

## **Workforce Innovation & Opportunity Act (WIOA) Update**

### **Regional and Local Plans**

Under WIOA, a biennial update of regional and local plans is required in order to ensure plans remain current and account for “changes in labor market and economic conditions or in other factors affecting the implementation of the local plan” (29 U.S. Code § 3123). The California Workforce Development Board (State Board) has also made changes to the State Plan which require that Local Boards update their plans to keep them consistent with the policy direction of the State Plan. Pursuant to the State Plan modifications submitted to the U.S. Department of Labor in the spring of 2018 and approved on June 11, 2018, the State Board is providing guidance to Local Boards on the requirements associated with local and regional planning modifications. EDD Directive WSD18-01, provides specific guidance and instructions on both required and elective modifications to local and regional plans.

Both Regional and Local plans were completed, listed for public comment and delivered to the State Board by 5:00 pm on March 15, 2018. Board of Supervisor approval/signature is required by August 1, 2019.

### **MOUs**

The WDB is in the process of updating and combining both MOU Phase I & Phase II, and the cost allocation methodology, per state directive. The updated MOU is due to the State board by June 30<sup>th</sup> with BOS approval.

An MOU mandated partner meeting to review the updated MOU was held on March 11<sup>th</sup>, from 10-12 at the Concord AJCC. Partners are reviewing and working on signature process. The MOU is being reviewed by County Counsel and will be need to be approved and signed by both the local board and the County Board of Supervisors by the June 30, deadline.

### **Adult & Dislocated Worker Career Services/AJCC Transition**

Transition of AJCC and career services to Rubicon Programs and the Contra Costa Workforce Collaborative is going extremely well. While enrollments and training expenditures are a bit low, with all access sites up and fully operational we are positive that enrollments/deliverables are catching up.

### **Business Services**

The WDB business services team continues to work closely with our local chambers, our city offices and economic development entities throughout the county, our identified regional sector partnerships and other programs and partnerships.

Highlights include:

#### **Disability Employment Accelerator Grant Forum**

We hosted "Hidden Workforce Forum, Inclusion Builds Innovation " Employer Forum with local partners, Futures Explored, DOR, MT. Diablo Adult School, and EDD at Mt. Diablo Adult School's Loma Vista Adult Center on **Tuesday, February 19, 2019**, from 8:30am – 11:00am. We had 80+ attendees including employers, CBO's and partner staff. We had great employer and job seeker panels. The WDB hosted a resource table along with other partners. Feedback from the event shows that employers and partners found the event to be very useful. Some employers, including Bio-Rad and Ramar Food, reached out to express gratitude for the opportunity and

requested additional information to promote inclusion in their workplace. City of Concord invited an employer panelist to visit the city for further conversation.

### **West Contra Costa Career Fair – See report attached**

The link for the full-length video is here:

<https://www.youtube.com/watch?v=ZcnYm0znb7s&feature=youtu.be>

### **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. Approximately 75% of our clients self-identify as 80% below the area median income.

- February/March Trainings: 26 workshops delivered to 137 participants
- February/March Advising: **175** Individuals and 104 business owners

### **On-going projects**

- Director participated final board retreat with California Association of Micro-Enterprise Organizations ([CAMEO](#)) as the out-going board president (2019)

### **Noteworthy developments:**

- SBA 2019 allocation increased from \$191k to \$210k: Same as last year, required the first of two budget modifications for this year (second in October).
- Director participated in the Community Development Block Grant (CDBG) consortium focus group for sub-recipients. Working with a sub-group of “economic development” programs, identified problems and potential solutions for the clients we all serve. Was a great partnership meeting with complimentary programs (CoCo Kids, Renaissance, Opportunity Junction)

### **Successes:**

- Center concluded second Request for Interest (RFI #677) process to solicit and procure several new service providers
- Center partnered with Procurement Technical Assistance Program of Northern California ([PTAC](#)) a Dept. of Defense-funded program similar to SBDC to host two workshops with the highest attendance (31) we’ve enjoyed in years
- Center on-boarded a dozen new service providers. It will take a few months to mobilize and assimilate them into the Team, but the expansion expected from the state tied to the new funding is underway

### **Regional Initiatives, Organizing and Training**

#### **East Bay Regional Planning Unit (EBRPU)**

We are still serving as the fiscal lead for the regional funds that the East Bay RPU is receiving from the designated to support regional efforts and were recently awarded another \$468,000 (\$300,000 and 168,000) on behalf of the RPU. The EBRPU is in the process of developing an MOU between the 4 WDBs

for the purpose of codifying the process, work, and funding that will be coordinated and shared between the 4 WDBs.

### **East Bay Slingshot**

While initial funding for this initiative has expired, Contra Costa and the East Bay Region continues to be recognized for our SlingShot model and successes. The EBRPU funds will have an element of SlingShot and regional work is intended to support sector strategies and partnerships. To that end, the EBRPU funds have continued to support 3 of the 5 designated priority sectors in the East Bay: Advanced Manufacturing, Healthcare and ICT, to support specific sustainability models they are working on. Some of the regional funds are dedicated to training cohorts with earn & learn components in the healthcare industry; specifically, the EBRPU has contracted with JVS to deliver a dental assisting training for 20 participants throughout Alameda and Contra Costa which will started in February of 2019.

Most of the new \$300,000 EBRPU 2.0 award will be designated for the Advanced Manufacturing Sector Partnership, the Healthcare Sector Partnership and Earn & Learn to continue to support sustainability planning.

### **Prison 2 Employment Initiative (P2E)**

As part of Governor Brown's efforts to improve California's criminal and juvenile justice systems and reduce recidivism through increased rehabilitation, the California Workforce Development Board (State Board), California Department of Corrections and Rehabilitation (CDCR), California Prison Industry Authority, and California Workforce Association have finalized a partnership agreement that is included in amendments to the California WIOA Unified Strategic Workforce Development Plan 2016-2020.

The partnership agreement is intended to strengthen linkages between the workforce and corrections systems in order to improve the process by which formerly incarcerated and justice-involved<sup>1</sup> individuals reenter society and the labor force. The partnership agreement will inform policies specific to Local Workforce Development Boards (Local Board) and how they serve the state's formerly incarcerated and justice-involved population

The EBRPU submitted their proposal asking for \$2.4 million to be allocated between the 4 local boards. We have received notification that we have been conditionally awarded the full amount of our proposal (one of the few regions in the state to be awarded their full ask).

Alameda WDB will serve as the lead on this funding. The first round of funding is set to be available by May/June of 2019.

### **Economic Development, EC2 and the Northern Waterfront Initiative**

The WDB remains actively involved with local economic development efforts including EC2 and the Northern Waterfront Initiative, local Chambers and meeting regularly with city economic development managers. WDB staff are currently working with the county economic development manager to assist with, and will be co-sponsoring, the Northern Waterfront Forum 2019: Bringing the Jobs to the People on May 10<sup>th</sup> at the Antioch Community Center.

### **Budget/Grants/Funding Opportunities**

The WDB budget appears stable at this point and we are moving forward based on the assumption of level funding for 2019-2020. The WDB has prioritized pursuing additional funding opportunities to support the important work we are tasked with. The WDB has or is considering pursuing the following opportunities:

- AB 109: The WDBCCC will continue to receive **\$208,000** annually from AB 109 funding for PY 2018-2019. 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.
- The EBRPU applied for and was awarded **\$300,000** for additional regional/SlingShot activities. In addition, all regions were awarded additional funding to support regional organization. The EBRPU was awarded **\$168,000** for this purpose. Contra Costa continues to serve as the lead.
- EDD Disability Employment Accelerator: The WDB was awarded **\$250,000** on behalf of the East Bay Region to support training, work experience and employment for people with disabilities. The East Bay RPU is working with Futures Explored, East Bay Innovations, EDD and our Adult Education partners on this project. An employer education forum was held February 19<sup>th</sup>.
- The AB1111 RFA (barriers to employment state funding) is due to be released Mid-March and the WDB is working with several CBO's to develop a proposal.
- 501c3: At the February 5<sup>th</sup> Full Board meeting, the board approved an action item directing WDB staff to actively pursue creating a 501c3 to support a more robust and diverse funding capacity. Staff are in the process of developing a timeline and report to submit to the BOS for approval.

### **WDB Board & Staff**

With 25 seats, The WDB is almost fully seated with the exception of three labor seats. WDB staff are working with labor organizations to fill these important seats.

Two WDB Staff are participating in the California Workforce Association Bootcamp training from December 2018 through September 2019.

The WDB is down a staff member with the exit of a Workforce Services Specialist as of March 1<sup>st</sup>. The assist to fill has been approved for a cert and bid; we anticipate interviewing to fill this position late April.

WDB ED, 2 staff and 2 board members participate in our state association (CWA) day at the capitol on March 6<sup>th</sup> and meet with Senators Steve Glazer and Nancy Skinner and Assembly members Buffy Wicks and Jim Frazier's staff.

The ED, 1 staff, and 2 board member attended the National Association of Workforce Boards Conference March 22 through the 26<sup>th</sup> and did a "hit the hill" visit, visiting Senator Kamala Harris, Senator Diane Feinstein and Congressmen DeSaulnier's staff.



**WORKFORCE**  
Development Board  
Contra Costa County

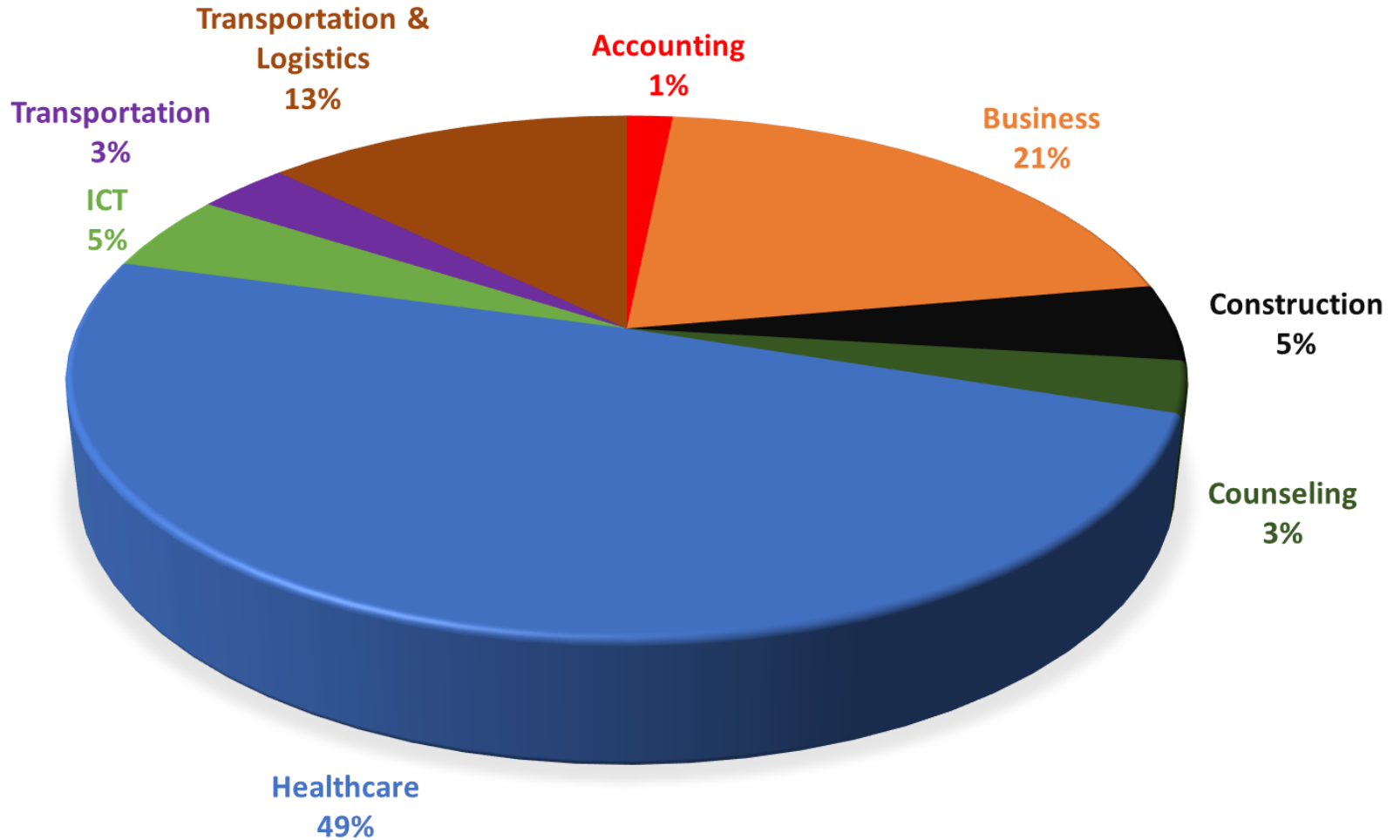
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*Presentation to  
Family & Human Services Committee  
April 22, 2019*



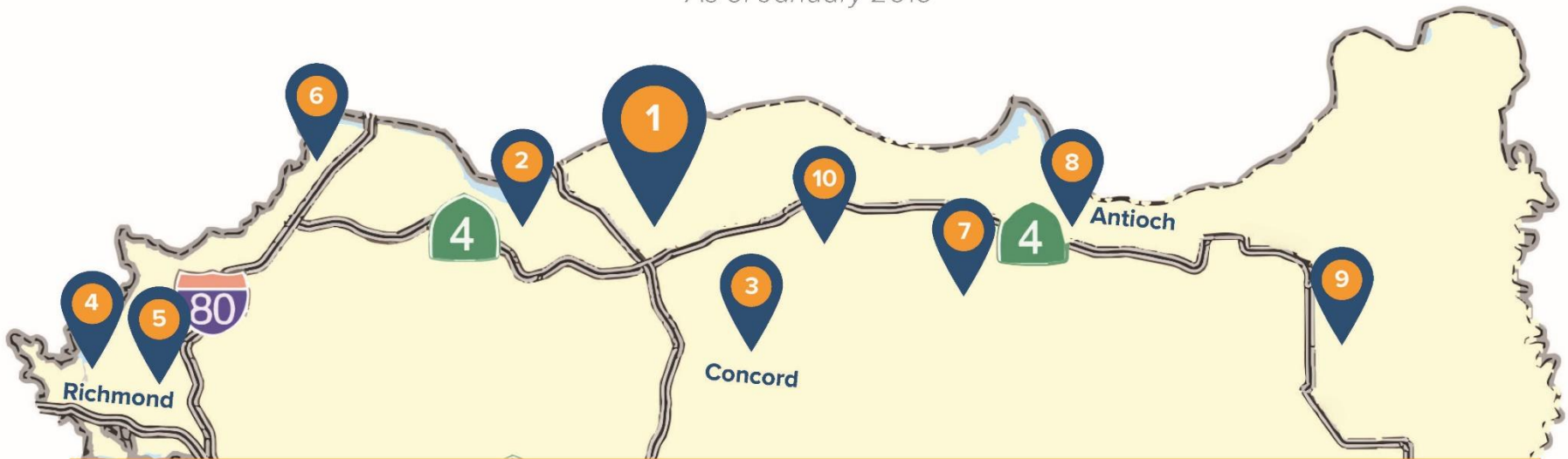
| Workforce Development Board of Contra Costa County - Program Year 18-19 |   |   |  |   |
|---|---|---|--|---|
| Funding Category  | Provider Name                           | Participants Served Adult/Dislocated Worker | Placement Rate Adult/Dislocated Worker | Median Earnings Adult/Dislocated Worker |
| All WIOA/WP SERVICES  | TOTAL                                   | 9780  | n/a                                    | n/a                                     |
| ADULT/DISLOCATED WORKER   | TOTAL                                   | 317 / 83                                    | 40% / 25%                              | \$37,440 / \$37,440                     |
|   | Contra Costa Workforce Collaborative    | 197 / 65                                    | 32% / 26%                              | \$37,960 / \$37,440                     |
|   | FutureBUILD                             | 41  | 68%/n/a                                | \$37,440.00                             |
|   | Disability Employment Service Providers | 39  | 90%/n/a                                | \$23,010.00                             |
| YOUTH   | TOTAL                                   | 166   | 63%                                    | \$16,802                                |
|   | Contra Costa Office of Education        | 83  | 38%                                    | \$17,160                                |
|   | Mount Diablo Unified School District    | 83  | 88%                                    | \$16,445                                |
| CCWORKS   | TOTAL Placements                        | 21  |  |   |

# PY 2018-2019 TRAININGS



# Map of Contra Costa Workforce Collaborative Sites

As of January 2019



## 1. Rubicon Concord Comprehensive AJCC

4071 Port Chicago Hwy #250 | Concord, CA 94520  
(925) 765-7293  
M-F, 8:30 am – 5 pm

## 2. Martinez Adult Center

600 F St. | Martinez, CA 94553  
(925) 335-5890  
M-TH, 8 am – 4 pm & 5:30pm – 8pm & F, 8am – 1pm

## 3. Mt. Diablo Adult Center

1266 San Carlos Ave. | Concord, CA 94518  
(925) 685-7340 x6730  
M-F, 8am – 4:30pm

## 4. Lao Family Community Development

1865 Rumrill Blvd. Ste. B | San Pablo, CA 94806  
(510) 215-1220  
M-F, 9:00am – 12pm & 1pm – 5pm

## 5. San Pablo Economic Development Corp.

13830 San Pablo Avenue, Ste. D | San Pablo, CA 94806  
(925) 765-7293  
M-F, 8am – 12pm & 1pm – 5pm

## 6. New Horizons

199 Parker Ave. | Rodeo, CA 94572  
(510) 799-2916  
M-F, 9am – 12pm & 1pm – 3:45 p.m.

## 7. Opportunity Junction

3102 Delta Fair Blvd. | Antioch, CA 94509  
(925) 776-1133  
M-TH, 9am – 9pm & F, 9am – 5pm

## 8. Rubicon Antioch

418 W. 4th St. | Antioch, CA 94509  
(925) 399-8490  
M-F, 8:30am – 5pm

## 9. Liberty Adult Center

929 2nd St. | Brentwood, CA 94513  
(925) 634-2565 x1039  
M-TH, 8 am – 7pm & F, 8 am – 4:30pm

## 10. Pittsburg Adult Center

1151 Stoneman Ave. | Pittsburg, CA 94565  
(925) 473-4460  
M & W & F, 10 am – 2 pm







Northern CA Regional Network

Small Business  
Development Centers  
*Contra Costa*

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- ❑ **GO-Biz Technical Assistance Expansion Program** (launched October 1, 2018) increased support for no-cost advising, workshops, outreach to disadvantaged areas and populations with focus on Richmond and Bay Point
  - ❑ Solicited for, procured and on-boarded **12 new service providers** in last quarter and developing webinars (online trainings via Zoom)

### **FY 18-19 Performance (current fiscal year):**

- ❑ 546 individuals (316 in business) advised, 382 trained
- ❑ 115 jobs created
- ❑ 25 new business starts
- ❑ \$3,198,718 in debt/equity invested in small businesses
- ❑ \$ 4,471,169 in annualized sales increases



# Business Services

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## □ **Economic Development:**

- Continued support for Northern Waterfront including **May 10th Summit**
- Ambassador to **California Association for Local Economic Development** for CALED 2019 Conference in Anaheim
- Event Planning Committee for **State Labor Building Workforce Partnership Conference** including facilitating sessions
- Supporting **San Ramon City Center Businesses** on Recruitment
- Supporting **East Bay EDA: judge/sponsor of 2019 Innovations Awards**

□ **Collaborations:** Leveraging resources by coordinating Integrated Business and Employment Services Team (iBEST) to support businesses and job seekers in Contra Costa. Partners include EDD, Rubicon & CCCEAC, Working closely with chambers of commerce and other CBO's.

□ **Rapid Response:** Outreach to 5 Payless Shoes locations in Contra Costa affected by the closure per WARN notice; General Electric WARN for 172 effective June 2019; Staying connected to PG&E should Rapid Response become necessary.



# Business Services Events

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- **Untapped Talent Forum, Fall 2018 - CENTRAL**  
150+ attendees inc. 80+ employers  
Next event will be held in East County in Fall 2019
- **Disability Employment Forum, Winter 2019 - WEST**  
80+ attendees  
Several businesses (e.g., Bio-Rad) reached out for further info post-event
- **West Contra Costa Career Fair, Spring 2019 - WEST**  
50+ employers, 12+ providers; 218 job seekers including 110 students  
In collaboration with Contra Costa College, San Pablo EDC, EDD, Lao Family Community Development; sponsored by Chevron and Phillip 66
- **Reentry Career Fair, Spring 2019 - WEST & EAST**  
Partnering Contra Costa Office of Education and Sheriff's Office and others

# East Bay Regional Planning Unit

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14 State-wide Regional Planning Units

**Contra Costa is Lead for East Bay (EBRPU)**

*Alameda, Oakland, Richmond and Contra Costa*

- **EBRPU has received \$1,000,000+** and has:
  - **Supported industry partnerships** in advanced manufacturing, healthcare and ICT
  - **Provided professional development** for staff and regional partners
  - **Provided a regional training program** dental assisting for 19 participants
  - **Supported growth** of Earn & Learn East Bay
- EBRPU was awarded a **\$250,000 Disability Employment Accelerator Grant**
- EBRPU was awarded **\$463,000 regional funds** as of April 2019
- EBRPU was awarded **\$2,400,000 Prison to Employment Initiative** of which *Contra Costa will receive \$491,785 over a 2-year period*
- EBRPU is in the process of developing a **Regional MOU**



# *Watch for these upcoming BOS Agenda Items...*

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We are in another phase of local governance requirements which will be coming before the Board of Supervisors for approval in addition to other important items listed below:

- Initial/Subsequent Designation and Local Board Certification (June 30)
- WIOA AJCC MOU renewal of Phases I & II combined (June 30)
- Regional and Local plan modifications (Aug 1)
- Updated agreement/MOU between the Workforce Development Board and the County Board of Supervisors
- Establish a 501c3
- East Bay Regional Planning Unit MOU

# Thank You and Questions?

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Small Business  
Development Centers  
*Contra Costa*





## Job Seeker Feedback for Career Fair 2019

This report analyzes survey results from job seekers who attended the March 20th Career Fair. Included is feedback from community-based agencies that participated in the fair. In terms of numbers for the fair, we documented 218 attendees.

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 fair in regards to 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.

### Attendance

|   |            |
|---|------------|
| How many people attended?                 | <b>218</b> |
| How many registered on Eventbrite?        | 237        |
| How many of those were CCC Students?      | 110        |
| How many of those were community members? | 108        |
| How many were surveyed?                   | 130        |

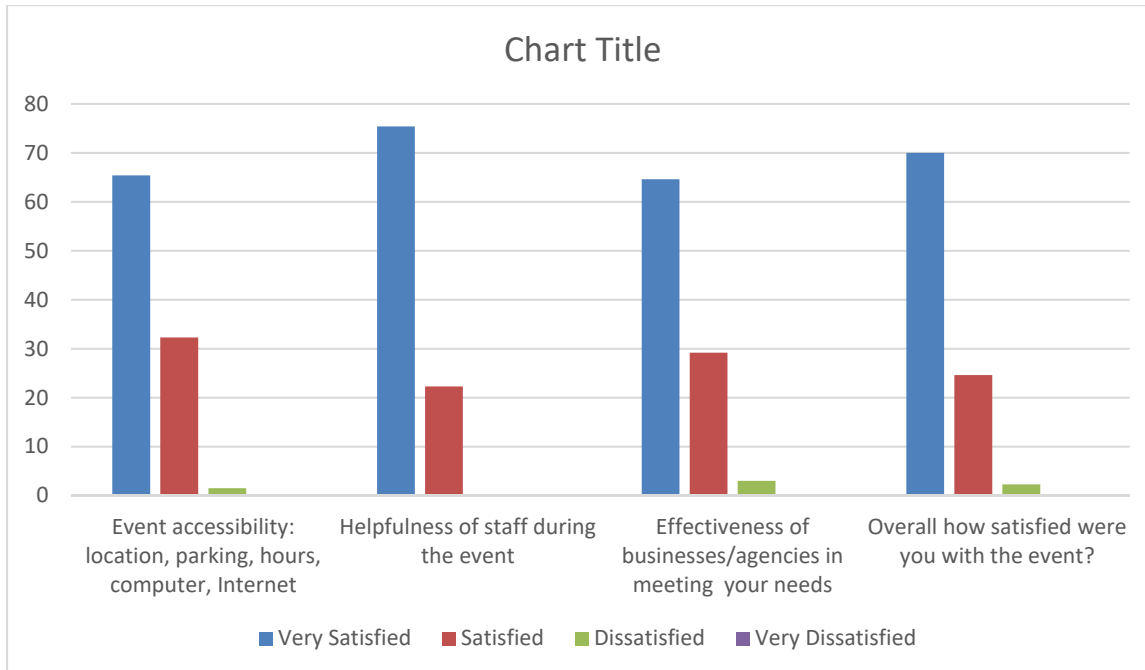
### Customer Survey Results

Of 218 job seekers who attended the Career Fair, 130 completed the Satisfaction Survey. The survey was provided to job seekers as they left the fair. On the survey, job seekers rated the fair on 1) event accessibility, 2) staff helpfulness, 3) the employer and agency resources, and 4) overall satisfaction. Their choices for response were: very satisfied; satisfied; dissatisfied; and very dissatisfied. The survey also provided job seekers and opportunity to add comments or suggestions.

Chart 1 shows that the majority job seekers who completed the survey were “very satisfied” on all areas they were asked to rate. Job seekers viewed the fair as accessible, in terms of location and hours.

### CHART 1: Job Seeker Survey Results

| <b>Total: 130</b>  | <b>Very Satisfied</b> | <b>Satisfied</b> | <b>Dissatisfied</b> | <b>Very Dissatisfied</b> |
|--|-----------------------|------------------|---------------------|--------------------------|
| a. Event accessibility: location, parking, hours, computer, Internet | 85                    | 42               | 2                   | 0                        |
| b. Helpfulness of staff during the event                             | 98                    | 29               | 0                   | 0                        |
| c. Effectiveness of businesses/agencies in meeting your needs        | 84                    | 38               | 4                   | 0                        |
| d. Overall how satisfied were you with the event?                    | 91                    | 32               | 3                   | 0                        |



1. Event accessibility: location, parking, hours, computer, internet?

Very Satisfied: 65%  
 Satisfied: 32%  
 Dissatisfied: 1.5%  
 Very Dissatisfied: 0.0%

2. Helpfulness of staff during the event?

Very Satisfied: 75%  
 Satisfied: 22%  
 Dissatisfied: 0%  
 Very Dissatisfied: 0%

3. Effectiveness of business/agencies in meeting your needs?

Very Satisfied: 64%  
 Satisfied: 29%  
 Dissatisfied: 3%  
 Very Dissatisfied: 0%

4. Overall how satisfied were you with the event?

Very Satisfied: 70%  
 Satisfied: 24%  
 Dissatisfied: 2.3%  
 Very Dissatisfied: 0%



## **Customer Survey Results (Qualitative)**

Job seekers were also asked to provide comments or suggestions. Due to change of venue from Fireside/Outside to Gym for weather many items addressed were due to capacity challenges. Responses from all 130 surveys were reviewed. Here is a snapshot of both positive/negative feedbacks.

### **Direct Positive feedback:**

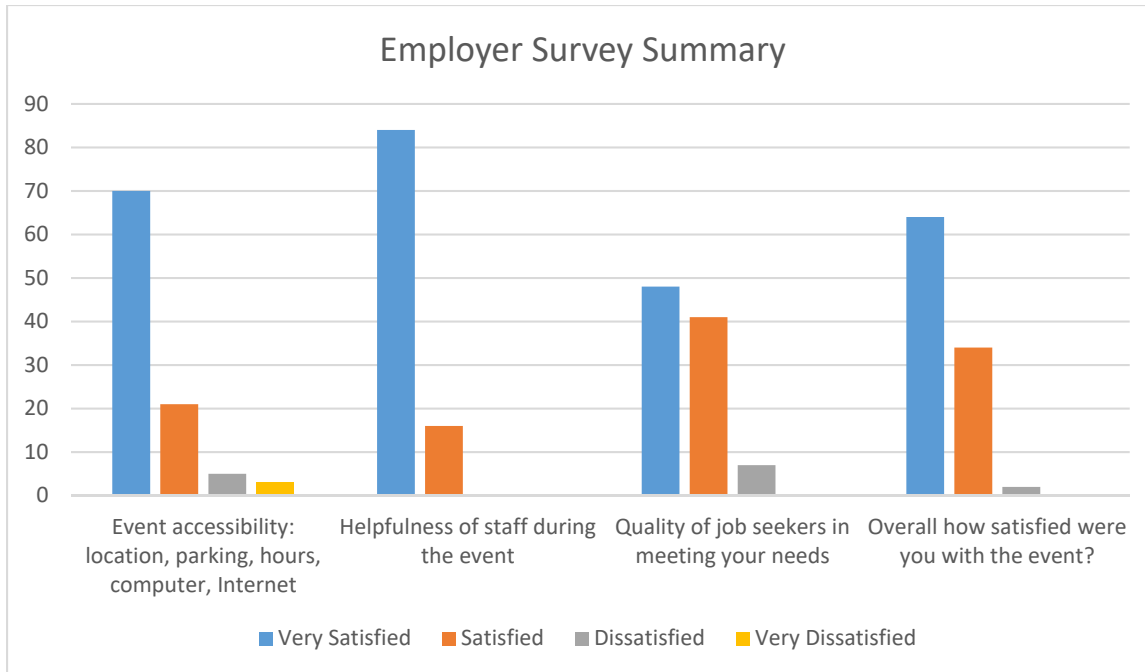
- 1. I love how the set up was, it made job searching convenient.*
- 2. Thank for setting this up! I was able to make some good connections and learn about other careers.*
- 3. The event was a success! It really helps people see their options and realize they have lots of opportunity.*
- 4. It was very great to meet with employers face to face. It built my confidence and geared me up to find employment. Thank you!*

### **Direct Negative feedback:**

- 1. Parking was very difficult to be found.*
- 2. Very hard to find parking. Some companies looking for people with bachelor's degrees which makes it hard to find jobs appropriate for college level students. Came in looking for environmental/civil engineering internships but did not find any.*
- 3. Should include a map showing where each company is located. Not enough entry level positions.*
- 4. Employers aren't asking the most important questions like, "how will you afford to work with the extreme housing costs?" Not many offered childcare for workers. None could point to a CCC hire they knew. At last, no Amazon/UPS/Starbucks, work with no future.*

## **Response to Feedback**

The concerns job seekers had regarding event location parking was something we had no control over due to the career fair being moved to the Gym in 48 hours' notice due to rain in the weather forecast. Contra Costa College Annex Parking was reserved for employers and vendors, general parking was limited as the college continues daily student flow and operations. Despite challenges with space and venue all employers, job seekers and resource providers were flexible and we still made it work. In regards to having a map showing the layout of the event, a map was created for the original employer vendor tabling list inside/outside but needed to be removed due to quick change of venue and set up.



**280** organizations were contacted for the event.

**50** organizations registered to attend.

**12** organizations that were not previously registered showed up to participate.

**61** exhibitor surveys were collected.

Survey Results:

Event accessibility: location, parking, hours, computer, internet

Very Satisfied: **70%**  
 Satisfied: **21%**  
 Dissatisfied: **5%**  
 Very Dissatisfied: **3%**

Helpfulness of staff during the event

Very Satisfied: **84%**  
 Satisfied: **16%**  
 Dissatisfied: **0%**  
 Very Dissatisfied: **0%**

Quality of job seekers in meeting your needs

Very Satisfied: **48%**  
 Satisfied: **41%**  
 Dissatisfied: **7%**  
 Very Dissatisfied: **0%**

Overall how satisfied were you with the event?

Very Satisfied: **64%**  
 Satisfied: **34%**  
 Dissatisfied: **2%**  
 Very Dissatisfied: **0%**

## **Employer Survey Results (Qualitative)**

Employers were also asked to provide comments or suggestions. There was a last minute change of venue from Fireside/Outdoors, to Gym due to rain forecast so that may be reflected in the survey.

### **Direct Positive feedback:**

- 1. It was very well put together and organized. Thank you for allowing me to be here.*
- 2. This is one of the better job fairs that I have been too. There are diverse employers here.*
- 3. The whole event was outstanding! Even with the last minute change, due to the weather. Staff was awesome as well. Looking forward to the next event!*
- 4. Volume of smart job seekers were exceptionally good. Access to list of employers and encouragement networking can be helpful. I established many useful contacts among other employers. We look forward to attending again.*
- 5. Easy parking. The Staff was lovely about finding me a spot as my boss forgot to send in our paperwork. Great turnout! And best food/drink ever!!*

### **Direct Negative feedback:**

- 1. More signs to indicate location would be helpful. Unable to connect to WIFI.*
- 2. There were not a lot of students interested in political science. However, we expected that and I am still glad I came.*
- 3. More external advertising for more traffic. More clearly signed parking for event. Attendees (general public & employers). Thanks for having us!*
- 4. We would have liked to see more students from the Health Department. Students are interested in starting as Caregivers and getting that experience on their resume as they move up the medical ladder. It was good to have a consistent crowd.*
- 5. Maybe test WIFI connection next time before the event.*

## **Response to Feedback**

We had no control regarding event location parking as the career fair was moved to the Gym in 48 hours' notice due to rain in the weather forecast. Contra Costa College Annex Parking was reserved for employers and resource providers; general parking was limited as the college continued classes and operations. Signage was also affected due to the location change.

With regards to having a vendor map showing the layout of the event, maps were created for the original location but removed due to last minute venue change.

Employers were notified the day before that there would not be any outlets available inside the gym.

The WiFi did not operate well due to technical difficulties, possibly the rain or being inside the gym.

The career fair was advertised extensively through the college and community partner network. We added 20, \$50 gift certificates as an incentive to attract job seekers. The rain did not help with the attendance number. Despite all the challenges, employers and resource providers were flexible, and we made it work.