

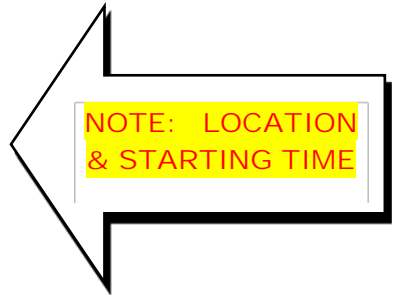


ORANGE COUNTY DEVELOPMENT BOARD
1300 S. GRAND AVENUE, BLDG. B, 3RD FLOOR
SANTA ANA, CA 92705-4407
PHONE: (714) 480-6500

Orange County Development Board
Service Delivery and Performance Committee

April 11, 2019
1:00 P.M.

Orange County Development Board
1300 S. Grand Ave.
Building B – Conference Room A/B
Santa Ana, CA 92705
(714) 480-6500



AGENDA

The agenda contains a description of each item to be considered. No action will be taken on items not appearing in this agenda.

CALL TO ORDER

PLEDGE OF ALLEGIANCE

BOARD MEMBER ROLL CALL

PUBLIC COMMENTS:

Members of the public may address the Service Delivery & Performance Committee on items listed within this agenda so long as the subject matter is within the jurisdiction of the OCDB (3 minutes max).

- | | |
|--|--------------------|
| 1. SUMMARY ACTION MINUTES | INFORMATION |
| The Summary Action Minutes of the February 15, 2018 Service Delivery and Performance Committee meeting will be provided. | |
| 2. REGIONAL AND LOCAL TRAINING POLICIES | ACTION |
| Regional and Local Training Policies will be presented for review and approval. | |
| 3. ORANGE COUNTY REGIONAL INITIATIVES UPDATE | INFORMATION |
| Staff will provide an update on current Orange County Regional initiatives. | |
| 4. ONE-STOP SYSTEM UPDATE | INFORMATION |
| Staff will provide an update on the One-Stop System. | |

- 5. WIOA PERFORMANCE DASHBOARD** **INFORMATION**
Staff will provide information on the WIOA Performance Dashboard for all programs for the period of July 1, 2018 through February 28, 2019.
- 6. BOARD MEMBER APPOINTMENT UPDATE** **INFORMATION**
Staff will provide an update on the board member appointment process.
- 7. STATE AUDIT UPDATE** **INFORMATION**
Staff will provide an update on the recent State audits.

ADJOURNMENT

This agenda contains a brief description of each item to be considered. Except as provided by law, no action shall be taken on any item not appearing in the agenda. To speak on an item, complete a Speaker Request Form(s) identifying the item(s) and deposit it in the box on the Chairman's desk. To speak on a matter not appearing in the agenda, but under the jurisdiction of the Orange County Development Board, you may do so during Public Comments. Speaker request forms must be deposited prior to the beginning of the meeting, the reading of the individual agenda items and/or the beginning of Public Comments. When addressing the Development Board, it is requested that you state your name for the record. Address the Board as a whole through the Chair. Comments to individual Members or staff are not permitted. Speakers are limited to three (3) minutes.

Materials/handouts can be requested up to 72 hours in advance of OCDB meetings by visiting the Orange County Development Board Administrative Office located at 1300 S. Grand Avenue, Building B, Santa Ana, CA 92701 8:00 am - 5:00 pm, Monday-Friday or at www.ocboard.org.

This WIOA Title I financially assisted program or activity is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. TDD/TTY users, please call the California Relay Service (800) 735-2922 or 711. If you need special assistance to participate in this program, please contact 714-480-6500 at least 72 hours prior to the event to allow reasonable arrangements to be made to ensure program accessibility.

Item #1 – INFORMATION

Summary Action Minutes

Orange County Development Board
Service Delivery & Performance Committee
February 15, 2018
1:00 p.m.
Orange County Development Board
1300 S. Grand Ave.
Building B – Conference Room A/B
Santa Ana, CA 92705
(714) 480-6500

SUMMARY ACTION MINUTES

BOARD MEMBER ROLL CALL:

Present: Janelle Cranch, Alireza Jazayeri, John Luker, Kay Turley-Kirchner, Rob Claudio, and Barbara Mason.

Absent: Gary Matkin and Ernesto Medrano.

PUBLIC COMMENTS:

(None)

- 1. MINUTES** **ACTION**
The minutes of the October 12, 2017 Service Delivery & Performance Committee meeting were presented for review and approval.
APPROVED AS RECOMMENDED

- 2. WIOA YOUNG ADULT PROGRAM OVERVIEW** **INFORMATION**
Staff provided an overview of the WIOA Young Adult Program.

- 3. WIOA YOUNG ADULT FUNDING RECOMMENDATIONS** **ACTION**
The WIOA Young Adult Services funding recommendations for Program year 2018-19 were presented for review and approval.
APPROVED AS RECOMMENDED

- 4. WIOA ONE-STOP SYSTEM CERTIFICATION** **ACTION**
Staff presented information on the WIOA One-Stop System Certification for review and approval.
APPROVED AS RECOMMENDED

- 5. WIOA PERFORMANCE REPORTS** **INFORMATION**
Staff provided information on the WIOA Performance Reports for all programs for the period ending December 31, 2017.

Item #2 – ACTION

REGIONAL AND LOCAL TRAINING POLICIES

April 11, 2019

BACKGROUND:

WIOA Title I programs are required to meet applicable local, state, and federal requirements. The County of Orange is responsible for providing direct oversight of all WIOA services, implementing new policies, and as required, updating instituted policies in order to ensure continuous improvement and alignment with mandated guidance from WIOA law; Federal Register - Code of Federal Regulations (CFR); Department of Labor (DOL); and Employment Development Department (EDD).

Policies are intended to provide principles of guidance, systems of conduct, and support to the regional and local plans of a governing body. As part of the Regional Plan implementation, the County of Orange is aligning strategic, objective, explicable and actionable planning policies across the Orange County region to support more unified approaches for serving individuals with employable barriers. Implementation of these regional policies could enable a participant to receive the same level of service at any One-Stop Center located throughout Orange County—including Anaheim and Santa Ana, without a barrier.

Presented for review are new regional and local policies, as well as revised policies that will comply with current local, state, and federal requirements.

RECOMMENDATION(S):

1. Approve the proposed regional and local policies #1 – 12 listed below for submission to the OCDB Executive Committee and/or the Orange County Development Board.
2. Allow staff to make non-substantive changes as required.

ATTACHMENTS:

1. Regional Supportive Services Draft Policy
2. Regional Rapid Response Draft Policy
3. Regional Priority of Services Draft Policy
4. Regional Training Services Draft Policy
5. Regional Work Experience Draft Policy
6. Regional Incentives Draft Policy
7. Registration, Intake and Eligibility Draft Policy
8. Local Financial Literacy Draft Policy
9. Local Follow-up Services Draft Policy
10. Local Conflict of Interest Draft Policy
11. Local WIOA Training Expenditure Requirement Draft Policy
12. Local CalJOBS Document Imaging and Scanning Draft Policy

Item #5 – INFORMATION

WIOA PERFORMANCE DASHBOARD

April 11, 2019

BACKGROUND:

The Service Delivery & Performance Committee routinely reviews performance data to assess overall performance. Staff will present performance reports for all programs as of February 28, 2019.

RECOMMENDATION(S):

Receive and File

ATTACHMENT(S):

Performance Reports

ORANGE COUNTY DEVELOPMENT BOARD PERFORMANCE REPORT DASHBOARD FOR PY 2018-19

The following executive snapshot provides a high-level overview of Providers, programs and performance.

“Performance” is an indicator of whether the Provider is meeting their target metrics as well as compliance with contractual obligations

●	IN COMPLIANCE AND EXCEEDING METRICS	▲	UPWARD TREND
●	IN COMPLIANCE AND ON TRACK TO MEET ALL METRICS	▼	DOWNWARD TREND
●	MINOR CORRECTIVE ACTION NEEDED	➡	NO CHANGE
●	SIGNIFICANT CORRECTIVE ACTION NEEDED		

CONTRACTOR	PROGRAM NAME		FUNDING STREAM	BUDGET	EXPENSES	%
Managed Career Solutions <i>(January 1, 2019 – present)</i>	Adult (North)	● ➡	WIOA	\$481,206	\$46,420	10%
	DW (North)	● ➡	WIOA	\$718,794	\$68,426	10%
	Business Services (North)	● ▲	WIOA	\$87,500	\$14,120	16%
	*Veterans (North)	● ▲	WIOA	\$75,000	\$5,857	8%
KRA Corporation** <i>(January 1, 2019 – present)</i>	Adult (South)	● ➡	WIOA	-	\$35,207	-
	DW (South)	● ➡	WIOA	-	\$52,811	-
	Business Services (South)	● ➡	WIOA	-	\$10,262	-
	*Veterans (South)	● ▲	WIOA	-	\$2,252	-
ProPath, Inc. <i>(July 1, 2018 – December 31, 2018)</i>	Adult (North)	● ➡	WIOA	\$352,705	\$341,229	97%
	Adult (South)	● ➡	WIOA	\$371,638	\$348,523	94%
	DW (North)	● ➡	WIOA	\$463,536	\$389,166	84%
	DW (South)	● ➡	WIOA	\$526,326	\$451,846	86%
	Business Services (South)	● ➡	WIOA	\$175,000	\$173,908	99%
Working Wardrobes	Senior Community Service Employment Program (SCSEP)	● ▲	California Department of Aging	\$675,756	\$331,937	49%
OCAPICA	Employment Preparation Program (EPP)	● ▲	Social Services Agency	\$2,875,752	\$1,203,868	42%
	Vocational Training (VTR)	● ▲	Social Services Agency	\$70,000	\$39,318	56%
	Work Experience (WEX)	● ▲	Social Services Agency	\$300,000	\$92,495	31%
	*English Language Learner	● ▲	WIOA	\$331,000	\$300,563	81%
ADULT AND DISLOCATED WORKER PROGRAMS TOTAL				\$7,504,213	\$3,908,208	52%
City of La Habra	Youth (ISY) – North	● ▲	WIOA	\$150,600	\$63,029	42%
	Youth (OSY) – Region 1	● ▲	WIOA	\$556,600	\$231,723	42%
OCAPICA	Youth (OSY) – Region 2	● ▲	WIOA	\$440,000	\$219,584	50%
	Youth (OSY) – Region 3	● ▲	WIOA	\$205,000	\$87,029	42%
	Youth (OSY) – Region 4	● ▲	WIOA	\$531,000	\$219,563	41%
	Youth (OSY) – Region 5	● ▲	WIOA	\$352,000	\$124,745	35%
	Youth (OSY) – Region 6	● ▲	WIOA	\$205,000	\$80,306	39%
KRA Corporation	Youth (OSY) – Region 7	● ▲	WIOA	\$159,800	\$64,052	40%
	Youth (OSY) – Region 8	● ▲	WIOA	\$470,000	\$116,257	25%
YOUTH PROGRAM TOTAL				\$3,070,000	\$1,206,288	39%

Source: CalJOBS and Subrecipient Reports
Expenditures as of January 31, 2019.

*Multi-year grants
**Budget in negotiation

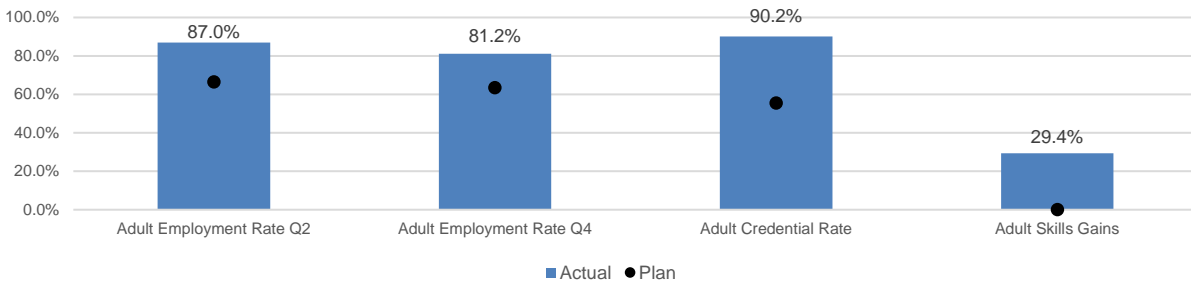
ORANGE COUNTY DEVELOPMENT BOARD PERFORMANCE REPORT DASHBOARD (CONTINUED)

CONTRACTOR	PROGRAM NAME	STATUS	CORRECTIVE ACTION
City of La Habra	Youth (OSY) – Region 1	● ↑	Did not achieve enrollment targets.
OCAPICA	Youth (OSY) – Region 3	● ↑	Did not achieve enrollment targets.
	Youth (OSY) – Region 4	● ↑	Did not achieve enrollment targets.
	Youth (OSY) – Region 5	● ↑	Did not achieve enrollment targets.
KRA Corporation	Youth (OSY) – Region 8	● ↑	Did not achieve enrollment targets.
			Additional social media outreach, development of Peer Recruitment Team, and new staff to conduct outreach.
			Collaborating with OC SSA foster youth to establish referrals. Planning to meet with TAY PACT and Adult Behavioral Health Services to discuss potential partnerships. Staff are also on the summer youth job fair committee with EDD/Santa Ana WIB/Anaheim WIB.
			Partnering with CHEC Family resource Center, OC Head Start, Boys & Girls Teen Center and Serra Alternative High School.

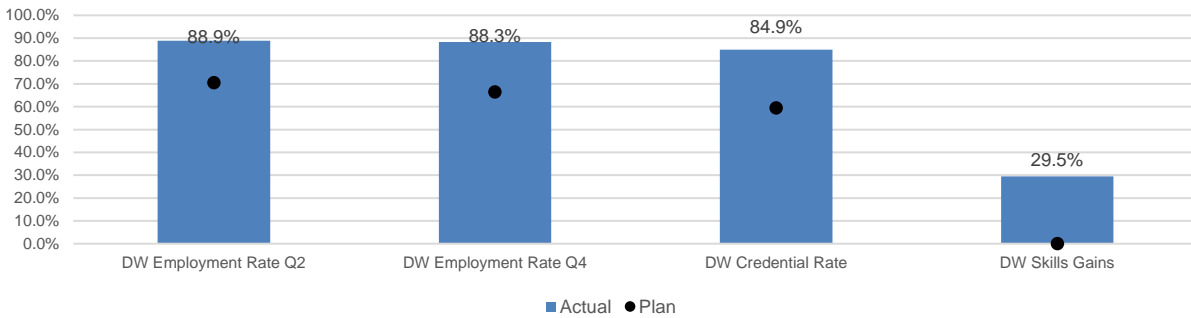


OVERALL WIOA PERFORMANCE MEASURES

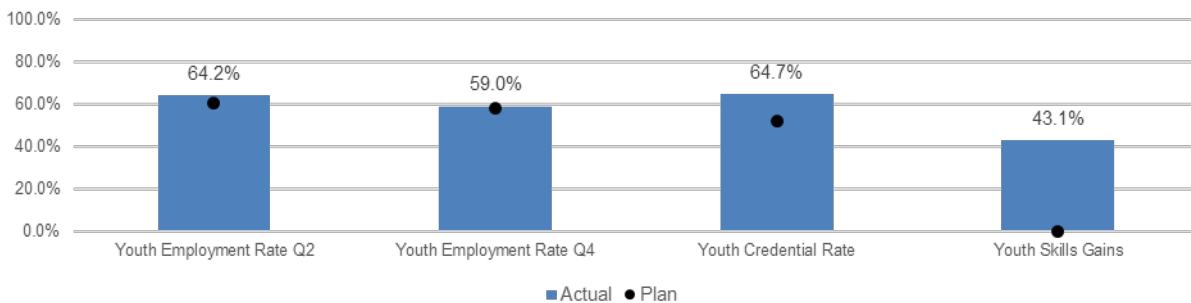
ADULT



DISLOCATED WORKER



YOUTH / YOUNG ADULT








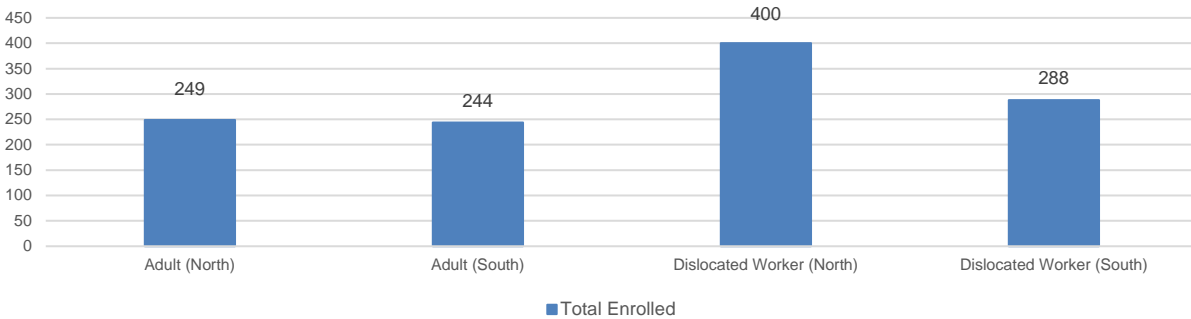
BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) provides for a workforce system that is accessible to all job seekers, customer centered, and training that is job-driven. The Adult and Dislocated Worker programs provide training and employment services in the Orange County One-Stop Center system, and are required partners. Under WIOA, partner programs and entities that are jointly responsible for workforce and economic development, educational, and other human resource programs, collaborate to create a seamless customer-focused One-Stop Center System that integrates service delivery across all programs to make it easier for workers to access the services they need to obtain skills and employment.

WHO, WHAT, WHERE

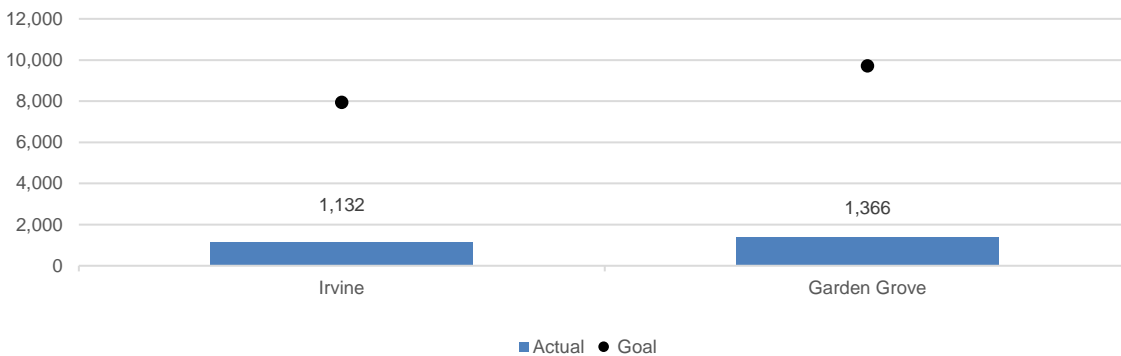
-  **SERVICE PROVIDER(S):** MANAGED CAREER SOLUTIONS AND KRA CORPORATION
-  **CONTRACT TERM:** JANUARY 1, 2019 – JUNE 30, 2020
-  **SERVICE LOCATIONS:** GARDEN GROVE AND IRVINE

PEOPLE WE SERVE



SERVICE RESULTS

 **TOTAL FIRST-TIME VISITORS BY LOCATION**





BACKGROUND

The purpose of the Workforce Innovation and Opportunity Act (WIOA) is to align employment, education, and training programs to strengthen the labor market. These programs are designed to meet the needs of employers in relation to their economic needs. It is the responsibility of business service staff to perform ongoing outreach activities such as: conducting on-site meetings with employers or maintaining a presence at job fairs; encouraging employer access to resources provided through grants and tax funding; consulting employers on how to reduce high employee turnover rates; providing information concerning employee training programs as they relate to labor market trends.

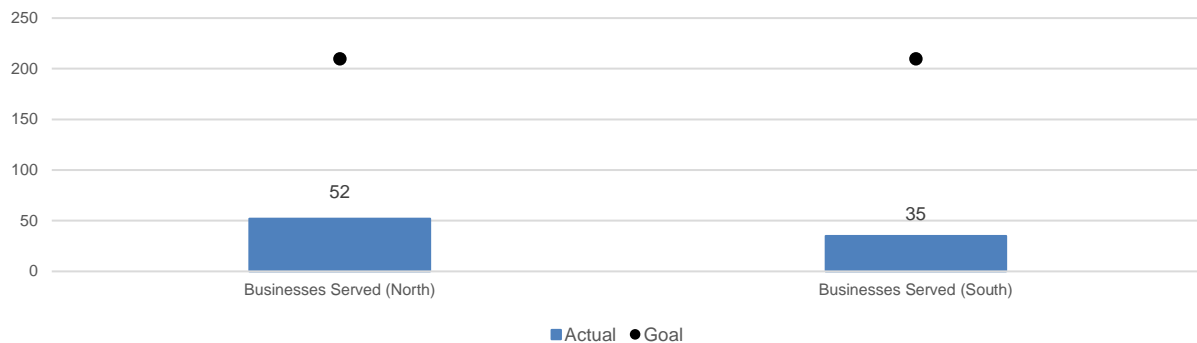
WHO, WHAT, WHERE

SERVICE PROVIDER(S): MANAGED CAREER SOLUTIONS AND KRA CORPORATION

CONTRACT TERM: JANUARY 1, 2019 – JUNE 30, 2020

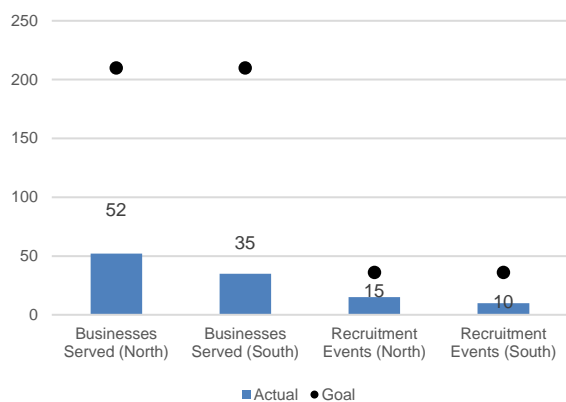
SERVICE LOCATIONS: GARDEN GROVE AND IRVINE

BUSINESS WE SERVE

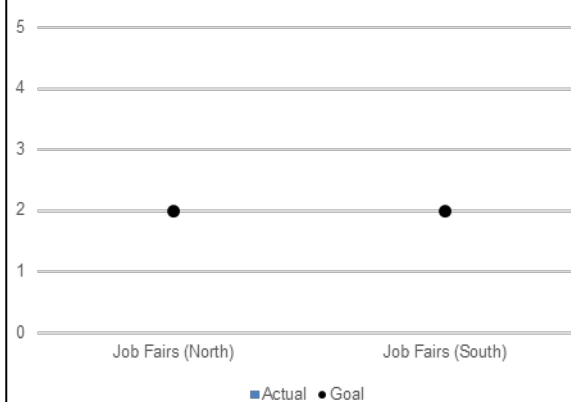


RECRUITMENT EVENTS & JOB FAIRS

RECRUITMENT EVENTS



JOB FAIRS





BACKGROUND

From July 1, 2018 to December 31, 2018, ProPath, Inc. was contracted to provide WIOA Adult, Dislocated Worker and Business Services. Services included, but were not limited to: outreach, intake, and orientation for services; career planning and counseling, providing access to training; information on in-demand industry sectors and occupations; and services to businesses. Starting January 1, 2019, Managed Career Solutions and KRA Corporation were contracted to provide these services.

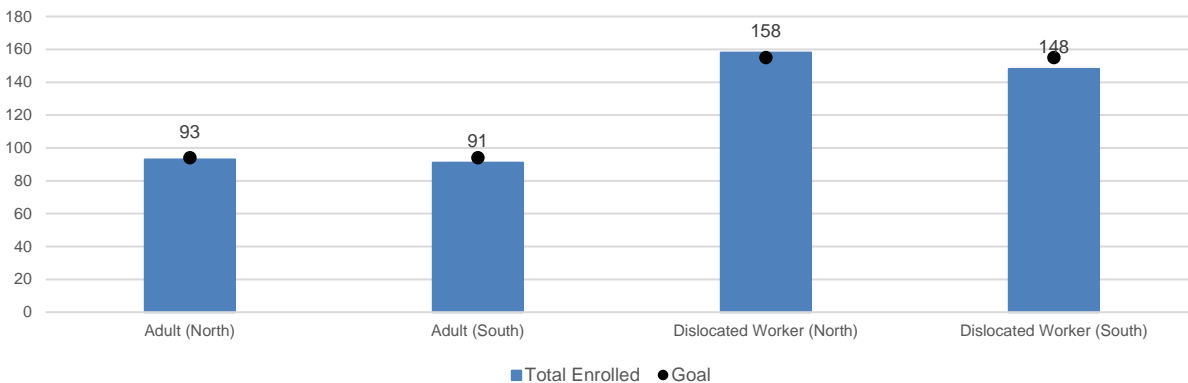
WHO, WHAT, WHERE

SERVICE PROVIDER(S): PROPATH, INC.

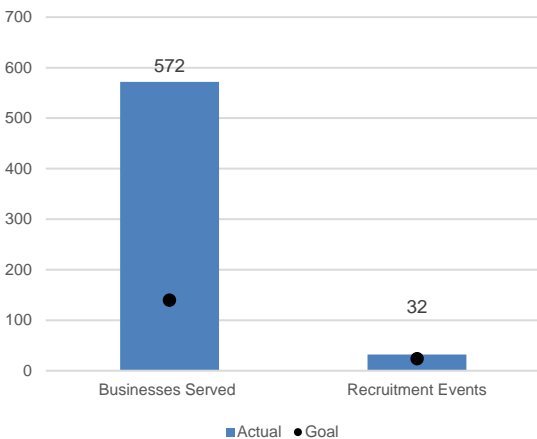
CONTRACT TERM: JULY 1, 2018 – DECEMBER 31, 2018

SERVICE LOCATIONS: GARDEN GROVE AND IRVINE

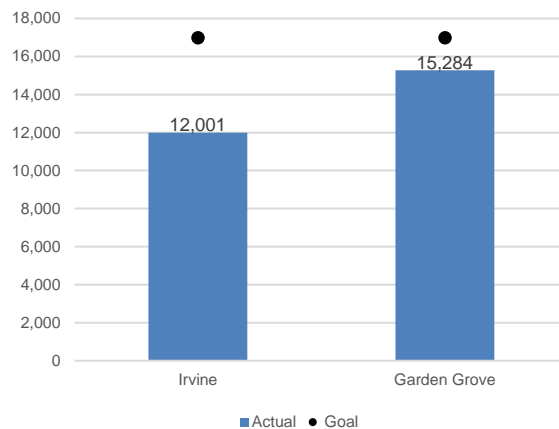
SERVICE RESULTS



RECRUITMENT EVENTS



TOTAL VISITORS





YOUTH / YOUNG ADLT PROGRAM

PY 2018-19

BACKGROUND

The WIOA Youth / Young Adult program is for young people ages 17-24 who are both in and out-of-school, to assist them in their career and educational development. Locally, at least 80% of funds must be used for out-of-school youth. The types of services funded include training and youth development programs for young people who have left school, as well as after-school services and employment supports for young people still in school.

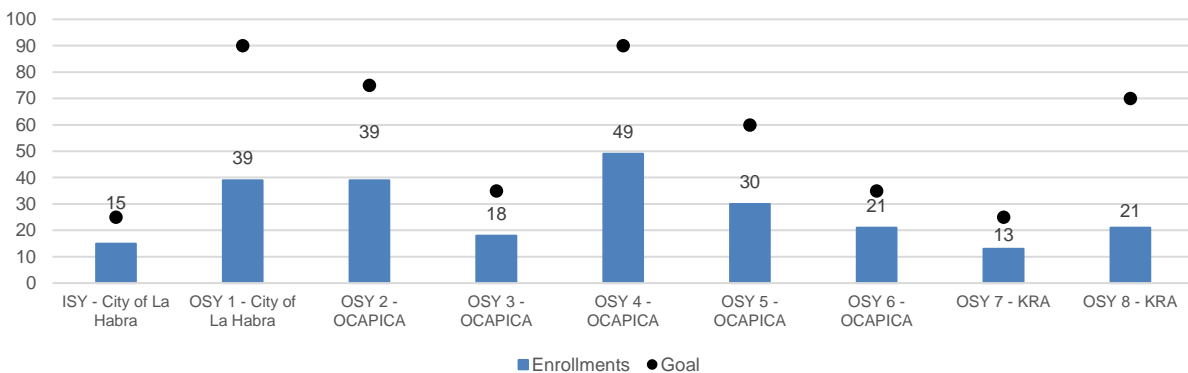
WHO, WHAT, WHERE

SERVICE PROVIDER(S): CITY OF LA HABRA, OCAPICA, KRA CORPORATION

CONTRACT TERM: JULY 1, 2018 – JUNE 30, 2019

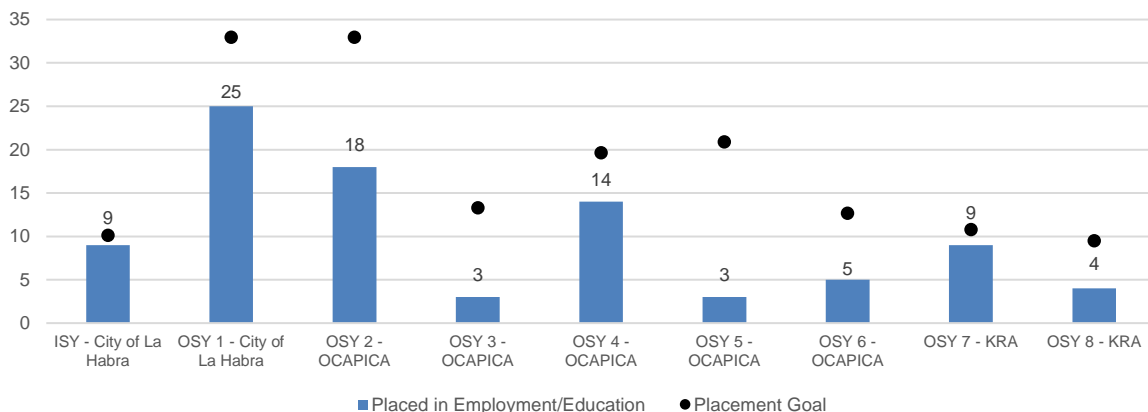
SERVICE LOCATIONS: LA HABRA, BUENA PARK, COSTA MESA, GARDEN GROVE, IRVINE, LAKE FOREST, LAGUNA HILLS, SAN JUAN CAPISTRANO

PEOPLE WE SERVE



SERVICE RESULTS

PLACED IN EMPLOYMENT OR EDUCATION





BACKGROUND

Veterans have been identified as a sub-group that has existing barriers to accessing behavioral health care. The OC4Vets project uses multiple strategies to conduct outreach, engage, and ensure veterans' access to needed resources as well as improve collaboration among agencies providing services to veterans. With the Orange County Health Care Agency providing funding for the project, veterans who participate in the program are given job transition and job development support in addition to housing assistance and other supportive services.

WHO, WHAT, WHERE

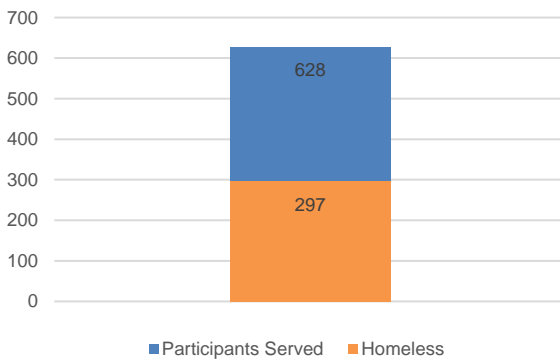
SERVICE PROVIDER(S): WORKING WARDROBES.

CONTRACT TERM: JULY 1, 2018 – JUNE 30, 2019

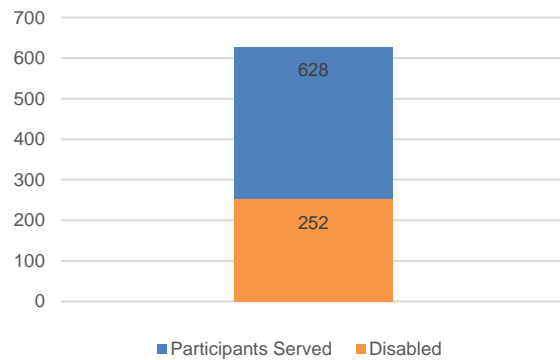
SERVICE LOCATIONS: OC VETERANS SERVICE OFFICE: SANTA ANA

PEOPLE WE SERVE

HOMELESS

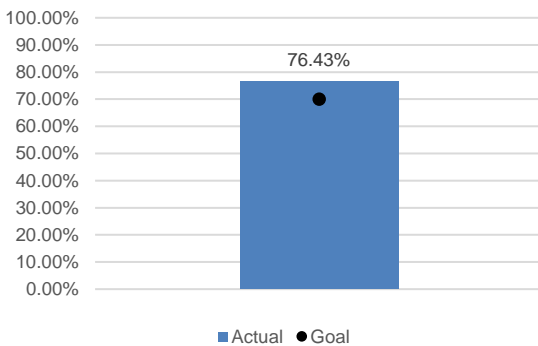


INDIVIDUAL WITH A DISABILITY

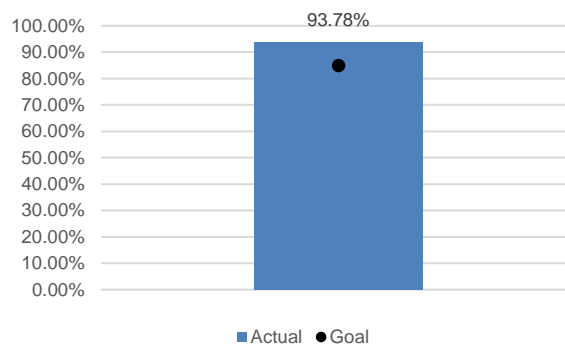


SERVICE RESULTS

HOUSING ASSISTANCE



JOB SUPPORT





SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP)

PY 2018-19

BACKGROUND

The SCSEP offers low income, unemployed seniors paid community service and training opportunities. The goal of the program is to help participants who are at least age 55 and unemployed become employable and obtain unsubsidized employment. SCSEP participants gain work experience in a variety of community service activities at non-profit and public facilities, including schools, hospitals, day-care centers, and senior centers.

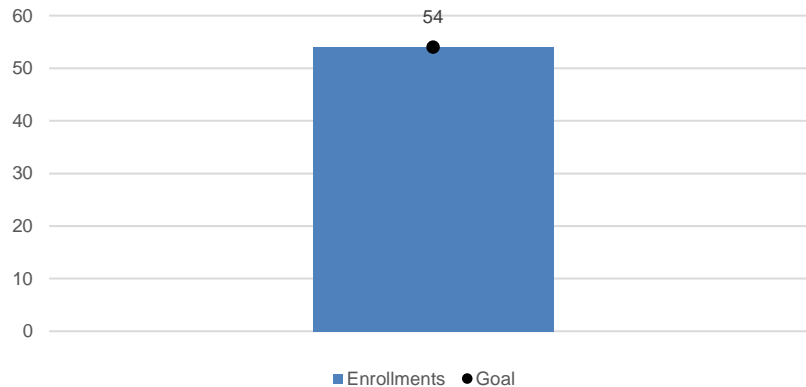
WHO, WHAT, WHERE

SERVICE PROVIDER(S): WORKING WARDROBES

CONTRACT TERM: JULY 1, 2018 – JUNE 30, 2019

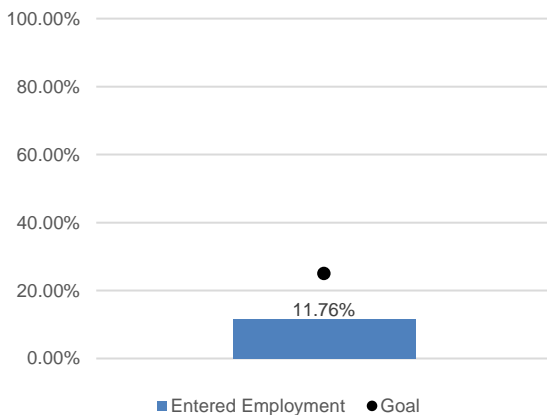
SERVICE LOCATIONS: GARDEN GROVE, IRVINE

PEOPLE WE SERVE

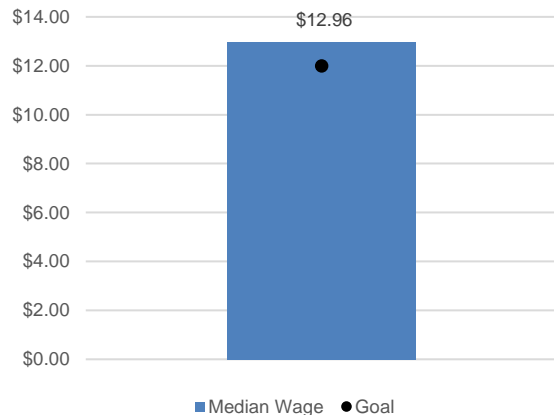


SERVICE RESULTS

ENTERED EMPLOYMENT



MEDIAN WAGE





VETERANS' EMPLOYMENT-RELATED ASSISTANCE PROGRAM (VEAP)

PY 2018-19

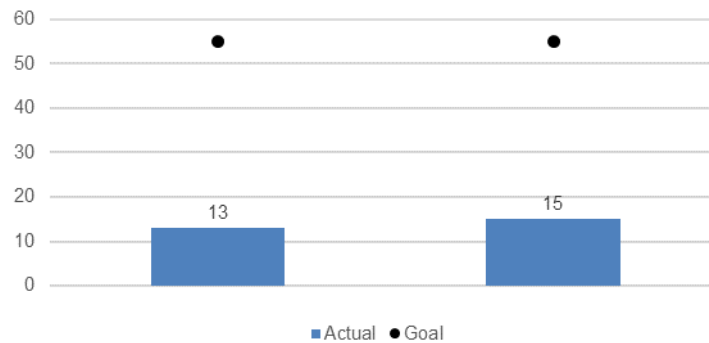
BACKGROUND

Orange County was awarded \$500,000 by the California Employment Development Department (EDD) to offer services targeted to meet veterans' unique needs and occupational goals, with an emphasis on those who recently returned to civilian life. This is the ninth VEAP grant awarded to Orange County. The Project helps prepare Orange County veterans for careers in a variety of industries through education and employment assistance. The Project focuses on serving female veterans. Veterans are able to access training, supportive services, and job referrals unique to their skillsets and career goals.

WHO, WHAT, WHERE

- SERVICE PROVIDER(S):** MANAGED CAREER SOLUTIONS AND KRA CORPORATION
- CONTRACT TERM:** JANUARY 1, 2019 – JUNE 30, 2020
- SERVICE LOCATIONS:** GARDEN GROVE AND IRVINE

PEOPLE WE SERVE



SERVICE RESULTS

CREDENTIAL ATTAINMENT	ENTERED EMPLOYMENT																		
<table border="1"> <thead> <tr> <th>Category</th> <th>Actual</th> <th>Goal</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>0</td> <td>33</td> </tr> <tr> <td>2</td> <td>0</td> <td>33</td> </tr> </tbody> </table>	Category	Actual	Goal	1	0	33	2	0	33	<table border="1"> <thead> <tr> <th>Category</th> <th>Actual</th> <th>Goal</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>0</td> <td>41</td> </tr> <tr> <td>2</td> <td>0</td> <td>41</td> </tr> </tbody> </table>	Category	Actual	Goal	1	0	41	2	0	41
Category	Actual	Goal																	
1	0	33																	
2	0	33																	
Category	Actual	Goal																	
1	0	41																	
2	0	41																	



BACKGROUND

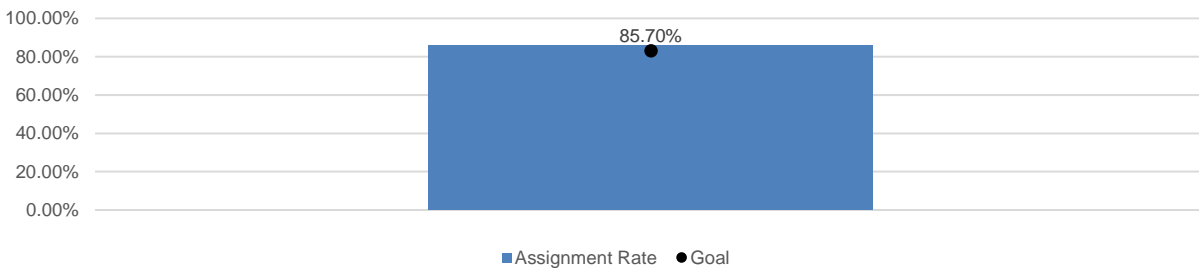
The Orange County Social Services Agency (SSA) administers several different Welfare-to-Work Employment Programs. These Welfare-to-Work Activities mandate that CalWORKs recipients meet established work requirements with an end goal of unsubsidized employment. The clients served in these programs frequently have multiple barriers, which must be addressed if they are to have successful outcomes. The program is referral based. In the EPP program, the participant gains exposure to the working world and its requirements through a planned, structured learning experience in a public, non-profit or private organization that occurs over a six-month period. During this time, 100% of the wage is paid directly to the participant.

WHO, WHAT, WHERE

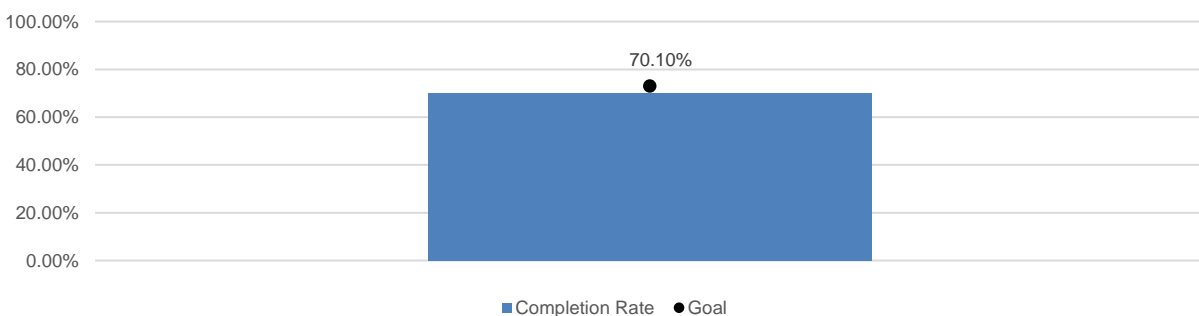
- SERVICE PROVIDER(S):** OCAPICA
- CONTRACT TERM:** JULY 1, 2018 – JUNE 30, 2019
- SERVICE LOCATIONS:** GARDEN GROVE, IRVINE, BUENA PARK

SERVICE RESULTS

ASSIGNMENT TO WORK EXPERIENCE



COMPLETION OF WORK EXPERIENCE





BACKGROUND

The Orange County Social Services Agency (SSA) administers several different Welfare-to-Work Employment Programs. These Welfare-to-Work Activities mandate that CalWORKs recipients meet established work requirements with an end goal of unsubsidized employment. The clients served in these programs frequently have multiple barriers, which must be addressed if they are to have successful outcomes. The program is referral based.

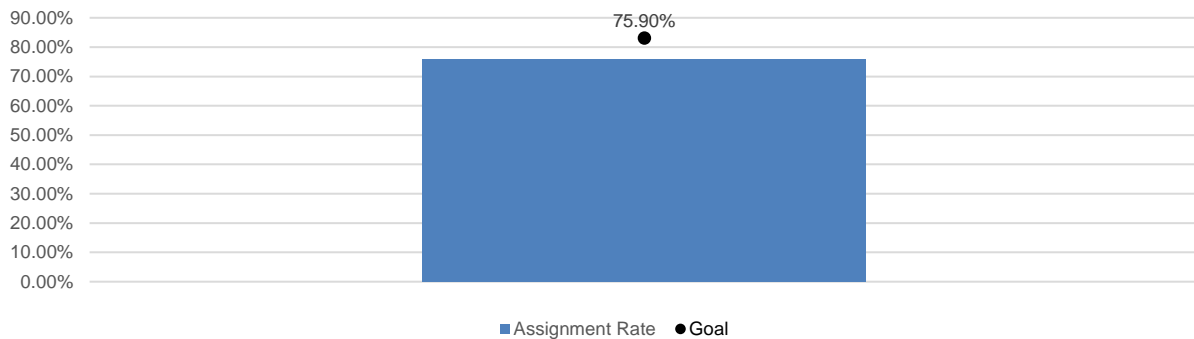
VTR is a temporary, transitional, and short-term vocational educational activity, not to exceed twelve (12) months, to prepare participants for unsubsidized employment in a specific trade, occupation, or vocation.

WHO, WHAT, WHERE

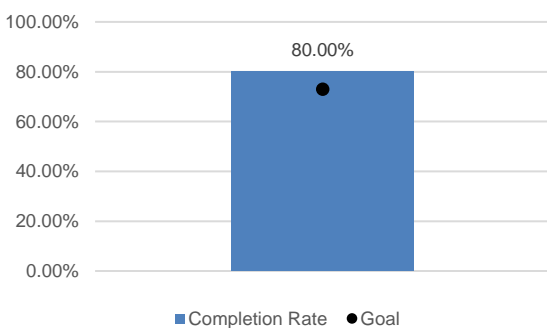
- SERVICE PROVIDER(S):** OCAPICA
- CONTRACT TERM:** JULY 1, 2018 – JUNE 30, 2019
- SERVICE LOCATIONS:** GARDEN GROVE, IRVINE, BUENA PARK

SERVICE RESULTS

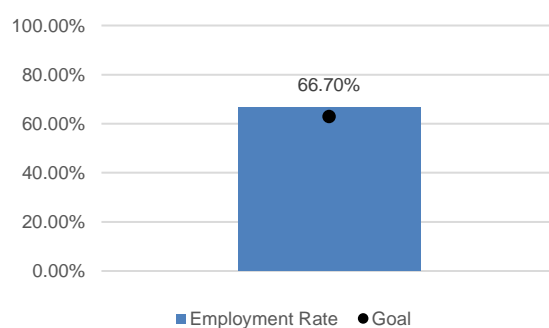
ASSIGNMENT TO VOCATIONAL TRAINING



COMPLETION RATE



ENTERED EMPLOYMENT





BACKGROUND

The Orange County Social Services Agency (SSA) administers several different Welfare-to-Work Employment Programs. These Welfare-to-Work Activities mandate that CalWORKs recipients meet established work requirements with an end goal of unsubsidized employment. The clients served in these programs frequently have multiple barriers, which must be addressed if they are to have successful outcomes. The program is referral based.

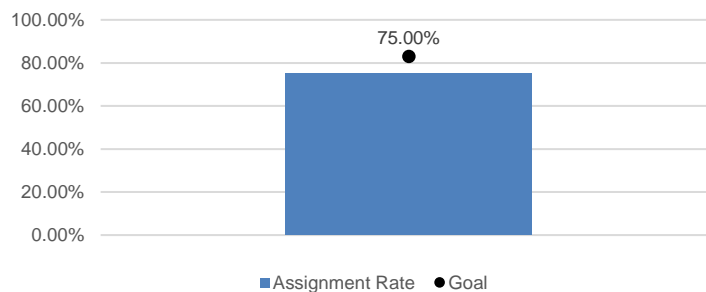
In the WEX program, the participant gains exposure to the working world and its requirements through a planned, structured learning experience that occurs over a twelve-week period. During this time, 100% wage reimbursement is provided directly to the participant.

WHO, WHAT, WHERE

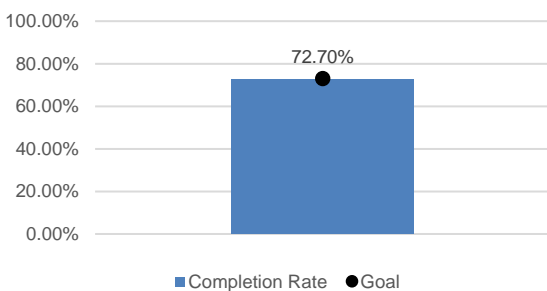
- SERVICE PROVIDER(S):** OCAPICA
- CONTRACT TERM:** JULY 1, 2018 – JUNE 30, 2019
- SERVICE LOCATIONS:** GARDEN GROVE, IRVINE, BUENA PARK

SERVICE RESULTS

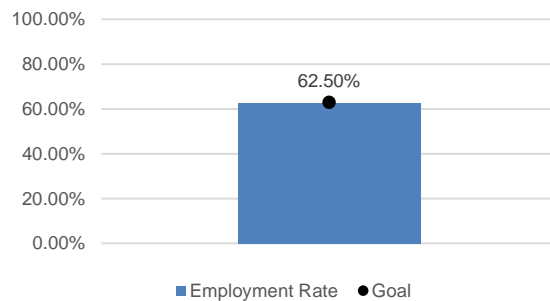
ASSIGNMENT TO WORK EXPERIENCE



COMPLETION RATE



ENTERED EMPLOYMENT





BACKGROUND

The County of Orange was awarded a \$500,000 grant by the California Workforce Development Board in partnership with the State Employment Development Department under the English Language Learner and Immigrant Workforce Grant. The grant will assist in aligning resources available under the Workforce Innovation and Opportunity Act (WIOA) Title I and Title II programs to serve the English Language Learner population. Funding will align WIOA program partner’s efforts to provide increased access to effective employment and training services.

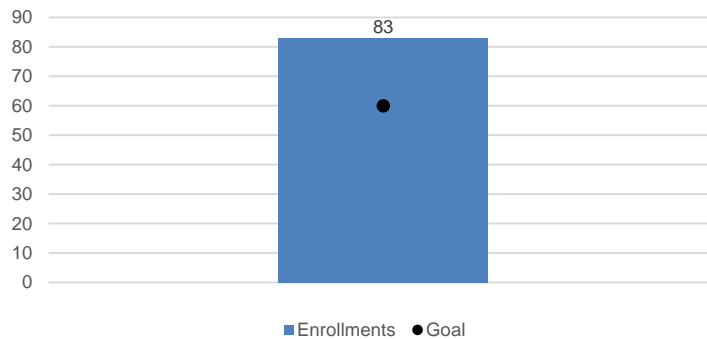
WHO, WHAT, WHERE

SERVICE PROVIDER(S): OCAPICA

CONTRACT TERM: SEPTEMBER 12, 2017 – MARCH 31, 2019

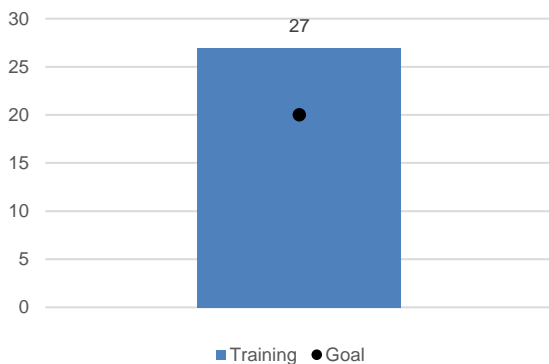
SERVICE LOCATIONS: GARDEN GROVE, BUENA PARK

PEOPLE WE SERVE



SERVICE RESULTS

ENROLLMENT IN TRAINING



ENTERED EMPLOYMENT

