



Better Skills...
Better Jobs...
Better Economy...

Mission

“Be a leader in the development of a quality workforce that meets the needs of the business community.”

Vision

“Through partnerships create a thriving Business Community with quality jobs, skills, wages and lifelong learning.”

Please RSVP to assist with meeting planning.

Lunch will be provided

Please plan to arrive promptly for the meeting and a working lunch.

**Mother Lode
Workforce Investment Board Meeting**

Thursday, August 18, 2016 (12:00 – 2:00 p.m.)

This meeting will be held at:

Mother Lode Job Training Career Center

197 Mono Way, Suite B, Sonora CA 95370

(209)588-1150

For reasonable accommodation in order to participate in the meeting please contact Mark Eiserer at (209)533-3396 at least 72 hours in advance of the meeting CRS711.

AGENDA

➤ **CALL TO ORDER AND ROLL CALL**

➤ **PUBLIC COMMENT**

The Mother Lode Job Workforce Board 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.

➤ **MEMBERSHIP**

Mother Lode Workforce Board membership including appointments, extensions and resignations. Additional actions may be taken at the meeting in regard to membership. The WIB/LEO Agreement Section 2 C: *“The Board shall appoint members to the WIB in accordance with Section 117 of the [Workforce Investment] Act.”*

M1: Appointments

M2: Current WIB Membership

M3: Form 700 and Ethics Training

➤ **CONSENT AGENDA**

- C1: Acceptance of May 19, 2016 meeting minutes of the MLWIB
- C2: PY2015-16 Service Level & Expenditure Report
- C3: Executive Director's Report

➤ **ACTION AGENDA**

- A1: WIOA Planning and Implementation Benchmarks
- A2: Memorandum of Understanding Among Workforce System Partners
- A3: PY2016-17 Budget Update
- A4: PY2016-17 Service Level Goals
- A5: Health Career and Literacy Awareness Request for Proposals
- A6: Election of Officers

➤ **INFORMATION ITEMS**

- I1: WIOA Local and Regional Planning
- I2: 2016 Meeting Calendar
- I3: 2017 Meeting Calendar

NEXT MEETING: Thursday, November 17, 2016 from 12:00 p.m. to 2:00 p.m.

ADJOURN

MEMBERSHIP

M1: Mother Lode Workforce Board Membership

UPDATE: On July 25, 2016 the configuration and membership of the Mother Lode Workforce Board was accepted and certified by the California Workforce Development Board.

Workforce Board Membership changes approved by the Mother Lode Board of Directors on July 18, 2016:

- M1: Resignations None
- M2: Appointments None
- M3: Extensions None
- M4: Status Changes None

**Mother Lode Workforce Investment Board Membership
 Effective April 19, 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
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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

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

CONSENT AGENDA:

C1: Acceptance of May 19, 2016 meeting minutes of the Mother Lode Workforce Investment Board.

**Meeting Minutes
Thursday, May 19 2016
(12:00 p.m. – 2:00 p.m.)
Mother Lode Job Training
197 Mono Way, Suite B, Sonora CA 95370**

CALL TO ORDER AND ROLL CALL

Chair R Bannwarth called the meeting to order at 12:10 p.m. Roll call was completed by M. Eiserer. A quorum of the ML WIB was determined to not to be present. Roll call was again completed by M. Eiserer at 1:00 p.m. and a quorum was determined to be present.

WIB Members Present (*ex-officio)	WIB Members Absent
ML WIB Chair, Rosetta Bannwarth	ML WIB Vice Chair, Tyler Newton
Michelle Watkins	Ben Hulet
Larry Cope	Ben Saldana
Debra Rockwood	Mark Barchin
Mary Ruiz	Sue Westgate
Frank Leschinsky	Klaus Tenbergen
Velma Whitebear*	Tim Hildabrand
Jeff Dickason*	Bill Patrone
	James Wood
Guests Present	Mahalia Gottico
Vicki Long	Shelly Hance*
Mark Eiserer	Margie Bulkin*
Dave Thoeny	Rebecca Espino*
Nati Martinez	

R Bannwarth asked J Dickason to chair the meeting on her behalf.

➤ **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.

J Dickason asked for public comment and there was none.

➤ **MEMBERSHIP**

J Dickason reviewed Workforce Board membership changes at the request of R Bannwarth, and reminded members of the obligation to submit Form 700's and to complete required biannual ethics training.

➤ **CONSENT AGENDA**

- C1: Acceptance of August 20, 2015 meeting minutes of the MLWIB.
- C2: Acceptance of the November 19, 2015 meeting minutes of the MLWIB.
- C3: Executive Directors Report and PY2015-16 Service Level & Expenditure Report

R Bannwarth presented the consent of the Mother Lode Workforce Investment Board and asked for action to approve.

Action: A motion to accept the consent agenda was made by M Bulkin with a second by J Wood. Motion was approved by majority voice vote, no nays reported.

➤ **ACTION AGENDA**

- A1: Workforce Innovation and Opportunity Act Implementation Planning and Implementation Benchmarks

J Dickason presented an updated 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: A motion to accept the WIOA implementation timeline and benchmarks was made by M. Ruiz with a second by L Cope. Motion was approved by majority voice vote, no nays reported.

- A2: WIOA Youth Provider Performance and Consideration of Contract Extension

J Dickason reviewed the terms of the youth contract with Mother Lode Job Training and contract performance against service level and expenditure goals, and common measures performance. Members discussed contractor performance and the needs and options for youth services.

Action: Motion by M Watkins with second by R Bannwarth to accept contractor performance and to extend the youth contract for another year to Mother Lode Job Training in accordance with the terms of the contract.

- A3: Adjustments to the PY2015-16 Agency Budget

J Dickason presented a final adjustment to the PY2015-16 Agency budget to reconcile actual carry-in and allocation of grant resources as well as adjustments to requirements, and reminded members of the standard budget process used by the Agency which includes the adoption at the beginning of the program year of a preliminary budget which is based on projections followed by a budget adjustment at the end of the year to adjust for final allocations, resources and requirements. Members reviewed the budget adjustment and J Dickason responded to questions.

Action: Motion by R Bannwarth with a second by D Rockwood to approve the PY2015-16 Budget Adjustment as presented. Motion was approved by majority voice vote, no nays reported.

A4: Adoption of the PY2016-17 Preliminary Budget

J Dickason presented the preliminary budget for PY2016-17 and discussed resource projections and anticipated requirements, including staffing needs, costs for the operation of four one-stops as well as support and Workforce Board staffing, and set-a-sides for customer training, work experience, support services and service contracts, including anticipated expense to move the Calaveras one-stop location to a new site. J Dickason reminded members of the standard budget process used by the Agency which includes the adoption at the beginning of the program year of a preliminary budget which is based on projections followed by a budget adjustment at the end of the year to adjust for final allocations, resources and requirements. Members reviewed the preliminary budget and J Dickason responded to questions

Action: Motion by F Leschinsky with a second by M Ruiz to approve the PY2016-17 Preliminary Budget as presented. Motion was approved by majority voice vote, no nays reported.

A5: Authorization for the Executive Director to finalize negotiations and enter into a lease with Roadrunner Properties for office space in Frog Jump Plaza, Angels Camp CA

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.

Action: Motion by M Ruiz with a second by R Bannwarth to authorize the Executive Director to finalize lease negotiations and to enter into a lease. Motion was approved by majority voice vote, no nays reported.

A6. Establish a process for the election of a Chair and Vice-Chair for the Mother Lode Workforce Board.

J Dickason described The agreement between the Workforce Investment Board and Local Elected Officials (WIB/LEO Agreement) and the Workforce Investment Board by-laws requiring the annual election of officers, including a chairperson and vice-chairperson from among those members representing the private business sector. J Dickason conveyed that officers are elected by a majority vote of the members present at a meeting designated for the receipt of nominations and/or elections, and that officers serve for a term of twelve (12) months from the date of election, and may succeed themselves if re-elected. J Dickason asked that members delegate the responsibility to put together a new slate of officers to R Bannwarth. Members discussed process.

Action: The consensus of members present was to delegate this task to R Bannwarth.

➤ **INFORMATION ITEMS**

I1: 2016 Meeting Calendar

J. Dickason presented the 2016 meeting calendar to members.

➤ **ADJOURN**

B Bannwarth thanked members for attending and reminded members that the next meeting of the ML WIB is scheduled for Thursday, August 18, 2016 from 12:00 p.m. to 2:00 p.m. The regular meeting was adjourned at 2:10 p.m.

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

C2: PY2015-16 Service Level & Expenditure Report



**PY2015-16 SERVICE LEVEL & EXPENDITURE REPORT
 for Program Year 2015-16
 (July 1, 2015 – June 30, 2016)**

Better Skills – Better Jobs – Better Economy

SERVICE LEVELS

Performance against service level goals for the program year is as follows:

CUSTOMER TRAFFIC Career Center	PY13/14		PY14/15		PY15/16 (for Period: July 1 to June 30)				
	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	479	1,567	3.3	131	9
Calaveras	578	1,919	452	1,410	424	1,205	2.8	100	7
Mariposa	553	1,802	490	1,948	322	1,089	3.4	91	6
Tuolumne	1,582	4,643	1,382	4,198	1,085	3,152	2.9	263	18
Total	3,418	10,239	2,855	8,975	2,250	7,017	3.1	585	40
PY2014-15					2,855	8,975	3.1	748	50
PY2013-14					3,418	10,239	3.0	853	58
PY2012-13					4,814	14,082	2.9	1,174	70
PY2011-12					5,374	17,477	3.3	1,456	87
PY2010-11					5,088	18,187	3.6	1,516	90

Between August 1, 2015 and June 30, 2016 the unique unduplicated customer count was 2,250. Total customer visits were 8,975. This is an average customer return rate of 3.1 visits per customer, and breaks down into 585 customer visits each month or 40 customers each business day. The 2,250 unique customer visits represent about 79% 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.

WIOA ENROLLMENTS

SERVICE LEVELS (counts not unique)	ACTUAL PY10/11	ACTUAL PY11/12	ACTUAL PY12/13	ACTUAL PY13/14	ACTUAL PY14/15	GOAL PY15/16	ACTUAL (6/30/16)	PERCENT GOAL
Adult	226	150	123	173	137	148	208	141%
- Training	40	30	38	70	50	60	66	110%
Dislocated Worker	227	199	164	132	88	105	111	106%
- Training	86	77	75	72	47	61	41	67%
JD NEG			-	-	18	36	30	83%
- Training / Work-Based			-	-	5	9	17	189%
Youth	55	38	49	63	69	59	58	98%
- In-School	33	23	34	40	39	8	9	113%
- Out-of-School	22	15	15	23	30	51	49	96%
- Training							14	

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 208 participants are currently

enrolled into the Adult program, 111 participants into the Dislocated Worker program and 58 participants into the Youth program. All together there are 351 unique individuals enrolled into WIOA services, of which 234 exited from programs this year and 186 will carry-over and continue services in the PY2015-16 program year.

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	3			4	7
Cal-Works			9	10	19
US Forest Service				6	6
TOTAL	6	8	14	35	63

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-Jun)	Employers Contacted	Employers Added to VOS	Jobs Posted to VOS	OJT
ACC	200	4	24	1
CCC	208	12	118	3
MCC	84	6	23	0
TCC	316	16	79	10
TOTAL	808	38	244	14
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, 768 employers have been contacted, 38 new employers added to VOS and 244 jobs posted, and 14 OJT contracts were written. No incumbent worker training contracts have been funded.

TRAINING ENGAGEMENT

Center	PY13/14 Actual	PY14/15 Actual	PY15/16 Plan	PY15-16 Actual	(%) Plan
ACC	20	11	30	13	43%
CCC	23	37	29	28	97%
MCC	14	11	20	16	80%
TCC	49	50	42	36	86%
Total	106	109	121	93	77%

For PY2015-16 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 June 30th a total of 93 scholarships were funded including the continuation of 20 scholarships from the previous year for a total of \$383,176. This is a 22% increase in the dollar amount of scholarships written in comparison to the prior year. Scholarships funded in PY2015-16 include:

Field of Study	Sector	Paid	Obligated	Total	ACC	CCC	MCC	TCC	Total
Glazier (OJT)	B/T	398	9,628	10,025	1	1	0	0	2
Heavy Equipment Operator	B/T	9,890		9,890	0	0	0	1	1
Lineman	B/T	10,000	12,150	22,150	0	1	0	1	2
Logistics Manager	B/T	4,978	0	4,978	0	1	0	0	1
Machinist (OJT)	B/T	1,402		1,402	0	0	0	1	1
Project Manager	B/T	7,295	0	7,295	0	0	1	0	1
Project Manager (OJT)	B/T	14,160		14,160	0	0	0	1	1
Truck Driver/Tractor Trailer Operator	B/T	87,792	5,565	93,357	3	4	7	3	17
Welder	B/T	25,500	0	25,500	1	1	0	1	3
Alcohol & Drug Counseling	H/M	5,325	0	5,325	1	2	0	0	3
Certified Medical Assistant	H/M	16,367		16,367	1	0	1	3	5
Certified Nursing Assistant	H/M		1,500	1,500	0	1	0	0	1
Dental Assistant	H/M	7,681	0	7,681	0	0	1	0	1
Emergency Medical Technician	H/M	1,100		1,100	0	0	0	1	1
Massage Therapist	H/M	6,463		6,463	0	2	0	0	2
Medical Assistant (OJT)	H/M	1,796		1,796	0	1	0	0	1
Medical Office Assistant	H/M	8,997		8,997	0	1	0	5	6
Nurse	H/M	2,502	0	2,502	0	2	0	0	2
Phlebotomy	H/M	27,929	465	28,394	1	2	1	7	11
Car Wash and Service Technician OJT	O		3,500	3,500	0	1	0	0	1
GED Preparation	O	66	20	86	0	0	0	4	4
General Study	O	1,562		1,562	0	2	0	0	2
Vet Assistant	O	0	4,270	4,270	1	1	0	0	2
Fire Fighter	P/S	798	0	798	0	1	0	0	1
Paralegal	P/S	6,995		6,995	0	1	0	0	1
POST Academy (Law Enforcement)	P/S	879		879	0	1	0	1	2
Accounting / Bookkeeping	T/H	6,433		6,433	1	0	0	0	1
Admin. Assistant OJT	T/H	10,891	17,644	28,535	1	0	0	3	4
Bus Driver	T/H	3,500		3,500	0	0	1	0	1
Child Development	T/H	160		160	0	1	0	0	1
Human Resource	T/H	20,280		20,280	0	0	3	0	3
Industrial Maintenance Tech	T/H	9,945		9,945	0	0	0	1	1
Line Cook (OJT)	T/H	8,075	0	8,075	0	0	0	2	2
Marketing	T/H	4,835		4,835	0	0	1	0	1
Office Manager (OJT)	T/H	989		989	0	0	0	1	1
PC Support Specialist	T/H	5,508	0	5,508	1	0	0	0	1
Web Design & Programing	T/H	7,033		7,033	1	0	0	0	1
Wastewater Treatment	W/M	912	0	912	0	1	0	0	1

TOTAL - PY2015-16		328,434	54,742	\$383,176	13	28	16	36	93
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Sector	Symbol	Total	ACC	CCC	MCC	TCC	Total	(%)-\$	(%)-#
Building Trades Sub-Total	B/T	188,757	5	8	8	8	29	49%	31%
Health Medical Sub-Total	H/M	80,124	3	11	3	16	33	21%	35%
Other Sub-Total	O	9,418	1	4	-	4	9	2%	10%
Public Safety - Sub-Total	P/S	8,673	-	3	-	1	4	2%	4%
Tourism & Hospitality Sub-Total	T/H	95,292	4	1	5	7	17	25%	18%
Water Management Sub-Total	W/M	912	-	1	-	-	1	0%	1%

TOTAL - PY2015-16		\$383,176	13	28	16	36	93	100%	100%
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Program Year	Total	ACC	CCC	MCC	TCC	Total	(%)-\$	(%)-#
TOTAL - PY2015-16	\$ 383,176	13	28	16	36	93	122%	91%
TOTAL - PY2014-15	\$312,976	10	35	11	46	102	105%	103%
TOTAL - PY2013-14	\$297,269	20	21	14	44	99		

TOTAL THREE PROGRAM YEARS		\$993,421	43	84	41	126	294		
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EXPENDITURE (July 1, 2015 to May 31, 2016)

In program year 2015-16 (July 1, 2015 thru June 30, 2016), a total of \$2,002,180 was expended against a budget of \$2,154,600. The represents an expenditure of 93% of budgeted funds in 100% 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.

MOTHER LODE JOB WIOA EXPENDITURE	ACTUAL PY12/13	ACTUAL PY13/14	ACTUAL PY14/15	BUDGET PY15/16	ACTUAL 6/30/2016	PERCENT BUDGET
Adult Program	480,490	494,923	524,053	491,952	436,566	89%
Dislocated Worker Program	547,127	618,649	505,601	462,322	455,840	99%
Rapid Response	327,439	398,316	309,697	254,130	238,043	94%
Layoff Aversion / Gov 25%	385,152	-	-	70,230	52,495	75%
NEG – PY14-15	26,349	-	41,170	63,999	91,478	143%
Youth Program	413,595	517,759	397,498	456,152	452,741	99%
- In-School Youth	218,418	278,176	191,578	91,230	92,590	101%
- Out-of-School Youth	195,177	239,583	205,920	364,922	360,151	99%
Cal-WORKS Mariposa	26,020	26,345	26,255	184,783	106,786	58%
Cal-WORKS Tuolumne	17,327	97,932	71,028	100,000	92,241	92%
HHS Amador		1,824				
CMCAA Calaveras	50,624	-				
CDBG Calaveras	137,956	26,515	100,000	59,532	59,531	100%
CDBG Mariposa		52,913	39,084			
US Forest Service	26,556	4,594	6,213	11,500	16,459	143%
TOTAL	2,562,156	2,239,770	2,020,599	2,154,600	2,002,180	93%

EDD has issued guidance waiving expenditure requirements and allowing all local workforce areas to carry-over all unspent funds into the next program year.

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 June 30, 2016)	On a Satisfaction Scale of 10 to 1 with 10 being very satisfied.										
Customer Satisfaction - Survey Quarters 1 - 4	Satisfied <-----> Dis-satisfied										Overall
	10	9	8	7	6	5	4	3	2	1	
No. of Responses: 292 (7.7% of unique customers)	10	9	8	7	6	5	4	3	2	1	
How satisfied were you with services?	191	49	21	16	6	5	3	0	0	1	93%
To what extent did services meet your expectations?	175	38	27	21	14	9	2	6	0	0	89%
How well do services compare with an ideal set of services?	172	40	38	20	5	12	4	1	0	0	90%
How likely would you be to recommend services to others?	199	38	21	15	7	8	4	0	0	0	93%
Career Center was easily accessible and staff welcoming?	231	25	17	10	5	4	0	0	0	0	96%
Staff members were knowledgeable and helpful?	246	27	8	4	4	3	0	0	0	0	97%
Services needed were provided in a timely manner?	218	40	14	11	4	5	0	0	0	0	95%
OVERALL SATISFACTION: (100% Possible with all questions equally weighted)											93%

Type of Assistance:		
Job Search	221	76%
Cal JOBS	156	53%
Resume Development	113	39%
Office Equipment Support	91	31%
Telephones	29	10%
Resource Information	75	26%
Other:	18	6%
	3	1%

Age:		
14-17	5	3%
18-21	45	29%
22-54	25	16%
55 & Up	63	16%
Total	155	100%
Visit:		
First	45	19%
Repeat Customer	23	70%

52%

81%

C3: 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.

2. Fiscal Management/Annual Audit

Nothing new to report

3. Leases

Amador: The Amador Community College Foundation has moved out of the space in the Amador Health & Human Services building and we are no longer co-located with that agency.

Calaveras: We have been informed that due to confidentiality requirements around the state of California Child Support Services & Enforcement database used by County Health & Human Services staff all non-county staff are prohibited from co-location in the building. As an alternative we are currently pursuing lease negotiations with the landlords of Frog Jump Plaza located at the junction of Hwy 49 and Hwy 4.

Mariposa: We have negotiated a three year lease extension in the Mariposa County Human Services Center building at the previous lease rates and are further negotiating space needs with a plan to reduce our foot print to generate additional savings.

Tuolumne: No change, two more years on the existing lease..

4. 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 promoted Trish Frasier, Human Resource Specialist to Career Counselor I. As a Career Counselor I, Trish will be responsible for employer outreach and services in Amador and Calaveras counties, including the development of work experience and on-the-job training opportunities. In this new role Trish will continue to provide support and assistance to One-Stop Center staff and customers. Trish brings a wealth of recruitment and workforce development knowledge and skills to this new position.

The network/MIS Administrator for Mother Lode Job Training, Michael Arduengo, has announced his impending retirement. Michael has been with Mother Lode Job Training for over fifteen years and has been a real asset to the organization. Given his wealth and breadth of knowledge, skills, experience and responsibility, he will be missed and difficult to replace. We are now recruiting for this position.

The Executive Director, Jeff Dickason, notified the Mother Lode Job Training Board of Directors (MLJT BOD) of his decision to retire in December 2016. With regret, the Board accepted this decision and at their April and July meetings asked the Executive Director to design a recruitment process that provides for an overlap between new and departing staff to support training and a smooth transition and which allows the incumbent to use accumulated PTO prior to departure. The ML 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 did not show the desired level of response and the recruitment was extended and reposted for an additional two weeks with a new closing date of June 30, 2016.

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 rank applicants and to select candidates for interviews
- f. August 17 Screening Panel conducts initial interviews
- g. August 29 ML BOD conducts final interviews (job offer)
- h. August 31 Begin reference checks
- i. September 9 Finalize Job Offer and Negotiations
- j. October 3 On-Board new staff

The initial screening and interview panel includes Workforce Board members and partners.

4. Resource Development

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:

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

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

WIOA Accelerator 3.0 Project **\$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.

WIOA Regional Implementation & Innovation Grant

\$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

Youthbuild Grant

Assisted and supported the Tuolumne County Office of Education in its response to the solicitation for Youthbuild funding. Provided a letter of support and assured that a portion of Tuolumne County WIOA youth funds would be used to dual enroll and leverage Youthbuild funds in the event of an award.

ACTION ITEMS:

A1: WIOA Planning and Implementation Benchmarks

Action: At the discretion of the Workforce Board.

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

A2: Memorandum of Understanding Among Workforce System Partners

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 27– 46 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 Approves MOU
August 18	Mother Lode Workforce Board approval of MOU
August 18	Collection of partner signatures begins Submission of MOU to state pending full approval
August 31	Submission of completed MOU to state

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

BUDGET COMPARISON	FY2013-2014 Budget Prior Year	FY2014-2015 Budget Prior Year	FY2015-2016 Budget Prior Year	FY2016-2017 Budget Adopted	FY2016-2017 Budget Rev 1	Change from Adopted	Percent Change
FTE	16.34	15.79	13.93	14.43	15.79	1.36	9.5%
Personal Services	1,450,313	1,390,454	1,156,806	1,186,555	1,334,326	147,771	12.5%
Materials & Services	399,565	294,840	442,815	418,252	476,623	58,372	14.0%
Customer Services	521,532	516,472	554,980	540,657	934,831	394,174	72.9%
Total Requirements	2,371,410	2,201,766	2,154,601	2,145,464	2,745,780	600,317	28.0%

Budget Resources	2,703,489	2,371,410	2,158,601	2,145,464	2,811,662	666,198	31.1%
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*Balance (not including reserves for future years)	332,079	169,644	-	-	-	65,881	
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RESOURCE COMPARISON	FY2013-2014	FY2014-2015	FY2015-2016	FY2016-2017	Rev 1	Change	Percent
Adult Carry-In	46,480	78,295	79,319	80,000	121,797	41,797	34.3%
Adult Formula	418,134	440,938	412,634	411,978	392,533	(19,444)	-5.0%
Dis. Worker Carry-In	103,136	131,268	59,356	80,000	71,336	(8,664)	-12.1%
Dis. Worker Formula	474,592	480,235	402,966	402,325	362,354	(39,971)	-11.0%
Youth Carry-In	19,320	130,234	102,174	110,000	62,537	(47,463)	-75.9%
Youth Formula	445,833	384,493	353,978	353,415	334,913	(18,503)	-5.5%
Rapid Response Formula	373,748	390,906	254,130	254,130	525,347	271,217	51.6%
Lay-Off Aversion	-	-	70,230	70,230	161,698	91,468	56.6%
National Emergency	27,000	-	63,999	40,000	22,084	(17,916)	-81.1%
Veterans Grant						-	
Mariposa Cal-Works Assessment Contract	420,827	-	30,000	30,000	30,000	-	0.0%
Probation Amador							
HHS Amador	3,648	3,650	-	-	-	-	
CalWORKS Mariposa	30,000	30,000	154,783	154,000	154,000	-	0.0%
CalWORKS Tuolumne	50,000	100,000	100,000	100,000	100,000	-	0.0%
Customer Ctr Design				-	14,311	14,311	100.0%
CDBG Calaveras	150,000	93,023	59,532	-	-	-	
CDBG Mariposa	12,500	76,233	-	-	-	-	
US FS Tuolumne	20,000	32,135	15,500	16,000	22,806	6,806	29.8%
CMCAA Calaveras	50,491						
Reg Plan Imp & Trng			-	43,385	68,756	25,371	36.9%
Water Res Mgt Grant					150,000	150,000	100.0%
Health-Career Ed					217,189	217,189	100.0%
General Fund	57,780						
TOTAL	2,703,489	2,371,410	2,158,600	2,145,463	2,811,661	666,198	23.7%

**Mother Lode Job Training
 PY2016-17 BUDGET REVISION 1**

MATERIALS & SERVICES

COST CENTER	AAC	CCC	MCC	TCC	OPS	SPT	WIB	TOTAL
RESOURCES	409,498	515,202	369,745	621,389	230,729	188,570	410,647	2,811,661
RESOURCE DISTRIBUTION	15%	18%	13%	22%	8%	7%	15%	97.657%
Personal Services	227,612	215,022	174,827	234,115	181,777	145,838	155,135	1,334,326
Materials & Services	60,358	112,422	51,964	83,707	48,952	42,732	76,489	476,623
Customer Services	121,528	187,758	142,954	303,567	-	-	179,023	934,831
TOTAL BUDGETED	409,498	515,202	369,745	621,389	230,729	188,570	410,647	2,745,780
Balance	0	0	0	0	0	0	0	65,881

COST CENTER	AAC	CCC	MCC	TCC	OPS	SPT	WIB	TOTAL
- Travel	2,000	2,000	2,000	4,000	500	2,500	7,000	20,000
- Staff Training	1,500	1,500	1,500	2,000	1,000	1,500	3,000	12,000
- Rent	24,970	42,330	13,580	39,820	3,570	11,002	5,517	140,788
- Telephone	2,000	6,700	7,100	960	480	1,440	-	18,680
- Internet	372	687	-	1,350	900	900	450	4,659
- Utilities	-	4,000	4,000	9,443	847	2,609	1,308	22,207
- Maintenance	1,312	-	-	1,679	1,119	1,119	560	5,789
- Janitorial	3,322	2,822	2,500	3,573	320	987	495	14,020
- Office Supplies	4,000	4,000	4,000	4,500	300	4,500	200	21,500
- Postage	200	200	200	200	500	200	200	1,700
- Leased Equipment	4,333	4,333	2,234	4,333	1,083	542	542	17,400
- Dues & Subscriptions	1,291	1,291	1,291	1,291	727	727	2,364	8,980
- Marketing & Advertising	-	-	-	-	-	5,000	5,000	10,000
- Equipment / Furniture	-	20,000	-	-	-	-	-	20,000
- Software	-	-	-	-	3,200	1,000	-	4,200
- Insurance	2,559	2,559	2,559	2,559	1,706	1,706	853	14,501
- Audit Expense	-	-	-	-	20,000	-	-	20,000
- Contracts	-	5,000	-	-	-	-	30,000	35,000
- Legal Fees	-	-	-	-	1,500	-	1,500	3,000
- Payroll Service	-	-	-	-	3,200	-	-	3,200
- Unfunded PERS Liability	12,500	15,000	11,000	8,000	8,000	7,000	12,500	74,000
- Outside Meeting Expense	-	-	-	-	-	-	5,000	5,000
MATERIALS & SERVICES	60,358	112,422	51,964	83,707	48,952	42,732	76,489	476,623

COST CENTER	ACC	CCC	MCC	TCC	OPS	SPT	WIB	TOTAL
- Training	79,174	134,345	43,406	186,891	0	-	-	443,816
- WEX	28,667	36,626	89,258	94,254	0	-	-	248,805
- Support Services	13,687	16,788	10,290	22,422	-	-	-	63,186
- Contract Services	-	-	-	-	-	-	179,023	179,023
CUSTOMER SERVICES	121,528	187,758	142,954	303,567	0	-	179,023	934,831

TOTAL	409,498	515,202	369,745	621,389	230,730	188,570	410,647	2,745,781
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A4: PY2016-17 Service Level Goals

Action: Establish Service Level Goals for Mother Lode Job Training for Program Year 2016-17.

Discussion:

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.

WIOA ENROLLMENTS

SERVICE (counts not	ACTUAL PY10/11	ACTUAL PY11/2	ACTUAL PY12/13	ACTUAL PY13/14	ACTUAL PY14/15	ACTUAL PY15/16	GOAL PY16/17
Adult	226	150	123	173	137	208	150
- Training	40	30	38	70	50	66	39
Dislocated Worker	227	199	164	132	88	111	130
- Training	86	77	75	72	47	41	36
JD NEG			-	-	18	30	35
- Training / Work-			-	-	5	17	20
Youth	55	38	49	63	69	58	60
- In-School	33	23	34	40	39	9	5
- Out-of-School	22	15	15	23	30	49	60
- Training						14	17
- Work Experience							19

Our average cost per scholarship last year was about \$4,000 and this figure was used as a basis for projecting the number of scholarships that will be offered in PY2018-17. Note that \$74,000 of Adult and Dislocated Worker funds have been diverted from training (scholarship funding) and budgeted for work experience and supportive services to better support services for ex-offenders and other populations needing to establish or re-establish a work history and basic work place skills.

These are reflected in the tables, above and below.

2016-17 Program Goals	Carry-In	New Enrollments	Total Enrollments
Adult	60	140	150
Dislocated Worker	25	75	130
JD NEG	30	5	35
Total Youth School)	30	30	60
- Youth (In-School)	3	2	2
- Youth (Out-of-School)	27	28	58
Tuolumne DSS Contract	0	10	10
Mariposa DSS Contract	0	10	10
Water Management Grant	0	10	10

Staff contact: Vicki Long, (209)533-3396 / VickiL@MLJT.Org

A5: Health Career and Literacy Awareness Request for Proposals

Action: Accept Health Career and Literacy Awareness Program funds and authorize Mother Lode Job Training to release a request for proposals and select a contractor to deliver grant services in accordance with the grant solicitation and the grant application and award.

Discussion:

The grant application specified a partnership with Health-Lit-Now a 501(c)(3) that has been successfully delivering Health Literacy and Career Awareness workshops with Tuolumne County schools (k-12) for the past year or so. When queried whether specifying the partnership and roles and responsibilities in the delivery of program services in the response to the grant solicitation was sufficient or whether procurement of these services is required, state EDD staff responded that procurement is required. Subsequently Mother Lode Job Training staff developed, publicized and release a request for proposals for the delivery of Health Literacy and Career Awareness Workshops for (K-12) schools in Tuolumne and Calaveras counties. The solicitation was publicized and released on July 29th and closed on August 12th.

A recommendation from staff regarding the award of funds will be brought to the August 18th Workforce Development Board meeting.

A6: Election of a Chair and Vice-Chair.

Action: Election of a Chair and a Vice-Chair of the Mother Lode Workforce Investment Board

Discussion:

The agreement between the Workforce Investment Board and Local Elected Officials (WIB/LEO Agreement) and the Workforce Investment Board by-laws require the annual election of officers, including a chairperson and vice-chairperson from among those members representing the private business sector.

Officers are elected by a majority vote of the members present at a meeting designated for the receipt of nominations and/or elections. Officers serve for a term of twelve (12) months from the date of election, and may succeed themselves if re-elected. In the case of vacancy of either the Chairperson or the Vice-Chairperson, the Workforce Investment Board has the authority to select replacements to fill out the remainder of the terms.

STAFF CONTACT:

Mark Eiserer, Program Analyst, (209)533-3396 x4502 or MEiserer@mljt.org.

I1: WIOA Local and Regional Planning

WIOA Regional Plan Preparation

Workforce Boards are required to submit Regional and Local Plans to the California Workforce Development Board by March 15, 2017.

The plans are the primary mechanism for aligning educational and training provider services with regional industry sector needs. California state law requires coordination between the K-12, Community Colleges, and WIOA systems and requires the use of sector strategies as the operational framework for the plan.

The main aim of regional plans is the development of “regional sector pathway” programs which means the identification, utilization, and servicing of career pathway programs aligned with regional industry sector needs in the region.

Regional partners will need to not only identify relevant regional sector pathways, but also partner to provide the services needed to ensure the successful completion of pathway programs by those who enter them. The identification of regional sector pathways will involve industry sector leaders, organized labor, community colleges, K-12 programs, Adult Schools and Community Based Organizations.

There are eight regional plan requirements:

- The preparation of a regional plan
- The establishment of regional service strategies, including use of cooperative service delivery agreements.
- The development and implementation of sector initiatives for in-demand industry sectors or occupations for the region.
- The collection and analysis of regional labor market data (in conjunction with the State).
- The establishment of administrative cost arrangements, including the pooling of funds for administrative costs, as appropriate, for the region.
- The coordination of transportation and other supportive services, as appropriate, for the region.
- The coordination of services with regional economic development services and providers.
- The establishment of an agreement concerning how the planning region will collectively negotiate and reach agreement with Governor on local levels of performance for, and report on, the performance accountability measures described in WIOA Section 116(c), for the Local Workforce Development Area(s) (Local Area) or the planning region.

The preparation of the plan is extensive and requires documentation of the steps in the process. The timeframe, although not due until March 2017, is still very tight. A number of meetings will need to be conducted prior to the end of the year and we must provide an opportunity for public comment prior to submitting the plan. We may request assistance from Board members in engaging our partners and getting appropriate partners involved in this process.

Our target is to have a draft of the regional plan prepared by January 2017.

Staff Contact: Mark Eiserer, (209)533-3396 / MEiserer@MLJT.Org

I2: 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
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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**

13: 2017 Mother Lode Workforce Board / Board of Directors Meeting Calendar



2017 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						
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If you require reasonable accommodation in order to participate in any of these meetings please contact Mark Eiserer, 72 hours in advance, at (209)533-3396

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 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 barriers and appropriate employment goals.	WIOA Programs - MLJT Other Programs - DSS, EDD, DOR, ATCAA, CIMC, CHD

<p>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</p>	<p>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</p>	<p>WIOA Programs - MLJT Other Programs - DOR, ATCAA, CIMC, CHD</p>
<p>Group counseling and/or individual counseling and mentoring</p>	<p>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.</p>	<p>WIOA Programs - MLJT Other Programs - DSS, EDD, DOR, ATCAA, CIMC, CHD</p>
<p>Career planning (e.g. case management)</p>	<p>Staff provides information, materials, suggestions, and/or advice to participant to help the individual make occupation or career decisions.</p>	<p>WIOA Programs - MLJT Other Programs - DSS, EDD, DOR, ATCAA, CIMC, CHD</p>
<p>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</p>	<p>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</p>	<p>WIOA Programs - MLJT Other Programs - DSS, DOR, ATCAA, CIMC, CHD</p>
<p>Internships and work experience that are linked to careers</p>	<p>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 period of time. WEX may be paid or unpaid</p>	<p>WIOA Programs - MLJT Other Programs - DSS, ATCAA, CIMC, CHD</p>

<p>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</p>	<p>Provide and assist customers with skills when applicable or provide referral to partnering agency.</p>	<p>WIOA Programs - MLJT Other Programs - DSS, ATCAA, CIMC, CHD</p>
<p>Financial literacy services</p>	<p>Classes to learn about budget and debt management, credit scores, fair debt collections, reducing housing expenses, making money work for you and living easier</p>	<p>WIOA Programs - MLJT Other Programs - ATCAA, CIMC, CHD</p>
<p>Out-of-area job search and relocation assistance</p>	<p>Relocation Assistance is provided as a supportive service to qualified participants as allowed.</p>	<p>WIOA Programs - MLJT Other Programs - ATCAA</p>

JOB SEEKER		
<u>Training</u>	<u>Description</u>	<u>Providing Partner</u>
<p>Provision of Training Programs Funds and Performance Information</p>	<p>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</p>	<p>WIOA Programs - MLJT Other Programs - DSS, EDD, DOR, ATCAA</p>
<p>On-the-job training (OJT), including registered apprenticeship</p>	<p>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.</p>	<p>WIOA Programs - MLJT Other Programs - DSS, DOR, ATCAA, CIMC, CHD</p>

<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>
<p>Comprehensive Assessments and In-Depth Interviewing and Career Counseling to Help Clients Determine Suitable Employment Goals and Career Pathway</p>	<p>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.</p>	<p>WIOA Programs - MLJT Other Programs - DSS, EDD, DOR, ATCAA, CHD</p>

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) _____