

## Adult Programs Committee (APC)

*date* Thursday, January 26, 2017

*time* 8:00 a.m. – 10:00 a.m.

*place* San Diego Workforce Partnership, 3910 University Ave. San Diego, CA  
Julie Benedict Community Room, 3rd Floor

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## AGENDA

### Welcome & Introductions

- **Annie Taamilo – Chair**
  - o Call the meeting to order
  - o Non-agenda public comment

### Action Items

- **Annie Taamilo – Chair**
  - o Item #1: Minutes
  - o Item #2: Funding Action – Workforce Accelerator Fund (WAF) 4.0, Code for America – **Alexander Becker, Coordinator of Strategic Initiatives**

### Information Items

- o Item #3: America’s Job Centers of California (AJCC) Performance Summary Q1
- o Item #4: Breaking Barriers San Diego Performance Summary – PY 2016
- o Item #5: Expanded Subsidized Employment (ESE) Performance Summary for PY 2017
- o Item #6: Reentry Works San Diego Year 2, Q1 Performance Summary

### Program Updates

- o Director of Business Programs & Research – **Tina Ngo Bartel**
- o Director of Programs – **Andrew Picard**

### Adjournment

- **Next meeting – March 23, 2017 – Location SDWP Office**

PUBLIC COMMENT: Members of the public may address the APC on issues on this agenda (three minutes per subject) and/or other items within the APC’s scope. To speak, submit a “Request to Speak” form prior to the meeting. In compliance with the Americans with Disabilities Act, the SDWP will provide accommodations to persons who require assistance. If you require assistance, please call (619) 228-2900

## **Item #1:** Minutes of the November 3, 2016 Adult Programs Committee Meeting

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### **Members Present**

Linda Kavanagh  
Chaz Compton  
Cathy Scavone  
Stormy Miller

Judy Lawton  
Trevor Blair  
Jose Cruz  
Annie Taamilo

Becky Quinn  
Maurice Wilson  
Carmencita Trapse  
Vickie Brannock

### **Members Absent**

Michael Jones  
Joe Mackey

Walter Lam  
Tom Frost

Stephanie Murphy  
Petros Alemeselassie

All reports, memoranda and letters contained in the agenda or distributed at the meeting shall by this reference become part of the original minutes. The meeting was called to order by L. Kavanagh, at 8:03 a.m., at SDWP, with a quorum.

### **Public Comment**

None

### **Announcements**

L. Kavanagh announced that this would be her last meeting as Chair and M. Taylor's last meeting as Vice Chair. A. Taamilo was appointed by the WDB Executive Committee as the new Chair, S. Miller will be the Vice Chair. Annual Report was distributed, A. Picard reviewed the highlights.

### **The following items were approved**

*1-11/03/2016 - Item 1*

#### **Minutes of the August 25 APC Meeting**

Approve the August 25 APC Minutes.

*Motion, Second, Carried Unanimously (Compton/Lawton)*

Abstention: Cathy Scavone

*2-11/03/2016 - Item 2*

#### **Geographic Distribution of Funds Extension**

Recommend the WDB approve an extension for the existing geographic distribution of funds for PY18.

*Motion, Second, Carried Unanimously (Lawton/Taamilo)*

*3-11/03/2016 - Item 3*

#### **Transfer of Training Funding from Dislocated Worker (DW) to Adult**

Recommend the WDB approve the transfer of funds in the amount of \$676,000 from DW training funds to Adult training funds.

*Motion, Second, Carried Unanimously (Compton/Taamilo)*

### **DISCUSSION**

Staff reviewed the reasons why we are applying to EDD for a transfer of WIOA funds between DW and Adult funding streams. The data provided to EDD will be sufficient to justify the transfer.

*4-11/03/2016 - Item 4*

### **America's Job Centers of California (AJCC) Network Q4 Performance Summary**

Staff reviewed the performance summary for fourth quarter period ending July 1, 2016. AJCC Network partners were recognized for their efforts in achieving performance.

### **DISCUSSION**

Staff reported that they are holding off on adding new performance measures until the State provides WIOA data element definitions and clarity on the employer metric.

We currently are not reporting official performance to the State. The State will start collecting official data in July 2017, once their definitions are finalized.

Action – Staff will present an overview of progress to date on new performance measures.

### **Reports**

A. Becker presented on The Disability Employment Initiative & Ticket to Work Grant SDWP just received. Purpose of the funding is to create better access to the workforce system for people with any kind of disability. An RFP will be released to select the vendor(s) that will be implementing the project. The three-year project will start January 1, 2017.

### **Adjournment**

The meeting was adjourned 9:30 a.m.

Linda Kavanagh, APC Chair

Next meeting is January 26, 2017

## **Item #2:           Funding Action – Workforce Accelerator Fund (WAF) 4.0, Code for America**

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### **RECOMMENDATION**

That the APC recommend to the WDB to approve SDWP's execution of a service agreement with Code for America (CfA) valued at \$500,000. One quarter of the service agreement total would be paid through funds from the Workforce Accelerator Fund (WAF) 4.0 grant, another quarter would be paid through SDWP's WIOA Adult and DW funds, and the remaining half will be matching funds from CfA. The service agreement duration would be for 1 year from February 1, 2017 to January 31, 2018.

### **BACKGROUND**

In January 2017, SDWP won a grant competition through the California State Workforce Development Board's WAF 4.0 to design and implement a new digital tool to improve SDWP's business processes. In our application, we proposed to work with CfA, a technology developer with past experience designing technological solutions for government agencies around the country.

CfA uses a unique process in which they will send 3-5 CfA fellows to San Diego for three weeks to learn about the AJCC system. During that time, they will conduct interviews with customers, case managers, and program managers and observe how the AJCCs function and the job seekers' experiences as job seekers progress through intake, service delivery, and program exit. The fellows will then prototype a tool that addresses a need or inefficiency experienced by job seekers, AJCC staff, or both that they observed while at the AJCC. Working with SDWP and the AJCCs over several months, CfA will then refine their prototype by testing it at the AJCCs, making improvements, and testing it again – repeating the process until they have a functional digital tool that can be implemented at the AJCCs.

Through this engagement with CfA, SDWP's goal is to modernize our method of conducting follow up with AJCC customer. Currently, case managers call every customer on their caseload during the first, third, and fourth quarters after exit to inquire about their employment status, education status, wages, and workforce system metrics. With caseloads exceeding 100 customers per case manager, case managers spend a significant amount of their time collecting follow-up data, which they could otherwise spend on more in-person interactions with customers.

SDWP will work with CfA to develop an automated follow-up tool to gather feedback from customers about their experience at the AJCCs and to collect medium and long-term employment data.

## Item #3: America's Job Centers of California (AJCC) Q1 Performance Summary

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### **INFORMATIONAL ITEM – NO ACTION REQUIRED**

This informational item provides a summary of the AJCC Network's Q1 performance from October 1, 2016 to December 31, 2016.

### **BACKGROUND**

SDWP holds each subrecipient to an agreed set of performance measures that align with the goals and objectives of the local, state, and national public workforce system. SDWP AJCC subrecipients are responsible for each of the four regions:

1. Metro: KRA Corporation (KRA)
2. North: ResCare Workforce Services (ResCare)
3. South: ResCare
4. East: Grossmont Union High School District (GUHSD)

### **PERFORMANCE SUMMARY**

**Enrollments:** The AJCC Network collectively enrolled 1,329 new participants through the performance period ending on December 31, 2016. KRA and GUHSD did not meet the 100% performance target and fell below the 90% corrective action level. As a result of the transfer of training funds approved at the last APC meeting, enrollment targets were adjusted. Due to this recent change, KRA and GUHSD will not be put on corrective action as trends in the region will be observed for another quarter.

**Entered Employment Rate:** The entered employment rate measures the number of participants who successfully gained employment as a result of the services provided through the AJCC Network. The target entered employment rate (EER) is 75% for both Adults and DW. Each region performed above target level for the EER measure for the first quarter. Below are system wide results showing that overall, the AJCC Network exceeded the target EER:

- Adult: 85%
- DW: 88%

**Credential Attainment:** The credential attainment rate measures the number of participants who successfully completed training and attained a credential by the time of exit. The target for credential attainment rate is 85%. Below are system wide results showing that overall, the AJCC Network exceeded the target for credential attainment:

- Adult: 88%
- DW: 88%

### **ATTACHMENTS**

**Attachment A:** Quarter 1 AJCC Network Performance

**AJCC Network Performance**  
**WIOA Adult/Dislocated Worker**  
 Program Year 2016 - 2017: Quarter One Outcomes  
 1st Quarter Follow-Ups Completed: October 1, 2016 - December 31, 2016

Performance Measures Summary		----- Current Quarter -----					----- Cumulative Program Year -----					
		October 1, 2016 - December 31, 2016					July 1, 2016 - December 31, 2016					
For the period: Current Quarter - 10/01/2016 to 12/31/2016 Cumulative PY - 07/01/2016 to 09/30/2016 Data as of 01/09/2017		Current Quarter Totals	KRA Corp Metro Region	ResCare North Region	ResCare South Region	GUHSD East Region	Program Year Totals	KRA Corp Metro Region	ResCare North Region	ResCare South Region	GUHSD East Region	
Yellow denotes performance at or below Corrective Action Level												
<b>Enrollments</b>												
<b>TOTAL PARTICIPANTS SERVED</b>		<b>656</b>	<b>245</b>	<b>176</b>	<b>136</b>	<b>99</b>	<b>3567</b>	<b>1646</b>	<b>760</b>	<b>597</b>	<b>564</b>	
Carry-In Enrollments							2238	1085	436	335	382	
<b>Adult (new)</b>	<b>Actual</b>	<b>365</b>	<b>112</b>	<b>109</b>	<b>77</b>	<b>67</b>	<b>690</b>	<b>265</b>	<b>178</b>	<b>134</b>	<b>113</b>	
	Target	375	165	80	72	58	750	330	160	144	116	
	Rate	97%	68%	136%	107%	116%	92%	80%	111%	93%	97%	
<b>Dislocated Worker (new)</b>	<b>Actual</b>	<b>291</b>	<b>133</b>	<b>67</b>	<b>59</b>	<b>32</b>	<b>639</b>	<b>296</b>	<b>146</b>	<b>128</b>	<b>69</b>	
	Target	250	110	53	48	39	500	220	106	96	78	
	Rate	116%	121%	126%	123%	82%	128%	135%	138%	133%	88%	
<b>Participants in Follow-Up: Exited 07/01/2016-09/30/2016</b>		<b>Actual</b>	<b>508</b>	<b>206</b>	<b>105</b>	<b>104</b>	<b>93</b>	<b>508</b>	<b>206</b>	<b>105</b>	<b>104</b>	<b>93</b>
<b>Entered Employment (1st Qtr Follow-Up):</b> Included are participants who completed 1st Qtr Follow-Up Due from 10/01/2016 - 12/31/2016												
<b>Total Participants in Employment 1st Qtr after Exit</b>		<b>439</b>	<b>174</b>	<b>92</b>	<b>92</b>	<b>81</b>	<b>439</b>	<b>174</b>	<b>92</b>	<b>92</b>	<b>81</b>	
<b>Adult</b>	<b>Actual</b>	<b>204</b>	<b>77</b>	<b>48</b>	<b>42</b>	<b>37</b>	<b>204</b>	<b>77</b>	<b>48</b>	<b>42</b>	<b>37</b>	
	Included	240	94	55	46	45	240	94	55	46	45	
	Target: 75% Rate	85%	82%	87%	91%	82%	85%	82%	87%	91%	82%	
<b>Dislocated Worker</b>	<b>Actual</b>	<b>235</b>	<b>97</b>	<b>44</b>	<b>50</b>	<b>44</b>	<b>235</b>	<b>97</b>	<b>44</b>	<b>50</b>	<b>44</b>	
	Included	268	112	50	58	48	268	112	50	58	48	
	Target: 75% Rate	88%	87%	88%	86%	92%	88%	87%	88%	86%	92%	
<b>Entered Employment (2nd Qtr Follow-Up):</b> No data applicable for this performance measure.												
<b>Entered Employment (4th Qtr Follow-Up):</b> No data applicable for this performance measure.												
<b>Credential Attainment (1st Qtr Follow-Up):</b> Included are participants who completed 1st Qtr Follow-Up Due from 10/01/2016 - 12/31/2016												
<b>Total Participants Received Credential by 1st Qtr after Exit</b>		<b>159</b>	<b>85</b>	<b>29</b>	<b>20</b>	<b>25</b>	<b>159</b>	<b>85</b>	<b>29</b>	<b>20</b>	<b>25</b>	
<b>Adult</b>	<b>Actual</b>	<b>68</b>	<b>41</b>	<b>11</b>	<b>7</b>	<b>9</b>	<b>68</b>	<b>41</b>	<b>11</b>	<b>7</b>	<b>9</b>	
	Included	77	46	13	8	10	77	46	13	8	10	
	Target: 85% Rate	88%	89%	85%	88%	90%	88%	89%	85%	88%	90%	
<b>Dislocated Worker</b>	<b>Actual</b>	<b>91</b>	<b>44</b>	<b>18</b>	<b>13</b>	<b>16</b>	<b>91</b>	<b>44</b>	<b>18</b>	<b>13</b>	<b>16</b>	
	Target	103	50	21	15	17	103	50	21	15	17	
	Target: 85% Rate	88%	88%	86%	87%	94%	88%	88%	86%	87%	94%	
<b>Measurable Skill Gain:</b> No data applicable for this performance measure.												

**Item #4: Breaking Barriers San Diego Performance Summary –  
PY 2016**

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**INFORMATIONAL ITEM – NO ACTION REQUIRED**

This informational item provides a summary of the Breaking Barriers San Diego Program's (BBSD) Q2 performance from October 1, 2016 to December 31, 2016.

**BACKGROUND**

In 2014, SDWP was awarded a DOL Workforce Innovation Fund (WIF) grant in the amount of \$6,000,000 over five years. The funds are designed to test or scale innovative programs that create 1) better results for job seekers and employers; 2) increased efficiency in the delivery of quality of services; and 3) stronger cooperation across programs and funding streams.

SDWP partnered with the County of San Diego Health and Human Services Agency and Behavioral Health Services, and the Department of Rehabilitation on a program design to test the Individual Placement and Support (IPS) Model for supported employment, serving Temporary Assistance for Needy Families (TANF) and other low income individuals impacted by disabilities. SDWP is implementing a randomized controlled trial with 1,000 participants.

**PERFORMANCE SUMMARY**

The BBSD program is implemented through America's Job Centers of California (AJCC) Network the performance summary in **Attachment B** is second quarter performance ending on December 31, 2016. During second quarter, the AJCC subrecipients experienced high staff turnover, which impacted performance. The AJCC subrecipients who did not meet performance target for "Employer Face-to-Face" will receive a corrective action warning.

**ATTACHMENTS**

**Attachment B:** BBSD Performance Measures Summary.

## Breaking Barriers San Diego

Dept. of Labor, Workforce Innovation Fund (WIF)  
Year 2- month ending December 31, 2016

Performance Measures Summary		----- Quarter - 2 -----					----- PROJECT TO DATE -----				
For the period: Year Two-October 1, 2016 to December 31, 2016	Quarter 2 Total	KRA(Metro)	ResCare Workforce Services (North)	ResCare Workforce Services (South)	Grossmonth Uniton High School District (East)		KRA(Metro)	ResCare Workforce Services (North)	ResCare Workforce Services (South)	Grossmonth Uniton High School District (East)	
<b>Accountability Measures</b>		Yellow denotes performance at or below 95% of target									
<b>1. New Program Enrollments</b>	<b>Actual</b>	73	33	14	19	7	297	122	59	70	45
	Target	77	35	15	16	11	293	130	58	62	43
<b>2. Face-Face Employer Contact in 30 days:</b> 75% of new program enrollments will achieve contact with an employer within 30 days of career profile	<b>Actual</b>	46	19	6	14	7	185	61	39	52	33
	Target	58	26	11	12	8	220	98	44	47	32
<b>3. *6-Month Fidelity Review December 2016</b>	<b>Actual</b>	n/a	108	95	105	106	n/a	n/a	n/a	n/a	n/a
	Maximum Score	Varies	114	114	114	110	n/a	n/a	n/a	n/a	n/a
<b>Tracking Measures</b>											
<b>4. Competitive Employment:</b> 50% of program enrollments will achieve competitive employment	<b>Actual</b>	62	24	7	22	9	185	51	38	65	31
<b>5. Retained Employment for 30 days:</b> 85% who achieve competitive employment will retain employment for 30 days	<b>Actual</b>	73%	92%	71%	36%	111%	63%	75%	58%	52%	71%
	# employed for 30 days	45	22	5	8	10	116	38	22	34	22
<b>6. **Retained Employment for 6 months:</b> 50% will retain employment for 6 months, from those who retained for 30 days.	<b>Actual</b>	0	0	0	0	0	25	10	5	6	4
	# employed for 6 months	0	0	1	0	0	16	9	1	5	1
<b>7. Average Wage at Employment</b>	<b>Actual</b>	<b>\$12.18</b>									
<b>Participant Demographics</b>											
Temporary Assistance for Needy Families [TANF] Only Participants		38	19	9	7	3	104	42	20	20	22
Department of Rehabilitation Participants		9	4	0	2	3	74	35	12	11	16
Behaviorial Health Services Participants		26	10	5	10	1	127	46	30	45	6
Veterans (not enrolled in study)		16	10	3	2	1	14	10	3	2	1

\*On a scale of 125 points, fidelity is scored as 'Fair' at 74-99, 'Good' at 100-114, and 'Exemplary' at 115-125. Fidelity Reviews are scheduled for December 20

\*\* No participants eligible for this measure during this period of performance, enrollments began January 2016.



**Item #5: Expanded Subsidized Employment (ESE) Performance Summary for PY 2017**

**INFORMATIONAL ITEM – NO ACTION REQUIRED**

This informational item provides a summary of the Expanded Subsidized Employment (ESE) program’s performance from October 1, 2016 to December 31, 2016.

**BACKGROUND**

Live Well San Diego (LWSD) is an initiative of the County of San Diego to improve health and wellness for all residents. The CalWORKs Welfare to Work (WTW) ESE Program is an example of how SDWP and the County are working together to build a better, more integrated service delivery system. The goal of the program is to move WTW participants from subsidized employment to unsubsidized employment in occupations that will improve household earnings and move families off public assistance to self-sufficiency. ESE funds can subsidize wages for up to 6 months for WTW participants.

**PERFORMANCE SUMMARY**

Region	Entered Employment	Average Wage*	Subsidy Expended
Metro	25	\$11.03	\$107,304
North	2	\$12.50	\$26,363
South	23	\$11.09	\$57,302
East	20	\$10.53	\$76,579
Total	70	\$11.28	\$267,548

\*As reflected on the ESE agreement

## Item #6: Reentry Works San Diego Year 2, Q1 Performance Summary

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### **INFORMATIONAL ITEM – NO ACTION REQUIRED**

This informational item provides a performance summary for the Reentry Works San Diego program's performance from October 1, 2016 to December 31, 2016.

### **BACKGROUND**

The Reentry Works San Diego program creates a specialized jail-based AJCC in the East Mesa Reentry Facility (EMRF) as a result of the Department of Labor's (DOL) June 2015 grant award for the Linking Employment Activities Pre-Release (LEAP) Initiative. The subrecipient, Second Chance, will serve a total of 600 justice-involved participants at EMRF over a two-year period. This includes a target of 500 participants with universal career services and 100 participants with intensive one-on-one case management during pre- and post-release.

### **PERFORMANCE SUMMARY**

The DOL performance goals for LEAP grantees are as follows:

- **Enrollment Rate:** Defined as the number of participants enrolled in the program divided by the enrollment goal. The goal for this measure is 100% by the end of the grant.
- **Participation Rate:** The rate of continued participation in the program defined as the percentage of enrolled participants who received at least one LEAP service (excluding supportive services) each month pre-release. The goal for this measure is 90% by the end of the grant.
- **Work Readiness Indicator Rate:** Defined as the percentage of participants who are deemed work-ready or demonstrate an increase in work-readiness after receiving pre-release services. To assess increases in work-readiness, grantees must administer work readiness pre- and post-tests (at the time of enrollment and program exit/release, respectively), which may include a risk assessment of criminogenic needs. The goal for this measure is 80%.
- **Post-release Enrollment Rate:** Defined as the percentage of participants who report for and are enrolled into comprehensive career services within 30-days post-release. The goal for this measure is 80%.

The following table outlines program performance as related to the subrecipients' Project Operating Plan (POP) from October 1, 2016 to December 31, 2016:

Performance Measure	Actual	Target
Enrollment Rate	285	324
Participation Rate	272	335
Work Readiness Increase	223	270
Post-release Enrollment Rate	75	69
Post-release Placement Rate	34	29