regarding EDD's services. The marketing materials could include, but are not limited to: DE forms, brochures geared toward employers, Labor Market Information Fact Sheets, Workforce Services Fact Sheets, and flyers.	WIOA Programs - MLJT Other Programs - DSS, EDD, DOR, CIMC, CHD
Employer input for planning and operations	Quarterly discussion with private sector Workforce Board members.	WIOA Programs - MLJT Other Programs - DSS, EDD, CHD

Business Assistance with Employment Related Questions	Labor market information regarding wages, job classifications, employment rates and in-demand industry sectors Information regarding wage subsidy programs Hiring and making decisions for employees with disabilities	WIOA Programs - MLJT Other Programs - DSS, EDD
Training Services for Business Owners and/or Incumbent Workers	Customer Service Training Customized training for a specific company or industry sector Management/Supervisory and /or HR training Bookkeeping, financial reporting and business computer training Business plan development and business loan procurement assistance	WIOA Programs - MLJT Other Programs - DSS, EDD, CHD

AJCC COLLABORATION SERVICES		
<u>Collaboration Services</u>	<u>Description</u>	<u>Providing Partner</u>
Co-locate staff on agreed upon scheduled basis at AJCC/One-Stop	Partner staff co-located at AJCC on regular schedule	MLJT, EDD, DSS, DOR, CIMC
Staff to greet and direct clients to programs and services in AJCC/One-Stop	Front desk staff trained to orient customers in AJCC services	MLJT
Performance measures and data collection to achieve WIOA outcomes	Staff utilizes CalJOBS database to collect information for performance measures.	MLJT
Develop and implement customer satisfaction surveys	Maintain monthly customer satisfaction records	MLJT
Informational literature creation	Brochures are available in all AJCC's and partner agencies	MLJT and All AJCC Partners
Cross training for partner staff, as appropriate	All AJCC staff and AJCC partners staff will assist in cross training to ensure full services are offered to all customers	MLJT and All AJCC Partners
System security and client confidentiality	System security provisions shall be agreed upon by all partners	MLJT and All AJCC Partners
Develop and maintain fiscal structure and facilities maintenance plans	A cost sharing plan will be negotiated and implemented by 12/31/2017	MLJT and All AJCC Partners

Technology development and sharing (access to database info)	All AJCC partners commit to share information to the greatest extent possible under their governing legislation and confidentiality requirement.	MLJT and All AJCC Partners
--	--	----------------------------

ATTACHMENT B

AJCC SYSTEM SERVICES REFERRAL AGREEMENT

The parties and required partners encompassed in the Mother Lode Workforce Investment Board (MLWIB) AJCC delivery system, acknowledge the requirement for referrals and possible co-enrollment of clients between partnering agencies. They recognize referrals may be indicated at any point or stage of service during a client's use of the delivery system and have therefore agreed to the following processes to ensure referrals are made promptly and clearly between agencies. The partners agree to maintain and modify these processes and any related forms as necessary.

Agency and Program Informational Reference

Each party to this agreement will provide a summary of one-stop services provided by their agency as it pertains to the AJCC. This will be provided in a summary outline bullet-pointing each service followed by a brief description of the service. Any general eligibility requirements to a specific program or service are to also be provided in the reference to assist partner staff in making correct referrals based on need and an understanding of basic eligibility. These program descriptions will be compiled into a desk reference for the staff of each agency.

Staff Cross-Training between Partner Agencies

Staff involved in direct client services from each agency will be provided the above desk reference and cross-trained in the programs and services as outlined therein. They will further be trained with the foremost indicators of need that would trigger a referral and when and how to make a referral to the indicated agency or service.

Notice of New Program Opportunities, Services or Events

The partners of the AJCC agree to share information about new services, workshops, activities or events between one another in a timely manner as they may relate to the AJCC mission and/or benefit of System clients. Such announcements can be forwarded to the Tuolumne AJCC as a single point of contact. The AJCC will post flyers and handouts as appropriate; will forward the information on via mass email to appropriate partner staff; and/or will place on the AJCC website as requested.

Service Request Referral Process

Because the different partners of this agreement use unique databases or other systems of client tracking, no common database platform is currently available in which partner agencies can interact. For this reason, partners have agreed to the following systems for client referrals:

1. Drop-In Referrals – To ensure for the best possible customer service, staff that are onsite at the AJCC, part or full-time, agree to accept drop-in client referrals as able when working at the AJCC.

Partner agencies agreeing to locate staff on site at the comprehensive AJCC in Sonora include Tuolumne County Department of Social Services and Department of Rehabilitation.

All other partner agencies will assist in cross training of AJCC staff or provision of real-time technology – access through two way communication and interaction between customers and AJCC partners that result in services being provided. Examples may include the following:

- Email or instant messaging.
- Live chat via Skype or Facetime.
- Identification of a single point of contact for service delivery at each partner program.
- Establishment of an internet portal linking all of the partners.

2. By Telephone – For agencies that are able to provide a specific point of contact, staff will contact partner via phone and ask for an appointment to be scheduled.

Process:

- a. Client will be informed about the partner agency and the available service for which they are being referred. They will be provided contact information to the partner agency. The referring agency will phone the partner agency of the referral. All referrals shall be accompanied by the appropriate release form.
- b. One-Stop staff will make a case note in CalJOBS that a referral was made noting to what agency the client was referred.
- c. All partners will maintain a referral log and will review open referrals weekly and check on statuses with partner agencies to ensure referrals are being addressed.
- d. When the referral activity has been completed or the client is fully engaged in the ongoing service of the partner agency, the referral can be closed.

ATTACHMENT C

AJCC Grievance and Complaint Procedure

What to do if you believe the Mother Lode Workforce Development Board (MLWDB), one of its providers of services or any staff person has violated any provision of the Workforce Innovation and Opportunity Act (WIOA), state directives, or local policies and directives.

Individuals wishing to file a complaint regarding an action, policy or treatment that impacts their participation in a MLWDB program are encouraged to contact their WIOA program operator, case worker or vocational counselor to attempt to resolve the complaint informally through the recipient's own grievance process. MLWDB shall be given immediate notice of any such complaint filed with the recipient that is being addressed. However, if the informal process does not resolve the complaint, individuals will have the right to file a formal complaint and be heard by the MLWDB Equal Opportunity Officer.

Your written complaint should include the following:

- Full name, telephone number, and mailing address of the complainant;
- Full name, telephone number, and mailing address of the respondent;
- A clear and concise statement of the facts and dates describing the alleged violation;
- The provisions of the WIOA, the WIOA regulations, grant or other agreements under the WIOA, believed to have been violated;
- Grievances or complaints against individuals, including staff or participants, shall indicate how those individuals did not comply with the WIOA law, regulation, or contract; and
- The remedy sought by the complainant.

To file a written complaint locally, mail to:

Mother Lode Workforce Development Board
197 Mono Way, Suite B, Sonora, CA 95370

The MLWDB and staff of its providers of services are required to help you with your complaint, if you request assistance. You are entitled to receive a copy of the MLWDB Grievance and Complaint policy.

MLWDB staff will assist with an informal resolution. If an informal resolution cannot be reached, a hearing will be scheduled. Hearings on any grievance or complaint shall be conducted within 30 days of filing of a grievance or complaint.

Not later than 60 days after the filing of the grievance or complaint, the hearing officer shall mail a written decision to both parties by first class mail.

If a complainant does not receive a decision at the MLWDB level within 60 days of the filing of the grievance or complaint, or receives an adverse or unsatisfactory decision, the complainant then has the right to file an appeal with the State.

The complainant may request a State hearing by submitting a written notice of appeal to:
Chief, Compliance Review Division, MIC 22-M
Employment Development Department
PO Box 826880, Sacramento, CA 94280-0001

Any person filing a complaint shall not be subject to restraint, coercion, reprisal, or discrimination by any HC-WDB or recipient staff. Complainants have the right to withdraw their complaints (in writing) at any time prior to the hearing. A complaint can be amended to correct technical deficiencies, but not to add issues.

I hereby certify that I have received and read this information on the MLWDB Grievance and Complaint policy.

Applicant Signature: _____ Date: _____

Signature of Parent or Guardian (if applicant is under 18) _____