

SAN DIEGO
WORKFORCE
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MEETING OF THE ADULT PROGRAMS COMMITTEE

date Thursday, March 24, 2016

time 8:00 am – 10:00 am

place San Diego Workforce Partnership
Julie Benedict Community Room, 3rd Floor
3910 University Ave.
San Diego, CA 92105

AGENDA

CALL TO ORDER AND NOTE OF ATTENDANCE

PUBLIC COMMENT: members of the public shall have the opportunity to address the Adult Programs Committee only on issues on this agenda. Time allotted to each speaker is determined by the Chairman; however, comments are generally limited to no more than three (3) minutes total per subject regardless of the number of those wishing to speak. Anyone desiring to address the Board under “Public Comment” must submit a “Request to Speak” form prior to the meeting.

ACTION ITEMS

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Next Adult Programs Committee Meeting: 5/26/2016

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Item #1: Minutes of the January 28, 2016 Adult Programs Committee Meeting

Members Present

Marlene Taylor
Judy Lawton
Annie Taamilo
Cathy Scavone

Jose Cruz
Lorraine Collins
Vicki Brannock
Trevor Blair

Walter Lam
Rebecca A-Gardener
Stephanie Murphy

Members Absent

Linda Kavanagh
Stormy Miller
Chaz Compton

Petros Alemeselassi
Tom Frost
Michael Jones

Fernando Nunez
Maurice Wilson
Joe Mackey

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 Marlene Taylor, at 8:05 am, at SDWP office, with a quorum.

Public Comment

A. Hall announced that A. Picard was promoted to the Adult Director position.

A. Picard gave an overview of the APC Retreat highlights. The APC meetings would be set up in a way that there are opportunities after the formal part of the meeting to discuss upcoming designs for programs, and to receive input from the Committee on these projects. The APC also talked about what our membership looks like on APC, and the process for securing new members as decided by the APC Chair and SDWP's Director of Adult Programs.

The following items were reviewed:

1-01/28/2018 - Item 3 **Final Performance Summary – Bridge to Employment Program**

N. Murphy reviewed the agenda item.

DISCUSSION

SDWP learned a lot through administering a career pathway program for low-income individuals with limited work history or previous education attainment. Bridge to Employment is one of nine programs selected for a rigorous evaluation studying the effectiveness of various career pathway approaches to increase the economic self-sufficiency of low-income individuals and families. An interim report will be published mid-2016.

2-01/28/2018 - Item 4 **Rapid Response Performance Report**

K. Ring, SDWP's Sr. Research Analyst gave an overview of Rapid Response services, and she talked the Committee through the results of the contracts performance measures.

3-01/28/2016 – Item 5

Layoff Aversion Services Performance Report

K. Ring provided information on the business process improvement activities for the layoff/aversion employee retention program. Manpower Inc. has the current contract and has been trying to reach out to all companies in the pertinent areas that request services. They are finding that most of the companies are going out of business.

DISCUSSION

T. Blair talked about the challenges and successes Manpower has been experiencing with this program. They have been successful in reaching out to smaller businesses. They are finding that larger companies don't really care about rapid response services. Now that we have a track record, companies are open to working with us if they recognize the companies we've helped in the past.

Manpower is seeing an increase in numbers, the strategies that are currently being used are: 1) If companies don't respond to emails or phone calls we just show up. 2) Being proactive, conducting services for people who didn't get an WARN notice. 3) Providing other services that aren't required.

4-01/28/2016 - Item 6

America's Job Center of California Final Performance for Period ending June 30, 2015

A. Picard reviewed performance. The AJCCs ended the year strong, excited about what we can do in the coming year. It was a challenging start to the beginning of the year due to the learning curve with new State labor-exchange system, CalJOBS, which have been resolved.

SDWP is working on adding an additional measure. Discussion held regarding what the APC might be interested in seeing and how we could potentially add employer services into performance measures.

5-01/28/2016 - Item 7

Breaking Barriers San Diego Program Update

N. Murphy reviewed item. The program involves a third party evaluation to study a new innovative workforce strategy called the Individual Placement Support (IPS) model of supported employment to serve unemployment low-income individuals with disabilities. The IPS model includes small caseloads of about 20 and service design is driven by customer choice, interests and preferences. Services are community-based meaning the staff meet with participants in the community, their homes or other service providers. The focus is on rapid employment with a core philosophy no 'readiness' exclusions for the program.

The first year of the project was to plan and get final approval from DOL for the design of the evaluation. Thirteen staff were recently hired by the AJCC contractors for the project and received 30 hours of training on the IPS model from a consultant hired for the project, random assignment procedures, and the management information system (MIS) created by SDWP. This week, the program enrolled the first two people.

DISCUSSION

The Committee was interested in what services are actually being provided for the customer. Staff went through the array of services offered to the customer.

L. Brandenburg reviewed the MIS created in-house with the Committee. Next step will be to create a program dashboard where partners can view caseload history.

DISCUSSION

We have agreements in place with HHS and DOR. It would behoove us to look at the basic application in CalJOBS.

The following items were approved with comments noted:

6-01/28/2016 - Item 1

Minutes of the October 22, 2015 APC meeting

Approve the minutes of the October 22, 2015 APC meeting

7-01/28/2016 - Item 2

San Diego & Imperial County SlingShot Project Update and Contract Action

That the APC recommends for approval the following contract and RFP actions to support the implementation of the SlingShot project:

- The Connector: Authorize SDWP staff to begin contract negotiations with the East County Economic Development Corporation to update the web-based, supply chain network tool designed to keep more businesses in the region. The tool, and the manufacturing businesses it supports, are in need of upgrades that will help keep supplier information up to date, share employment and training needs across stakeholders, and provide other updates requested by the business community. This sole source contract has been approved by the State Workforce Development Board and will not exceed \$150,000.
- Consulting and Business Engagement Services: Authorize SDWP to issue an RFP for services that include three primary deliverables: 1) a detailed report that provides a recommended structure(s) of the co-investment structure, including pay points, rates, tax benefits, roles and responsibilities, and other

key details of the co-investment structure(s) across San Diego County and Imperial County manufactures, (2) engagement of businesses in both Counties to join the co-investment structure, and 3) working closely with the Community college system to engage manufacturing businesses on the value of an evidence-based work readiness curriculum. The resulting contract of this RFP will not exceed \$175,000 for the term of the contract.

These contracts in total will exceed \$325,000 of the \$1,000,000 grant. In addition to these contracts, the grant partners and the State have also allocated approximately \$400,000 for advanced manufacturing training to seed business-led training programs tied to the co-investment structure.

Additionally, SDWP plans to issue an RFQ for an evidence-based online assessment tool that measures career readiness. The initial phase of the implementation of this tool will focus on serving 100 advanced manufacturing trainees and include remediation curriculum. The resulting contract from this RFQ will be less than \$50,000 per year.

DISCUSSION

Great concept, hope other programs are modeled after this model. Collaboration between education, business, workforce development economic development. Talk about how the trusts are created.

Motion, Second, Carried Unanimously (Lawton/Aguilera)

Adjournment

The formal part of the meeting was adjourned at 9:30 am

Rebecca Bianconi, Meeting Secretary

Informal Group Discussion – APC Governance

Discussed membership looks like on the APC

- Employer from each priority sectors should be represented on APC
- An AJCC operator on the APC
- Required community partners

Process for bringing in additional members and securing

- Adult Programs Director, APC Chair and Vice Chair will meet as an Executive Team to agree on bringing in new members
- Add terms and a required attendance level
- Guiding principles
- Shorter meeting – 1.5 hrs.
- New members should have an Orientation

**Item #2: America's Job Centers of California Q1 Performance
Summary for Period Ending September 31, 2015**

MEETING DATE: March 24, 2016

TO: Adult Programs Committee

FROM: Andrew Picard, Adult Programs Director

INFORMATIONAL ITEM – NO ACTION REQUIRED

This informational item provides a performance summary for the first quarter period ending September 30, 2015 for the America's Job Centers of California (AJCC).

BACKGROUND

SDWP holds each contractor 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 contractors are responsible for each of the four regions:

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

PERFORMANCE SUMMARY

Enrollments: The AJCC network collectively enrolled 738 new participants through the first quarter of PY '15/16. Each AJCC contractor has exceeded 100% of their enrollment target for the first quarter.

Entered Employment: The entered employment rate measures the number of participants who have successfully gained employment as a result of the services provided through the AJCC network. The target entered employment rate (EE) is 75% for both Adults and Dislocated Workers (DW). Below are system wide results showing that overall, the AJCC network exceed target EE:

- Adult: 79.7%
- DW: 80.5%

Each AJCC contractor performed at or above target level for the EE measure with the exception of ResCare. In the South region, ResCare was above corrective action but below target. In the North region, ResCare was below corrective action level for the Adult and DW measure. SDWP has placed ResCare on corrective action for first quarter entered employment in the North region.

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 is 85%, and each AJCC performed at or above target level.

ATTACHMENT

AJCC First Quarter Performance Report

Program Year 2015 - 2016: Quarter 1

July 1, 2015 - September 30, 2015

Data as of January 11, 2016

Enrollments								
Operator/Region	Carry-In Enrollments Enrolled before 07/01/2015		New Enrollments 07/01/2015 - 09/30/2015		Performance Levels New Enrollment Targets			
	Adult	DW	Adult	DW	Adult	DW	Adult Rate	DW Rate
KRA Corporation (<i>Metro Region</i>)	494	590	157	165	130	146	120.8%	113.0%
ResCare (<i>North Region</i>)	165	254	81	88	63	71	128.6%	123.9%
ResCare (<i>South Region</i>)	156	135	76	70	56	63	135.7%	111.1%
Grossmont Union High School District (<i>East Region</i>)	204	194	46	55	45	51	102.2%	107.8%
<i>AJCC Network</i>	1019	1173	360	378	294	331	122.4%	114.2%

Entered Employment Rate (EER) - (<i>Exits 07/01/2015 - 09/30/2015</i>)								
Operator/Region	Adult			Dislocated Worker			Performance Levels	
	# Placed In Employment	Total Included	Rate	# Placed	Total Included	Rate	Corrective Action Level	Target
KRA Corporation (<i>Metro Region</i>)	70	77	90.9%	126	135	93.3%	65%	75%
ResCare (<i>North Region</i>)	33	52	63.5%	55	84	65.5%		
ResCare (<i>South Region</i>)	35	50	70.0%	30	39	76.9%		
Grossmont Union High School District (<i>East Region</i>)	36	41	87.8%	28	39	71.8%		
<i>AJCC Network</i>	174	220	79.1%	239	297	80.5%		

Credential Attainment - (<i>Exits 07/01/2015 - 09/30/2015</i>)					
Operator/Region	Adult and Dislocation Worker			Performance Levels	
	Obtained Credential	Total Included	Rate	Corrective Action Level	Target
KRA Corporation (<i>Metro Region</i>)	97	114	85.1%	80%	85%
ResCare (<i>North Region</i>)	35	40	87.5%		
ResCare (<i>South Region</i>)	35	41	85.4%		
Grossmont Union High School District (<i>East Region</i>)	42	48	87.5%		
<i>AJCC Network</i>	209	243	86.0%		

Item #3: Reentry Works San Diego Program Update

MEETING DATE: March 24, 2016

TO: Adult Programs Committee

FROM: Andrew Picard, Adult Programs Director

INFORMATIONAL ITEM – NO ACTION REQUIRED

BACKGROUND

The *Reentry Works San Diego* program creates a specialized jail-based America’s Job Center of California (AJCC) as a result of the Department of Labor’s (DOL) grant award in June 2015 for the Linking Employment Activities Pre-Release (LEAP) Initiative.

This program will serve a total of 600 participants who are justice-involved individuals at East Mesa Reentry Facility. This includes a target of 500 participants with universal career services and 100 participants with intensive one-on-one case management pre- and post-release.

The DOL released performance goals in December 2015 for LEAP grantees, as follows:

- **Enrollment Rate:** defined as the number of participants enrolled in the program divided by the enrollment goal. Each grantee has an individual enrollment goal. This goal is derived from your grant application. The enrollment goal is expected to be met by the end of the grant period of performance. **The goal for this measure is 100%.**
- **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%.**
- **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. (Participants who enter employment or educational placements within 30 days of release without reporting to and enrolling in comprehensive career services are excluded from this measure.) **The goal for this measure is 80%.**

ATTACHMENTS

None

Item #4: Contracted Education in San Diego's Priority Sectors

MEETING DATE: March 24, 2016

TO: Adult Programs Committee

FROM: Tina Ngo Bartel, Director of Business Programs and Research

INFORMATIONAL ITEM – NO ACTION REQUIRED

SDWP's Director of Business Programs and Research will present on the upcoming Request for Proposals (RFP) for Contracted Education in San Diego's Priority Sectors, which will be released in April 2016.

BACKGROUND

In 2010 and 2013, SDWP conducted studies to assess the existing relationship between San Diego's public workforce development system and the community colleges. The report explored solutions to improving the two entities' working relationship and identified many challenges in collaboration, including difficulty in contracting with SDWP, lack of coordination of support resources and misalignment of mission.

Since the completion of these studies, the Employment Development Department (EDD) released a Workforce Services Directive (WSD13-13) providing guidance regarding local Workforce Development Boards contracting directly with institutions of higher education or eligible training providers. SDWP intends to use the guidance provided in WSD13-13 to not only further improve relations, but to increase the availability of training to workforce development system customers.

ATTACHMENTS

None

Item #5: Procurement of the America’s Job Centers of California (AJCC) Network 2017 - Updates

MEETING DATE: March 24, 2016

TO: Adult Programs Committee

FROM: Andrew Picard, Adult Programs Director

INFORMATIONAL ITEM – NO ACTION REQUIRED

BACKGROUND

As outlined in the Workforce Innovation and Opportunity Act (WIOA), local workforce development boards must competitively procure operators for the AJCC network every four years. Andrew Picard will lead a discussion and provide updates on the San Diego Workforce Partnership’s plan for the upcoming Request for Proposals (RFP) for the AJCC network.

ATTACHMENTS

None