



Workforce Development Board of Contra Costa County Family & Human Services Presentation May 2017

The most important and pressing work that is before the Workforce Development Board of Contra Costa County (WDBCCC) at this point in time is the full implementation of the Workforce Innovation and Opportunity Act (WIOA). Although WIOA was signed into law in July of 2014, the final rules were not issued until August 19, of 2016. While the WDBCCC has been moving towards this implementation since the later part of 2014, it is only within the last 4 months that the state has issued directives with enough clarity, direction and deadlines (of which there are many) to fully implement. The WDBCCC continues to move forward with a number of key priorities and activities, with particular emphasis on preparation for the full implementation of the WIOA.

The WDBCCC is serving as the lead Local Workforce Development Area (LWDA) for the newly established "East Bay Planning Region" under WIOA. As a part of this, the WDBCCC will be responsible for administering funds to help support and coordinate regional planning activities in conjunction with the other three (3) regional LWDAs from Alameda County, the City of Oakland, and the City of Richmond. Regional plans must be completed and submitted to the California Workforce Development Board (CWDB) by March 31, 2017. Planning efforts around this work will be leveraged through the regional EASTBAY *Works* partnership that has been operating since 1998.

The Workforce Development Board of Contra Costa County exceeded both service-level and performance targets for services to job seekers and businesses, thus receiving the "High Performing Board" certification by the CWDB again.

The WDBCCC continues to serve as the lead organization for the East Bay "Slingshot" initiative, which brings together stakeholders from economic development, education, and workforce development to support industry sector partnerships that are driving the growth and prosperity of the regional economy. Targeted industry sectors include advanced manufacturing, biomedical, healthcare, information communication technology (ICT), and transportation / logistics.

Workforce Innovation & Opportunity Act implementation items requiring Board of Supervisor approval:

- **Regional and Local Plans:**

March 15 th	Local and Regional Plans submitted to State Board
May 1 st	WDBCCC received conditional approval; additional information requested
June 15 th	Revisions due to State Board
June/July	Plans submitted for BOS approval
August 1 st	Final corrected and signed plans due to State Board
- **Adult DW Career Services Provider App:**

Approved by BOS and signed by Supervisor Glover March 9th; the WDBCCC has received conditional approval along with a request for additional information.

- **One-Stop Operator Selection**

An RFI was released March 26th and closed on April 24th; the responses received did not meet the needs of this procurement and it was determined to be a failed procurement. The WDBCCC will revise and re-post the procurement but must submit an application to be the AJCC Operator per WSB Directive 16-14 in order to meet the required deadline of July 1, 2017.

- **Mandated Partner MOU Phase I**

- Scheduled for approval at May 23rd BOS

- **Mandated Partner MOU Phase II – cost allocation**

- The WDBCCC is working with Fiscal to establish a cost allocation method
- May/June - the cost allocation is being presented to mandated partners for approval
- June - submit to BOS for approval
- September 1st - deadline to submit to the state
- January 2018 - Implementation

WIOA Youth Programs

WDBCCC staff members have been working on implementing changes regarding the administration and implementation of WIOA youth programs, the most notable of which include increased funding percentages for out-of-school youth and a new age range for services from 16-24 years old. There is also a requirement that at least 20% of WIOA youth funds be spent on helping youth gain work-based learning experiences.

To meet the new WIOA youth requirements and in accordance with procurement policy, an RFP to solicit competitive proposals for the delivery of year-round youth program services was released on December 23, 2016, with proposals due February 13th, 2017. Three proposals were received and negotiations are taking place to award these contracts effective July 1, 2017.

Earn & Learn East Bay is an engagement and recruitment campaign coordinated by the WDBCCC, the Contra Costa Economic Partnership (CCEP) and Diablo Gateways to Innovation (DGI). DGI is a collaborative effort among a wide range of educational and workforce partners actively supporting career pathways for youth and young adults in our region. The Earn & Learn East Bay initiative provides compensated work-based learning opportunities to youth through meaningful workplace experiences, summer and year-round placement, internships and apprenticeships, or in industry-led summer learning experiences. Moving forward, the WDBCCC will continue to facilitate employer participation on Industry Advisory Boards to advise and assist educators with career pathway programs, and as guest speakers in high school and community college classrooms. The WDBCCC will also support teachers by helping them gain a deeper understanding of industry needs and by arranging externships in which teachers directly experience the workplace.

Business Services

The WBD is revising its business services to align with our sector priorities, support priority populations, and support regional partnerships as defined in WIOA. These include working with our regional sector



partnerships (EB Advanced Manufacturing Partnership, EB Health Workforce Partnership, EB Transportation and Logistics Partnership, and EB Information and Communications Technology Partnership), the CCWORKS Program, Earn & Learn East Bay (a youth focused initiative), and AB 109/AB 2060 focusing on serving the reentry population through increased employer engagement.

In collaboration with Contra Costa College the WDBCCC Business Services team hosted a career fair at Contra Costa College on October 5, 2016. Thirty-six employers participated, 20 community resource providers, and 252 job seekers attended this event.

Feedback shows that the majority of respondents believed the Career Fair to be a huge success. Our analysis shows that job seekers were “very satisfied” with the event’s accessibility, staff assistance, employers and resources, and their overall satisfaction. Agencies were also pleased in their feedback. A number commented on how well the fair was organized. In addition, these agencies represent hard to serve populations, which include returning citizens, low-income seniors, the disabled, veterans, and disadvantage youth. They indicated that their clients also had a positive experience.

In accordance with the WDBCCC’s work with AB109 and our recent AB2060 Forward Focus grant, the WDBCCC will be hosting a Second Chance Employer Summit on May 24th at the Pleasant Hill Community Center. This event has garnered tremendous attention from businesses in our community and is expected to be at full, if not over, capacity.

Small Business Development Center

Partially funded by the Small Business Administration (SBA), this program, hosted by the WDBCCC, delivers individualized advising and group training to current and aspiring business owners in English and Spanish throughout the County. The SBDC actively partners with myriad public, nonprofit, and private sector organizations to attract “high-impact” employers as well as community-based agencies to reach and serve low-to-moderate income (LMI) residents.

The Contra Costa SBDC is one of the highest functioning SBDCs in the State of California serving over 2,000 small businesses annually.

CCWORKS

Under the direction of the WDBCCC the CCWORKS subsidized employment program continues to have a high success rate of finding work experience opportunities for CalWORKS recipients with over 126 placements through April 2017. The WDBCCC is conducting satisfaction surveys from both business and participants for continuous improvement. The results of recent Business Partnership Satisfaction Survey are currently being evaluated.

One-Stop/AJCC Operations

Continued strong participation from the Workforce Integration Network (WIN) teams, which are comprised of community-based organizations and other public sector partners to examine ways to better coordinate and align resources and efforts around employment and other services. Three (3) different teams, representing the West, Central, and East Contra Costa sub-regions are continuing to meet, share information, coordinate referrals, and plan events. These groups are expected to play an



important role as the WDBCCC continues to evolve its services under WIOA and begins to work on adoption of a new strategic workforce development plan.

The WDBCCC continues to maintain strong linkages with educational partners to support a variety of services and initiatives at the AJCCs and other locations.

Number of Work Experience Hours Provided to Interns: **22,754 TOTAL** at PY 2016-2017 Q3
WIOA: **9,114** CCWorks: **10,360** SCSEP: **1,524** Adult Ed: **336** Other: **1,420**

The WDBCCC, through its America Job Centers of California and contracted services, provides basic career serves to approximately 11,000 customers annually.

The following are indicators for people who received intensive services through the WDBCCC PY 2015-2016:

ENTERED EMPLOYMENT RATE

During FY 15-16, 74% of adults entered employment compared to the negotiated performance level of 75%. 85% of Dislocated Workers entered employment, well above the negotiated performance level of 77.5%.

RETENTION RATE

During FY 15-16, 86% of adults remained employed for at least 3 quarters compared to the negotiated performance rate of 82.5%. 86% of Dislocated Workers retained employment exceeding the negotiated performance level of 85%.

AVERAGE EARNINGS FOR SIX MONTHS

During FY 15-16, the average earnings for adults participating in WDBCCC programs were \$14,797 compared to the negotiated performance level of \$14,950. The average earnings for Dislocated Workers were \$22,507 compared to the negotiated performance rate of \$20,250.

The WDBCCC administers several programs targeting youth ages 14-24 in Contra Costa County. The WDBCCC youth programs focus on improving their educational attainment and skills along with their career readiness to strengthen their future employment opportunities.

PLACEMENT IN EMPLOYMENT OR EDUCATION

72% of youth participants were placed in employment or educational opportunities, an impressive success rate which exceeded the negotiated performance level of 60%.

YOUTH CREDENTIAL ATTAINMENT

68% of youth attained a high school diploma, GED or occupational certificate as compared to the negotiated performance level of 51.5%.

LITERACY NUMERACY GAINS

Due in large part to a transition in contracted service providers for the WDBCCC's youth programs only 9% of youth participants increased their basic reading and math skills while the negotiated performance level was 40.5%. Corrective action is underway. This program is aimed at increasing skills for out-of-school youth who read, write, or compute below the 9th grade level.



To date for PY 2016-2017 the WDBCCC has provided intensive career services to 1,141 customers of which 159 attained a certificate/diploma/degree and 200 have entered unsubsidized employment.

Budget/Grants/Funding Opportunities

The WDBCCC is entering into a very austere budget period with federal allocations down 13% in the past 3 years coupled with the decrease in CalWORKS funding that has had a residual impact on the WDBCCC/ AJCCs funding resulting in the loss of several positions.

- **AB 109:** The WDBCCC has been receiving \$200,000 annually AB 109 funds for each of the past three (3) years, with another allocation of \$200,000 anticipated in FY 2017-2018. These funds have primarily been used for two purposes: 1) to deepen connections between the re-entry community and businesses/employers; 2) to strengthen partnerships between the WDBCCC and other public agencies, as well as the contracted nonprofit service providers that are helping AB 109 participants reenter the community.
- **AB2060-Forward Focus:** The WDBCCC was able to leverage AB109 funds for a grant opportunity and was awarded a \$400,000 to support the needs of the re-entry population in Contra Costa County, one that goes beyond the requirements of AB 109 to include other supervised populations.

The WDBCCC is pursuing additional grants and funding opportunities.