



SAN DIEGO WORKFORCE INVESTMENT BOARD

September 13

2012

LOCATION:

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

TIME:

8:00 – 9:30 a.m.

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Agenda

Our Mission: To foster economic growth and prosperity through education, training and lifelong learning.

Our Vision: The San Diego region will be home to the world's most highly educated and skilled workforce; where a corporate and a community-wide commitment to lifelong learning will fuel unprecedented innovation, creativity and economic achievement.

- **Call to Order and Note of Attendance**
- **Public Comment** – Members of the public shall have the opportunity to address the WIB on any issue not on this agenda but within the jurisdiction of the WIB. Time allotted to each speaker is determined by the Chair of the WIB. 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 WIB under “Public Comment” must submit a “Request to Speak” form prior to the meeting.
- **Agenda Items**

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AGENDA ITEM 1

WORKFORCE INVESTMENT BOARD MEETING July 19, 2012 DRAFT MINUTES

Members Present

Ed Hidalgo, Chair	Linda Kavanaugh	Alana Nicastro
Kerry Baird	Alan Kneale	Joe Powell
Trevor Blair	Gary Knight	Steve Redding
Bobby Brown	Walter Lam	Sherry Rednour
Sunita Cooke	Judy Lawton	Scott Robinson
Peter Dawson	Peter MacCracken	Marlene Taylor
Krista Dupps	Joe Mackey	Randolph Ward
Jeffrey Jackson	Mary Ann Marcuzzi	Dante Vasquez
Mack Jenkins	Lydia Moreno	

Members Absent

Rebecca Aguilera-Gardiner	Mike Finch	Doug Moore
Jen Badgley	Ellen Greer	Dora Mendevil
Richard Barrera	Norma Hernandez	Lauree Sahba
David Blake	Barbara Jimenz	Louis Song
Donald Dame	Tom Lemmon	Brad Wiscons
Jeff Davis	John Lohrenz	

Counsel

David Smith, Esq.

MINUTES

All reports, memoranda, and letters contained in the agenda or distributed at the meeting shall by this reference become part of the original minutes.

Chair Ed Hidalgo called the meeting to order at 8:04 a.m. at 3910 University Avenue, San Diego, with a quorum present.

Public Comment

Chair Hidalgo welcomed Peter Callstrom as the new President and CEO of the San Diego Workforce Partnership (Workforce Partnership) by mentioning that Peter had started on Monday, July 16, 2012. Mr. Callstrom introduced himself and mentioned that he is glad to be a part of the Workforce Partnership, and brings 18 years of experience in workforce development to his new role. Nathaniel Buggs, Vice President and COO was also thanked by Chair Hidalgo for his role as Interim President and CEO for the past several months.

Three new members were introduced who were sworn in just prior to the meeting. They include: Dante Vasquez of Circle Foods, Krista Dupps a self-employed attorney, and Alana Nicastrro from Point Loma Nazarene University.

- **The following agenda items were approved on the consent agenda:**

- | | | |
|-----------|----------------|--|
| 1-7/19/12 | Item 1 | <u>Minutes of March 15, 2012 Workforce Investment Board Meeting</u>
That the Workforce Investment Board (WIB) approve the minutes of the May 10, 2012 WIB meeting. |
| 2-7/19/12 | Item 3 | <u>Issuance of Request For Proposal for the Management and Operation of the East County One-Stop Career Center</u>
That the WIB approve the issuance of a Request for Proposals (RFP) for the management and operations of the East County One-Stop Career Center in San Diego County. This RFP will procure a One-Stop Career Center operator under a contract for six (6) months with the option to extend for four (4) additional one-year periods. |
| 3-7/19/12 | Item 5 | <u>Supportive Services Policy Revisions</u>
That the WIB approve the reduction of the types of supportive services available through Workforce Investment Act (WIA) Adult and Dislocated Worker funded programs to those that are available only through the purchase of gift cards. |
| 4-7/19/12 | Item 6 | <u>Priority of Service Policy Revisions</u>
That the WIB approve the addition of five special population groups to the Priority of Service Policy for WIA funded training and Supportive Service Programs. |
| 5-7/19/12 | Item 10 | <u>PY2012-2013 Youth Workforce Investment Act (WIA) East County Out-of-School Youth Program Funding Recommendation</u>
That the WIB concur with the Youth Council recommendation and authorize the President/CEO of the Workforce Partnership to negotiate and execute a contract with Access, Inc. for the purpose of operating a WIA Title I funded Youth Program for Program Year (PY) 2012-2013 in the amount of \$254,091. The recommended contract would have an 11-month term from August 1, 2012 through June 30, 2013, with the option of renewing for up to four (4) additional one-year terms, contingent upon need, demonstrated performance, and availability of funds. |
| 6-7/19/12 | Item 11 | <u>Contract Action For Independent Living Skills/Workforce Investment Act Program</u> |

That the WIB concur with the Youth Council recommendation to authorize the President/CEO of the Workforce Partnership to negotiate and execute the following contract actions to award an additional six (6) months of WIA Title I Youth Program funds in the amount of \$123,750 to Access, Inc., and award \$151,250 to South Bay Community Services. These awards are for the purposes of providing uninterrupted workforce development services to former and after care foster youth while a joint procurement with the San Diego County Child Welfare System is executed.

- 7-7/19/12 **Item 12** **Election of Workforce Investment Board Officer**
That the WIB elect Rebecca Aguilera-Gardiner as Vice Chairperson to serve from July 19, 2012 through June 30, 2013.
- M/S/C/U (Lawton/Lam with Blair abstaining from Item 3)

- **The following agenda items were approved with any discussion noted:**

- 8-7/19/12 **Item 2** **Approval of Providers/Program for the Eligible Training Provider List (ETPL)**
That the WIB approve twelve (12) new training programs that meet the requirements of the Employment Development Department Workforce Investment Directive #WIAD06-15 for inclusion on the Eligible Training Provider List (ETPL). Additionally, that the WIB consider creating an ad hoc committee on the training program cost cap for ETPL inclusion.

Discussion

Judy Lawton, Chair of the Workforce Advancement Committee (WAC) introduced the item. Because there was not a quorum at the last WAC meeting, this item is being presented to the WIB without a recommendation from the WAC. Eligibility requirements for being approved for the ETPL are set by the State of California. Because Individual Training Accounts cannot exceed \$5,000 for participants, the WAC members questioned whether or not programs should be approved that cost upwards of \$77,000, putting the individual in a position to incur a considerable amount of debt. Judy Lawton mentioned that if the goal of these programs is to get people back to work as quickly as possible, lengthy and expensive programs do not meet such criteria.

Judy Lawton asked that an ad hoc committee be formed in order to develop criteria for approving ETPL providers, including looking at accreditation, cost, and overall program design. These criteria would be the parameters for any ETPL provider seeking approval from the San Diego WIB.

Board member Peter MacCracken motioned that the board approve the four (4) new training programs for MiraCosta College, but deny California College San Diego of the eight (8) training

programs submitted. Also, for the WIB to allow the WAC to form an Ad Hoc Committee to develop criteria for ETPL providers. Board member Alan Kneale seconded the motion.

M/S/C/U (MacCracken/Kneale)

9-7/19/12 **Item 4 Approval of Memorandum of Understanding with Mandatory Partners**

That the WIB approve and authorize the Chair of the WIB to sign the Memorandum of Understanding (MOU) between the WIB and the following organizations: Employment Development Department, Center for Employment Training, California Indian Manpower Consortium, Inc., Community Colleges (Palomar Community College District, Grossmont-Cuyamaca Community College District, San Diego Community College District, Mira Costa College, Southwestern Community College District), County of San Diego, Health and Human Services Agency, San Diego County Office of Education, San Diego Housing Commission, San Diego Job Corps, SER/Jobs for Progress, Inc., State Department of Rehabilitation.

Discussion

Robert McDaniel, Vice President and Chief Steward for District Labor Council 709 SEIU Local 1000 addressed the WIB requesting the MOU be revised.

Mark Nanzer, Workforce Advancement Division Director, clarified that the MOU was created via a template from the California Employment Development Department (EDD). EDD has the final approval on the MOU and can take Mr. McDaniel's recommendation into consideration. Nathaniel Buggs reassured Mr. McDaniel that the language will be taken under advisement, as it directly relates to EDD, but that the WIB does not have authority to unilaterally change the language at this juncture. The language has already been vetted with EDD, and it will have to be EDD who will need to work directly with Robert McDaniel to address his request.

M/S/C/U (Lawton/Redding with Cooke abstaining)

10-7/19/12 **Item 7 Youth Council Membership**

That the WIB concur with the Youth Council and renew for an additional two-year term, the following members: Bobby Brown, Sandra McBrayer, Shannon Erdell, Heather Whitley, and Adriana Sitz; appoint the following candidates for a two-year term through June 30, 2014: Steve Pinning, Kim Allen, and Dionne Franklin; and accept the resignation of Youth Council member Meileena Bautista.

Discussion

Aaron Wooten addressed the WIB and asked to submit a letter for the public record. A similar letter was also submitted to the Youth Council at their last meeting.

The letter has been made available at the front desk of SDWP for public view.

M/S/C/U (Lam/Lawton)

11-7/19/12 **Item 8** **PY2012-2013 Contract Awards for WIA Year-long Youth Providers**

That the WIB authorize the President/CEO of the Workforce Partnership to negotiate and execute contracts for the purpose of operating WIA Title I funded Youth Programs for Program Year 2012-13 in the amount of \$1,265,861 to the providers outlined in the agenda item.

Discussion

Bobby Brown, Co-Chair of the Youth Council, presented the item asking for approval of the new contracts, with additional contractors procured in the spring, for over \$1.2M in WIA funding.

Discussion ensued regarding the procurement process and services proposed by the potential providers. Staff indicated that the differences among the providers' cost per youth figures is indicative of the proposed services they will provide. The geographic distribution of the funding in the region often determines which programs will receive funding.

M/S/C/U (Cooke/Dupps, with Ward, Blair, and Knight abstaining)

12-7/19/12 **Item 9** **PY2012-2013 Youth Contract Funding Recommendations**

That the WIB concur with the Youth Council recommendations to authorize the President/CEO of the Workforce Partnership to negotiate and execute contracts awarding additional funds to the three (3) organizations identified in the agenda item.

Discussion

Aaron Wooten offered public comment in opposition to this agenda item because it is a non-competitive grant. He also took issue with the fact that his objection to this item at the June 25, 2012 Youth Council meeting was not available to the WIB members at today's meeting.

Peter MacCraken asked for future letters/objections be included in the board agenda packet, as that is the appropriate way to communicate with WIB members in advance of the meeting.

Todd Philips provided an overview of the process for submitting public comments.

Chair Hidalgo acknowledged Ray King of the Urban League who offered public comment against this agenda item. His concerns were regarding the public record of the Youth Council and the complaint against this agenda item at that previous meeting.

Margie de Ruyter, Senior Director of Workforce Initiatives, explained the letter submitted by Mr. King at the Youth Council meeting would be incorporated in the Youth Council record, but is

not part of the WIB record as they are two different bodies. That letter was available for public review at the front desk of the Workforce Partnership.

County Counsel David Smith clarified that the letter submitted to the Youth Council did not ask for the letter to be forwarded to WIB, therefore, the letter would not have been included in the WIB Agenda Packet. The letter submitted to the WIB, will be included in the WIB materials and will be at the front desk of the Workforce Partnership in accordance with Robert's Rules of Order. The letter submitted today is available for WIB consideration; Mr. Smith encouraged concerns be expressed through the public comment process, as each board member does not have a copy of the letter submitted today.

Todd Philips read the letter aloud. The letter encouraged the WIB to deny approval on the two items #7 and #9.

Bobby Brown, Co-Chair of the Youth Council, mentioned that the Youth Council heard a reading of the letter submitted at their meeting. After much discussion, the Youth Council addressed the issue and decided to move forward with the recommendation. Therefore, the agenda item is in front of the WIB at this meeting.

Nathaniel Buggs responded and let the WIB know that staff is working very hard to comply with the lengthy request for data from the Urban League. He reassured the WIB and Mr. King, that everything will be responded to as soon as possible. MR. Buggs acknowledged the Workforce Partnership had originally indicated in the responding letter to Mr. King that some of the information Mr. King was requesting could be provided by July 11, 2012, but the date given to Mr. King was a goal and the Workforce Partnership is still diligently working to meet the entirety of the request.

Bobby Brown mentioned that the Youth Council reviewed that key partners at San Pasqual were selected by the County of San Diego through an MOU which identifies the only partners who can offer services at San Pasqual. The Youth Council agreed that the Sole Source agreement process used in issuing the contract to ACCESS followed acceptable Workforce Partnership procurement guidelines. The Youth Council did ask for other options to be brought back in future years. Nathaniel Buggs reminded the WIB that this is a county initiative and this recommendation will move on to the Policy Board for final consideration.

Peter MacCracken asked for the issues raised at this meeting to be addressed at the procurement presentation scheduled for September.

M/S/C/U (Knight/Jackson, with Ward abstaining)

- **The following presentation agenda items were provided:**

Agenda Item 13 - San Diego County Report Card on Children and Families Presentation
Respecting the WIB's time, Sandy McBrayer offered to attend the September 13, 2012 WIB meeting and give her presentation at that time.

Agenda Item 14 - San Diego Business Enterprise Zone

Lydia Moreno, Business Incentives Program Manager from the Office of Mayor Sanders, offered an overview of the area's geographical Enterprise Zones that provide opportunities for businesses, including hiring credits. She is also working with the Career Center Network on this initiative.

- **The following informational agenda items were presented:**

Agenda Item 19 - Elevate America Veterans Initiative Voucher Program

Mark Nanzer, Workforce Advancement Division Director also addressed the WIB, in response to previous public comment, that the Microsoft Elevate America program eligibility was confirmed through the Department of Labor and Department of Defense. The DOL confirmed that transitional military are still considered active, government employees and are therefore, not considered Veterans. Therefore, transitional military service members are unable to participate in the Elevate America initiative.

▪ Committee Reports

Workforce Advancement Committee – *Judy Lawton, Chair*

Reported earlier in the meeting regarding Agenda Item 2.

Youth Council – *Bobby Brown, Chair*

Reported earlier in the meeting regarding Agenda Item 9.

▪ President's Report

None.

▪ General Discussion

Chair Hidalgo commented on Agenda Item 12 that passed earlier in the meeting. Rebecca Aguilera, Vice President of Diego and Son Printing, will be serving as the new Vice Chair of the WIB and represents small businesses within the Metro region.

Chair Hidalgo thanked members for attending.

▪ Adjournment

Chair Hidalgo adjourned the meeting at 9:21 a.m.

Sarah Thompson, Meeting Secretary

Urban League Letter to the WIB



Urban League
San Diego County

720 Gateway Center Drive
San Diego, CA 92102

P 619.266.6247
F 619.263.3660

July 19, 2012

*Empowering Communities.
Changing Lives.*

Ed Hidalgo, Chair
Workforce Investment Board
San Diego Workforce Partnership
3910 University Avenue, Suite 400
San Diego, CA 92105

Dear Mr. Hidalgo:

On June 25, 2012, a letter was submitted to the Workforce Partnership's Youth Council with a request to be placed into the public record in order to document our opposition (See attachment A). The items, as listed below, are now before you for your consideration today. We are asking the Workforce Investment Board to deny approval on these items:

- WIB agenda Item 7: Youth Council Membership - that the Youth Council observes its term limits and rotates expiring members off the board to allow for participation of others
- WIB agenda Item 7: Youth Council Membership – actively recruit residents of the southeast San Diego for the vacant seats on your board, i.e. the Parent of WIA youth category, we stand ready to assist you in this effort
- WIB agenda Item 9: Non-competitive contract funding – postpone action on this item and observe the bidding process

In addition, we requested the following data:

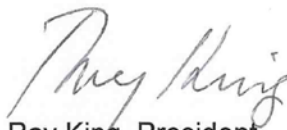
- Request A: A list of all non-competitive awards for the period July 1, 2009 to the present. This information should include: date of award, name of recipient organization, amount of award, service provided, number of participants served and term of contract.
- Request B: Performance data of Workforce Partnership contracted providers broken out by: participant unique identifiers (last 4 numbers in their SSN), zip

codes of participants (where they lived when served) and name of the service provider organization.

In reply to our request, the Workforce Partnership responded with a letter dated July 5, 2012 (See attachment B). To the best of our knowledge we have not received the list of non-competitive awards that was promised to us by July 11, 2012.

Thank you for your consideration and cooperation.

Sincerely,

A handwritten signature in cursive script that reads "Ray King".

Ray King, President
Urban League of San Diego County

Attachments



Urban League
San Diego County

720 Gateway Center Drive
San Diego, CA 92102

P 619.266.6247
F 619.263.3660

June 25, 2012

A

*Empowering Communities.
Changing Lives.*

Jared Aakers, Co Chair
Bobby Brown, Co-Chair
Youth Council
San Diego Workforce Partnership
3910 University Avenue, Suite 400
San Diego, CA 92105

Dear Sirs:

In light of impending appointment of permanent President and Chief Executive Officer of Workforce Partnership, I request that the following items are inserted into the public record and placed before the Youth Council for consideration and action:

- Agenda Item 2: Youth Council Membership - that the Youth Council postpones action on this item or observes its term limits to rotate expiring members off the board to allow for participation of others.
- Agenda Item 2: Youth Council Membership – actively recruit residents of southeast San Diego for the vacant seats on your board, i.e. the Parent of WIA youth category, we stand ready to assist you in this effort.
- Agenda Item 4: Non-Competitive Contract Funding: postpone action on this item or observe bidding process

In addition, in order for the community to more fully participate with the permanent President and Chief Executive Officer, in the spirit of cooperation, we ask the Youth Council to:

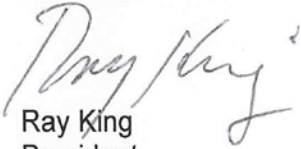
- Suspend the current planning process for your five-year strategic plan in order to include a more robust community input process. We are willing to host a community meeting in southeastern San Diego to aid this effort.

In order to expedite constructive dialog, we request the following data from the San Diego Workforce Partnership:

- Copies of the ex-parte agreements submitted by all responders to Requests for Proposals (RFP) for the period of July 1, 2009 through June 25, 2012. This information should include: attachment form P, name of RFP and the submission date of the RFP.

- Provide a list of all non-competitive awards for the period July 1, 2009 to the present. This information should include: date of award, name of recipient organization, amount of award, service provided, number of participants served and term of contract.
- Performance data of Workforce Partnership contracted providers for the period July 1, 2009 through June 25, 2012, broken out by: participant unique identifiers (last 4 numbers in their SSN), zip codes of participants (where they lived when served) and name of the service provider organization.

Sincerely,



Ray King
President
Urban League of San Diego County

SAN DIEGO
WORKFORCE
PARTNERSHIP®

B

July 5, 2012

Ray King
President
Urban League San Diego County
720 Gateway Center Drive
San Diego, CA 92102

Dear Mr. King,

In response to your letter to the San Diego Workforce Partnership's Youth Council (Workforce Partnership) dated June 25, 2012, and in accordance with applicable law and Workforce Partnership internal policy and procedures, please find our response to your requests for information.

Request #1 Re: Copies of Ex-Parte Agreements and Conflict of Interest Forms:

"Copies of the ex-parte agreements submitted by all responders to Requests for Proposals (RFP) for the period of July 1, 2009 through June 25, 2012."

Workforce Partnership's Response:

During our telephone conversation of July 3, 2012, we clarified that we do not in fact have an ex-parte agreement form which RFP respondents are required to fill out. Rather we have language in every RFP which acts as a proviso or warning to respondents that they are not to contact nor communicate with any member of any Workforce Partnership committee or board about the RFP for which they are seeking award. For your reference, the language we include in our RFPs is as follows:

It is the policy of the Workforce Partnership to prohibit ex-parte communication with any board member (Policy Board, Workforce Investment Board, Youth Council, or San Diego Workforce Partnership Board), Workforce Partnership staff, consultants or other persons serving as an evaluator during the procurement process. Bidders that directly contact board members or evaluators risk elimination of their proposals from further consideration.

Any written communication to a board member or evaluator from potential bidders will be distributed to all board members and evaluators. Collaboration with members of the various Workforce Partnership boards and committees on or about the proposal is a violation of the ex-parte communication rule.

During that same conversation you confirmed your request to receive copies of all Conflict of Interest Certification forms from all Workforce Partnership RFPs (both programmatic and administrative) during the 2009-2012 timeframe. This portion of your request will require Workforce Partnership staff to go through numerous boxes located in storage, and we will be able to furnish you with copies of the forms by Wednesday, August 1, 2012.

Additionally, pursuant to Section 6253 (b) of the California Public Records Act (Cal Gov't Code §§ 6250-6270) in conjunction with the holding in *North County Parents Organization v. Department of Education*, 23 Cal. App. 4th 144, 148 (1994), the Workforce Partnership is entitled to recapturing the direct printing costs of fulfilling this request; the direct costs include the pro rata expense of the duplicating equipment used in making the duplication as well as the pro rata expense in terms of staff time (salary/benefits) required to reproduce the copies.

The direct fee for duplication is 17 cents per page which includes the pro rata cost of the duplication equipment and pro rata cost for staff time spent in duplicating the requested records. The total fee for this request is unknown at this time as we do not know how many pages we are looking to provide. We will inform you of the final cost when we ascertain the extent of the copying being requested. A check or money order made payable to the San Diego Workforce Partnership, Inc. must be received prior to release of duplication.

Request #2 Re: List of All Non-Competitive Awards:

“Provide a list of all non-competitive awards for the period July 1, 2009 to the present. This information should include: date of award, name of recipient organization, amount of award, service provided, number of participants served and term of contract.”

Workforce Partnership's Response:

We will be able to provide you with the information you have requested by Wednesday, July 11, 2012.

Request #3 Re: Performance Data of Contract Providers:

“Performance data of Workforce Partnership contracted providers for the period July 1, 2009 through June 25, 2012, broken out by: participant unique identifiers (last 4 numbers in their SSN) zip codes of participants (where they lived when served) and name of service provider organization.”

Workforce Partnership's Response:

During our July 3, 2012 conversation you clarified this request to state you were searching for three things:

1. All served participants in both youth and adult programs identified by a unique identifier;

2. The home zip code for each uniquely identified participant; and
3. The service provider who delivered the service to each uniquely identified participant.

If our understanding is incorrect, we request that you inform us immediately so we can modify the records search. Otherwise, we will be able to provide you with the information you have requested by Wednesday, August 1, 2012.

On behalf of the Workforce Partnership, thank you for your keen interest in our workforce development services for the region and I look forward to working with you in the future.

Please feel free to contact me if you have any questions, or if we can be of assistance to you.

Sincerely,



Margie de Ruyter,
Senior Director of Workforce Initiatives

cc: Nathaniel Buggs, Interim President and CEO
Eve Angle, Procurement/Operations Analyst

AGENDA ITEM 2

DATE: August 17, 2012 **RE:** September 13, 2012 Meeting

TO: Workforce Investment Board

FROM: Judy Lawton, Chair
Workforce Advancement Committee

SUBJECT: APPROVAL OF PROVIDERS/PROGRAMS FOR ELIGIBLE TRAINING PROVIDER LIST

RECOMMENDATION

That the Workforce Investment Board (WIB) concur with the Workforce Advancement Committee and recommend to the San Diego Consortium Policy Board, approval of one (1) new provider and twenty-eight (28) new programs that meet the requirements of the Employment Development Department Workforce Investment Directive #WIAD06-15 for inclusion on the Eligible Training Provider List (ETPL).

BACKGROUND

Pursuant to the Workforce Investment Act legislation, the WIB and San Diego Consortium Policy Board approve training providers and their programs for inclusion on the ETPL. Existing providers, Cadteacher.com, Comprehensive Training Systems, Coleman University's San Diego and San Marcos locations, and San Diego State University College of Extended Studies have submitted twenty-one (21) new training programs.

Attachment B is the ETPL Report Card data for existing providers; the purpose of this information is to provide Committee members with a snapshot of cumulative performance for these providers through the fourth quarter ending June 30, 2012. One new provider, Escondido Adult School, has submitted seven (7) new programs. (Attachment A). The recommended new programs have met all selection criteria and local requirements.

ATTACHMENTS

[Attachment A – Recommended for Approval/Meets Local Criteria](#)

[Attachment B – ETPL Report Card data for Existing Providers](#)

Attachment B

Cadteacher.com								
Enrolled with Provider	Exited from WIA Program	Training Related Employment	Average Hourly	Employed	Rate	Credential	Rate	Active in WIA
50	27	16	\$22.06	25	93%	20	74%	23
Comprehensive Training Systems								
63	43	11	\$11.82	32	74%	39	90%	20
Coleman								
10	5	2	\$14.67	5	100%	5	100%	5
SDSU Extended Studies								
245	148	53	\$21.32	113	76%	129	87%	97

This data is reflective of the prior 18 months

AGENDA ITEM 3

DATE: August 17, 2012 **RE:** September 13, 2012 Meeting

TO: Workforce Investment Board

FROM: Judy Lawton
Chair, Workforce Advancement Committee

**SUBJECT: CONTRACT ACTION – BRIDGE TO EMPLOYMENT IN THE
HEALTHCARE INDUSTRY PROGRAM AWARD**

RECOMMENDATION

That the Workforce Investment Board concur with the Workforce Advancement Committee and recommend to the San Diego Consortium Policy Board, approval of the following allocations to Health Profession Opportunity Grant (HPOG) contractors for Program Year 2012-2013. This contract action is pending final approval of the Year Three Continued Funding Request from the Department of Health and Human Services (HHS) and the execution of the Abt Associates (Abt) contract.

Region	Organization	Funding	Period of Performance	Award Amount
Metro Region	Comprehensive Training Systems (CTS)	HPOG	9/30/2012 – 9/29/2013	\$689,750
Metro Region	CTS	Abt	9/30/2012 – 9/29/2013	\$ 69,525
North County	North County Lifeline	HPOG	9/30/2012 – 9/29/2013	\$306,900
North County	North County Lifeline	Abt	9/30/2012 – 9/29/2013	\$ 69,525
South County	MAAC	HPOG	9/30/2012 – 9/29/2013	\$325,500
South County	MAAC	Abt	9/30/2012 – 9/29/2013	\$ 69,525
East County	MAAC	HPOG	9/30/2012 – 9/29/2013	\$227,850
Clinic	UCSD	HPOG	9/30/2012 – 9/29/2013	\$337,366

BACKGROUND

In partnership with the County of San Diego, the San Diego Workforce Partnership (Workforce Partnership) submitted a proposal to HHS in response to their HPOG solicitation to serve Temporary Assistance for Needy Families (TANF) recipients and other low-income individuals. Projects were to focus on training in the healthcare industry. The *Bridge to Employment in the Healthcare Industry* project is designed to advance the economic well being of San Diego's TANF recipients and other low-income individuals by developing a regional strategy that addresses the workforce development needs of the healthcare industry.

In December of 2010, the Workforce Partnership conducted two procurements. The first was for contractors to provide navigation services to participants enrolled in the project and the second was to secure clinical work experience opportunities. The above mentioned agencies were awarded a nine (9) month contract with the option to extend the contracts for four (4) additional one-year periods based on need, performance, and funding availability.

This contract action represents the second one-year extension. The period of performance will be September 30, 2012 – September 29, 2013.

The *Bridge to Employment Program* was selected by HHS to participate in a random assignment evaluation of the program and its outcomes. The pilot of the evaluation was successfully completed by early August 2012 and full implementation of the study will begin on September 30, 2012. The design of the study requires that each client who is eligible for the program be randomly assigned to either a treatment or control group. CTS, North County Lifeline, and MAAC South will be participating in the study. The study is being conducted by Abt under a contract provided by HHS. Abt has entered into a sub-contract with the Workforce Partnership and provided funding to offset the extraordinary costs associated with implementation of the study.

ATTACHMENTS

None

AGENDA ITEM 4

DATE: August 17, 2012 **RE:** September 13, 2012 Meeting

TO: Workforce Investment Board

FROM: Judy Lawton
Chair, Workforce Advancement Committee

SUBJECT: CONTRACT ACTION - MICROSOFT ELEVATE AMERICA TRAINER POSITION

RECOMMENDATION

That the Workforce Investment Board (WIB) concur with the Workforce Advancement Committee and recommend approval the following allocation of Microsoft Corporation (Microsoft) grant funds to Arbor E&T, LLC. d/b/a ResCare Workforce Services (ResCare):

Contractor	Period of Performance	Funding for Staffing Resources
ResCare	Sept. 1, 2012 – August 31, 2013	\$52,758

BACKGROUND

The San Diego Workforce Partnership (Workforce Partnership) is one of five local WIBs selected by Microsoft, with assistance from the U.S. Department of Labor, to participate in the Elevate America program. The intent of Elevate America is to provide U.S. Military veterans, and their eligible spouses, a voucher for no-cost Information Technology (IT) skills training and certification designed to help build employer-desired IT skills.

Vouchers are currently distributed through the One-Stop Career Centers. The San Diego region will receive 1,000 vouchers each year for two years as part of the distribution. Each eligible veteran can receive one voucher that provides an online training and certification exam valid for one year. Additional vouchers will be provided if the veteran completes the program and passes the certification exam.

Microsoft has provided grant funds to hire a rotating trainer/instructor to further support participants in need of assistance. The hands-on trainer can specifically assist those without computers at home who may have limited computer proficiency. The Workforce Partnership communicated a request to the One-Stop Career Center Network to determine interest in facilitating the hiring of a rotating trainer/instructor for the Elevate America program. Grossmont Union High School District (East Region) declined and JobWorks (Metro Region) never responded to the request. ResCare, the current operator for the North and South County One-Stop Career Centers, responded and agreed to coordinate the recruitment, hiring and

supervision of a qualified individual to fulfill the aforementioned role in support of veterans accessing vouchers throughout the region.

ATTACHMENTS

None

AGENDA ITEM 5

DATE: August 17, 2012 **RE:** September 13, 2012 Meeting

TO: Workforce Investment Board

FROM: Judy Lawton
Chair, Workforce Advancement Committee

**SUBJECT: APPROVAL OF MEMORANDUM OF UNDERSTANDING WITH
MANDATORY PARTNERS**

RECOMMENDATION

That the Workforce Investment Board (WIB) concur with the Workforce Advancement Committee and recommend approval to the San Diego Consortium Policy Board of the following actions:

1. Authorize the Chair of the WIB to sign the Memorandum of Understandings (MOU) between the WIB and the following organizations:
 - Department of Rehabilitation, San Diego District
 - Center for Employment Training
 - San Diego Job Corps
 - SER/Jobs for Progress
2. Forward the MOUs to the San Diego Consortium Policy Board (Policy Board) for its approval and signature by the Chair of the Policy Board, representing the chief local elected officials.

BACKGROUND

Section 121 of the Workforce Investment Act authorizes the local WIB, with the agreement of the chief elected officials (Policy Board), to develop and enter into an MOU between the local WIB and the mandatory One-Stop Career Center partners. At the July 19, 2012 WIB meeting, an MOU template was approved between the WIB and the mandatory partners. The duration of the MOUs is to be from July 1, 2012 to June 30, 2018. In addition to the required MOU, a Resource Sharing Agreement was developed, which is an attachment to the MOU. Staff connected with each mandatory partner to develop the Resource Sharing Agreement as well as the language contained in each MOU.

ATTACHMENTS - (available upon request)

- A. Memorandum of Understanding
- B. Definitions: Commonly used terms in the Workforce Development System
- C. Resource Sharing Agreement

AGENDA ITEM 6

DATE: September 7, 2012 **RE:** September 13, 2012 Meeting
TO: Workforce Investment Board
FROM: Judy Lawton
Chair, Workforce Advancement Committee
SUBJECT: REINSTATE CUSTOMIZED TRAINING POLICY OPEN APPLICATION

RECOMMENDATION

That the Workforce Investment Board (WIB) approve and forward on to the San Diego Consortium Policy Board for consideration, reinstatement of the open Customized Training application including minor revisions to the Customized Training Policy for Workforce Investment Act (WIA) funded training programs.

BACKGROUND

In May 2006, the WIB approved the Customized Training program that accomplished two specific goals. The first goal was to geographically distribute customized training funds to the One-Stop Career Centers, and the second goal was to approve an open Request for Proposals for businesses to apply for customized training funds.

The intent of the Customized Training program was two-fold: allow the One-Stop Career Centers to market customized training to the business community in their region, and make it easier for businesses to apply for the funds.

WIA Section 101 (8) defines customized training as training:

- (a) That is designed to meet the special requirements of an employer (including a group of employers);
- (b) That is conducted with a commitment by the employer to employ, or in the case of incumbent workers, continue to employ, an individual on successful completion of the training; and
- (c) For which the employer pays for not less than 50 percent of the cost of the training.

During the February 16, 2012 Workforce Advancement Committee (Committee) meeting, staff reported challenges with several applications to the program not meeting the Customized Training Policy as set forth by the WIB. Some of the challenges encountered included:

- Applications were brokered by a third party organization, other than a business or group of businesses, applying for the Customized Training service directly;

- Applicants that had not worked with the One-Stop Career Center in their region when developing and submitting an application; and
- Costs per participant that exceeded the average \$2,500 of the WIA funds cap.

Based upon these challenges, the Committee directed staff to establish a Workgroup with representatives from One-Stop Career Centers and stakeholders to review and establish recommended revisions to the current Customized Training Policy. The Workgroup met and reviewed the current policy and recommended the following clarifications and minor changes to the policy:

- Remove the geographic distribution of funds to the One-Stop Career Centers.
- Allow third party organizations to broker Customized Training Applications in partnership with the One-Stop Career Centers, and to negotiate a Customized Training contract on behalf of a business or group of businesses.
- Any business or organization interested in applying for the Customized Training program, for an amount in excess of \$50,000, must first submit a Request for Qualification (RFQ) to the San Diego Workforce Partnership.

WORKFORCE ADVANCEMENT COMMITTEE UPDATE

At the August 16, 2012 Committee meeting, members engaged in a considerable amount of discussion regarding distinctions between the Customized Training and On-the-Job Training (OJT) policies. The discussion included member feedback on the current policy's ability to meet the demands of both the business and jobseeker in today's economic environment; the role of the One-Stop Career Centers attached to both Customized Training and OJT projects; opportunities for direct OJT and Customized Training contracts with employers; and possible enhancements to existing policies.

The Committee approved the item with the stipulation that staff come back to the next Committee meeting in October with a recommendation for addressing the issues discussed. Staff has continued researching the current legislation, best practices from other workforce investment areas, and options for policy enhancements to support the development of a recommendation to the Committee for approval.

ATTACHMENT

[Customized Training Policy and Procedures](#)

San Diego Workforce Partnership Customized Training Policy and Procedures

INTRODUCTION

Customized training may be provided through a negotiated contract with a business (or group of businesses) in the public, private non-profit, or private sector under which the employer provides training that is designed to meet the unique training needs of the business or group of businesses. Upon entering into a customized training agreement, the business commits to hire individuals who successfully complete the training. Similar to Individual Training Accounts (ITAs), customized training targets clients who are in need of training and prepares them for employment in demand occupations within the San Diego region. However, unlike ITAs, customized training is not driven by customer choice. Customized training is business driven where the business, not the client, selects the training provider. Clients benefit by learning new skills and obtaining employment after successfully completing the training.

The training component may include: classroom instruction in the occupational area, basic skills needed for entry into the occupation, simulated or actual job-site instruction in which the trainees do not perform productive work (e.g. job shadowing). The training may be conducted by the employer or be subcontracted to another training provider.

This Customized Training Policy and Procedures provides a framework for the One-Stop Career Centers to assist businesses in developing customized training.

SEQUENCE OF SERVICES

Customized training will be available to Workforce Investment Act (WIA) eligible Adult and Dislocated Worker clients. The same levels of service (Core A, Core B/Intensive and Training) required for Individual Training Accounts shall be completed prior to enrollment in customized training. Please refer to Chapter IV, Attachment A, Individual Training Account (ITA) Policy And Procedures for the definition of services.

CUSTOMIZED TRAINING PROCEDURES

The One-Stop Career Center business services team are well positioned to take the lead in marketing customized training to businesses. One-Stop Career Centers' business services teams shall utilize current business contacts and outreach to new businesses to identify customized training opportunities for the business customer. The following guidelines outline how customized training is implemented:

1. Business Outreach

The One-Stop Career Center shall take the lead in marketing and identifying customized training opportunities for the business community in their region.

- A. The Business services team shall conduct business outreach to identify opportunities for Customized Training programs.

- B. The Business services team shall notify the respective One-Stop Career Center Operator regarding prospective Customized Trainings.
- C. The Business services team shall act as the main point-of-contact for the business throughout the Customized Training application process.

2. Request for Customized Training Application

All businesses interested in customized training must complete and submit a Customized Training Application (Exhibit A) to Workforce Advancement Division of the San Diego Workforce Partnership. The Customized Training Application describes the San Diego Workforce Partnership's (Workforce Partnership) priorities and goals for customized training. The Workforce Partnership will contract with businesses that propose to upgrade employee skills, increase employee wages, provide training in portable skills, and/or increase retention efforts. Preference will be given to employers who request training that offers potential for upward career mobility, stability, increased wages, health insurance, and other value-added benefits. Training must be provided in demand occupations. A demand occupation is defined as an occupation that is projected to grow at a greater rate than other occupations within San Diego County. One-Stop Career Centers shall assist businesses interested in customized training with completing and submitting the application.

- A. The Business Strategist shall assist the business in completing the Customized Training Application (Exhibit 1) and Budget Template (Exhibit 2).
- B. The One-Stop Career Center Operator shall assist the Business Strategist with coordinating the Customized Training.
- C. The Business Strategist shall forward the completed application to the Workforce Partnership Program Specialist (Program Specialist) assigned to Customized Training.

3. Request for Qualifications (RFQ)

If a business(s) or organization is interested in applying for customized training through the Workforce Partnership for amounts exceeding \$50,000, the business(s) or organization must submit a RFQ. A copy of the RFQ packet is available online at the Workforce Partnership's website: <http://workforce.org/funding-qualifications>

4. Customized Training Approval and Contract Development

Upon receipt of the application and RFQ (if applicable) and the Workforce Partnership shall review submitted application to ensure that it is complete and complies with all applicable legal and regulatory requirements and the terms and conditions of the Customized Training Application. The approval process is outlined below.

- A. The Workforce Advancement Division Program Specialist shall review and evaluate the application to ensure the Customized Training Application and RFQ (if applicable) criteria are met.
- B. The business will be notified whether the application will be recommended for board approval no later than ten business days from receipt of the application.
- C. If recommended, the Workforce Advancement Division will present the application to the Workforce Advancement Committee, Workforce Investment Board, and San

Diego Consortium Policy Board. The Policy Board will make final approval of contract amounts greater than \$50,000. The Workforce Partnership's President and CEO shall approve contracts less than \$50,000.

- D. Upon approval, the application will become part of a customized training contract.
- E. The Workforce Advancement Division, Program Specialist will request a contract number from the Workforce Partnership's Finance Department.
- F. The Workforce Advancement Division, Program Specialist will route and track the contract through the signature process and execution. All Customized Training contracts will be monitored annually by the Workforce Partnerships contracted agency, according to the Operations Manual Chapter VIII, Monitoring.

5. Career Center Responsibilities/Recruitment of Trainees

Upon application approval, the Program Specialist shall notify the One-Stop Career Center. All clients identified for customized training must meet WIA eligibility requirements and enroll in services at the One-Stop Career Center. The business must describe in the application how coordination with the One-Stop Career Center has already occurred and how the business plans to work with the One-Stop Career Center upon contract award.

- A. The One-Stop Career Center shall work with the business to plan the coordination of client recruitment and eligibility determination.
- B. The One-Stop Career Center shall screen training candidates to ensure WIA eligibility and enrollment into One-Stop Career Center services.
- C. If the One-Stop Career Center cannot find an adequate pool of candidates within the center, the One-Stop Career Center shall notify the One-Stop Career Center Network of the training opportunity. The announcement shall include qualifications, job description, training information, deadlines for the customized training recruitment, and a summary of the recruitment procedure.
- D. The business will make the final selection of training candidates and submit a list of candidates to the One-Stop Career Center.
- E. As necessary, to meet the needs of the business, the One-Stop Career Center shall conduct recruitments for the customized training opportunity.

6. Customer Information Services Reporting System (CISRS) Data Entry

Upon contract execution, the Program Specialist will e-mail the Business Applications Manager to request the business name be added to the agency list in the data system. The business name will be used as the agency when adding the Customized Training Activity Code to the client's service record as described below.

7. Case Management for Customized Training Clients

Case management activities for clients in customized training will not differ from the duties that One-Stop Workforce Advisors/Case Managers currently perform for WIA clients in training. Please use CISRS until deployment of the new statewide California Workforce Services Network (CWSN) is completed. The following duties shall apply:

- A. Workforce Advisor/Case Manager shall ensure completion of required WIA activities for enrollment into training including Individual Employment Plan (IEP) development.
- B. The Workforce Advisor/Case Manager shall confirm that the client started training and document confirmation with a case note.
- C. The Workforce Advisor/Case Manager shall enter the activity code 51 under the appropriate grant: Adult or Dislocated Worker. Training type shall be selected as contracted.
- D. After the code 51 is saved, the Workforce Advisor/Case Manager must reopen the Activity Code 51 and change the “agency” to the appropriate business name. This will allow the Workforce Partnership to run reports on each business customized training contract.
- E. The Workforce Advisor/Case Manager shall monitor client training activities.
- F. After the training ends, individuals who successfully complete the training will get a job offer from the employer and if the job offer was accepted the Workforce Advisor/Case Manager shall complete employment verification paperwork and enter the placement information into the customer tracking system.
- G. The Workforce Advisor/Case Manager shall continue to provide required WIA Exit and Follow-Up activities/services

INVOICING

The Workforce Partnership will reimburse the business for training costs for clients who successfully complete the training. Businesses must, at a minimum, provide a fifty percent (50%) match for the expenses of the training. Business must keep accurate records of the training implementation process, trainees’ attendance, and trainees’ performance in the training program. In the event that a client does not complete training, only partial payment for the percent of training completed may be invoiced for that client. To issue payment, the business must submit the invoice to the Workforce Partnership. Invoices must have the following attachments: 1) a roster listing the trainees who successfully completed training that is signed by the training provider; and 2) a list of trainees who have been hired by the business to include start date, wage, and title of trainee, signed by the business’ designated representative.

EXHIBITS - (Available upon request)

Exhibit B-1 – Customized Training Application
Exhibit B-2 – Budget Template

AGENDA ITEM 7

DATE: August 28, 2012 **RE:** September 13, 2012 Meeting
TO: Workforce Investment Board
FROM: Jared Aaker
Co-Chair, Youth Council
SUBJECT: YOUTH COUNCIL MEMBERSHIP

RECOMMENDATION

That the Workforce Investment Board (WIB) concur with the Youth Council and recommend to the San Diego Consortium Policy Board the following membership actions:

1. Renew for an additional two-year term, the following members whose term expired June 30, 2012:
 - a. Jorge Cabrera, Senior Director, Casey Family Programs, as a representative of other youth serving system (Youth Council Bylaws Section 2.2.k.);
2. Appoint the following candidates for an initial two-year term through June 30, 2014:
 - a. Lisa Bridges, Grossmont Union High School District, as a member of a private nonprofit agency serving Youth (Youth Council Bylaws Section 2.2.j.);
 - b. Carmen Sandoval, Director of Public Policy, San Diego Regional Chamber of Commerce, as a member of the private sector (Youth Council Bylaws Section 2.2.i.).

Jorge Cabrera has been a member of the Youth Council as an intricate part of connecting youth services to countywide Foster Youth programs and serves a key role in the Independent Living Skills/Workforce Investment Act foster youth program. Lisa Bridges is a current Workforce Investment Act (WIA) Youth Provider representative from the East County region who will represent the WIA youth provider network. Carmen Sandoval is currently part of the Youth Connect Network collaboration to better link education and job training through college and career pathways. Biographies of all individuals serving on the Youth Council are periodically updated on the San Diego Workforce Partnership (Workforce Partnership) website.

Approval of these recommendations would bring the Youth Council membership to 21 members. The Workforce Partnership is actively recruiting more members for the Youth Council in order to fill the following mandatory seats:

1. Parent(s) of eligible youth seeking assistance under subtitle B of Title I of WIA;
2. Youth who are enrolled in school; and

3. Out-of-school youth.

BACKGROUND

WIA mandates the establishment of a Youth Council to serve as an advisory subgroup of the WIB. Section 2.2 of the Youth Council Bylaws requires the membership of the Youth Council to include:

- (a) Members of the WIB such as educators, which may include special education personnel, employers, and representatives of human service agencies, who have special interest or expertise in youth policy;
- (b) Members who represent service agencies, such as juvenile justice and local law enforcement agencies;
- (c) Members who represent local public housing authorities;
- (d) Parents of eligible youth seeking assistance under subtitle B of title I of WIA;
- (e) Individuals, including former participants, and members who represent organizations, that have experience relating to youth activities;
- (f) Members who represent the Job Corps, if a Job Corps Center is located in the local area represented by the council;
- (g) Youth who are enrolled in school;
- (h) Out-of-school youth;
- (i) Members from the private sector;
- (j) Members from local educational agencies serving youth;
- (k) Members from private nonprofit agencies serving youth;
- (l) Members from apprenticeship training programs serving youth; and
- (m) Other individuals, who the chair of the WIB, in cooperation with the chief elected official, determines to be appropriate.

Youth Council Structure

At the July 27th Policy Board meeting, public comment regarding the composition and member terms of Youth Council resulted in a request by the Policy Board to provide more detailed information on the Youth Council structure. In particular, the board requested information on the points below.

- 1. Composition: Based on WIA legislation, the composition of the Youth Council must consist of the membership as stated above. Pursuant to provisions authorized by the Act, membership of the Youth Council must be approved by both the WIB and the local elected official (Policy Board). The Youth Council shall consist of no fewer than ten (10) and no greater than thirty (30) members. The exact number of members shall be set from time to time by resolution of the Youth Council. Each such resolution shall be presented to the WIB and Policy Board for ratification.
- 2. How Members are Selected or Appointed to the Youth Council: Potential members may be nominated by the public, and/or by members of the WIB and/or Youth Council. Potential members shall qualify and serve within the categories set forth in WIA Section

117 (b)(2)(B) and 117 (h)(2)(A)(i-vi) and California State Unemployment Insurance Code Sections 14209 (a-e), see the above-referenced list for the statutorily defined categories.

3. Terms and Vacancies: The term of membership for all Youth Council members shall be two (2) fiscal years. Members may be appointed for up to three (3) consecutive full terms. After six (6) years of service as a member of Youth Council, a member may not be reappointed to the Youth Council until completing at least one (1) year break in service. The six (6) year term limit may be waived by the Youth Council Co-Chairs if it is found to be in the best interests of the Youth Council to do so.
4. Process/Steps to Fill Vacant Seats: In addition to number 2 above (How Members are Selected or Appointed to the Youth Council), potential nominees may be recruited and/or identified by the Workforce Partnership's network of contracted youth service providers, One-Stop Career Center operators, or other community stakeholders and partners. If a vacancy or available seat is identified, potential nominees are "vetted" by Workforce Partnership staff, and the Youth Council Co-Chair(s), to determine whether the nominee's organization or affiliation is aligned with, and/or suitable with the goals and objectives of the Youth Council, and that there is no conflict of interest. Nominations are then presented to the Youth Council and WIB for recommendation and appointment by the Policy Board.

ATTACHMENTS

None

AGENDA ITEM 8

DATE: August 28, 2012

RE: September 13, 2012 Meeting

TO: Workforce Investment Board

FROM: Jared Aaker
Co-Chair, Youth Council

SUBJECT: YOUTH COUNCIL STRATEGIC PLAN

RECOMMENDATION

That the Workforce Investment Board concur with the Youth Council and recommend approval to the San Diego Consortium Policy Board approval of the Youth Council 5-Year Strategic Plan (2012-2015), which is comprised of the following four main goals:

1. Youth workforce development programs are entrenched in a career pathway or industry/sector strategy approach;
2. Our region's employers are engaged and committed to preparing our future workforce;
3. Dedicated (discretionary) funding for year-round and summer Hire-A-Youth program will be identified and pursued; and
4. The Council is the youth workforce development intermediary network for the region.

BACKGROUND

In March 2011, the Youth Council held a retreat to begin the process of revising the Youth Council's (Council) Five Year Strategic Plan. The retreat was kicked-off with the following overarching question:

“What do we want to see in place in the next five years as a result of the funding and work of the San Diego Youth Council and Workforce Investment Board?”

Through a facilitated discussion, Council members identified the following broad categories or themes to serve as a roadmap or guide for youth workforce development strategies:

- ❑ Engaged committed employers.
- ❑ Increased community awareness and access to youth services.
- ❑ Youth are prepared and ready for work.
- ❑ Industry and work-based career pathways.
- ❑ The Council is the region's Intermediary Network.
- ❑ Dedicated funding for Hire-A-Youth.
- ❑ Increased organizational and programmatic efficiency.

Staff distilled the above broad categories into four overarching main goals that are being recommended, with key objectives and action steps that will guide the Council's work over the next five years.

In addition to developing the goals for the Strategic Plan, Council members felt there should be a broader platform or vision for the Council's role in guiding and/or supporting efforts to increase high school graduation rates, college going rates, and preparing youth for successful transition to adulthood and entry into the workforce. Goal 4 addresses this broader scope, by establishing the Council as the region's (school-to-career) Intermediary. Intermediaries connect employers, government agencies, social services, schools, and local communities to improve educational and employment outcomes for youth.

Upon approval, Council members will be asked to join subcommittees to assist with developing work plans as part of the development of the Council as the region's intermediary. Subcommittees may include: Business & Industry Involvement, Education Enhancements, Fund Development, etc.

ATTACHMENTS

[Draft Youth Council Five-Year Strategic Plan](#)

San Diego Workforce Partnership Youth Council Five-Year Strategic Action Plan - August 2012- September 2017

Mission: *To build and sustain a regional youth workforce system and to manage state and federal workforce development funds on behalf of vulnerable youth throughout San Diego County.*

Goal 1: Youth workforce development programs are embedded in career pathways or an industry/sector strategy approach.

Objectives	Action Items
<ul style="list-style-type: none"> ✚ Increase high school retention and graduation rates 	<ul style="list-style-type: none"> • Coordinate and leverage workforce investment resources with secondary and alternative educational entities to provide work-based learning and other educational and wrap-around supports to assist youth in succeeding in school.
<ul style="list-style-type: none"> ✚ Prepare youth for their transition to adulthood. 	<ul style="list-style-type: none"> • Coordinate and leverage workforce investment resources with post-secondary, pre-apprenticeship and other skills training entities to provide occupational skills training that prepare young adults for the workforce.
<ul style="list-style-type: none"> ✚ Expand industry-based workforce development models such as the Life Sciences Summer Institute (LSSI). 	<ul style="list-style-type: none"> • Evaluate and identify key factors that motivate the bio industry to support the LSSI. • Use findings to replicate model in other selected industries.
<ul style="list-style-type: none"> ✚ Enhance technical assistance and training for business to easily participate in workforce development initiatives. 	<ul style="list-style-type: none"> • Develop toolkit and resource guide for employers

Goal 2: The region’s employers are engaged and committed to preparing our future workforce.

Objectives	Actions Items
<p>✚ Identify employers and business industry associations that recognize the value of investing in youth workforce development.</p>	<ul style="list-style-type: none"> • Develop relationships by engaging businesses in projects and initiatives that merit their interest and support. • Engage business to advocate and champion youth workforce development.
<p>✚ Identify employers and business industry associations that have an interest in playing an active role in defining a “career-ready” workforce.</p>	<ul style="list-style-type: none"> • Convene stakeholders to define “career ready”. • Implement a business mentoring component.
<p>✚ Connect and support relationships between business and career pathway academies (school districts) or occupational skills training entities (post-secondary).</p>	<ul style="list-style-type: none"> • Work with chambers and regional economic development agencies to make the connections with business for internships/externships opportunities for students and young adults.

Goal 3: Increase discretionary funding for the Hire-A-Youth program.

Objectives	Actions Items
<ul style="list-style-type: none"> Develop strategies for local municipalities to support summer and year-round work experience opportunities. 	<ul style="list-style-type: none"> Use Youth Council leadership and other business partners to conduct presentations to city and county reps and to lead county wide advocacy efforts.
<ul style="list-style-type: none"> Partner with chambers and regional economic development agencies' education and workforce committee groups to develop private sector funding. 	<ul style="list-style-type: none"> Develop return on investment metrics for private sector investment. Youth Council leadership and other business stakeholders conduct presentations to garner support for Hire-A-Youth.
<ul style="list-style-type: none"> Develop relationships with corporate foundations and other philanthropic giving organizations. 	<ul style="list-style-type: none"> Create template for grant applications and other resource development strategies. Youth Council leadership and other business stakeholders conduct presentations.
<ul style="list-style-type: none"> Develop Hire-A-Youth Marketing, Message & Business Plan. 	<ul style="list-style-type: none"> Build and sustain message through ambassador outreach. Create message that explains goals and mission. Outline goals for potential funding and or capacity building for participants.

Goal 4: The Youth Council is the youth workforce development intermediary network for the region.

Objectives	Actions Items
<ul style="list-style-type: none"> Develop a “robust” and meaningful Youth Council membership. 	<ul style="list-style-type: none"> Identify “value-added” representatives to participate on the Youth Council. Create collateral materials for outreach and recruitment efforts.
<ul style="list-style-type: none"> Develop subcommittee structure to support goals and objectives of the Youth Council. 	<ul style="list-style-type: none"> Reconvene the Youth Connect Network (YCN) and create subcommittees to revive industry and education relationships. Develop Hire-A-Youth Subcommittee to focus on program and fund development strategies.
<ul style="list-style-type: none"> Align Youth Council priorities with other youth serving systems to support “all youth one system” movement. 	<ul style="list-style-type: none"> Identify other governance structures to request participation and/or a seat to add workforce development to their agenda.
<ul style="list-style-type: none"> Investments are measured and reviewed for success and continuous improvements. 	<ul style="list-style-type: none"> Develop valid and meaningful performance accountability measures for all youth workforce development investments.

AGENDA ITEM 9

DATE: August 28, 2012 **RE:** September 13, 2012 Meeting

TO: Workforce Investment Board

FROM: Jared Aaker
Co-Chair, Youth Council

**SUBJECT: STATE ENERGY SECTOR PARTNERSHIP (SESP)
CONTRACT FUNDING RECOMMENDATION**

RECOMMENDATION

That the Workforce Investment Board concur with the Youth Council, and recommend to the San Diego Consortium Policy Board, to authorize the President and Chief Executive Officer of the San Diego Workforce Partnership (Workforce Partnership) to allocate an additional \$12,000 of State Energy Sector Partnership (SESP) funds to MiraCosta College to fund a third cohort of 20 additional students through a Green Building Partnership (GBP) program.

BACKGROUND

The SESP has been successfully training students in green building and clean energy technologies since September 2011. This program is an extension of the training activities initiated under the Clean Energy Workforce Training Program. The grant's period of performance is September 1, 2011 through January 31, 2013.

The Workforce Partnership has contracted with four local community colleges to deliver the 120-hour GBP course which covers topics such as: energy fundamentals, water efficient building and retrofits, solar electricity design and installation, and includes an Occupational Safety and Health Administration 10 certification as well as Cardiopulmonary Resuscitation and First Aide Certifications.

The GBP program prepares individuals for apprenticeships, advanced training or for jobs in five occupations:

- Heating, Ventilation, and Air Conditioning mechanics, technicians, or installers;
- Building performance or retrofitting specialists;
- Building controls systems technicians;
- Energy auditors or home energy raters;
- Solar photovoltaic installers.

The community college providers represent the four regions of San Diego County and include Cuyamaca, Southwestern, and MiraCosta Colleges as well as San Diego Continuing Education.

Each site was contracted to deliver training services to two (2) cohorts of 25 students between September 2011 and June 2012. All students are now receiving six months of dedicated follow-up services through December 31, 2012.

Through the Workforce Partnership's preliminary grant close-out expenditure analysis, it has been determined that additional \$12,000 in funding is available for obligation. These funds expire on January 31, 2013 and must be expended prior to that date. As a result, MiraCosta College has volunteered to begin a third and final cohort of students through the GBP program, starting in October 2012. MiraCosta has completed a budget analysis and has determined that they will have some remaining funds, therefore along with the additional \$12,000 recommended allocation; MiraCosta will be able to supplement the third and final cohort of 20 students.

ATTACHMENTS

None

AGENDA ITEM 10

DATE: August 28, 2012 **RE:** September 13, 2012 Meeting

TO: Workforce Investment Board

FROM: Margie de Ruyter
Senior Director, Workforce Initiatives

**SUBJECT: CONTRACT ACTION – GREEN INNOVATION CHALLENGE
(BIOFUELS)**

RECOMMENDATION

That the Workforce Investment Board (WIB) approve, and forward on for consideration by the San Diego Consortium Policy Board, the additional allocation of \$4,219 in Workforce Investment Act (WIA) 15% funds to BIOCUM Institute. The extended period of performance for the additional allocation remains July 1, 2012 – September 30, 2012.

BACKGROUND

In September 2010, the WIB approved initial contract awards to partners of the Educating and Developing Workers for the Green Economy (EDGE) Initiative using funds awarded to The San Diego Biofuels Initiative (a partnership between BIOCUM Institute, CleanTECH San Diego, the University of California, San Diego, and the San Diego Regional Economic Development Corporation), through a competitive process called the Green Innovation Challenge Solicitation for Concept Papers. Under the grant award, the San Diego Workforce Partnership (Workforce Partnership) was identified as the designated fiscal agent and was awarded \$4,000,000 from the Labor and Workforce Development Agency of the State of California Employment Development Department.

The EDGE Initiative was initially projected to serve 270 participants, providing them with multiple training options and placement services. In May 2012, the San Diego Consortium Policy Board approved an additional allocation of \$63,350 in State Contingent Funds and \$36,344 in WIA 15% funds to the University of California, San Diego and BIOCUM Institute respectively, to provide services to an additional 10 participants.

Recently, during the Workforce Partnership's organizational 2011-2012 fiscal year close out, an additional \$4,219 in WIA 15% funds was identified. The EDGE partner organizations have agreed these funds would be best utilized by BIOCUM Institute to continue to provide case management services, job search assistance and placement services for the program participants through September 30, 2012.

To date, the EDGE Initiative has exceeded enrollment targets with 311 participants enrolled into post secondary and career technical education training. In addition, 102 participants have

participated in training-related internships and 65 individuals have found successful employment as a result of their participation in the EDGE Initiative. The target populations served under this project are unemployed, dislocated, under-employed and incumbent adult workers.

ATTACHMENTS

None

AGENDA ITEM 11

DATE: August 28, 2012 **RE:** September 13, 2012 Meeting

TO: Workforce Investment Board

FROM: Peter Callstrom
President and CEO, San Diego Workforce Partnership

SUBJECT: CONTRACT ACTION - RAPID RESPONSE

RECOMMENDATION

That the Workforce Investment Board (WIB) recommend approval to the San Diego Consortium Policy Board, a contract allocation of \$150,000 to the San Diego Regional Economic Development Corporation to provide business outreach, layoff aversion and required Rapid Response services for the 2012-13 program year. The period of performance will be October 1, 2012 – June 30, 2013, and as specified in the procurement, contracts may be renewed for two additional time periods based upon need, contract performance and funding availability. Each additional time period shall not exceed one-year.

BACKGROUND

The Workforce Investment Act (WIA) mandates Rapid Response Services be offered to all businesses experiencing layoffs, closure and/or relocation. These services include follow-up on Workforce Adjustment and Retraining Notifications (WARN) that are received from businesses planning to layoff a significant portion of their workforce. Services also include support for layoff aversion strategies, as well as information on programs and services aimed at the growth, retention, and/or transition of workers. To facilitate both on-site response activities and labor market research, the State of California provides formula grants annually to the local WIBs based on layoffs, unemployment, poverty levels, and follow-up work performed by the WIB or its contractors.

The San Diego Workforce Partnership (Workforce Partnership) has previously contracted out this work, initially to the Career Centers, and more recently to the Economic Development Corporations (EDCs). All four San Diego EDCs provided Rapid Response services either directly, or as a subgrantee in the past year.

On June 29, 2012, the Workforce Partnership issued a request for proposals (RFP) to economic development council/corporations, chambers of commerce, businesses, non-profit organizations, and/or any combination of organizations listed above, to provide Rapid Response Services to companies that are closing or laying off employees, and to undertake activities to enhance workforce development in San Diego County. The Rapid Response RFP was sent out to over 185 contacts, all members of the Workforce Partnership Boards, published via a legal public notice and published on the Workforce Partnership website.

Following the issuance of the RFP, a bidders' conference was held on July 13, 2012. Potential proposers were able to submit questions online through July 20, 2012. On August 2, 2012, the Workforce Partnership received two proposals from the following organizations:

- Arbor E&T, LLC dba ResCare Workforce Services (ResCare)
- The San Diego Regional Economic Development Corporation (EDC)

Evaluation Process Overview - Three evaluators scored the proposals. Two of the evaluators are workforce professionals and Rapid Response subject matter experts focusing on Rapid Response activities in other communities, and one was a Workforce Partnership employee with substantial prior Rapid Response activity experience. The Workforce Partnership finance department provided a detailed analysis of the budgets submitted with each proposal to support each of the evaluators in their review process.

Scoring was based on a possible total of 100 points from each reviewer. The allocation of points was as follows:

<u>RFP Section</u>	<u>Point Value</u>
Project Concept/Workplan	50
Bidder Qualifications	30
Budget	20
TOTAL POINTS	100

The three reviewers were responsible for reviewing, scoring, and ranking the proposals based upon the criteria stated in the RFP.

Contract Award Recommendation - The averaged points were as follows:

Evaluation Criteria	Total Possible Points	EDC	ResCare
		Average Points	Average Points
Project Concept/Workplan	50	46.7	40.3
Bidder Qualifications	30	30.0	25.3
Budget	20	15.2	17.0
TOTAL POINTS	100	91.8	82.7

Staff supports the reviewers' recommendation of the EDC for the contract award for Fiscal Year 2012-13. Subsequent program year contracts, if any, will be awarded consistent with funding availability. The attached matrix provides details on the final average score of each proposal submitted.

ATTACHMENTS
[RFP Final Score Matrix](#)

Rapid Response Score Matrix
2 Proposals Received August 2, 2012
Score Summary

Narrative Reviewers: 3

PROPOSER No. 1	Evaluator 1	Evaluator 2	Evaluator 3	Total Score	Average Score	Possible Score
San Diego Regional EDC						
Project Concept/Workplan	45	50	45	140	46.7	50
Bidder Qualifications	30	30	30	90	30.0	30
Budget	15	15.5	15	45.5	15.2	20
Subtotal	90	95.5	90	275.5	91.8	100
TOTAL				275.5	91.8	100

PROPOSER No. 2	Evaluator 1	Evaluator 2	Evaluator 3	Total Score	Average Score	Possible Score
ResCare Workforce Services						
Project Concept/Workplan	47	42	32	121	40.3	50
Bidder Qualifications	30	26	20	76	25.3	30
Budget	15	20	16	51	17.0	20
Subtotal	92	88	68	248	82.7	100
TOTAL				248	82.7	100

Organization	Evaluator 1	Evaluator 2	Evaluator 3	Total Score	Possible Score Total	Ranking
SD Regional EDC	90	95.5	90	275.5	300.0	1
ResCare	92	88	68	248	300.0	2

AGENDA ITEM 12

DATE: August 17, 2012 **RE:** September 13, 2012 Meeting

TO: Workforce Investment Board

FROM: Mark Nanzer
Director, Workforce Advancement Division

**SUBJECT: ONE-STOP CAREER CENTER NETWORK PERFORMANCE
SUMMARY FOR QUARTER ENDING JUNE 30, 2012**

INFORMATIONAL ITEM – NO ACTION REQUIRED

This information item provides a performance summary for quarter ending June 30, 2012 on the One-Stop Career Center Network.

BACKGROUND

The Workforce Investment Act (WIA) requires a comprehensive accountability system to determine the effectiveness of services provided through the One-Stop Career Center Network. Historically, the San Diego Workforce Partnership (Workforce Partnership) has issued a performance policy as an attachment to the One-Stop Career Center contracts. Each year, the Workforce Partnership sets local performance measures that the One-Stop Career Center operators are held accountable to achieving. The performance measures are monitored on a quarterly basis and all performance is cumulative throughout the program year.

The Network has performed very well during the fourth quarter, exceeding the performance targets in most of the measures. These measures are designed to address any areas of deficiency in the service delivery system and/or areas of continuous performance improvement.

Within the performance management system, there are two types of performance measures:

1. *Accountability Measures:* Contractors must meet targets per contractual obligations, or corrective action may be necessary if the contractor's performance is at or below the corrective action level; and
2. *Tracking Measures:* Measures that will provide additional information on key areas of performance.

ANALYSIS

Enrollments: All One-Stop Career Center operators have exceeded their enrollment targets for the fourth quarter of the program year. However, as a Network the Career Centers enrolled 665 less participants than they enrolled in the previous Program Year (PY) of 2010-2011. The South

County Career Center had the smallest decrease in enrollments. They enrolled only 32 participants less than they did in PY 2010- 2011.

90 Days No Service: The 90 day no service measure tracks the percentage of active, enrolled participants who have no record of a service for 90 days or more. There is a 0% target rate for this measure. Any operator that exceeds the 0% target rate may be placed on corrective action for this measure. Operators that meet the 0% target rate have ensured that participants have received staff assisted services at least once every 90 days or have been exited from the system when they are no longer in need of these services. All operators have met the performance target.

Late Data Entry: While none of the operators performed at target on the late data entry measure, they all performed under the 5% corrective action level.

Credential Attainment: It is important to ensure participants are provided with the support necessary to complete their training programs and earn an employer-recognized credential. All One-Stop Career Center operators have exceeded performance in this measure. There is a 6.6% increase in Credential Attainment from PY 2010-2011 to PY 2011-2012.

Entered Employment: The entered employment rate measure tracks the number of people who have successfully entered into employment as a result of the services provided through the One-Stop Career Center Network.

We have two entered employment measures:

- The first measure is of those participants **who have received ITA training**, (the number of individuals employed at exit divided by the number of individuals who exit);
- The second measure is the number of individuals that are employed at exit divided by the total number of people exiting.

All One-Stop Career Center operators have met or exceeded performance on these measures for the fourth quarter of PY 2011-2012. As a Network, the entered employment rate after receiving ITA training has increased by 8% from PY 2010-2011 to PY 2011-2012.

Serving Most in Need (Adult Measure): To ensure even the most marginalized populations are being served through the One-Stop Career Center service delivery system, a serving most in need measure has been set for the newly enrolled adult population, with two or more barriers.

The Network-wide target for this measure is 40%. All Career Center operators are exceeding this performance target.

Tier 1 to Tier 2 Participation: This is a tracking measure not subject to corrective action. However, it is designed to counterbalance the past requirement to enroll all participants seeking One-Stop Career Center services. This measure tracks all of the participants in Tier 1 services (also known as WIA Core A services) and the percentage of those who are enrolled in Tier 2 services (also known as WIA Core B/Intensive services.) The Workforce Partnership would like

to see a minimum of 25% of Tier I participants enrolled in Tier 2 services. All but two One-Stop Career Center operators are performing below target. Grossmont (East County) and ResCare (South County). These operators are performing above target at 27.0% and 27.9% respectively.

ATTACHMENTS

[One Stop CCN Performance Summary Sheet](#)

One Stop CCN Performance Summary Sheet

San Diego One-Stop Career Center Network June 2012 - Year to Date Summary Sheet

Data for July 1, 2011 - June 30, 2012

	Network	Metro	North	South	East
Enrollments					
4th Qtr Targets for New Enrollments					
Adults	1132	507	246	220	159
Dislocated	1330	595	288	259	188
Total	2462	1102	534	479	347
New Enrollments (since 7/1/11)					
Adults	1211	526	270	237	178
Dislocated	1586	698	383	294	211
Total	2797	1224	653	531	389
% of Enrollment Target					
Adults	107.0%	103.7%	109.8%	107.7%	111.9%
Dislocated	119.2%	117.3%	133.0%	113.5%	112.2%
Total	113.6%	111.1%	122.3%	110.9%	112.1%
Most In Need Served (Adult Only)					
Target: 40 %					
# Two (2) or More Barriers	829/1211	414/526	126/270	177/237	112/178
	68.5%	78.7%	46.7%	74.7%	62.9%
Exits and Placement					
Employed at Exit (All Exiters)					
Target: 70%					
# placed / total # of Exits minus Excluded Exits	720/873	256/326	215/235	154/197	95/115
Adults	82.5%	78.5%	91.5%	78.2%	82.6%
	1182/1377	431/547	384/409	203/220	164/201
Dislocated	85.8%	78.8%	93.9%	92.3%	81.6%
	1902/2250	687/873	599/644	357/417	259/316
Total	84.5%	78.7%	93.0%	85.6%	82.0%
Employed at Exit (After ITA Training)					
Target: 80%					
# placed / total # of Exits minus Excluded Exits	275/324	102/128	54/57	80/92	39/47
Adults	84.9%	79.7%	94.7%	87.0%	83.0%
	695/798	273/330	208/221	116/124	98/123
Dislocated	87.1%	82.7%	94.1%	93.5%	79.7%
	970/1122	375/458	262/278	196/216	137/170
Total	86.5%	81.9%	94.2%	90.7%	80.6%
Credentials					
Credential Attainment--After ITA Training					
Target: 85%					
Credential attained at Exit / Exited minus Excluded Exits	288/324	112/128	49/57	83/92	44/47
Adults	88.9%	87.5%	86.0%	90.2%	93.6%
	720/798	293/330	200/221	113/124	114/123
Dislocated	90.2%	88.8%	90.5%	91.1%	92.7%
	1008/1122	405/458	249/278	196/216	158/170
Total	89.8%	88.4%	89.6%	90.7%	92.9%
Tracking Measure					
Tier 1 to Tier 2 Participation					
Target: 25%					
# of Tier 2 participants / # of Tier 1 participants					
Total	22.1%	20.8%	19.2%	27.9%	27.0%
Process Measures					
Late Data Entry					
Target: 0%					
Actual %	1.2%	1.1%	0.7%	1.1%	1.8%
90 Day No Service					
Target: 0%					
Actual %	0.0%	0.0%	0.0%	0.0%	0.0%

AGENDA ITEM 13

DATE: August 17, 2012 **RE:** September 13, 2012 Meeting

TO: Workforce Investment Board

FROM: Mark Nanzer
Director, Workforce Advancement Division

**SUBJECT: VETERANS EMPLOYMENT-RELATED ASSISTANCE PROGRAM
PERFORMANCE SUMMARY FOR QUARTER ENDING JUNE 30, 2012**

INFORMATIONAL ITEM – NO ACTION REQUIRED

This informational item provides a performance summary for quarter ending June 30, 2012 on the Veterans' Employment-Related Assistance Program (VEAP).

BACKGROUND

Veterans Village of San Diego (VVSD) targets unemployed veterans, with an emphasis on those veterans recently separated from service and provides them with training and placement services. VVSD partners with community based organizations to make referrals to specialized services for veterans facing major barriers to employment.

ANALYSIS

The chart on the following page provides information on participant enrollment goals, numbers in training, number of training completions, entered employment rate, credential attainment, and follow-up retention/tracking as of June 30, 2012.

In accordance with the corrective action policy, VVSD was sent a warning letter on August 3 2012 noting the areas of deficiency for the measures during the accountability period. VVSD is required to provide a response to the San Diego Workforce Partnership within five (5) business days of the issuance of the warning letter and a date for resolution of the issue. If VVSD is found to continue to be deficient by the required date of resolution, a second letter will be sent to their Executive Director formally requesting a Corrective Action Plan.

The Workforce Partnership will provide technical assistance to VVSD to aide in resolution of the deficiency.

VEAP Participants	Number of Planned Participants Entire Contract Period (June 1, 2011– March 31, 2013)	Number of Planned Participants (June 1, 2011 – June 30, 2012)	Number of Actual Participants (June 1, 2011 – June 30, 2012)
Number Enrolled	93	53	51
Number in Training	74	53	30
Entered Employment Rate	60	30	4
Training Completion Rate	60	40	4
Follow-Up Retention/Tracking	73	20	3

ATTACHMENTS

None

AGENDA ITEM 14

DATE: August 17, 2012 **RE:** September 13, 2012 Meeting

TO: Workforce Investment Board

FROM: Mark Nanzer
Director, Workforce Advancement Division

**SUBJECT: PALOMAR POMERADO HEALTH CUSTOMIZED TRAINING
PERFORMANCE SUMMARY FOR QUARTER ENDING JUNE 30, 2012**

INFORMATIONAL ITEM – NO ACTION REQUIRED

This informational item provides a performance summary for quarter ending June 30, 2012 on the Transition to Practice Customized Training Program with Palomar Pomerado North County Health Development, Inc.

BACKGROUND

On October 7, 2011, the San Diego Consortium Policy Board approved a customized training application from Palomar Pomerado North County Health Development, Inc. (PH), to train 15 Bachelor of Science in Nursing (BSN) senior level students in a transitional residency program to improve their transition to employment.

The Transition to Practice Program is a collaborative partnership between the California State University, San Marcos (CSUSM) School of Nursing and PH; a Magnet recognized public health system that comprises the full continuum of care. This program provides a bridge to clinical practice and enhanced employment opportunities for CSUSM BSN graduates. Training wages are paid to the BSN students throughout the course of their training.

The period of performance for this project is January 1, 2012 – January 31, 2013. The total cost of training is \$275,760. PH is leveraging \$200,760 (73% percent of total) and Workforce Investment Act funds are providing the remaining \$75,000 (27% percent of total).

PERFORMANCE SUMMARY

All 15 students successfully completed the formal Transition into Practice Residency, which concluded at the end of the spring semester. All 15 are currently working full time in the role of Transition Champions to prepare for the move to the new Palomar Medical Center on August 19, 2012. Eight of the students have passed their National Council Licensure Examination (NCLEX) and will move into Registered Nurse (RN) I roles in August; the remaining seven students are awaiting notification of their NCLEX results. They will continue working in the role of Transition Champion until they pass their NCLEX and move into RN I roles. Positions are available for each of the 15 participants.

AGENDA ITEM 15

DATE: August 17, 2012 **RE:** September 13, 2012 Meeting

TO: Workforce Investment Board

FROM: Mark Nanzer
Director, Workforce Advancement Division

**SUBJECT: BRIDGE TO EMPLOYMENT PROGRAM PERFORMANCE SUMMARY
FOR QUARTER ENDING JUNE 30, 2012**

INFORMATIONAL ITEM – NO ACTION REQUIRED

This informational item provides the Workforce Investment Board with a program performance summary for quarter ending June 30, 2012 on the Bridge to Employment Program funded through the Department of Health and Human Services (HHS) Health Professions Opportunity Grant (HPOG). This performance update includes cumulative data on year one carry-in participants and year two enrollments.

BACKGROUND

The Bridge to Employment in the Healthcare Industry Program is designed to advance the economic well being of San Diego's Temporary Assistance for Needy Families (TANF) recipients and other low-income individuals by developing a regional strategy that addresses the workforce development needs of the healthcare industry. By assisting participants in and through healthcare training with a collaborative case management approach and a push for real work experience, this Program can help improve the lives of hard to serve participants, while also meeting projected needs of employers.

HHS developed the Performance Reporting System (PRS) and required all grantees to use this system for participant tracking and reporting on performance as of February 29, 2012. Previously, the San Diego Workforce Partnership (Workforce Partnership) collected performance reporting data from the Navigation contractors. Contractors were asked to enter participant data from both year one and year two of the grant on all of those participants who were active as of September 29, 2011.

HHS began holding the Workforce Partnership responsible for performance based solely on PRS data as of March 31, 2012. The Workforce Partnership informed the HPOG contractors and partners that beginning with the quarter ending June 30, 2012, all reports on performance data would be presented to the various Workforce Partnership boards and committees, the County of San Diego, and state partners based solely on PRS data. As a result of this transition to PRS, there are approximately 200 year one participants that were not active in year two and will no longer show up in the performance data.

The chart below provides Bridge to Employment performance for the period of September 30, 2010 through June 30, 2012.

Grantee	Planned Enrollments	Actual Enrollments	CalWORKs Participants	Placed in Training	Training Completion	Credential Attainment	Entered Employment
Lifeline	205	200	61	135	83	73	58
CTS	452	307	145	293	160	218	66
MAAC - South	216	166	37	38	26	34	29
MAAC - East	150	151	57	98	64	59	36
TOTAL	1023	824	300	564	333	384	189
UCSD	100	14	N/A	N/A	N/A	N/A	N/A

ANALYSIS

The enrollment numbers and performance have exceeded expectations. The target for total enrollments for the program to date was set at 1,023. The Navigators have been excelling in the area of enrollments and have reached full enrollment. As stated above, approximately 200 year one participants will no longer show up in the data. Staff will adjust the planned enrollments by contractor to adjust for this. The full enrollment goal for the five year period of the grant is 2,500.

Participants are beginning to complete training and attain their credentials at a higher pace than in year one. Consequently, the Workforce Partnership expects the entered employment rate for participants will begin to accelerate to reflect the faster pace of credential attainment. Currently, most of the participants are in the process of enrolling in training or are actively engaged in job search activities. Navigators have only exited 52 participants to date. This is primarily due to the fact that this is a career pathway program and Navigators are reluctant to exit a participant that may want to return for additional training. HHS has resolved this in PRS by allowing the participant to re-enter without having to duplicate the intake and eligibility procedures a second time. The client will therefore not be counted twice in the PRS client tracking system.

Thus far, year two of the program has proven to be quite busy with both the national program evaluation and the implementation of a new data system. The program evaluation component entered the pilot phase in late June. During this pilot phase, random assignment was tested by randomly assigning a total of 60 participants; 30 were assigned to the treatment group and 30 were assigned to the control group. Since the pilot phase has run smoothly, the evaluation team anticipates full implementation of the evaluation will occur beginning September 30, 2012 at the start of year three.

The University of California, San Diego (UCSD) work experience component of the program does not enroll participants directly; rather it provides work experience for the current participants enrolled in the program. Therefore, the number of participants actively participating in work experience with UCSD does not change total enrollment number but are reflected here to show UCSD's performance.

Moving forward, UCSD will focus efforts on a multitude of activities including: employer outreach, client tutoring and test preparation classes, workshop days which will allow

participants to test their competencies and brush up on skills, and work readiness skill building and mock interviews.

Participants will still have the option to intern at one of the UCSD clinic sites, but the added activities will assist participants with hands-on skills and give the Navigators the extra support they need to ensure client success.

A major focus during both years of the program has been to ensure mechanisms were in place to connect with other assistance programs across the county. This effort has focused on identifying common customers amongst partners that could benefit from the Bridge to Employment program and creating a referral system to ensure client success. The ongoing and growing communication between San Diego's CalWORK's contractors and the Navigators has provided to be a most beneficial relationship. This partnership has reduced duplicative efforts while still ensuring the participants are getting the most from the services and resources available to them to be successful in their training programs. The Common Customer Workgroup includes the following organizations: San Diego County's CalWORKs programs, the Family Self Sufficiency programs, programs with the San Diego Housing Commission, and the County's Department of Housing and Community Development.

The value of this program is seen in its ability to help individuals who may have many barriers to training programs and employment, including homelessness, lack of transportation, low-income and inability to pay for training. This program allows these individuals to participate in training programs as well as find stability and eventual employment. Below is a success story from MAAC Project:

Kenia grew up in California as an undocumented person. Due to her citizenship status, Kenya was unable to continue her education beyond high school. At age 19, she decided to get married and was able to become an American citizen. Shortly afterwards, her marriage took a violent turn for the worse and Kenya was forced to flee an unsafe home and relationship. Kenya filed a restraining order against her husband, and subsequently found herself homeless.

After attending the SWITCH (MAAC's title for the Bridge to Employment Program) orientation, Kenya displayed an incredible amount of persistence, determination, positive attitude and a desire to overcome her challenges in order to achieve her goal to work in the medical field.

Throughout the work readiness training at SWITCH, Kenya was engaged and very enthusiastic after completing her Certified Nursing Assistant (CNA) certification. It was during a typical work shift in the shoe department at Macy's that Kenya applied her networking skills and met a staff person from Sharp Chula Vista Medical Center. She was able to leverage that contact into a job interview, and after meeting with the department supervisor, Kenya successfully landed a job as a full-time CNA/Clerk at Sharp Chula Vista Medical Center with full benefits.

Kenia is now 26 years old and is currently researching Registered Nursing (RN) training programs and has the full support and encouragement of the hospital staff to also potentially hire her as an RN.

ATTACHMENTS

None

AGENDA ITEM 16

DATE: August 17, 2012 **RE:** September 13, 2012 Meeting

TO: Workforce Investment Board

FROM: Mark Nanzer
Director, Workforce Advancement Division

SUBJECT: THE ARC OF SAN DIEGO CUSTOMIZED TRAINING PERFORMANCE SUMMARY FOR QUARTER ENDING JUNE 30, 2012

INFORMATIONAL ITEM - NO ACTION REQUIRED

This informational item provides a performance summary for quarter ending June 30, 2012 on The Arc of San Diego (Arc) Customized Training contract through June 30, 2012.

BACKGROUND

Arc has been providing training services to persons with disabilities since 1951. The agency has a rich history of creating and implementing innovative programs that meet the needs of children and adults with a wide range of disabilities.

These employees include people with developmental disabilities, physical disabilities, mental illness, substance abuse related disabilities, and even those with multiple disabling conditions, many of whom have little to no job experience. The skills attained by participants contribute considerably to their independence, dignity, and quality of life and create opportunities for self-reliance that otherwise would not be available to them.

Arc's training program at Marine Corps Recruit Depot consists of training in a fast paced food service environment. Participants are responsible for serving meals and maintaining the facility to meet military sanitation requirements; they also maintain the grounds around the Mess Hall. Duties performed include, but are not limited to: replacing glassware, dishes, silverware and refilling condiment containers, cleaning work areas, utensils and equipment, operating dish washing machinery, making coffee and preparing food, mopping floors, removing garbage and manual tasks in the kitchen or dining area.

ANALYSIS

The following chart provides information on participant enrollment goals, number in training, and the entered employment rate as of June 30, 2012:

Arc Performance Measures	Number of Planned Participants for Entire Contract Period (February 1, 2012 – January 31, 2013)	Number of Planned Participants to Date (February 1, 2012 – June 30, 2012)	Number of Actual Participants to Date (February 1, 2012 – June 30, 2012)
Number Enrolled and in Training	43	30	7
Number Placed in Employment	40	7	0

Arc is below target in both number of participants enrolled and in training and number placed in training. Arc staff has reported that the training program has not enrolled as many individuals as anticipated to date due to a "shift" or delay in Marine Corps recruit volume compared to previous years. Previous years' recruit counts begin to increase in May and June and decrease in September while this year the recruit counts began to increase in July and are expected to begin to decrease in October. This shift in recruit volume has created a corresponding shift in labor demand.

In accordance with the Corrective Action Policy, Arc was sent a warning letter noting the areas of deficiency for the measures in the accountability period. Arc will be required to provide a response to the Workforce Partnership within five (5) business days of the issuance of the warning letter and a date for resolution of the issue. If Arc is found to continue to be deficient by the required date of resolution, a second letter will be sent to their Executive Director formally requesting a Corrective Action Plan.

UPDATE

As of August 10, 2012, Arc has enrolled an additional 15 participants bringing the total enrollments to 22, which is still below target. In addition, Arc reports that 10 more participants are currently in the process of enrollment and they expect to have 35 participants enrolled by the end of August.

The Workforce Partnership will provide technical assistance to Arc to aide in resolution of the deficiency.

ATTACHMENTS

None

AGENDA ITEM 17

DATE: August 17, 2012 **RE:** September 13, 2012 Meeting

TO: Workforce Investment Board

FROM: Mark Nanzer
Director, Workforce Advancement Division

**SUBJECT: CAREER CENTER NETWORK SUPPORTIVE SERVICES
PERFORMANCE AND CLOSEOUT FOR QUARTER ENDING
JUNE 30, 2012**

INFORMATIONAL ITEM – NO ACTION REQUIRED

This informational item provides a performance summary ending June 30, 2012 on the contract issued to Alliance for African Assistance (Alliance) for the provision of supportive services. This represents a closeout on performance for Program Year 2011-2012.

BACKGROUND

Alliance oversees the delivery of supportive services to Career Center Network (CCN) customers. Individuals in need of services meet with an Alliance caseworker who assists them in identifying the resources necessary to ensure they are able to successfully pursue a job. Alliance case managers interview individuals and support them in obtaining the resources they require to be successful. The program requires close oversight and documentation of all services received. There have been no fiscal or programmatic findings related to Alliance's operation of the supportive services contract for the Program Year 2011-2012.

Based on funding availability, the Workforce Investment Board (WIB) and the San Diego Consortium Policy Board (Policy Board) established parameters on the provision of supportive services, including the funding amount available to customers. In July 2010, the WIB and Policy Board both approved setting the cap for CCN customers at \$150 and \$500 for individuals in training.

SUMMARY

The following represents the number of customers who have received supportive services for the period of July 1, 2011 through June 30, 2012.

Funding Source	Number Of Services Received	Number Of Customers	Service Costs
Adult	1071	420	\$ 84,317.36
Dislocated Worker	1998	759	\$162,618.84
Total	3069	1179	\$246,936.20

AGENDA ITEM 18

DATE: August 28, 2012 **RE:** September 13, 2012 Meeting

TO: Workforce Investment Board

FROM: Margie de Ruyter
Senior Director of Workforce Initiatives

**SUBJECT: AMERICAN RECOVERY AND REINVESTMENT ACT STATE ENERGY
SECTOR PARTNERSHIP (SESP) PERFORMANCE UPDATE**

INFORMATIONAL ITEM – NO ACTION REQUIRED

The SESP has been successfully training students in green building and clean energy technologies since September 2011. This program is an extension of the training activities initiated under the Clean Energy Workforce Training Program. The grant's period of performance is September 1, 2011 through January 31, 2013. The Workforce Partnership monitors the performance of contracted service providers throughout the contract term using the Customer Information Services Reporting System (CISRS), a data collection and reporting system.

The Green Building Partnership (GBP) prepares individuals for apprenticeships, advanced training or for jobs in five occupations:

- Heating, Ventilation, and Air Conditioning mechanics, technicians, or installers;
- Building performance or retrofitting specialists;
- Building controls systems technicians;
- Energy auditors or home energy raters;
- Solar photovoltaic installers.

The GBP offers a 120-hour course that covers topics such as: energy fundamentals, water efficient building and retrofits, solar electricity design and installation, and includes an Occupational Safety and Health Administration 10 certification as well as Cardiopulmonary Resuscitation and First Aide certifications. Training in these occupations is conducted through contracted training by the GBP regional education partners who include:

- Cuyamaca College;
- MiraCosta College;
- San Diego Continuing Education; and
- Southwestern College.

Additionally, upon successful program completion, each student received a \$300 stipend to assist them as they continue their training and/or job search activities.

In collaboration with the four community colleges mentioned above, the GBP program will train a total of 200 participants countywide, with an emphasis on training older out-of-school youth, veterans, and the long-term unemployed.

Community college providers were contracted to deliver training services to two (2) cohorts of 25 students each between September 2011 and June 2012. Below are the enrollments and completions for each college.

Community College Partner	Planned Enrollments	Actual Enrollments	Training Completions	Employed Upon Completion	Entered Advanced Training
Cuyamaca College	50	46	44	7	4
MiraCosta College	50	51	45	15	2
San Diego Continuing Education	50	54	53	7	8
Southwestern College	50	41	32	15	5
Total	200	192	174	44	19

The grant outcomes through July 31, 2012 are as follows:

Performance Goal Description	Overall Performance Goal (to be achieved by 1/31/13)	Planned through 7/31/12	Actual through 7/31/12	Percent of Plan vs. Actual
1. Enrolled in GBP Training	200	200	192	96%
2. Training Completion (% of total enrollments)	80%	160	174	109%
3. Placement in Unsubsidized Employment or Advanced Training	73%	146	63	43%

Of significant note is of the 192 participants who began their GBP training, 174 have successfully completed their training. Therefore, the training providers have exceeded the 80% completion rate as set forth in their respective contracts.

Additionally, the grant outcomes require, upon exit, participants are placed in either unsubsidized employment or enrolled in advanced training. Of the total exits to date, 44 individuals have gained full-time unsubsidized employment with an average wage of \$16.36 per hour at companies such as:

- 32nd Street Naval Base
- Althea Technologies
- American Automatic Fire
- American Solar Direct
- American Systems
- Aztec Components, Inc.
- Barrett Business Svc. Inc.
- Cal Bay Systems
- CA American Water
- Cox Communications
- Fifth Axis Inc.
- GCR Professional Svs.
- Harris Construction
- Intl. Iron Products
- Labor Ready
- M Bar C Construction
- Mammoth Mtn. Resorts
- Marriott Corporation, Hotels

- New Era Tile & Stone
- Pacifica Companies
- ResortCom International
- RGF Enterprises
- Sais Group
- SunCraft Solar
- Tim Rid Inc.
- Transportation/MTS
- Veolia
- Whole Foods Inc.

Additionally, a total of 19 participants have taken advantage of advanced training, receiving an Individual Training Account through one of the six One-Stop Career Centers. The remaining 122 active clients are either in the midst of job searching, or are in the process of accessing some sort of advanced training either through a One-Stop Career Center or institution of higher education.

ATTACHMENTS

None

AGENDA ITEM 19

DATE: August 28, 2012 **RE:** September 13, 2012 Meeting
TO: Workforce Investment Board
FROM: Margie de Ruyter
Senior Director of Workforce Initiatives
SUBJECT: PASSPORT TO LIFE CAREER AND EDUCATION EXPO

INFORMATIONAL ITEM - NO ACTION REQUIRED

The San Diego Workforce Partnership (Workforce Partnership) has a strong connection to both the county's Juvenile Justice System and several social service agencies that strive to serve the county's young adult and transitioning populations. In an effort to educate and prepare young adults in the Juvenile Justice System for a meaningful future, the Workforce Partnership at the request of San Diego Juvenile Court Delinquency Judge Carolyn Caietti became one of the founding members of San Diego County's Passport to Life Career and Education Expo (Passport to Life).

The event is a collaborative effort between the following organizations:

- San Diego Superior Court, Juvenile Division
- San Diego County Probation Department
- San Diego County Office of Education, Juvenile Court and Community Schools
- San Diego City College
- Workforce Partnership
- San Diego County District Attorney's Office
- San Diego County Public Defender's Office
- Off the Street.

Passport to Life targets youth ages 14-24, either on probation or with a history of probation in the San Diego Superior Court, Juvenile Division.

On August 14, 2012, the 4th Annual Passport to Life event was held at the downtown campus of City College. The goal was to connect young adults on probation, or with probation history, with education, training and career exploration opportunities. During the full day event, youth were able to hear motivational speakers, attend workshops, and speak to vendors who provided a window into future opportunities in higher education and career pathways.

This year's event had over 750 registered youth in attendance, and a keynote address delivered by Food Network star Chef Jeff Henderson. The series of offered workshops included topics such as: education beyond high school, financial aid, overcoming barriers, landing and keeping a job, financial responsibility, and using the internet and social media to search for a job.

Additionally, the event offered two new workshops geared towards parents to better prepare them to guide and support their children and were offered in both English and Spanish.

Attendees also had the opportunity to see and interact with over 80 vendors representing schools, branches of the military, career opportunities, training services, and other resources. These vendors included Workforce Partnership funded partners: South Bay Community Services, YMCA, Metro Region Career Centers, and Turning the Hearts Center. Finally, attendees enjoyed a “what to wear” fashion show, and watched a skateboard exhibition.

ATTACHMENTS

None

AGENDA ITEM 20

DATE: August 28, 2012 **RE:** September 13, 2012 Meeting

TO: Workforce Investment Board

FROM: Margie de Ruyter
Senior Director of Workforce Initiatives

**SUBJECT: COUNTY OF SAN DIEGO COMMUNITY SERVICES BLOCK GRANT
(CSBG) FUNDING**

INFORMATIONAL ITEM – NO ACTION REQUIRED

On August 2, 2012, the President and Chief Executive Officer of the San Diego Workforce Partnership (Workforce Partnership) negotiated and executed a contract in the amount of \$48,900, with Escondido Education COMPACT, for the purpose of enhancing the current Program Year (PY) 2012-2013 Workforce Investment Act program which places low-income eligible youth (ages 16-21) into summer jobs throughout the North County Region. The contract has a two (2) month term from August 1, 2012 through September 30, 2012.

BACKGROUND

In recognition of the positive impacts the 2009 summer youth employment program had in the region, the County of San Diego notified the Workforce Partnership of a funding opportunity which would enhance the 2012 summer youth employment program.

In June 2012, the County of San Diego, Health and Human Services Agency notified the Workforce Partnership that \$49,999 in CSBG funding had been identified to fund a subsidized summer youth employment program with the caveat that it must be spent by September 30, 2012.

Due to the short term availability of these additional funds and the urgency to execute a summer youth employment contract, the Workforce Partnership's President and Chief Executive Officer, under his jurisdiction, accepted the funds with the intent to contract with a Workforce Partnership procured provider to provide youth with summer work experience services.

As the total amount of funding available was not significant enough to distribute throughout San Diego County, it was determined and agreed upon by the County of San Diego that these dollars would be allocated to one region of the county. The Workforce Partnership determined that the best way to allocate the CSBG funds was to coordinate with a previously procured youth services provider who would have the capacity to enroll youth during the summer and then transition them to their Year-Long-Youth Program after the summer. After discussions with those providers who met the criteria, Escondido Education COMPACT was selected to provide the required work readiness training and subsidized summer work experience to 25 youth. The

additional \$48,900 of CSBG funds will augment Escondido Education COMPACT's current PY12-13 WIA Year-Long-Youth program, and be used specifically for the additional summer work experience component.

ATTACHMENTS

None

AGENDA ITEM 21

DATE: August 28, 2012 **RE:** September 13, 2012 Meeting
TO: Workforce Investment Board
FROM: Margie de Ruyter
Senior Director of Workforce Initiatives
SUBJECT: PAY FOR SUCCESS GRANT PROCUREMENTS

INFORMATIONAL ITEM – NO ACTION REQUIRED:

In June 2012, the Employment and Training Administration (ETA) of the U.S. Department of Labor (DOL), announced the availability of approximately \$20 million in Workforce Innovation Funds to fund Pay for Success (PFS) grants. PFS grants awarded under this Notice of Solicitation for Grant Applications (SGA), will fund pilot projects that are in line with an innovative funding strategy for achieving specific social service outcomes.

The PFS model is a new way of financing social services to help governments strategically target limited dollars to achieving positive, measurable outcomes. To do this, the PFS model seeks to shift the initial funding liability to the private sector. Private investors will fund pilot job training programs in exchange for independently measured positive outcomes, and a return on their initial investment. The government will only pay out if the independently measured outcomes are achieved.

As stated in the SGA:

Under the [PFS] model, a government agency commits funds as the financial funding agency to pay for specific target outcomes that are achieved within a given timeframe. [The] key feature of this concept is that the financial capital to cover the total operating costs of achieving the target outcomes are provided by independent private, philanthropic, or other social investors for the entire period of performance of the project. The investors' motivation for accepting the risks of funding the project is an expectation of a return on their investment. Payment of the committed funds by the government agency is contingent on achievement of results.

To be eligible for funding under this SGA, the lead applicant must provide evidence of a fully formed partnership consisting of entities filling the following required roles: a state/local/tribal government applicant, an intermediary, and an independent outcome validator.

As the designated entity for federal funding, the San Diego Workforce Partnership (Workforce Partnership) will be submitting an application in response to DOL's PFS solicitation. The role of the Workforce Partnership will be to act as the lead applicant and the agency testing the PFS

financing model. The Workforce Partnership will be required to identify and contract with both the intermediary and the independent outcome validator. Therefore, the Workforce Partnership must coordinate and conduct two separate procurements through two separate Requests for Proposals (RFP).

The first RFP will be to procure the intermediary. The intermediary's responsibilities include: coordination of the PFS strategy, responsibility for achieving the negotiated outcomes for the target population, contracting with service delivery providers, raising funds from investors to cover the operating costs of achieving the negotiated outcomes, and collecting and sharing data with the lead applicant as necessary to fulfill the grant agreement.

The second RFP will be to procure the independent outcome validator. The validator's responsibilities include: verifying and validating whether outcome targets are met. Additionally, the validator informs and agrees to the validation methodology, monitors the outcome measures, determines whether the outcome targets have been met, and provides the documentation to trigger release of PFS payments by DOL to the grantee.

Staff will develop an aggressive outreach strategy to ensure organizations are aware of the funding availability, and conduct RFP bidder's workshops to answer questions pertaining to the RFP guidelines and program design requirements. It is expected staff will return at the November Workforce Investment Board meeting to request approval for the selection of both the intermediary and validator.

ATTACHMENTS

None