



Riverside County Workforce Development Full Board Meeting AGENDA

***Wednesday, August 19, 2020
11:30 a.m. – 1:00 p.m.***

On the day of the meeting, the Board Meeting will be accessible to the public online by video conference and telephone access using the information listed below.

[Zoom](#) Online Video/Audio Conference

Meeting ID: 985 9400 0206 **Password:** 92507

Online: <https://zoom.us/j/98594000206?pwd=dDBzb0YrUk9GSUthTmVWVWZueG5jUT09>

Phone: (877) 853-5247 or (669) 900-9128

One tap mobile: +16699009128,,98594000206#,,1#,92507#

Participants should be advised that by engaging in meeting telephonically or electronically they acknowledge that input may be recorded, such recording is subject to inspection pursuant to the California Public Records Act.

MEETING WILL BE CONDUCTED PURSUANT TO THE PROVISIONS OF THE GOVERNOR'S EXECUTIVE ORDER [N-29-20](#) DATED MARCH 17, 2020, WHICH SUSPENDS CERTAIN REQUIREMENTS OF THE RALPH M. BROWN ACT.

The Riverside County Workforce Development Board (Board) is holding Board of Directors meetings to conduct essential business. Members of the public may view and participate electronically or telephonically, not in person, consistent with directives from the Riverside County Public Health Officer, the California Department of Public Health, and the California Governor's Executive Order [N-33-20](#).

Public Participation Members of the public may address the Board on any item on the agenda and on any matter that is within the Board's jurisdiction. To address the Board regarding an item that is on the agenda, please submit an e-mail entitled "Public Comment" directly to the Board Coordinator, Jasmine Guerrero, via email at jguerrer@rivco.org or by calling (951) 955-9068. Requests must be submitted to the Board Coordinator prior to the time the item is called for consideration or prior to the Public Comment section of the agenda. Please specify if comment is related to an Action Item or if it is General Public Comment. *If you cannot or choose not to attend when the meeting occurs but wish to make a comment, please submit your comments by 8:00 a.m. on the day of the Board meeting.* Comments will be presented by the Board Coordinator. They will be announced at the appropriate time and will be added to the record. Comments will be read after Action Items are discussed or during Public Comment period.

Jamil Dada
WDB Chairperson
Carrie Harmon
WDB Executive Director



Patrick Ellis
WDB Vice Chairperson
Leslie Trainor
WDB Deputy Director

Riverside County Workforce Development

Full Board Meeting

AGENDA

Wednesday, August 19, 2020
11:30 a.m. - 1:00 p.m.

- | | |
|--|----------------------------|
| I. WELCOME | Jamil Dada |
| A. Introductions | All |
| II. ACTION ITEMS | |
| A. Approve the Minutes from May 6, 2020 | All |
| III. REPORTS | |
| A. Chairperson's Report | Jamil Dada |
| B. Federal/State Legislative Updates | Jamil Dada |
| C. Executive Director's Report | Carrie Harmon |
| D. Workforce Development Operations During COVID | Stephanie Adams |
| E. Business Outreach and Services | Jason Tang/Stephanie Adams |
| F. Updates from One Stop Operator | Janice Simmons |
| G. Inland Empire Regional Planning Unit & Regional Initiatives | Tammy Mathis |
| H. Youth Services & Launch of Community Youth Corps | Carolina Garcia |
| IV. DISCUSSION ITEMS | |
| A. Moreno Valley Employment Resource Center & AJCC Designation | Loren Sims |
| B. Member Initiatives | All |
| V. PUBLIC COMMENT | |

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CONFLICT OF INTEREST ADVISEMENT Board members please be advised: If an Agenda item relates to the provision of services by you, your immediate family, the entity you represent, or any person who has made \$250.00 in campaign contributions to you during the last twelve months, or if approval or disapproval of an Agenda item would have a foreseeable material effect on an economic interest of you, your immediate family, or the entity you represent, then please follow these procedures: *“When the Agenda item is first introduced, please immediately announce that you are recusing yourself from participating in the agenda item and then refrain from discussing, voting on, or otherwise influencing the Board’s consideration of the Agenda item.”*

ACCESSIBILITY The Workforce Innovation Opportunity Act (WIOA) Title I financially assisted program or activity is an equal opportunity employer and program. Auxiliary aids and services are available upon request to individuals with disabilities. There are two ways of requesting reasonable accommodations. 1. For ADA Coordinator, please call (951) 955-3100, (951) 955-3744 TTY, CA Relay 711, or e-mail ADACoordinator@rivcoeda.org. 2. For the Board Coordinator, please call (951) 955-9068 or e-mail jguerrer@rivco.org.

PUBLIC NOTICE While Board Meetings are open to the public, time constraints limit the Board’s ability to permit open discussions with members of the audience. Persons requesting to address the Board on matters not on the agenda but within the jurisdiction of the Board should do so under the agenda item Public Comments. Persons requesting to address the Board on an agenda item should register with staff prior to the meeting via e-mail to jguerrer@rivco.org or phone (951) 955-9068. The Chair will impose a 3-minute time limit on all speakers addressing the Board.

NON-EXEMPT MATERIALS Non-exempt materials related to an item on this agenda submitted to the Workforce Development Board after distribution of the agenda packet are available for public inspection on the Riverside County Economic Development Agency Workforce Division’s website at www.rivcoworkforce.com.

POSTED MATERIALS In accordance with the Ralph M. Brown Act, this meeting agenda is posted at least 72 hours prior to the regularly scheduled meeting on the Riverside County Workforce Development Board website (www.rivcoworkforce.com/WDB). The agenda, supporting documents, and all writing received by the Board are public records and can be viewed online, but may not include all available or the most current documentation. All documentation along with the most updated versions can be requested via e-mail to RivCoWDB@rivco.org, by calling (951) 955-9068 or (951) 955-3100.

Jamil Dada
WDB Chairperson

Carrie Harmon
WDB Executive Director



Patrick Ellis
WDB Vice Chairperson

Leslie Trainor
WDB Deputy Director

Infinite Opportunity, Lasting Prosperity

**Workforce Development Board: MINUTES
MAY 6, 2020**

Chair Jamil Dada called the meeting to order at 11:33 a.m.

Members in Attendance

Barbara Howison	Cheri Greenlee	Connie Golds	Darlene Wetton	Diane Strand
Jamil Dada	JoDee Slyter	Angelov Farooq	Juan De Lara	Celene Perez
Layne Arthur	Mary Jo Ramirez	Morris Myers	Patrick Ellis	Lea Petersen
Alfonso Jimenez	Ricardo Cisneros	Sonia Nunez		

Members Absent

Peter Hubbard	Grant Gautsche	Greg Elgan	Ken Orr	
Rosibel Ochoa	Wolde-Ab Isaac	Joshua Naggar	Francisca Hernandez	

Guests

Jackie Melendez				

Staff

Leslie Trainor	Stephanie Adams	Loren Sims	Janice Simmons	Rilla Jacobs
Wendy Frederick	Zulma Michaca	Maira Durazo	Tammy Mathis	Carolina Garcia

Action Item: I. A Approve the February 26, 2020, WDB Minutes

Motion: The WDB Executive Committee approve the February 26, 2020, meeting minutes.

Morris Myers	Second by	Patrick Ellis		Abstain	None
Aye	6	No	0	Abstain	0
Approved	Yes				

Presentation: IV. Reports

Chair Report

Jamil Dada	Patrick Ellis and Jamil are part of a taskforce appointed by the Riverside County Board of Supervisors (BOS). It is called the Riverside County Recovery Taskforce and it is a twelve-panel group representing businesses throughout Riverside County. Their objective is to provide recommendations to the BOS on how to move forward with re-opening the county in phases. We will provide more information as it becomes available.
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Workforce Development Center Operations

Federal/State Legislative Updates

Jamil Dada	Workforce Development Boards (WDB) and our delivery systems will play a very important role in the next 12 to 18 months to bring our nation back to recovery. With trillions of dollars being allocated to the recovery effort, several Non-Governmental Organizations (NGO)s who support the workforce system are encouraging Congress to invest some of the stimulus dollars to build up and support the delivery system we have in place. A new Bill
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<p>Angelov Farooq</p>	<p>called RAWA (Relaunching Americas Workforce Act) is being introduced in Congress and a similar bill is being presented to the Senate. The bill is a \$15 Billion Workforce Funding Bill, which could create a new relevance for WDBs. We will provide more information as it becomes available</p> <p>No Updates</p>
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Director's Report

<p>Carrie Harmon</p>	<p>Gave members updates on several items.</p> <p>We have the unemployment weekly claims dating back to February. We are creating a dashboard for viewing to see the numbers. It will give you a sense of what the needs are for our residents and how our workforce system should respond to the needs. Currently over 200,000 residents have filed for unemployment since the Stay At Home order was enacted. We also have the numbers for Workforce Adjustment Response Notices (WARN) that Riverside businesses have filed and will be used in our planning efforts going forward.</p> <p>We received a Supported Services Grant from the State that was just under \$300,000. A press release went to inform residents. It will provide \$400 - \$800 to be used to help eligible jobseekers enrolled in WIOA with various supportive needs i.e., childcare, transportation, utilities, housing assistance, etc. The response was huge we in under one week, received over 2,000 phone calls and 600 emails.</p> <p>There are plans for the Depart of Labor to release additional funding for dislocated workers and we expect additional funding for Rapid Response and Layoff Aversion. We will be very engaged with the Executive Committee and the WDB as we plan how to expend these funds. We need to think of ways to deliver services, and training in various formats. We share information with you as it becomes available.</p> <p>Our AJCCs are closed to the public to keep staff and residents safe. Staff is working to service clients via email, telephone, and online video formats. Everyone understands the need right now is assisting people with unemployment claims from where to enter a claim, what is the process, to when will they finally receive their claim. A portion of people across the nation have not received their first check yet. Our office's EDD staff and other state workers have been reassigned to assist with the UI application process. We are waiting on word from the Governor and our BOS on when we will be opening our doors to the public again. Most county offices are closed. We have been providing services virtually as we can. We have staff telecommuting.</p> <p>One recurring issue in the meetings we have attended is the need to support our businesses and our workers as we reopen. Particularly small businesses with providing guidance and equipment needs they may have. Our business services will be altered to provide this information and support.</p> <p>There is a huge role for our department to play in our recovery and we welcome ideas from the WDB committees.</p>
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<p>Leslie Trainor</p>	<p>In addition to the Supportive Services Grant we received, workforce development is also participating in a new program. The Governor launched the program a little over a week ago and it is called the Great Plates Restaurant Delivered project. It is a meal program for eligible seniors 65 years or older to stay at home and receive meals from participating restaurants. This allows restaurants to be reimbursed \$66.00/day for supplying 3 meals a day to seniors who are sheltering in place. This helps with layoff aversions for restaurants.</p> <p>SoCal Gas awarded our nonprofit Riverside County Works with \$25,000 grant we can use to help our community. Our goal is to use the funds by linking job seekers with businesses who are looking for workers. We also want to target underserved communities by training and inserting career coaches into their areas, these coaches will assist individuals with job searches, building resumes, connecting them with technology. They will be in the field careers coaches.</p> <p>In December EDD came out with a High-Performance Board application. Due to COVID 19 the application timeline was placed on hold. Now the timeline is active again and our team is working on the application to apply for the High-Performance Board status. EDD has set aside \$100,000 to be evenly shared by all boards that meet the high-performance boards. The last time Riverside qualified as a high-performance board, we received \$30,000.</p>
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Members' Updates on Responding to Coronavirus Pandemic

<p>Patrick Ellis</p>	<p>We are working with taskforces and municipalities utilizing all sorts of communication platforms. We are trying to see how our foundation can play bigger role in the next 6 to 12 months and further into the future. We also manage our tourism board in our area. The wineries are closed at the moment, but we are working to get them opened as quickly and as safely as possible.</p>
<p>Celene Perez</p>	<p>Celene had Ricardo Cisneros report out for labor activities. the labor council is working with its affiliates to go through the unemployment process to navigate the system. Labor is also working with community partners. Last</p>

	<p>week the held a food drive at their location and helped 600 families with food and other products. They had books and toys for the children. This first food drive was held in Riverside, we will hold the second on in San Bernardino.</p> <p>Labor has been added to the taskforce working to reopen Riverside County. We will connect with subgroups that will bring entities from all industries. They will be able to discuss what their needs are to open safely.</p>
Cheri Greenlee	<p>EDD is redirecting its staff and staff for other departments from all over are assisting with the all hands-on deck approach, to help with the UI processing. A second call center has been opened to help with the numbers of calls coming in. When we reopen our centers, we will have minimum staff to star, until they transition back to our department form UI.</p>
Connie Golds	<p>Desert's Best Friends Closet is a nonprofit located in Palm Desert, CA. and we focus on employment. When we shut down in March, we had to cancel our annual fundraiser. We applied for and received Personal Protection Equipment (PPE) funding. We applied for Economic Injury Disaster Loan Emergency Advance (EILD) funding we were in the 800 million application range for submittal. We are in the process of pivoting our workshops to zoom. We have a workshop this week for our Bridge to Employment Program with a group of young men from the ABC Recovery center and they will graduate tomorrow. We are reaching out to our clients via tele-conference, You Tube and other ways that will make our program more interactive.</p> <p>Going forward we may receive funding that will let us assist any job seeker who needs our services. Rather than only being able to assist those through the referral system.</p>
Diane Strand	<p>JDS Productions is making and donating cloth masks to hospitals, seniors, and other frontline workers. We have 19 participants in our Title 17 Inland Regional Center (IRC) program JDS runs. Everyone is still active via zoom meetings. We applied for PPE funds and it looks good. We organized 3 blood drives with Life Stream and with Plato Cleaning company to do sanitation cleanup on the site. We are considered an essential business because we do news and media. We have put out two specials editions COVID 19 news and information shows. We have done interviews of our local officials in our southwest region.</p>
Barbara Howison	<p>The county library system is busy providing services to our communities through live chat and other media systems. We are providing E-cards for access to our ebooks and other media. We are connecting to our community through virtual systems</p>
Angelov Farooq	<p>The big focus at the state level is on processing of unemployment insurance, EDD being able to process claims for independent contractors, incorporating new questions and answers as they arise. We are also focused on having workers transition from non-essential jobs to essential jobs in healthcare, food workers and other essential jobs. Because of their infrastructure unions have been able to greatly assist us in this effort.</p> <p>We have a partnership with state WDBs and GoBiz on helping manufacturers transition to PPE production. Riverside is involved in this effort.</p>
JoDee Slyter	<p>Adult Education Family Literacy Educational System along with our K-12 campuses were closed as of March 13, 2020. We immediately transitioned to distance learning. With this being our graduation season, our providers for adult education transitioned to distance learning.to engage with students to complete their high school requirements. We also connected our students with support services and other resources available in the communities. We are extending our classes into the summer months so students can make up any lost learning time they may have. Our biggest challenge right now is the state budget, which may be cut at a time when our need is at its highest. Adult education is a key factor in rebuilding our economy.</p>
Layne Arthur	<p>Because education is considered and essential business, Construction is continuing on education projects in the nation with COVID 19 restrictions in place. Layne expressed concerns that masks will become problem as the weather temperature climbs in summer months. We are preparing documents to prepare for the reopening of California. Layne offered to share the finalized documents with the WDB,</p> <p>Kim McNulty hosted a Perkins Five workshop virtual meeting with 35 members participating. They shared how their (CET) Center for Employment Training programs are progressing during the emergency and information on their apprenticeships in the various fields we support.</p>
Lea Petersen	<p>Southern California Gas will not disconnect gas service during the COVID emergency, but payment will be required once the emergency is over. Struggling people can connect SoCal Gas to make payment arrangements.</p> <p>Telephone scams requesting immediate payment for gas bills are on the rise. This is not true and please let people you come in contact with know this. Currently people who meet the requirements can receive a 20 percent discount on their gas bill.</p>

	We are organizing meals to provide to our first responders in other cities. We want to do the same in Riverside and I am requesting the WDB look into this and provide any suggestions to Zulma.
Mary Jo Ramirez	<p>California Family Life Center (CFLC) is an essential business. Offering a home for girl, foster care across Riverside County, Safecare and other resources to families in need. We are raising funds for diapers and wipes for 0-5 years old population. We are providing meals to those in need. We are collecting protective gear for our staff and those in need from businesses in the community.</p> <p>Our 3 YOCs are closed but working with Riverside County of Education we were able to put together virtual classes. The practices were so well done the Department of Labor asked us to do a presentation for Region 6. This includes the states of Alaska, Oregon, Nevada, Arizona, and Washington. We are providing yard signs for our graduating students.</p>
Morris Myers	Mt San Jacinto College (MSJC) is online with 99 percent of their classes and our drop rate is much lower. We will be online for summer classes and we are preparing for what the future will look like in the fall. The budget is also a concern for us.
Rosibel Ochoa	Our focus on helping small businesses apply for PPE and EIDL funds. Rosibel encouraged everyone to let small businesses they are familiar with know about the resources available to them. We are providing online classes to small business and nonprofits who need support in infrastructure building. We are setting COVID testing on campus. We will announce next week that the Naval command in Corona, with RCCD and UCR will be launching a tech bridge.
Alfonso Jimenez	Alfonso is the new board member. He is new District Administrator for the Department of Rehabilitation (DOR). Our doors are still open, and we are practicing social distancing. We are moving our resource to a virtual platform to reach our clients at home.
Dr. Gregory Anderson	Dr. Anderson is the President of Riverside Community College (RCC). The tech bridge mentioned by Dr. Ochoa is an opportunity for all three of our colleges MSJC, RCC, and UCR to reexamine what we have been doing for career technical education. How we are responding to the needs of the workforce. We need to do a better job of connecting with employers to ensure we are meeting those needs. Our faculty will reexamine our offers to find out what programs need developing. We will use this as an opportunity to grow stronger and cooperate better to produce workforce participates who will be earning a living wage.

VI. Public Comments:

Discussion	None
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Adjourned: 12:38 p.m.

WORKFORCE DEVELOPMENT OPERATION REPORTS DURING COVID

Contact: Stephanie Adams
Principal Development Specialist
(951) 955-3075
sjadams@rivco.org

WORKFORCE DEVELOPMENT CENTER OPERATIONS REPORT August 2020

Riverside County Workforce Development Centers/America’s Job Centers of California (WDC/AJCC) provide the community with jobseeker and workforce development services. Free services include assistance with job search, changing careers, developing new skills, or looking for appropriate educational and career paths. Information, resources, career counseling, referrals to partners, and community-based organizations are also available from Career Counselors on a case-by-case basis as requested.

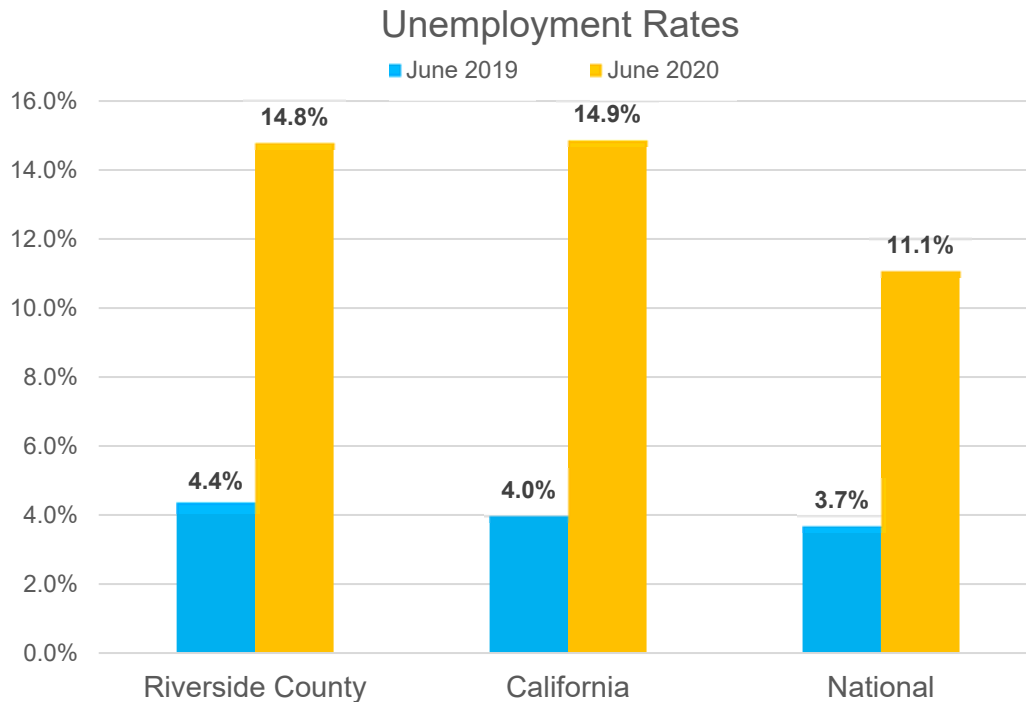
Website: www.rivcoworkforce.com

E-mail: workforcehelp@rivco.org

Coronavirus (COVID-19) Pandemic Response

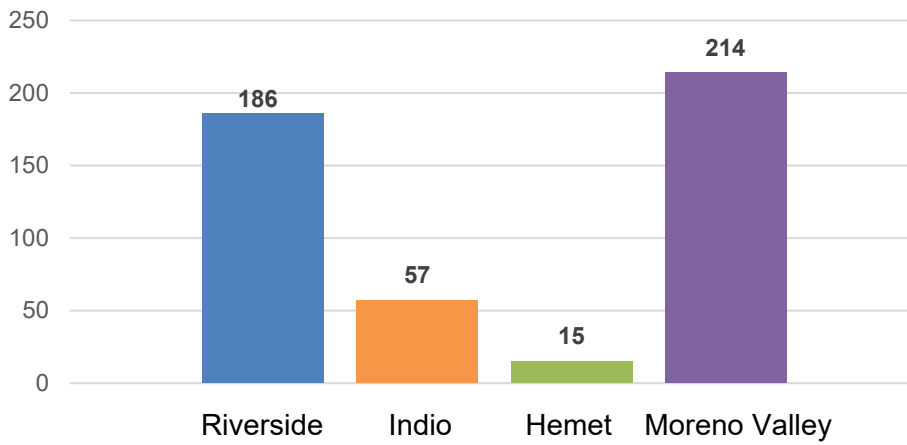
There has been a significant increase of Workforce Services requested by individuals

- The Career Resources Areas of the WDCs/AJCCs transitioned to online and phone services.
 - Customer inquiries via phone, e-mail, and website are being addressed by knowledgeable staff.
- Collaborating with EDD to provide appropriate referrals to file for Unemployment Insurance benefits.



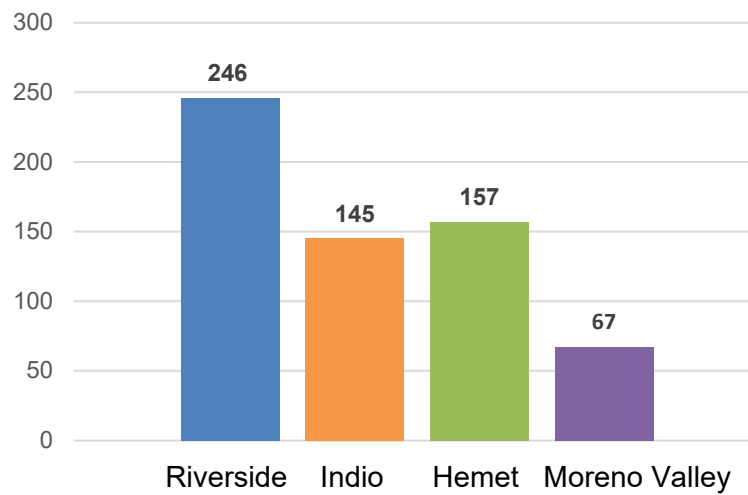
*August UI data not available for this meeting release date is September 18, 2020

Total Visits to Workforce Development Centers - August 2020



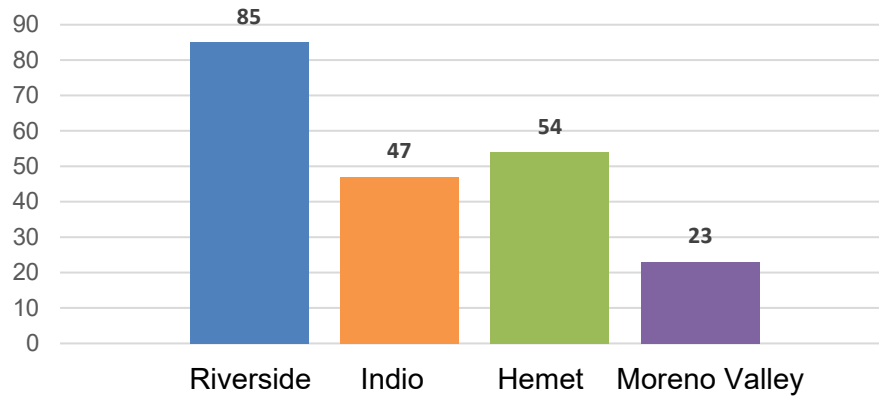
* Total Visits include the number of job seekers that have received services via telephone or other virtual means during COVID 19 restrictions. The Moreno Valley Employment Resource Center has remained open to the public; all other sites are providing services virtually and by appointment only.

Participants Receiving Career Services - August 2020



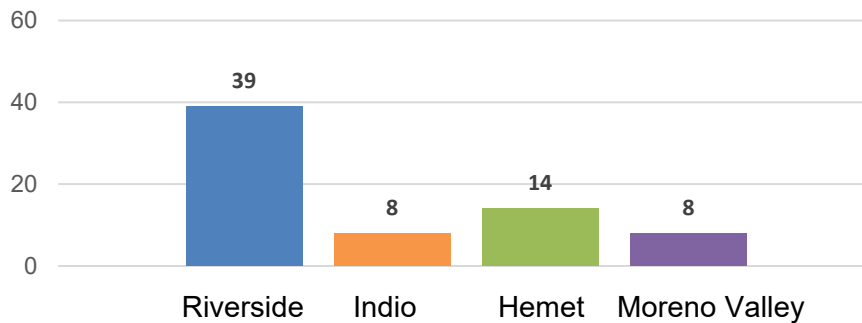
* Career Services include assessments, individual employment plan, career counseling, and workforce preparation activities (eg. resume writing, mock interviewing, and basic workplace skills).

Participants Receiving Vocational Training - August 2020



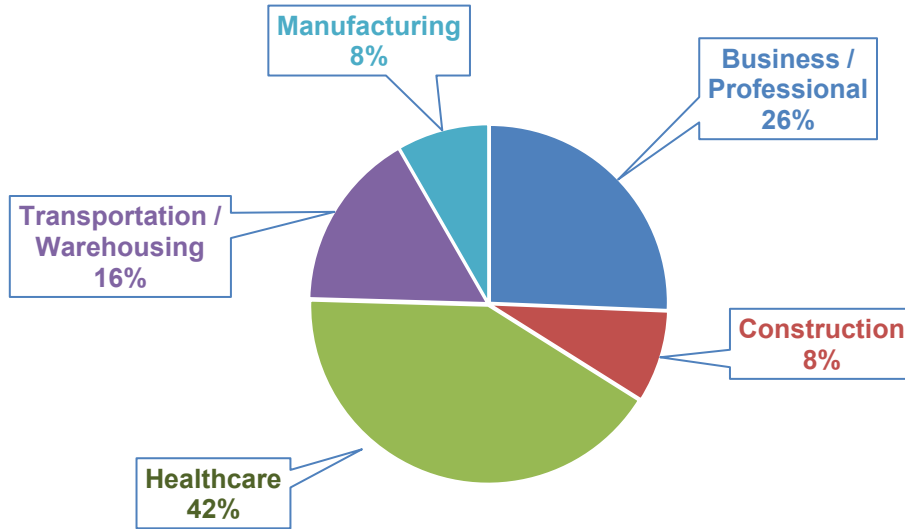
* Vocational Training: Eligible customers select a training program from the Eligible Training Provider List, which can be paid for with WIOA funds (up to \$8,000 per customer).

Participants Receiving On-the-Job Training - August 2020



* On-the-Job Training (OJT) allows a business to hire and train an individual in the skills required for the job. Employers benefit from training a new hire according to their own standards while the employee works and produces for the company. During this training period, the OJT program reimburses up to 50% of the trainee's wages for up to 480 hours.

Vocational & On-the-Job Trainings by Industry - August 2020



WORKFORCE DEVELOPMENT CENTER OPERATIONS REPORT July 2020

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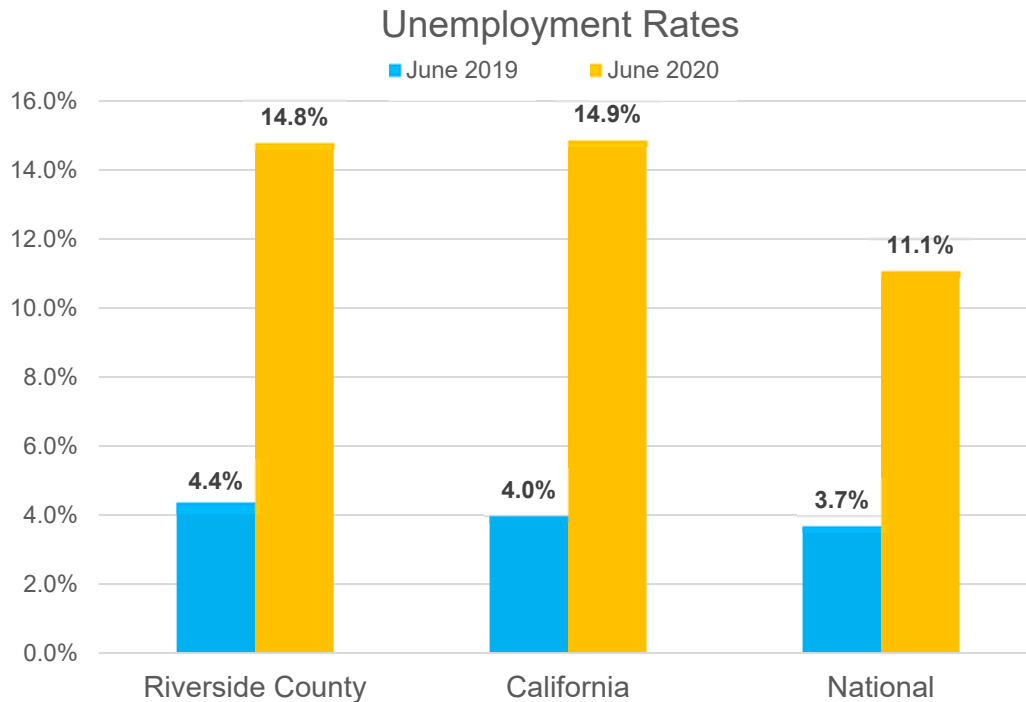
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Coronavirus (COVID-19) Pandemic Response

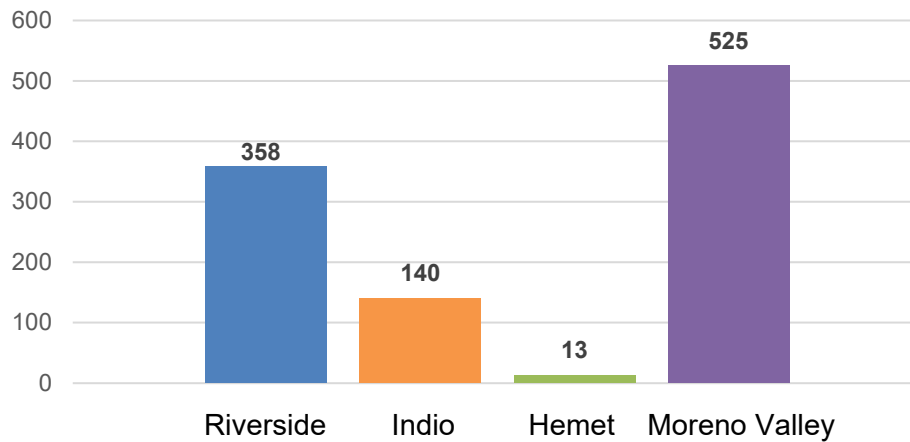
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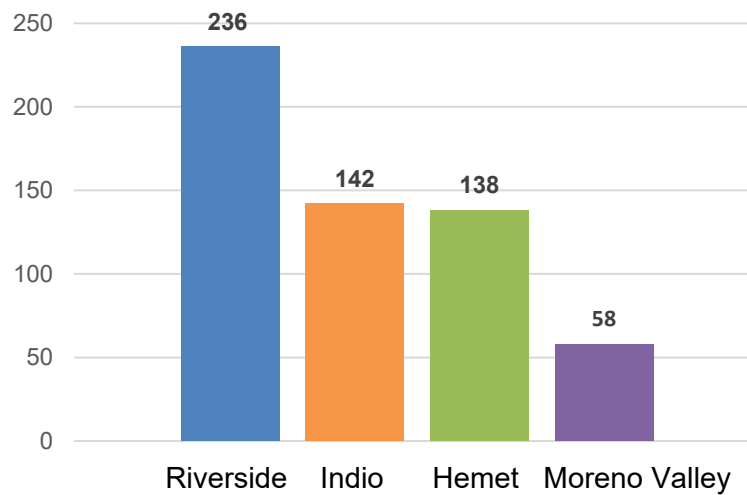
*UI data not available for this meeting release date is August 21, 2020

Total Visits to Workforce Development Centers - July 2020



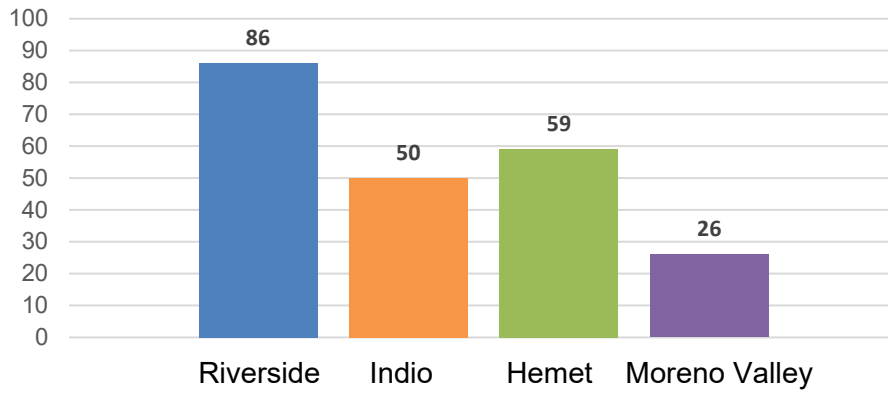
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Participants Receiving Career Services - July 2020



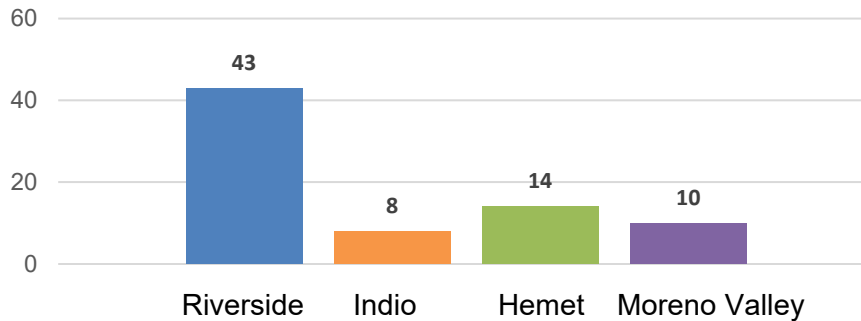
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Participants Receiving Vocational Training - July 2020



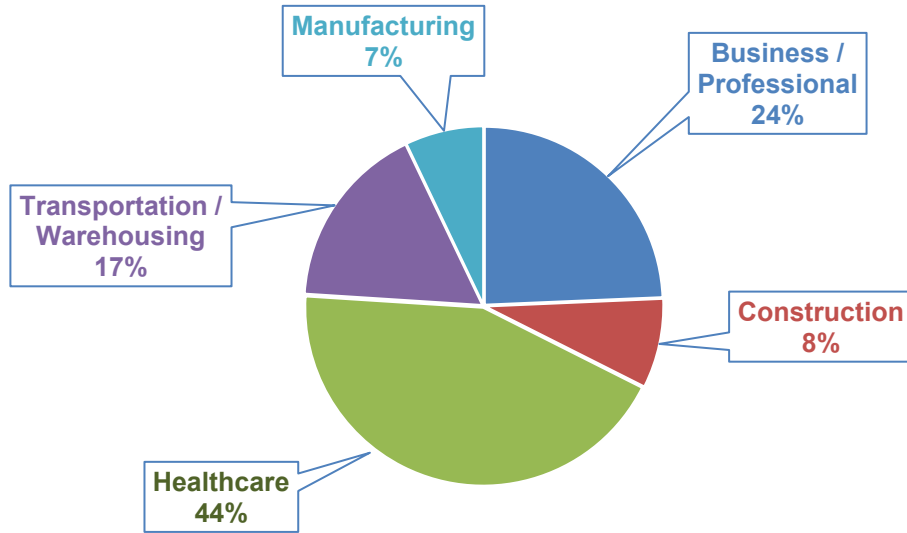
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Vocational & On-the-Job Trainings by Industry -
July 2020



WORKFORCE DEVELOPMENT CENTER OPERATIONS REPORT June 2020

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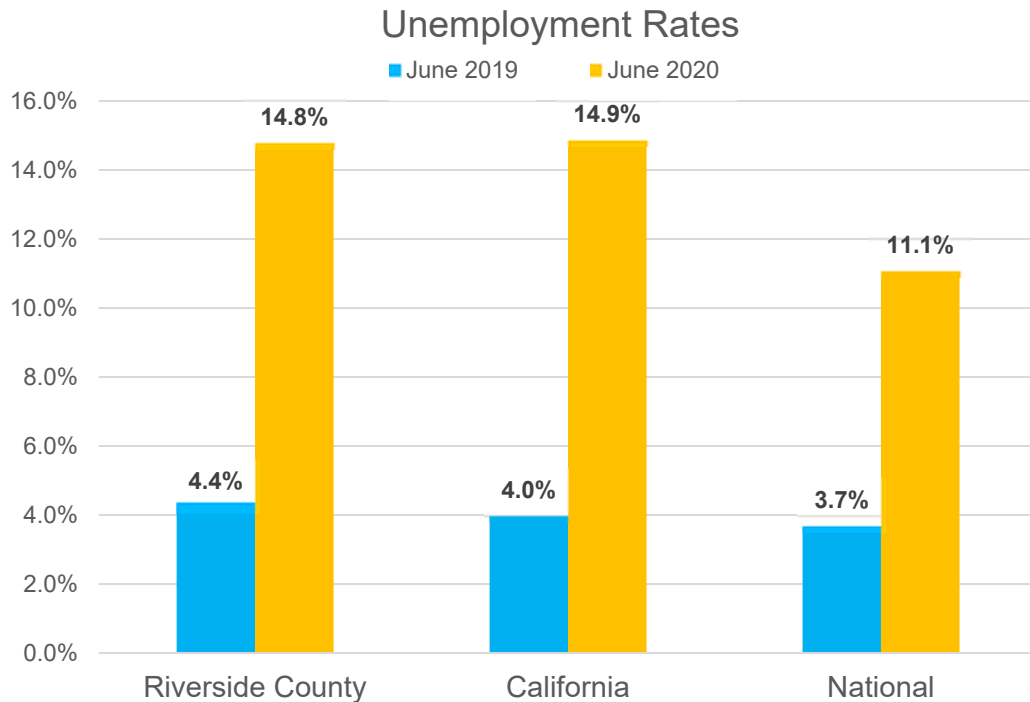
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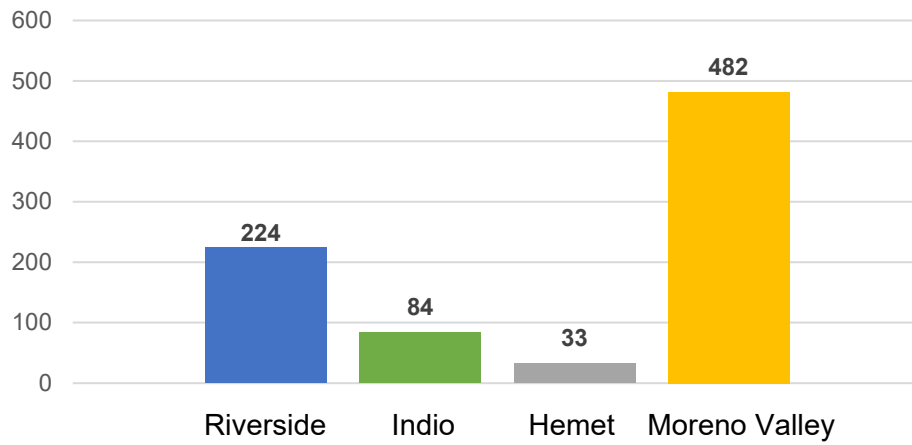
Coronavirus (COVID-19) Pandemic Response

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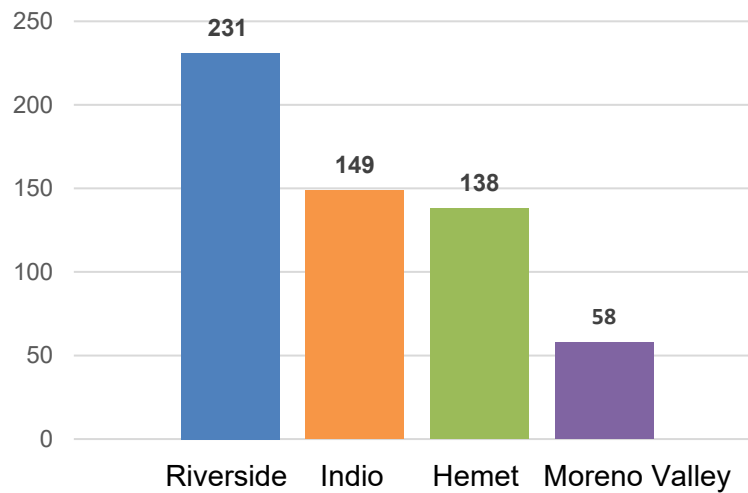


Total Visits to Workforce Development Centers - June 2020



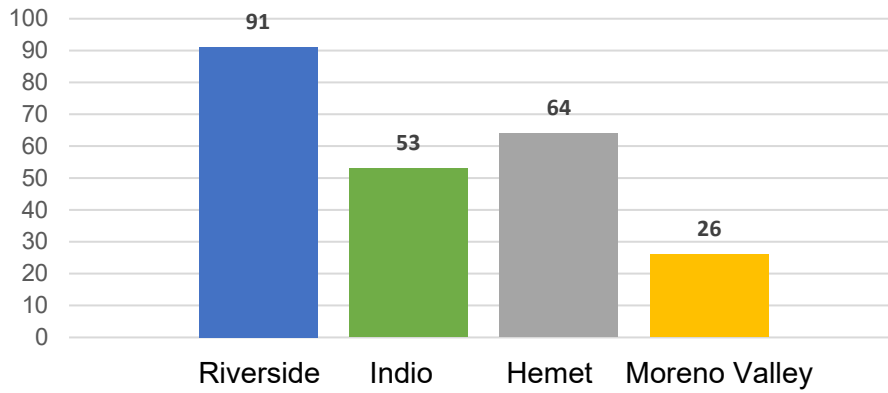
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Participants Receiving Career Services* - June 2020



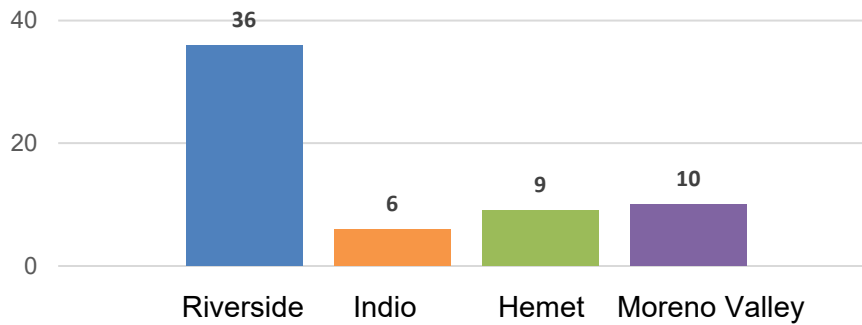
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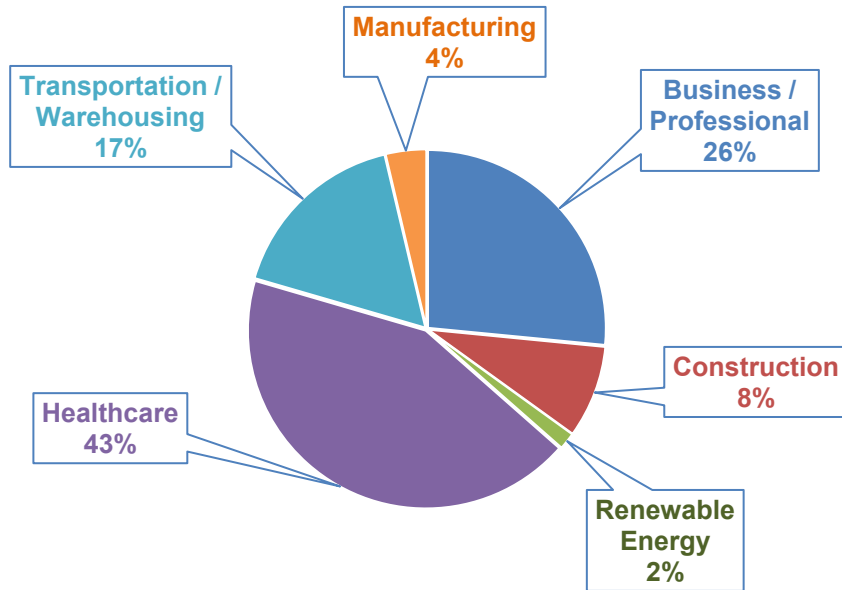
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Participants Receiving On-the-Job Training - June 2020



* On-the-Job Training (OJT) allows a business to hire and train an individual in the skills required for the job. Employers benefit from training a new hire according to their own standards while the employee works and produces for the company. During this training period, the OJT program reimburses up to 50% of the trainee's wages for up to 480 hours.

Vocational & On-the-Job Trainings by Industry - June 2020



WORKFORCE DEVELOPMENT CENTER OPERATIONS REPORT May 2020

Riverside County Workforce Development Centers/America’s Job Centers of California (WDC/AJCC) provide the community with jobseeker and workforce development services. Free services include assistance with job search, changing careers, developing new skills, or looking for appropriate educational and career paths. Information, resources, career counseling, referrals to partners, and community-based organizations are also available from Career Counselors on a case-by-case basis as requested.

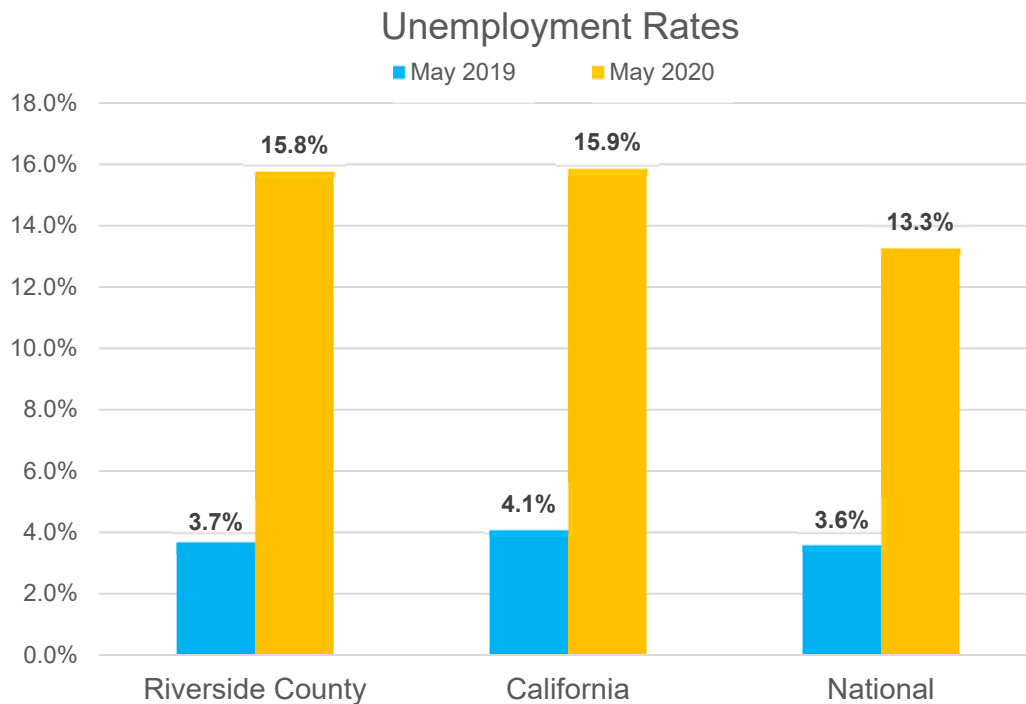
Website: www.rivcoworkforce.com

E-mail: workforcehelp@rivco.org

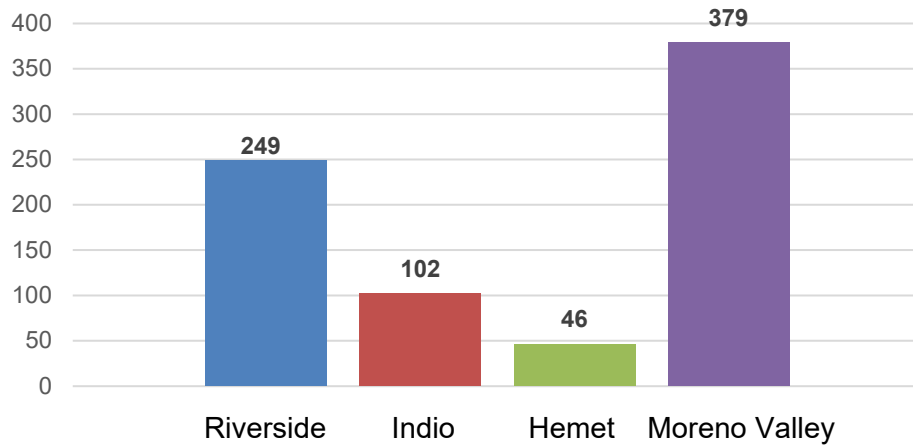
Coronavirus (COVID-19) Pandemic Response

There has been a significant increase of Workforce Services requested by individuals

- The Career Resources Areas of the WDCs/AJCCs transitioned to online and phone services.
 - Customer inquiries via phone, e-mail, and website are being addressed by knowledgeable staff.
- Collaborating with EDD to provide appropriate referrals to file for Unemployment Insurance benefits.

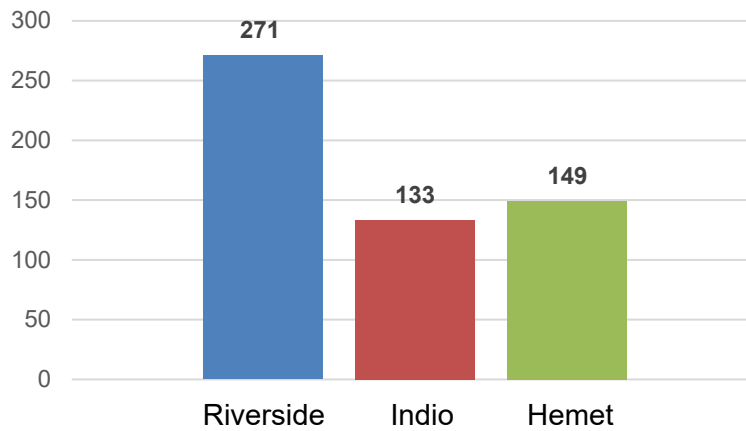


Total Visits to Workforce Development Centers - May 2020



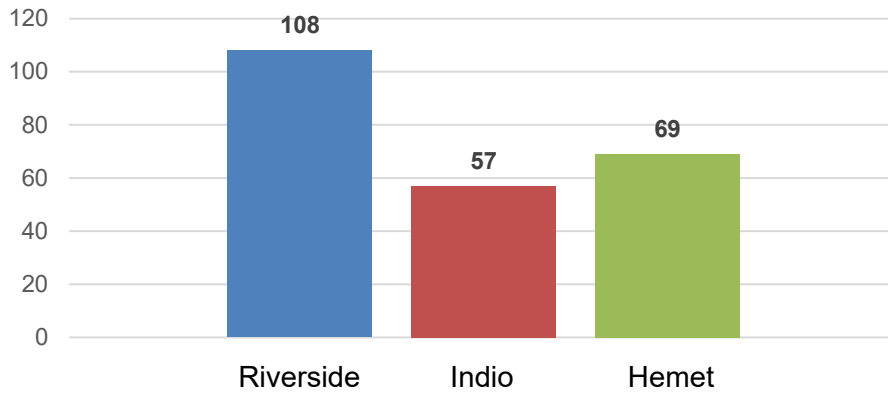
* Total Visits include the number of job seekers that have received services via telephone or other virtual means during COVID 19 restrictions. The Moreno Valley Employment Resource Center has remained open to the public; all other sites are providing services virtually and by appointment only.

Participants Receiving Career Services* - May 2020



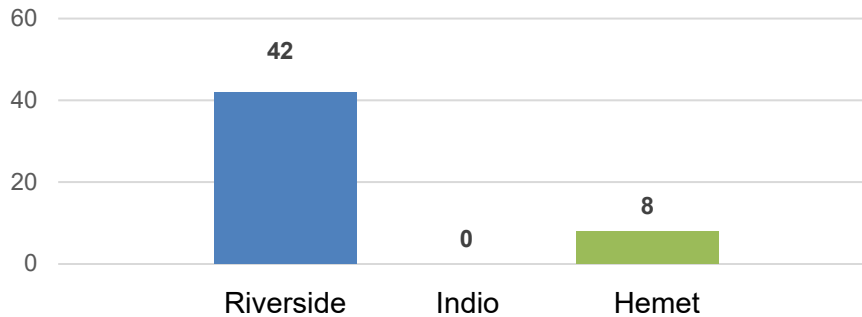
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Participants Receiving Vocational Training - May 2020



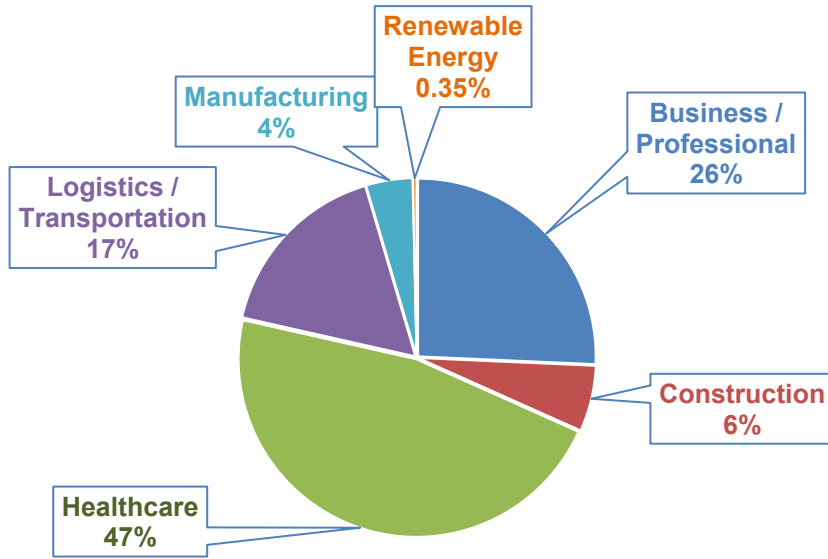
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Participants Receiving On-the-Job Training - May 2020



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Vocational & On-the-Job Trainings by Industry -
May 2020



WORKFORCE DEVELOPMENT CENTER OPERATIONS REPORT April 2020

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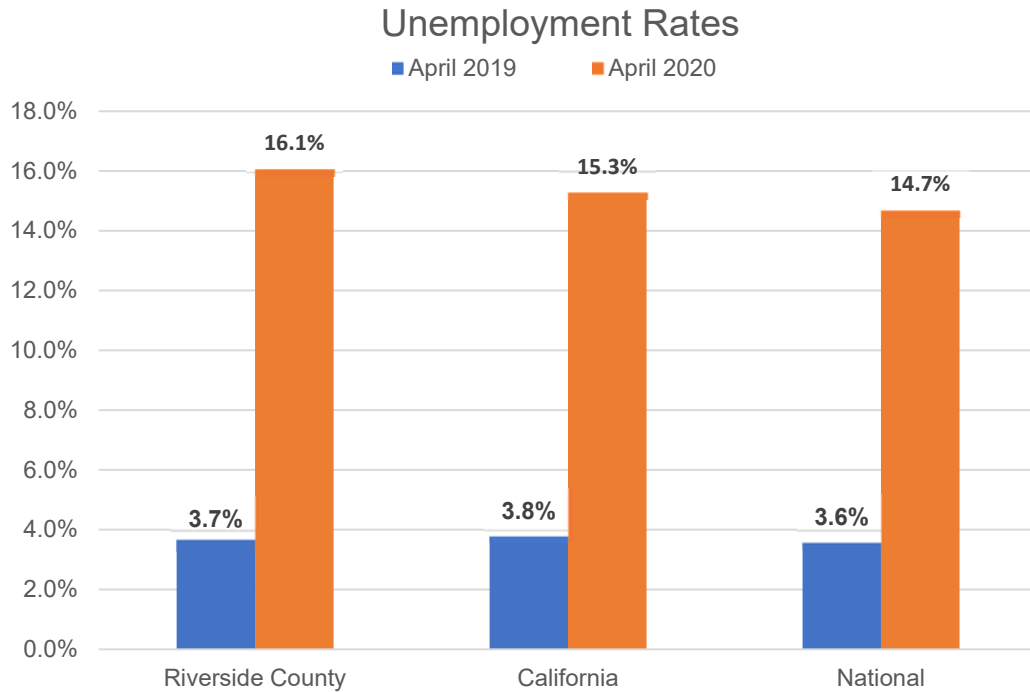
Website: www.rivcoworkforce.com

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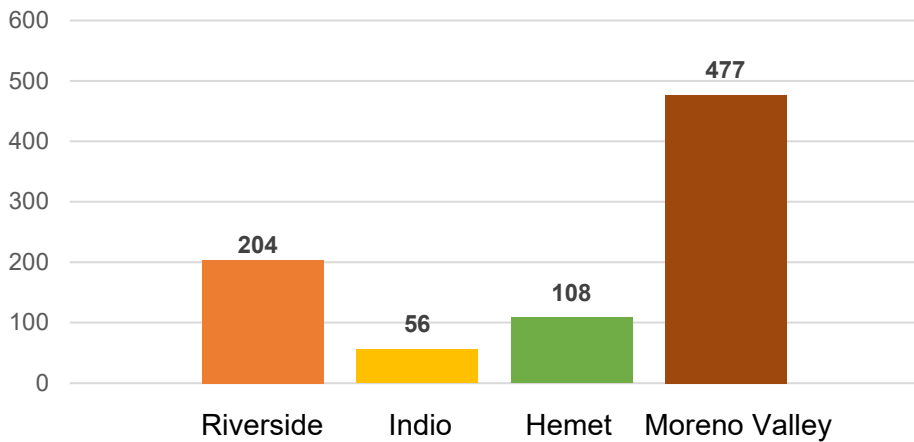
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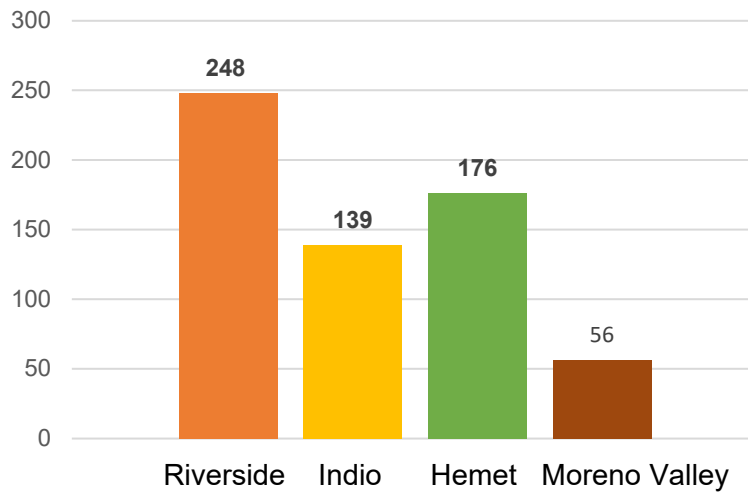


Total Visits* to Workforce Development Centers - April 2020



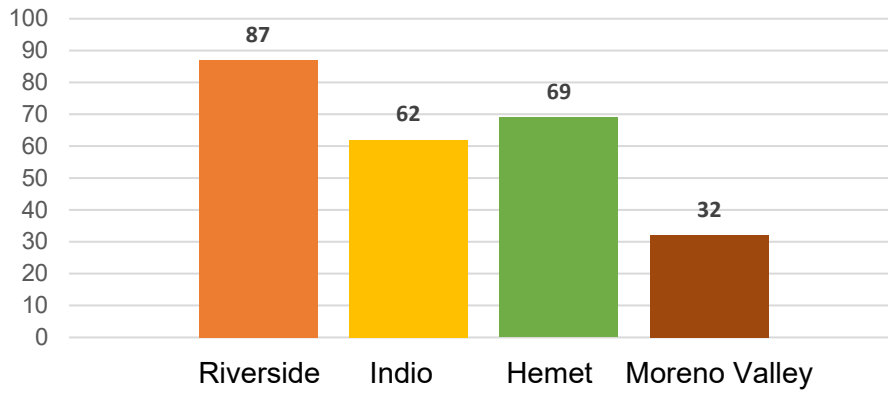
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Participants Receiving Career Services* - April 2020



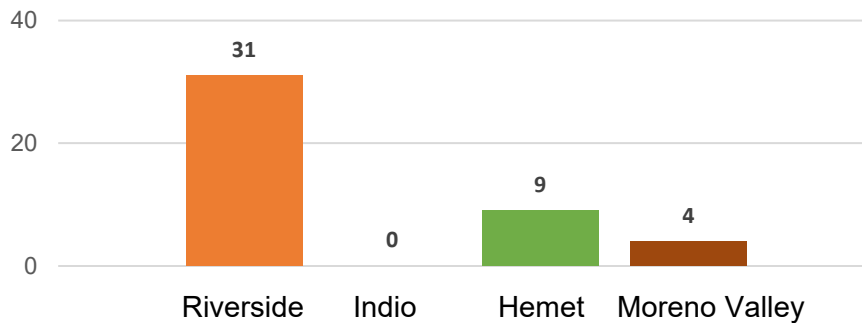
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Participants Receiving Vocational Training* - April 2020



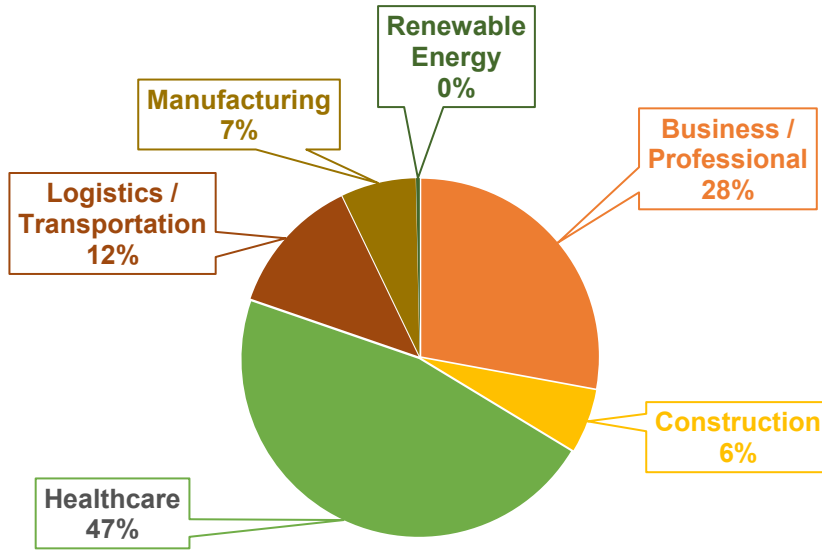
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Participants Receiving On-the-Job Training* - April 2020



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Vocational & On-the-Job Trainings by Industry - April 2020



WORKFORCE DEVELOPMENT CENTER OPERATIONS REPORT March 2020

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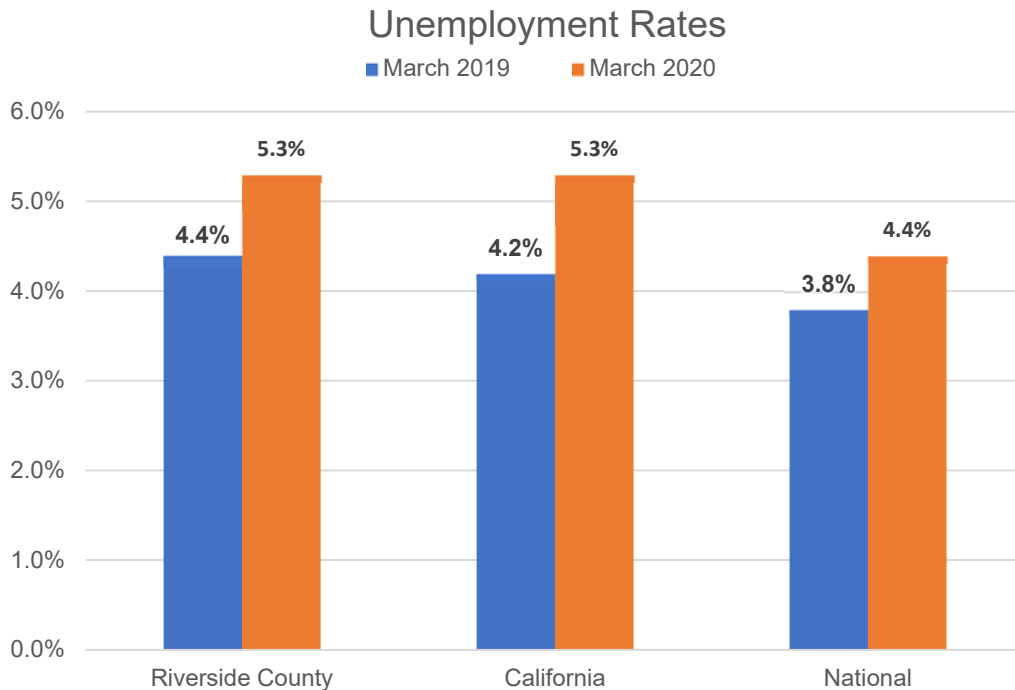
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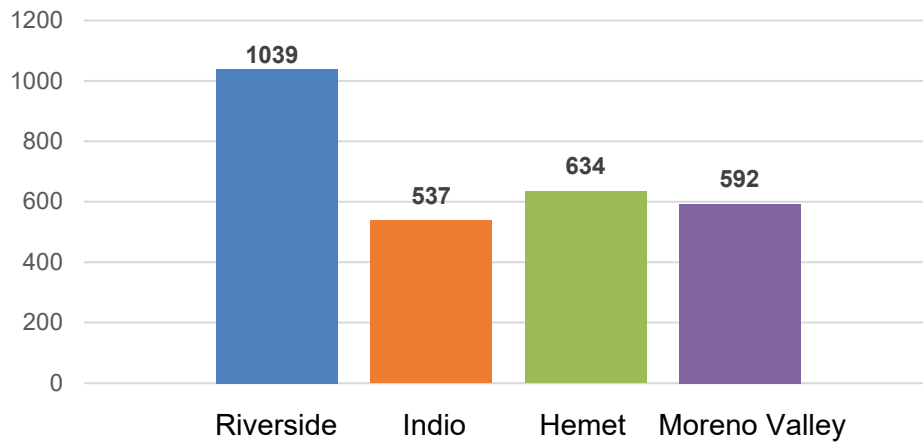
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There has been a significant increase of Workforce Services requested by individuals

- The Career Resources Areas of the WDCs/AJCCs transitioned to online and phone services.
 - Customer inquiries via phone, e-mail, and website are being addressed by knowledgeable staff.
 - In the last week alone, there were over 2,000 calls received by WDC’s Call Center.
- Collaborating with EDD to provide appropriate referrals to file for Unemployment Insurance benefits.

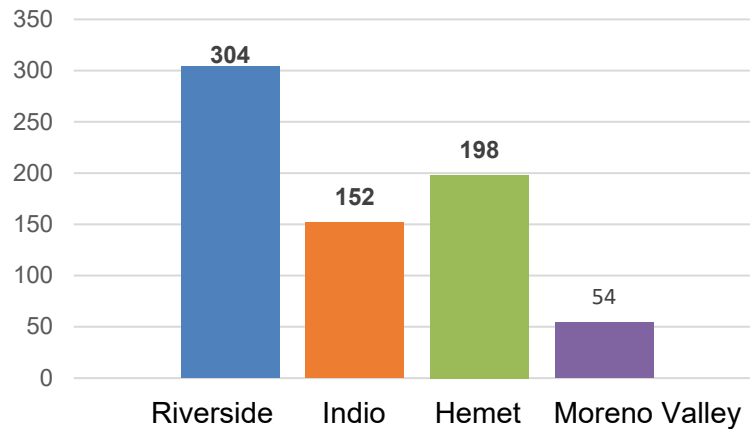


Total Visits to Workforce Development Centers - March 2020



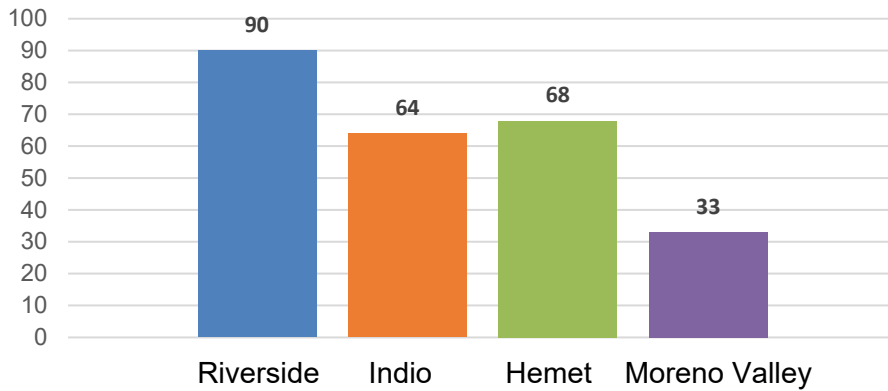
* Total Visits include the number of job seekers that have entered the center during the month. These numbers can be duplicate if customers visit more than once. Center services include: Free access to computers, internet, and copiers at WDCs; staff assistance with computers, formatting resumes, signing up for CalJOBS and Access to job search resources such as job boards.

Participants Receiving Career Services - March 2020



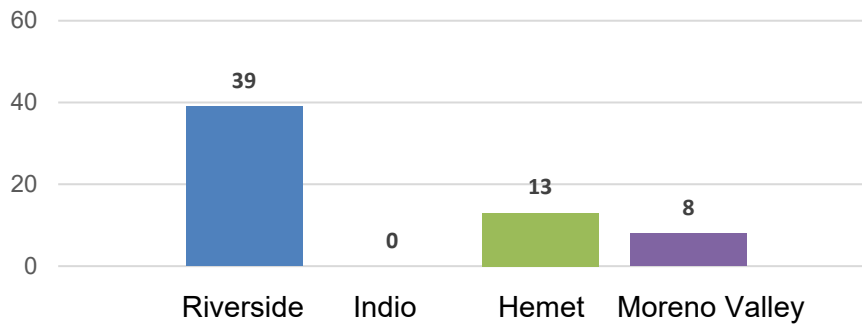
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Participants Receiving Vocational Training - March 2020



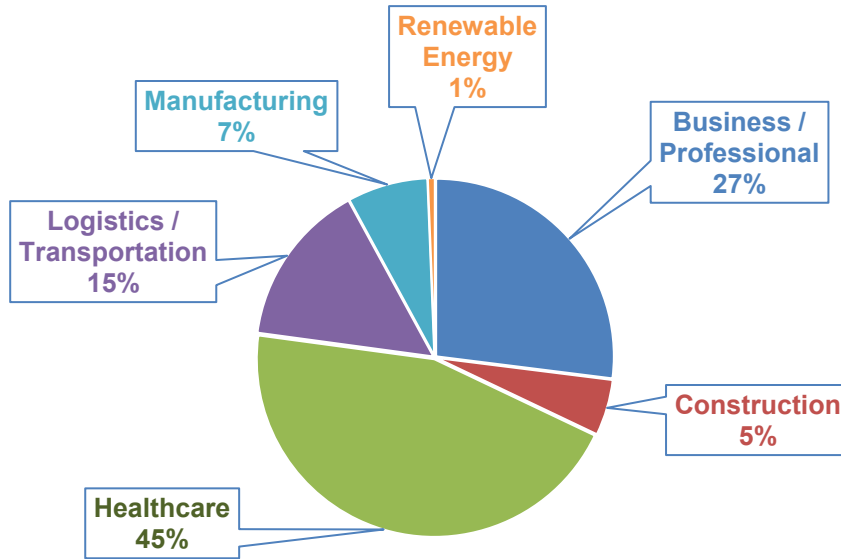
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Vocational & On-the-Job Trainings by Industry -
March 2020



BUSINESS OUTREACH & SERVICES REPORT

**Contact: Stephanie Adams
Principal Development Specialist
(951) 955-3075
sjadams@rivco.org**

Or

**Jason Tang
Supv. Development Specialist
(951) 955-9078
jtang@rivco.org**

Business Solutions Team Activities March-Present

The Business Services teams at each of the Riverside County Workforce Development Centers/America’s Job Centers of California in the cities of Hemet, Indio, and Riverside provide free services, programs, and business consultation to local employers. Services include applicant recruitment assistance, resume screening, job fair development, international trade support, tax credit information, on-the-job training reimbursement, small business development referrals, strategic partnerships, and assistance to improve business development processes.

Response to Coronavirus (COVID-19) Pandemic

There has been a significant increase of Workforce Services requested by businesses in Riverside County.

- Many WARN letters* have been submitted from businesses furloughing employees.
- Virtual Rapid Response Orientations are now offered to provide information about services available.

Please contact manager Stephanie Adams at sjadams@rivco.org for more information.

*WARN letters are provided to local officials and agencies by employers undergoing layoffs or closures pursuant to the Worker Adjustment Act and Retraining Notification (WARN) Act. Upon receiving a WARN letter, the Workforce Development Center offers informational presentations to affected businesses and workers.

Businesses Engagement & Outreach

Activity	Riverside	Indio	Hemet	Reporting Period Totals
New Businesses	52	47	35	134
Repeat Businesses	42	38	22	102

Recruitment Activities on Behalf of Businesses

Name of Business	Industry	City	Positions Available	Candidates Interviewed
Capstone Logistics	Logistics	Moreno Valley	202	142
Oscar Brewing	Other	Temecula	3	7
Industrus	Manufacturing	Riverside	4	16
Sam’s Club	Warehouse	Perris	1	22
County of Riverside	Other	Riverside	1	3
Farmers Insurance	Professional Services	Lake Elsinore	2	6
Cal Cart Builder	Manufacturing	Lake Elsinore	1	1
Smog Stop Shop	Transportation	Murrieta	1	1
Shade Maker	Manufacturing	San Jacinto	1	6

United Natural Foods Inc	Logistics	Moreno Valley	10	22
California Tool & Welding Supply Inc	Manufacturing	Riverside	3	9
Omegastar Enterprises Inc	Logistics	Riverside	2	7
Think Together	Education	Indio	15	25
Vallarta Supermarket	Other	Indio	200	129
Renova	Construction	Palm Desert	30	40
Find Food Bank	Logistics	Indio	3	10
Valley Smog & Auto Repair	Other	Cathedral City	1	3
Valarie A Scolla DDS	Medical	Murrieta	3	2
JDS Video	Professional Service	Temecula	1	1
Mini Job Fair	Multiple Yellow Cab, US Army, RC Probation, Campesinos Unidos, Lowes, Desert Springs, Rivco HR, Coca-Cola, People Ready Skilled, Hyatt, Buzzbox, Superior Court, All the Right Connections & CISS	Indio	130	125
TMI Automotive	Manufacturing	Corona	1	1
PMH	Logistics	Banning	2	2

Hires from Recruitments

Name of Business	Industry	City	Job Titles	Positions Available	Candidates Interviewed
Capstone Logistics, LLC	Logistics	Moreno Valley	Travel Sectors, Associates, Clerical	170	41

Renova	Construction	Palm Desert	Installer	30	40
Vallarta Supermarket	Other	Indio	Cashier	200	129
Find Food Bank	Logistics	Indio	Accountant	3	10
Valley Smog & Auto Repair	Other	Cathedral City	Porter	1	3
Fleetwood Windows and Doors	Manufacturing	Riverside (OJT)	Glass Stopper Installer	1	1
Fleetwood Windows and Doors	Manufacturing	Riverside (OJT)	Production Staging	1	1
Fleetwood Windows and Doors	Manufacturing	Riverside (OJT)	Fabricator	1	1
Luxfer Superform	Manufacturing	Riverside (OJT)	Production Con. Sup	1	1
TMI Automotive	Manufacturing	Corona	Shop Tech	1	1
PMH	Logistics	Banning	Road Tech	2	2

Rapid Response Activities

The Business Solutions team has actively engaged with every employer that has submitted a WARN notice to ensure that their employees are connected to our services.

Note: Rapid Response activities are presentations conducted for businesses undergoing layoffs or closures.

WARN Letters Received*

Company Name	Location	Number Affected
South Coast Winery	Temecula	204
Carter Estates Winery	Temecula	24
Blue Water Grill (Toyon)	Temecula (2 locations)	unknown
Moon Valley Nurseries	Temecula, Coachella, Murrieta, Riverside	33
Karl Strauss	Temecula	58
Oremor of Temecula (toyota)	Temecula	84
Kings Seafood	Corona	unknown
Preferred Hospitality Inc	Riverside	unknown

Market Broiler	Riverside	unknown
Provider Contract Food Service	Riverside	unknown
Azul Hospitality Group (PS Hyatt)	Palm Springs	77
Azul Hospitality Group	Riverside	unknown
The Compass Group of Comp.	Palm Springs	2
Desert Recreation District	Indio	278
DHS We Care Inc.	Desert Hot Springs	48
Mike Thompson Recreational Vehicles	Cathedral City	18
Remington Hotels (Renaissance)	Palm Springs	172
Team One Employment Specialists LLC	Moreno Valley	677
Walter's Automotive Group	Riverside	93
Mulligan Family Fun Center	Murrieta	58
Browning Dodge Chrysler Jeep Ram	Norco	marriott
The Ritz-Carlton	Rancho Mirage	348
JW Marriott Desert Springs Resort	Palm Springs	1,025
Diamond Resorts - Palm Canyon Resort	Palm Springs	93
Big 5 Sporting Goods	Riverside	181
Mathis Brothers Furniture	Indio	272
Islands Restaurants	Riverside, Corona, Palm Desert, Temecula	unknown
The Living Desert Zoo/Gardens	Palm Desert	121
Crescent Resosrts & Hotels (Miramonte)	Indian Wells	unknown
Ken Garff Automotive - Toyota	Cathedral City	114

Ken Garff Automotive - Honda of the Desert	Cathedral City	64
Fiesta Ford	Indio	10
The Old Spaghetti Factory	Unknown	107
The Old Spaghetti Factory	Rancho Mirage	50
European Wax Center	Unknown	220
Sungevity	Hemet	218
The Sire Bar & Grill, LLC	Riverside	20
JC Resorts (Cathedral Canyon Golf Club)	Cathedral City	40
JC Resorts	Cathedral City	6
Palm Springs Motor	Cathedral City	12
Wencor Group	Temecula	225
California Pizza Kitchen	Palm Desert, Riverside, Temecula	139
The Rowan	Palm Springs	173
Riviera Palm Springs	Palm Springs	202
Tommy Bahama	Palm Desert, Palm Springs	201
Fitness International, LLC	Corona, Menifee, Riverside, Moreno Valley, Murrieta, Temecula, Hemet, Lake Elsinore, Norco	592
Acqua California Bistro	Rancho Mirage	77
Temecula Valley Toyota	Temecula	84
Cinemark	Rancho mirage, La Quinta,	126
Ace Hotel Palm Springs	Palm Springs	204
Harkins Theatres	Moreno Valley	99
Pins 'N' Pockets	Lake Elsinore	133
Honda Cars of Corona	Corona	61
Valley-Wide Recreation and Park District	San Jacinto, Hemet, Menifee, Murrieta, Winchester	65

Honda of the Desert		69
Toyota of the Desert	Cathedral City	126
Gerber Collision & Gas	Moreno Valley, Lake Elsinore, Palm Desert, Corona, Menifee, Murriea	37
Travelodge Palm Springs	Palm Springs	18
In-Shape	Cathedral City	79
Lulu California Bistro	Palm Springs	181
Imperial Manufacturing	Corona	110
Embassy Suites Palm Desert	Palm Desert	44
IHOP Store #3459 & Store # 944	Indio	147
IHOP Store #3459 & Store # 944	Rancho Mirage	6
Vince , LLC	Moreno Valley, Palm Desert, Cabazon	unknown
Ono Hawaiian BBQ	Riverside	13
Westview Services, Inc	Riverside	unknown
Monty's Good Burger	Riverside	unknown
Hurley- Cabazon	Cabazon	11
Carter's/OshKosh	Cabazon	36
Club Demonstration Services (CSD)	Temecula, Corona, Moreno Valley, Lake Elsinore, Eastvale, Palm Desert, la Quinta	232
Macy's Stores & Supply Chain Distribution Centers	Temecula, Moreno Valley, Riverside, Palm Desert	855
Paradies Shops LLC	Palm Springs	16
ADESA, Inc.	Mira Loma	289
Urbane Café	Temecula	6
Riverside Metro Auto Group LLC	Riverside	51

Darden Restaurant Inc.	Mreno Valley, Palm Desert, Raancho Mirage, Riverside, Temecula	43
Denny's (SAS Restaurant Ventures, Inc.	Riverside, Moreno Valley, Mira Loma	101
Goodwill Industris of So. California's	Norco, Riverside, Temecual, Lake Elsinore, Rancho Mirage, Moreno Valley, Cathedral, Murrieta, Hemet, Corona	65
Goodwill Retail Services	Lake Elsinore, Rancho Mirage, Temecula, La Quinta, Moreno Valley, Cathedral City, Murrieta, Hemet, Norco, Riverside, Corona	209
Wine Road Vintners	Temecula	214
Freedom Forever	Temecula	133
University Enterprises Corporation	Palm Desert	19
Doubletree Palm Springs Golf Resort	Cathedral City	119
Bottaia Winery	Temecula	29
Fender	Corona	13
Guitar Center	Murrieta, Riverside, Palm Desert, Corona	92
Mirmonte Indian Wells Resort & Spa	Indian Wells	143
Two Bunch Palms	Desert Hot Springs	121
Omni Rancho Las Palmas Resort	Rancho Mirage	600
LuLaRoe	Corona	51
Shamrock Food Company	Eastvale	63

So Cal Ramp Services	Jurupa Valley	130
Consolidated Entertainment Group, Inc.	Murrieta	122
Temecula Creek Inn	Temecula	248
Western Dental & Orthodontics	Corona, Riverside, Jurupa Valley, Palm Springs, Banning, Lake Elsinore, Murrieta, Temecula, Cathedral City, Indio, Moreno Valley, Hemet, Perris	280
Harman Fitness	Moreno Valley, Murrieta, Riverside, Corona, Hemet, Winchester, Riverside	356
CarMax	Riverside, Murrieta, Palm Desert	540
Club Demonstration Service (CDS)	Lake Elsinore, Moreno Valley, Temecula, Corona, Eastvale	199
H&M Hennes & Mauritz LP	Palm Springs, Palm Desert, Temecula, Riverside	96
Lazy Dog Restaurants	Corona, Temecula	267
John's Incredible Pizza Co.	Riverside	138
U Gym	Corona	123
Ruth's Chris Steak House	Palm Desert	64
Fitness 19 CA	Murrieta, Temecula, Menifee	167
Wash Laundry Systems, Inc	Riverside	4
Gosch Auto Group	Hemet, Timecula	288
Ross Stores, Inc.	Perris, Moreno Valley, Riverside, Temecula, Corona,	3,161

	Palm Springs, Menifee, Indio, Beaumont, Mira Loma, Murrieta	
Kohl's	Beaumont, Corona South, Corona North, La Quinta, Mira Loma, Moreno Valley, Murrieta, Palm Desert, Riverside, Temecula	855
Rancho La Quinta	La Quinta	45
Sunrise Company, Toscana Country Club	Indian Wells, La Quinta	239
IGT	Murrieta	53
Burlington Coat Factory of Texas, Inc	Moreno Valley, Riverside, Palm Springs, Indio, Murrieta, Corona, Hemet, Perri	449
FM Restaurants / El Toritos	Riverside	65
Paradise Chevrolet Cadillac	Temecula	76
K & N Engineering, Inc.	Riverside	286
Parker Palm Springs, LLC	Palm Springs,	166
Crunch	Riverside	78
J C Penney	Moreno Valley, Temecula, Riverside, Palm Desert	511
Avalon Palm Springs	Palm Springs	102
Ingeleside & Melvyn's Restaurant	Palm Springs	61
Superior Group Companies Inc	Murrieta,	1
Sleep Number	Palm Desert, Rivrside, Corona, Temecula,	unknown
James R. Glidewell, Dental Ceramics, Inc.	Riverside	141

James R. Glidewell, Dental Ceramics, Inc.	Riverside	141
Acqua California Bistro	Rancho Mirage	181
BJ's Restaurants, Inc.	Moreno Valley	185
Lindley Foods, LLC		45
Vstyles Inc.	Murrieta	86
Westin Mission Hills Golf Resort and Spa	Rancho Mirage	458
Wyndham Vacation Ownership	Palm Springs, Indio	130
Desert Willow Golf Resort	Palm Desert	57
Urbane Café	Temecula	6
San Joaquin Valley College	Corona, Rancho Mirage, Temecula, Palm Springs	8
Calvary Chapel Costa Mesa	Murrieta	59
Best Burger in Town & Honold	La Quinta, Rancho Mirage, Temecula	182
Jerome's Furniture	Moreno Valley	21
Nordstrom	Palm Desert, Riverside, Temecula,	233
Outback	Palm Desert, Corona, Temecula, Morneo Valley,	197
Torrid	Riverside, Palm Desert, Moreno Valley, Palm Desert	47
Neiman Marcus - Desert Hills		21
CHM Hotels: Travel Lodge	Palm Springs	18
In-Shape Health Clubs, LLC	Cathedral City	79
Sun City Palm Desert Community Association	Palm Desert	92
Ponte Vineyard Inn LLC		85
Wine Road Vintners LLC		129

AxcessFinancial	Banning, Temecula, Cathedral City, Perris, Coachella, Henet, Riverside, Corona	14
Dick's Sporting Goods	Palm Desert, Murrieta, Eastvale	107
Black Bear Diner	Moreno Valley	33
Lacoste USA, Inc.	Cabazon	16
Ambercrombie & Fitch	Riverside, Moreno Valley, Palm Desert,	unknown
Collins Aerospace Interior Products	Corona	49
Shamrock Foods Company	Eastvale	77
Feast California/Corner Bakery Café		173
Movement for Life		1
HARL Retail LLC		11
Hotel Zoso Palm Springs		62
Organic Roots Inc.		83
Cinemark USA inc/Cinemark Washington Park 12		70
Lucille's Smokehouse Bar-B-Que	Temecula	61
Waldorf Astoria La Quinta Resort & Club	La Quinta	741
GUESS INC.		34
Diamond Resorts Cetraalized Services Company		39
Toscana Country Club, Inc.		201
Harvest	Riverside	175
Arrive Hotel Palm Springs	Palm Springs	63
Victoria Club	Riverside	66
Finish Line	Riverside, Palm Desert, Temecula, Moreno Valley	30

Symbiosis, Inc.	Corona	19
Core-Mark International, Inc	Corona	76
Raincross/Riverside Convention Center	Riverside	82
Raincross/Riverside Convention Center	Riverside	74
SmartCare	Temecula, Murrieta	123
Desert Hot Spring Spa	Desert Hot Springs	1
I-10 Toyota	Indio	42
Southern Glazer's Wine and Spirits	Riverside	22
Sysco	Riverside	144
Live Nation Clubs & Theaters	Riverside	106 + 5
Cashbak, LLC		15
Aldo US Inc	Riverside	19
American Woodmark	Riverside	49
Dita Eyewear Global, LLC		6
Mosiac Hoteel Servie Corporation/Colony Palms Hotel		73
Dermatology Management, LLC/West Dermatology	Palm Springs, Rancho Mireage, Riverside	6
Regal Cinemas	Corona, Temecula	114
Norms	Riverside	75
Paradies Lagardee Travel Retail	Palm Springs	7
Continuing Development, Inc	Riverside	4
McCrometer	Hemet	160
Performance Team LLC	Perris	
Rod Fraser Enterprises, inc./Rodrigo's	Riverside, Temecula, Corona	108
Cox Automotive	Riverside	298

TJX Companies Inc	Banning, Temecula, Cathedral City, Perris, Coachella, Hemet, Riverside, Corona, Bermuda Dunes, Indio, La Quinta, Lake Elsinore, Menifee, Mira Loma, Moreno Valley, Murrieta, Palm Desert, Palm Springs	1,139
Enterprise Rent-a-Car	Banning, Cathedral City, Corona, Moreno Valley, Murrieta, Norco, Palm Desert, Palm Springs, Perris, Riverside	50
Altman Specialty Plants, LLC	Perris	26
Ricoh USA. Inc.	Corona Lake Elsinore, Moreno Valley, Temecula, Beaumont, Murrieta, Perris	9
Salvation Army	Perris	53
Demant	Temecula	2
Murrieta Christian Conference / Calvary Bible College	Murrieta	52
Hasbro, Inc.	Hemet, Temecula	2
Tamme Inc., dba Signature	Indio	60
Best Buy	Riverside, Murrieta, Palm Desert, Mira Loma, Menifee	339
Ra Sushi Corona Corp.	Corona	37
SmartCare	Temecula	unknown
Borrego Community Health Foundation	Thermal, San Jacinto, Cathedral City, Desert Hot Springs, Riverside, Palm Springs, Anza	123

Santos Manuel Student Union	Palm Desert	10
Adesa Companies Inc.	Mira Loma	71
Flynn Restaurant Group/Applebee's	Moreno Valley	unknown
Kitchen 86	Palm Desert	61
UFC Gym, LLC	Corona	26
Collins Aerospace Interior Products	Riverside	62
Polly's Inc.	Moreno Valley, Hemet, Norco	42
United Ground Express	Palm Springs	76
Collins Aerospace Interior Products	Riverside	62
La Quinta Resort & Club/Waldorf Astoria	La Quinta	659
JC Resorts	Cathedral City	3
Bright Event Rentals	Thousand Palms	35
216 Total WARN Notices		+29842 Employees Impacted

UPDATES REPORT FROM AJCC ONE STOP OPERATOR

Contact: Janice Simmons
AJCC Operator
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AJCC Operator Activity Report

July/August 2020

The primary role of America's Job Center of California (AJCC) Operator is to bring continuity among the AJCC partners to provide services to customers that utilize the AJCC resources throughout Riverside County. The AJCC Operator ensures the coordination of services between partnering agencies and customers. The goal is to ensure services offered are being provided to customers whether it be via job-readiness, career development, employment, and vocational training services.

Promotion of AJCC/Outreach

The AJCC Operator continues to produce and distribute the AJCC Weekly Update to Partners during this current pandemic to those who have expressed an interest in receiving information. The Weekly Update includes upcoming recruitments and hiring events, job postings and employer/business resource seminars.

I've also provided partners with various reports citing information on how customers/students are able to file for unemployment and shared what services are currently being provided by the AJCC's.

Below is sample of some of the hiring events from July/August 2020 Weekly Updates:

- **National Career Fairs – July 9th, 2020**
- **Job Fair – Inland Empire Virtual Job Fair – July 13, 2020**
- **Capstone Logistics – Hiring Event- July 16, 2020**
- **March Veterans Village – Drive Thru Job Fair- July 23, 2020**
- **Inland Empire Veterans Virtual Career Fair – July 21, 2020**
- **Dollar Tree Distribution Center Virtual Hiring Event – July 29, 2020**
- **Harbor Freight Tools Distribution Center – Virtual Hiring Event – July 28, 2020**
- **Ballard Rehab Hospital – Hiring Event – July 31, 2020**
- **Virtual Jobfairs- National Career Fairs – August 4, 2020**
- **Intelligence Community 2020 Virtual Career Fair – August 13, 2020**
- **Inland Empire's 20th Annual Diversity Employment Day Career Fair – August 26, 2020**
- **Virtual Census Hiring Event – May 6th and 20th, 2020**
- **Virtual CVS Health Retail Recruitment- May 6, 2020**
- **Think Together Virtual Event – May 8, 2020**
- **Rapid Response Recruitment – May 8, 2020**
- **TST Inc. Virtual Recruitment – May 12, 2020**
- **Lowes Virtual Recruitment – May 14, 2020**
- **Mathis Bros. Virtual Hiring Event – May 21, 2020**
- **Walgreens Virtual Hiring Event-June 3, 2020**
- **Mathis Bros. Virtual Hiring Event – June 12, 2020**
- **Capstone Logistics Hiring Event -June 9th and 11th, 2020**
- **Goodwill Southern California -Walgreens Virtual Hiring Event – June 24, 2020**
- **Mini Job Fair – March 4, 2020**

- **Goodwill Recruitment – Continuous thorough out the month of March 2020**
- **KeHe Career Fair – March 12, 2020**
- **Virtual Hiring Event – Labor Connect . Net – April 20, 2020**

Job Fairs/Partner Promotion

Due to COVID19, many traditional job fairs have been canceled. Some companies are now offering virtual job fairs to keep potential job seekers abreast with current job opportunities and I send to partners to share with their customers and of course add in the weekly updates.

Partners have also shared the current status of their agency due to COVID19 and this information has been shared with all partners.

There are still many companies that are looking to hire during this time and an updated list of available jobs that I assist in compiling is included in the weekly update as well as posted on the www.rivcoworkforce.com website.

* Electronic Updates listing local Job Leads, Education, and Hiring Events are generated weekly. Please e-mail Janice Simmons at: jsimmons@rivco.org to be added to the distribution list.

Partner Meetings

Partners are agencies that signed a Memorandum of Understanding (MOU) agreeing to collaborate to provide services.

- Partner/BET meetings for July and August 2020 will be via WebEx and Zoom. July’s meeting was scheduled for July 15, 2020 and August meetings will be via Zoom and back to regionally.
- Partner/BET meetings for March 2020 were all canceled due to Gov. Newsom’s “Stay-At-Home” Order on March 19th. On April 8, 2020, one partner meeting was held for all partners in each of the three AJCC regions by using WebEx conferencing. The next Partner/BET meeting will be held on the 12th of May at 11:00am.
- Partner/BET meetings for May 2020 via WebEx. Hosted the partner meeting in June on the 9th as well and discussed various COVID19 resources, grant opportunities for business, employment opportunities, LMI information as well as shared that EDD is currently completing a mass hiring and is looking for Employment Program Representatives as well as other positions.

Updated MOU partners with most recent LMI reports and data:

- Provided partners with the most recent EDD Labor Market Information Monthly Report for Riverside/San Bernardino County.

- currently completing a mass hiring and is looking for Employment Program Representatives as well as other positions.
- Provided partners with the most recent EDD Labor Market Information Monthly Report for Riverside/San Bernardino County.

Special Projects - From March 2020 – Current

- Connect IE – Still in progress. Was able to have Edward Ramirez from IEHP assist with next steps during Partner meeting in May.
- Re-opening Processes – Received listing of reopening processes/requirements from WIOA partners
- WDC/Partner SharePoint – The Partner’s folder on SharePoint is now complete! Ms. Cheryl Kanechika conducted a brief training/demonstration via the WebEx meeting on how to access the Partner folder on SharePoint to retrieve meeting agendas from past partner meetings, LMI information, Policy information, etc.
- Current Partner Services- Reached out to all partners asking if they could provide me with a current listing of services offered during the COVID19 pandemic. Received information from partners and distributed document with all partners.
- Connect I.E (For Referrals). – All is put on hold for now due to COVID19.
- Connect IE – All partners have been notified to have information in the system by the end of August with a “go-live” date of September 1, 2020
- Re-opening Processes – Checking with partners to strategize how they’re planning to structure their agency/site reopening and employee screening processes. Partners have provided insight on what their current statuses are due to COVID and how those services are being handled.
- Partner Survey- Next quarterly survey is being developed for distribution via Survey Monkey.
- Connect IE – Still in progress. Was able to have Edward Ramirez from IEHP assist with next steps during Partner meeting in May.
- Re-opening Processes – Received listing of reopening processes/requirements from WIOA partners

INLAND EMPIRE REGIONAL PLANNING UNIT & REGIONAL INITIATIVES REPORT

Contact: Tammy Mathis

Assistant Regional Organizer

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**Inland Empire Regional Planning Unit
& Riverside County Special Initiatives**
August 2020

The Inland Empire Regional Planning Unit is a collaboration between Riverside and San Bernardino County Workforce Development agencies. The partnership coordinates regional activities, training and grants to improve the Inland Empire workforce system.

Initiative	Context	Program Target/Activities
1. Prison to Employment (P2E)	<ul style="list-style-type: none"> • P2E Planning Grant: \$190,000. Term: 10/1/2018 – 12/31/2020 • P2E Implementation Direct Services (IDS)/Supportive Services Earn and Learn (SSEL) Grants: \$3,210,891. Term: 4/1/2019 – 3/31/2022 • 7 Service providers to provide Direct Placement and Subsidized Placement for approximately 500 participants – Contracts executed in April 2020. 	<p><u>Target:</u> Formerly incarcerated and other justice-involved individuals <u>Outcome:</u> Creating Job Placement and Supportive Services to the formerly incarcerated and other justice-involved individuals. <u>Service Activities:</u> Two-day Service Provider Cal-JOBS Training occurred in May. Bi-Weekly Check-in calls with all providers to troubleshoot questions/issues. Work plans evaluated and changes made to virtual platforms for job training and on-going communication. <u>Enrollments 3/20-8/20:</u> 17</p>
2. Regional Training/Coordinator Training	<ul style="list-style-type: none"> • \$159,400 Awarded • Term: 4/1/2019-3/31/2021 	<p><u>Target:</u> WD Staff and Partners <u>Outcome:</u> Expand on professional development and capacity building of WD staff and WDB members. Development and Implementation of Regional Plan. <u>Service Activities:</u> Training partners were secured for upcoming virtual sessions.</p>
3. Workforce Accelerator Funds (WAF)	<ul style="list-style-type: none"> • \$128,100 Awarded • Term: 5/1/2019 – 9/30/2020 Requested extension in process. 	<p><u>Target:</u> RC Workforce System <u>Outcome:</u> Universal Intake form for shared clients to reduce application redundancy.</p>

WAF Continued		<p><u>Service Activities:</u> Business requirements were sent to an RCIT team to complete an outline of a workplan and costs associated with building and testing the prototype.</p>
4. Veterans Employment Assistance Program (VEAP)	<ul style="list-style-type: none"> • \$488,635 Awarded • Term: 5/1/2019 – 9/30/2021 	<p><u>Target:</u> Veterans <u>Outcome:</u> Help unemployed and underemployed veterans with significant barriers to employment transition from military careers to rewarding civilian employment. <u>Service Activities:</u> Due to COVID-19 no regional partnership collaborations have occurred. However, regular meetings with our regional partnerships are expected to resume soon to discuss the workforce needs of employers in the region. <u>Enrollments 3/20-8/20:</u> 13</p>
5. Slingshot 2.0/3.0 Regional Plan Implementation Grant	<ul style="list-style-type: none"> • \$343,043 Award for both • Term 4/1/2019-9/30/2021 	<p><u>Target:</u> Employers and Industry <u>Outcome:</u> Seeks to promote collaborative efforts within a region to identify and then work to solve employment challenges. <u>Service Activities:</u> Our region has decided to re-focus and move forward with relevant objectives and activities for the current climate, which includes re-evaluating and re-writing the scope of work for the Industry Sector Consultants. Budgets and finalization plans are in discussion for Slingshot 3.0 <u>Enrollments 3/20-8/20:</u> 14</p>

YOUTH SERVICES REPORT

Contact: Carolina R. Garcia
Youth Services
Program Coordinator
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cr Garcia@rivco.org

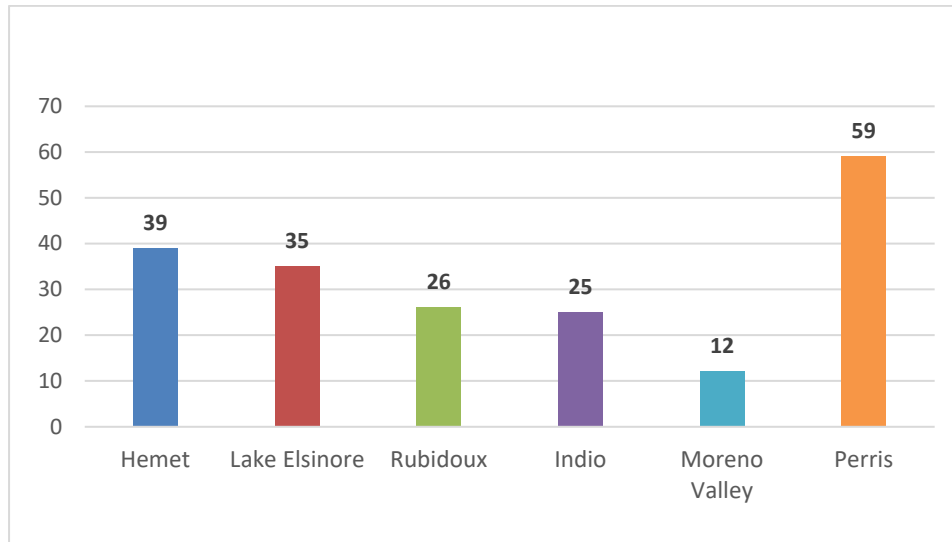
YOUTH OPPORTUNITY CENTER ACTIVITIES

August 2020

The Workforce Development Center offers specialized services to youth age 16 through 24 at six Youth Opportunity Centers (YOCs) of Riverside County. YOCs are in Hemet, Indio, Lake Elsinore, Moreno Valley, Perris, and Rubidoux with services contracted out to Equus and California Family Life Center. Services begin with career exploration and guidance, ensure support for educational attainment and skills training, culminating with employment and/or enrollment in post-secondary education.

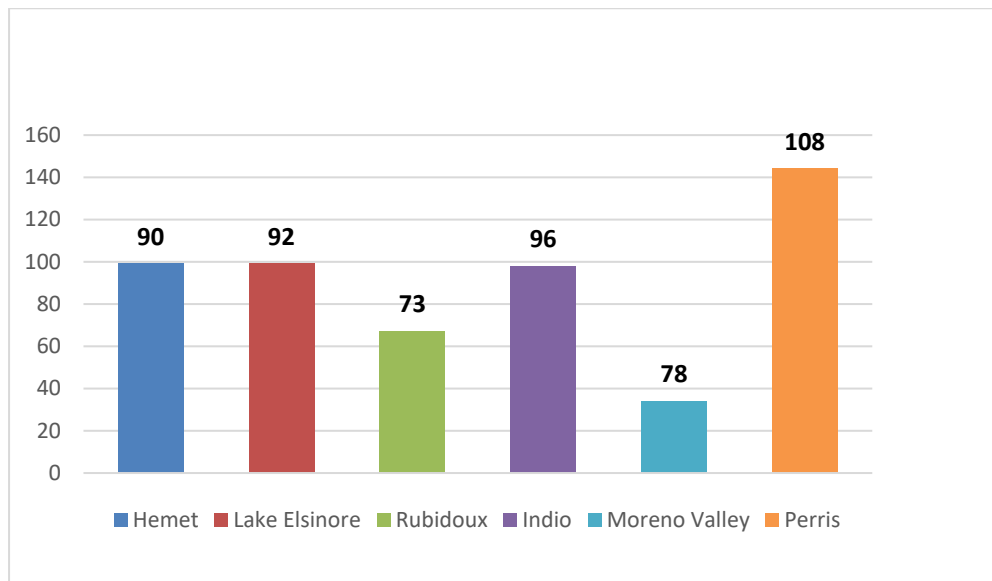
New Youth Enrollments

March 1, 2020 - August 17, 2020



Youth Participants Receiving Services by Location

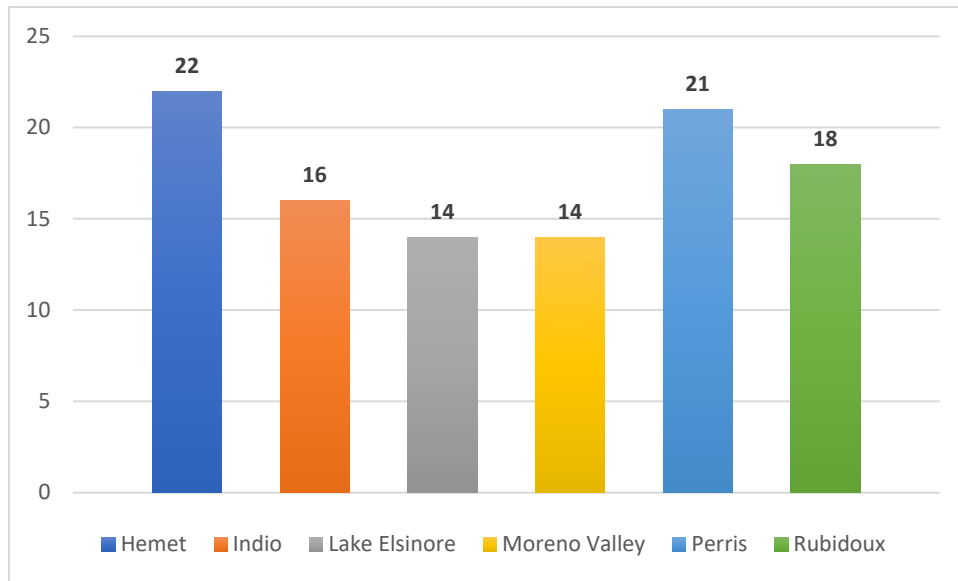
March 1, 2020 to August 17, 2020



New Enrollments + Active Enrollments from previous program year.

Youth Participating in Paid Work Experience

March 1, 2020 to August 17, 2020



DEFINITIONS

In-School Youth	An individual who is attending school; age 16 through 21 (unless an individual with a disability is attending school under State Law); with low-income; <u>and</u> one or more barriers identified by the Workforce Innovation Opportunity Act (WIOA).
Out-of-School Youth	An individual who is not attending any school; between age 16 through 24; <u>and</u> has one or more WIOA approved barriers.
Youth Barriers	The most prevalent barriers to employment experienced by youth include: Basic Literacy Skills Deficiency, Disability, English Language Learning, Foster Care, Legal Involvement, Homelessness, and Pregnancy or Parenting.

DISCUSSION ITEM
Moreno Valley
Employment
Resource Center

Contact: Loren Sims
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Discussion Item

Subject: Designation of the Moreno Valley Employment Resource Center (MVERC) as a Comprehensive America’s Job Center of California (AJCC)

Background: In 2012, the City of Moreno Valley in partnership with the Riverside County Workforce Development Board established the MVERC to assist the residents and businesses of the Moreno Valley area with employment services as part of the recovery from the Great Recession. Since 2017, the MVERC served 41,952 job seekers and 1,948 businesses. Since the inception of the MVERC total employment has more than doubled in Moreno Valley adding more than 20,000 jobs.

The City of Moreno Valley is requesting to change the designation of the MVERC from an Access Point to a Comprehensive AJCC to increase the level of services being delivered at the MVERC. The State of California Workforce Services Directive 18-12 and the Riverside County Workforce Development Policy 10-11 established the requirements of designating and establishing AJCCs.

An Access Point is a location where job seekers and businesses receive information on WIOA orientations, workshops, self-service to computers and referrals to comprehensive AJCC’s for enrollment in training. A comprehensive AJCC is a location where job seekers and businesses can access the programs, services and activities of all the WIOA required partners such as the California Employment Development Department (EDD) Workforce Services Division and Department of Rehabilitation (DOR), Community Colleges, Adult Education, Job Corps, Senior Community Service and Temporary Assistance to Needy Families.

	Access Point AJCC	Comprehensive AJCC
Business Services	X	X
WIOA Orientations	X	X
Workshops	X	X
Self -Service Computers	X	X
Referrals to Training	X	
Enrollment in Individual Career Counseling and Support Services		X
Enrollment in Vocational and On-the-Job Training		X
Co-Location or electronic access to WIOA required Partners		X

To designate the MVERC as a Comprehensive AJCC a meeting with the required Partners of the WIOA Memorandum of Understanding would need to be convened to discuss the location, staffing, shared customers, shared costs, the MOU and

additional items necessary to complete the process. Second, the Comprehensive AJCC must provide access to the WIOA required partners' services through co-location, cross-information sharing or direct access through real-time technology such as instant messaging, Zoom (or other platforms) or an Internet portal.

The MVERC has WIOA services co-located and the remaining services are being proposed to be provided through direct access, additional co-location where possible and through the Riverside County Workforce Development website. Designated computers within the MVERC are proposed to have direct access through Skype, ZOOM, WebEx and other virtual communication platforms to provide one-on-one interaction by appointment and are proposed to provide access to videos and other on-line resources available from the required partners and other Workforce Development partners.

Due to MVERC's proximity to the Riverside Workforce Development Center (WDC) and limitations in staffing, the EDD Workforce Services Division are unable to co-locate within the MVERC, however, the self-service computers are proposed to have direct links to CalJobs and a phone bank where customers can access the EDD Unemployment Insurance. Additional EDD Workforce Services are proposed to be offered through direct access on-line communication resources previously mentioned.

Upon approval, a revised MOU with the City of Moreno Valley will be executed to establish the MVERC as a Comprehensive AJCC and a modification to the Riverside County WIOA MOU will be executed establishing the change from an Access Point to a Comprehensive AJCC. The MVERC will be certified to meet the Hallmarks of Excellence and staff at the MVERC will be provided additional training and resources of the partner agencies. Finally, the MVERC will be included in the functions and activities of the Riverside County AJCC One-Stop Operator and will have regularly scheduled partner meetings to communicate AJCC activities and facilitate seamless service delivery.

The current Memorandum of Understanding with the City of Moreno Valley defines the roles and obligations between the City of Moreno Valley and the Riverside County Workforce Development Department. Specifically, the City provides and pays for facility, operating expenses, an on-site manager and an office assistant, and provides oversight of the day-to-day operations of the MVERC. The County in conjunction with the City provides two additional fulltime employees for Career Services and Business Services and additional on-site supervision. The revised MOU with the City would retain those arrangements, while amending the designation from Access Point to Comprehensive AJCC

Approval from the WDB is required to implement this proposed change in designation. The item is before you today as a discussion item. Formal Approval of the proposed change will occur at a subsequent meeting of the WDB Executive Committee.

WIOA MEMORANDUMS OF UNDERSTANDING

EXECUTIVE SUMMARY

This policy provides the guidance and establishes the procedures regarding *Workforce Innovation and Opportunity Act* (WIOA) Memorandums of Understanding (MOU) for comprehensive, affiliate, and specialized America's Job Center of CaliforniaSM (AJCC) locations. This policy applies to all Local Workforce Development Boards (Local Board) and AJCC required partners, and is effective immediately.

This policy contains some state-imposed requirements. All state-imposed requirements are indicated by ***bold, italic*** type.

This Directive finalizes Workforce Services Draft Directive *WIOA Memorandums of Understanding* (WSD15-12), issued for comment on March 4, 2019. The Workforce Development Community submitted six comments during the draft comment period. A summary of comments, including all changes, is provided as Attachment 6.

This policy supersedes Workforce Services Directives *WIOA Phase I Memorandums of Understanding* (WSD15-12), dated January 20, 2016, *WIOA Phase II Memorandums of Understanding – Comprehensive AJCCs* (WSD16-09), dated October 14, 2016, and *WIOA Phase II MOUs – Affiliate and Specialized AJCCs* (WSD16-22), dated June 14, 2017. Retain this Directive until further notice.

REFERENCES

-
- WIOA (Public Law 113-128) Section 121
 - *Americans with Disabilities Act Amendment Act of 2008* (ADA) (Public Law 110-325)
 - Title 2 *Code of Federal Regulations* (CFR) Part 200: "Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards" (Uniform Guidance)
 - Title 34 CFR "WIOA, Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop System Joint Provisions" (WIOA Joint Final Rule)

The EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

- Department of Labor (DOL) Training and Employment Guidance Letter [TEGL 17-16](#), Subject: *Infrastructure Funding of the One-Stop Delivery System* (January 18, 2017)
- DOL [TEGL 16-16](#) Change 1, Subject: *General Guidance for One-Stop Operations* (June 16, 2017)
- Department of Labor (DOL) [WIOA One-Stop Infrastructure Costs – FAQs](#)
- Workforce Services Directive [WSD16-14](#), Subject: *Selection of AJCC Operators and Career Services Providers* (December 16, 2016)

BACKGROUND

In order to establish a high quality AJCC delivery system and enhance collaboration among partner programs, WIOA requires Local Boards to develop MOUs with all AJCC required partners within their Local Workforce Development Area (Local Area). These MOUs will serve as a functional tool as well as visionary plan for how the Local Board and AJCC partners will work together to create a unified service delivery system that best meets the needs of their shared customers.

For the initial negotiation process of these MOUs, the state separated the development process into two distinct phases and three separate Directives. The Phase I Directive addressed service coordination and collaboration among all AJCC partners. The Phase II Directives addressed how to sustain the unified system through the use of resource sharing and joint cost funding. These Directives laid the groundwork for Local Areas to execute an MOU(s) in order to meet DOL requirements and included the key elements of an MOU as outlined in TEGL 16-16. All MOUs were required to contain assurances that the MOU would be reviewed and updated every three years with an annual review of and, if necessary, amendments to the Infrastructure Funding Agreements (IFA) and Other System Costs Budget. This directive consolidates the three previous MOU directives and provides guidance for Local Areas in reviewing and updating their AJCC MOUs and IFAs.

POLICY AND PROCEDURES

Definitions

For purposes of this Directive, the following definitions apply:

*America's Job Center of California*SM (AJCC) – The common identifier used within California for One-Stop centers, the One-Stop system, and access points to WIOA affiliated programs and services.

Applicable Career Services – Services identified in WIOA Section 134(c)(2), that are delivered by the AJCC required partners as authorized under their programs. They consist of three categories: basic career services, individualized career services, and follow up services (WIOA Joint Final Rule Section 678.425).

Comprehensive AJCC – An AJCC location where job seekers and employers can access the programs, services, and activities of all required AJCC partners with at least one Title I staff person physically present (WIOA Joint Final Rule Section 678.305).

Affiliate AJCC – An AJCC location where job seekers and employers can access the programs, services, and activities of one or more AJCC partners. An Affiliate AJCC is not required to provide access to all partner programs (WIOA Joint Final Rule Section 678.310).

Specialized AJCC – An AJCC location associated with either a comprehensive or affiliate AJCC that addresses specific needs of dislocated workers, youth, key industry sectors, or clusters (WIOA Joint Final Rule Section 678.300[d][3]).

Infrastructure Costs – Non-personnel costs that are necessary for the general operation of each AJCC, including: rental of the facilities, utilities and maintenance, equipment (including assessment-related products and assistive technology for individuals with disabilities), technology to facilitate access to the AJCC (including technology used for the center’s planning and outreach activities), and common identifier costs if decided on by the Local Board and AJCC partners (WIOA Joint Final Rule Section 678.700).

Network of AJCCs – A collection of AJCCs located within a Local Area. As an alternative to developing separate budgets for each AJCC, Local Areas may instead develop a cross-center infrastructure budget that details the infrastructure costs aggregated across the network of AJCCs and across colocated partners.

Other System Costs – Other costs that are agreed upon by the Local Board and all AJCC partners. The other system costs budget must include a line item for applicable career services. The budget may also include the cost of other shared services commonly provided by AJCC partners to any individual such as initial intake, assessment of needs, appraisal of basic skills, identification of appropriate services to meet needs, referrals to other AJCC partners, and business services. Shared operating costs may also include shared costs related to the Local Board’s functions. This could include costs associated with the AJCC operator, policy and oversight of AJCC partnerships and effectiveness, etc. (WIOA Joint Final Rule Section 678.760).

Proportionate Share – The share of each partner program’s infrastructure costs based upon its proportionate use of the AJCC, if benefit is received from that use (WIOA Joint Final Rule Preamble page 55907).

Colocated Partners – AJCC partners who have a physical presence within the center, either full-time or part-time.

Non-Colocated Partners – AJCC partners who do not have a physical presence within the center.

Cash Contributions – Cash funds used to cover a partner’s proportionate share of the AJCC. They can be paid either directly from the partner or through an interagency transfer on behalf of the partner (WIOA Joint Final Rule Section 678.720).

Non-Cash Contributions – Expenditures made by one partner on behalf of the AJCC or contributions of goods or services contributed by a partner for the center’s use. Contributions must be valued consistent with Uniform Guidance (WIOA Joint Final Rule Section 678.720).

Third Party In-Kind Contributions – Contributions by a non-AJCC partner to support the AJCC in general, not a specific partner; or contributions by a non-AJCC partner to an AJCC partner to support its proportionate share of the infrastructure costs. Unrestricted contributions that support the AJCC in general would lower the total amount of infrastructure costs prior to proportionate division whereas restricted contributions can be used by the intended partner(s) to lower their share of the infrastructure costs (WIOA Joint Final Rule Section 678.720).

Local Funding Mechanism – An IFA negotiated by the Local Boards with all AJCC partners for each AJCC (WIOA Joint Final Rule Section 678.715).

State Funding Mechanism (SFM) – An IFA established by the Governor and the Superintendent of Public Instruction (SPI) that is triggered if a Local Board is unable to secure an agreed upon and signed IFA from all AJCC required partners by the annual deadline (WIOA Joint Final Rule Section 678.730).

Comprehensive versus Affiliate/Specialized AJCCs

Every Local Area must have at least one comprehensive AJCC that provides universal access to the full range of employment services, training and education, employer assistance, etc. A comprehensive AJCC is a physical location where job seekers and employers have access to the programs, services, and activities of all the required AJCC partners. These include the following:

- WIOA Title I Adult, Dislocated Worker, and Youth
- WIOA Title II Adult Education and Literacy
- WIOA Title III Wagner-Peyser
- WIOA Title IV Vocational Rehabilitation
- Carl Perkins Career Technical Education
- Title V Older Americans Act

- Job Corps
- Native American Programs (Section 166)
- Migrant Seasonal Farmworkers (Section 167)
- Veterans
- Youth Build
- Trade Adjustment Assistance Act
- Community Services Block Grant
- Housing & Urban Development
- Unemployment Compensation
- Second Chance
- Temporary Assistance for Needy Families/CalWORKs

The term “access” refers to providing services through one of the following methods:

- Colocation – Program staff from each partner are physically present at the AJCC.
- Cross information sharing – Staff physically present at the AJCC are properly trained to provide information about all programs, services, and activities that may be available to the customer through other partners.
- Direct access through real-time technology – Access through two-way communication and interaction between customers and AJCC partners that result in services being provided. Examples may include the following:
 - Email or instant messaging.
 - Live chat via Skype or Facetime.
 - Identification of a single point of contact for service delivery at each partner program.
 - Establishment of an Internet portal linking all of the partners.

(WIOA Joint Final Rules Section 678.305)

An affiliate AJCC is intended to be a center that serves as an access point into the local AJCC system. Specialized AJCCs are access points that are associated with the Local Area and provide services to specific populations such as youth, dislocated workers, or targeted industry sectors. Neither affiliate nor specialized AJCCs are required to provide access to every required or core WIOA partner program. The level of partner program staff will vary by AJCC and will be determined at the local level. Affiliate and specialized AJCCs should be incorporated into the Local Area’s overall service delivery strategy in a manner that supplements and enhances customer access. (WIOA Joint Final Rule Section 678.310)

Stand-alone Wagner-Peyser offices are not permitted. Wagner-Peyser offices must be colocated within an AJCC with at least one other partner program that has staff present, or with multiple partner programs with combined staff present, more than 50 percent of the time during the AJCC’s business hours. For example, if two other WIOA partner programs are present within the AJCC, one could have staff present only 30 percent of the time as long as the

second non-Wagner-Peyser partner has staff present at least 20 percent of the time. This holds true for any location where Wagner-Peyser staff are present, including any affiliated or specialized AJCCs. (WIOA Joint Final Rule Section 678.315)

Development of a Memorandum of Understanding

Each MOU should act as a functional tool as well as a visionary plan for how the Local Board and AJCC partners will work together to create a unified service delivery system that best meets the needs of their shared customers.

The previous MOU process was comprised of two implementation phases, Phase I and Phase II. Phase I focused on the shared customers and shared services and Phase II addressed the shared costs, including the IFA and other system costs budget for comprehensive and affiliate/specialized AJCCs. For this MOU process, Local Areas must submit an MOU that addresses shared customers, services, and costs.

Local Boards may develop a single “umbrella” MOU that addresses overarching issues for the Local Board, Chief Elected Official (CEO), and AJCC partners as they relate to the local AJCC system. Alternatively, they may choose to enter into a separate MOU with each individual partner or groups of partners (WIOA Joint Final Rule Section 678.505). Two or more Local Areas within a planning region also have the option to develop a single joint MOU (WIOA Joint Final Rule Section 678.500).

The three major components of each MOU are as follows:

1. Shared Customers
2. Shared Services
3. Shared Costs

Local Areas should utilize their existing MOUs as a foundation to negotiate the three major components. Local Boards must work with all of the required partners in their Local Area to develop an agreement regarding the operations of the local system. Once shared services and customers have been established and addressed, the Local Area should build upon them to determine how to best support their established service delivery model with an updated IFA that addresses shared resources and costs.

While the AJCC operator can participate in the MOU development process, the responsibility of negotiating the MOUs cannot be delegated to them as part of the competitive procurement process. The role of the AJCC Operator does include ensuring the implementation of partner responsibilities and contributions agreed upon in the MOU and coordinating the service delivery of the required AJCC partners and service providers. They may participate in developing the MOUs, but the Local Board cannot recuse themselves from the responsibility of overseeing the development and implementation of the MOUs ([WSD16-14](#)).

Every MOU must contain an assurance that it will be reviewed and updated at least every three years in order to ensure it contains up-to-date information regarding funding, delivery of services, and changes in the signatory official of the Local Board, CEO, or AJCC partner(s). The IFA must be reviewed annually. If any significant changes have occurred, an amendment must be made to any relevant part(s) of the MOU and any affected partners must sign to the amendment(s). Significant changes include actions that would affect the proportionate shares of the colocated partners, such as a partner either moving into or out of an AJCC.

Local Boards are encouraged to create a schedule of meetings and deadlines between the negotiating partners. A schedule with deadlines for feedback and approval will help to keep the negotiations on track in order to meet the submission deadline of June 30. A sample timeline is included as Attachment 3.

The Local Area and partners may use the Sample MOU and Sample IFA and Other System Costs (Attachments 4 and 5) for further definitions, examples, and subsections of what to include in the MOUs.

Shared Customers and Services

The Local Board and AJCC partners should start the negotiations with a discussion around each partner's customers and services. This can help to inform the discussion of how best to serve the Local Area's population through effective partnerships, referrals, and cross-training staff. It is important to clearly delineate the responsibilities of each MOU partner when it comes to helping plan, develop, and implement the local AJCC system. Each partner should be helping to strengthen partnerships across WIOA programs in order to have an effective system that meets the needs of all local customers.

Shared Costs

Under WIOA, each AJCC partner that carries out a program or activities within an AJCC must use a portion of the funds available for their program and activities to help maintain the AJCC delivery system, including proportionate payment of the infrastructure costs of the AJCC (WIOA Joint Final Rule Section 678.700).

If a determination is made that a partner is receiving benefit from the AJCC, the amount of funds each AJCC partner must contribute must be based on their proportionate use of the AJCC(s). When determining each partner's proportionate share, Local Boards must remain in compliance with the federal statute authorizing each partner's program as well as Uniform Guidance.

Native American programs are not required to contribute to infrastructure funding but, as a required One-Stop partner, they are encouraged to contribute. Any agreement regarding the

contribution or non-contribution to infrastructure costs by Native American programs must still be recorded in the signed MOU (WIOA Section 121[h][2][D][iv]).

It is important to note, that if the Native American program partner chooses not to contribute to infrastructure costs and an AJCC identifies infrastructure costs that are allocable solely to the Native American program, those costs cannot be allocated to the remaining partners and therefore must either be removed from the center budget or paid for by an alternate source of funding.

Establishing IFA Budgets

The IFA cost sharing requirements outlined in this directive applies to all AJCCs.

In order to best meet the needs of the Local Area and all partners, flexibility is given to the Local Areas to agree to individual IFAs, a network IFA, or a combination of individual and network IFAs. Developing a combined budget based on a network of AJCCs may make financing infrastructure costs among partners easier since it does not require each partner to contribute to each individual AJCC, so long as each partner's total contribution is still equal to their overall proportionate share. Combining budgets cannot change the distribution of costs in any way, costs must be still attributable to each partner equally, and in accordance with the agreed upon cost sharing methodology.

Examples of negotiation options include, but are not limited to, the following:

- Full network IFA and other system costs budget – The Local Area and partners will combine the negotiations for all their AJCCs. This would include the comprehensive, affiliate, and specialized AJCCs into one IFA and one other system costs budget.
- Individual AJCCs IFA and other systems costs budget – The Local Area and partners may negotiate an IFA and other system costs budget for each individual AJCC, regardless of type, and nothing will be combined.
- Two separate network IFA and other system costs budgets – The Local Area and partners may want to negotiate a network IFA and other system costs budget but keep the comprehensive AJCCs together in one network and separate the affiliate and specialized AJCCs into a second network.
- Any mixture of network and individual IFA and other system costs budgets – The Local Area and partners may want to combine some AJCCs into a network negotiation while choosing to negotiate other AJCCs on an individual basis.

Whichever option is selected, all partners must agree to the budget and cost allocation methodology. They must also meet the standards of proportionate use and relative benefit and comply with federal cost principles.

If an affiliate or specialized AJCC only has one MOU partner within the AJCC, they are not required to negotiate the IFA as there are no cost sharing partners. However, the Local Boards and partners may choose to include affiliate and specialized AJCCs with only one colocated partner if they are participating in a network IFA.

The Local Board and partners can start the IFA negotiations by determining the budget for every AJCC within the Local Area. This will allow all partners to see where, and what kind of money is being spent throughout the Local Area. Additionally, the partners should discuss and decide whether budgets/IFAs should be individually linked to each AJCC, or if there would be benefit in networking the IFAs across either all of the Local Area's AJCCs, or selecting certain AJCCs for networking.

The IFA budgets include, but are not limited to, all non-personnel costs that are necessary for the physical operation of the AJCC such as: rent, utilities and maintenance, equipment, technology, and non-marketing common identifier expenses. ***Every AJCC infrastructure budget must also have an "Access and Accommodation" line item for ensuring physical and programmatic access to the AJCC by individuals with disabilities.***

The budgets must contain descriptions of the specific costs grouped under each line item. Local Boards may consolidate and/or break out line items as best fits with their individual area budgets and cost allocation methodology. Examples of costs that may fall under the above mentioned line items include, but are not limited to, the following:

- Rental of the Facilities
- Utilities and Maintenance Costs
 - Electric
 - Gas
 - Water
 - Sewer connections
 - High-speed internet connectivity
 - Telephones (landline for the center, not cell phones)
 - Facility maintenance contracts
- Equipment Costs
 - Assessment-related products
 - Assistive technology for individuals with disabilities
 - Copiers

- Fax machines
- Computers
- Other tangible equipment used to serve all center customers (not specific to an individual program partner)
- Technology to Facilitate Access to the AJCC Costs
 - Technology used for the center’s planning and outreach activities
 - Cost of creation and maintenance of a center website (not specific to an individual program partner) that provides outreach to customers by providing information on AJCC services and/or provides direct service access to AJCC services

Please note, this does not include data systems or case management systems specific to individual program partners.

- Common Identifier Costs (Local option)
 - Creating new signage
 - Updating templates and materials
 - Updating electronic resources

Note – If a Local Board decides to include common identifier costs as part of the IFA, they cannot include costs associated with any sort of advertising campaign promoting the AJCC under the new common identifier (WIOA Joint Final Rule Preamble page 55904).

Determining Benefit Received by Partners

Local Boards must first determine whether an AJCC partner is receiving benefit from the AJCC or system. If a benefit is received, the AJCC partner’s proportionate share of infrastructure costs must be calculated in accordance with Uniform Guidance and based on a reasonable cost allocation methodology, whereby infrastructure costs are charged to each partner in proportion to their use of the AJCC(s). All costs must be allowable, reasonable, necessary, and allocable (WIOA Joint Final Rule Section 678.715).

Partners who are physically colocated in the AJCC(s), whether full-time or part-time, are considered to receive a direct benefit that is allocable, therefore, they must contribute their proportionate share towards the infrastructure costs. Partners who are not physically colocated in the AJCC may also be receiving benefit from the AJCC system. However, that benefit must be clearly identified and allocable by way of reliable data and a cost methodology that demonstrates the partner’s usage of and benefit from the center and its services.

Currently, there isn’t a statewide data tracking system that can provide accurate and reliable data for allocating the benefit received by non-colocated partners, such as the number of

referrals to and from the AJCC and/or usage of AJCC based services and usage of the AJCCs. ***In order to remain in compliance with Uniform Guidance cost allocability rules, the requirement to contribute to infrastructure costs at this time only applies to those partners who are physically colocated in the job centers.***

Once the requisite statewide data are available, all non-colocated partners who are receiving benefit from the job centers will also be required to contribute their proportionate share towards infrastructure costs. ***Consequently, the MOU must include an assurance from all non-colocated partners that they agree to pay their proportionate share of infrastructure costs once sufficient data are available.***

However, it is important to note that non-colocated partners are still required to contribute to other system costs based on their proportionate share of applicable career services as identified in the MOU, as well as any additional line items the Local Boards and AJCC partners agree to include in the other system costs budget.

The table below outlines the above referenced requirements. Once again, this will change once a state wide system for collecting the necessary data has been established.

	Must sign both budget agreements	Must contribute to infrastructure costs	Must contribute to other system costs, including applicable career services
Colocated Partner	Yes	Yes	Yes
Non-Colocated Partner	Yes	No	Yes

Cost Allocation Methodology

After creating an IFA for each individual AJCC or for the local network of AJCCs, and determining if benefit is received by each partner, the Local Board must select a cost allocation methodology to identify the proportionate share of infrastructure costs each partner will be expected to contribute. Any cost allocation methodology selected must adhere to the following:

- Be consistent with the federal laws authorizing each partner’s program (including any local administrative cost requirements).
- Comply with federal cost principles in the Uniform Guidance.
- Include only costs that are allowable, reasonable, necessary, and allocable to each program partner.
- Be based on the proportionate use and if benefit is received by each partner.

Examples of cost allocation methods that may be used include, but are not limited to, the following:

- The proportion of a partner program's occupancy percentage of the AJCC (square footage).
- The proportion of a partner program's customers compared to all customers served by the AJCC.
- The proportion of partner program's staff among all staff at the AJCC.
- The percentage of a partner program's use of equipment at the AJCC.

For more resources regarding appropriate cost allocation methodologies, please use the resources below. The DOL Financial TAGs were both issued under the Workforce Investment Act but include useful overview of cost sharing, budgets, and methodologies.

- [DOL TEGL 17-16](#)
- [DOL Financial TAG Part I](#)
- [DOL Financial TAG Part II](#)

Cash, In-Kind, or Third-Party In-Kind Contributions

AJCC partners (or their respective state entity) may provide cash, non-cash, and third-party in-kind contributions to cover their proportionate share of infrastructure costs. If non-cash or in-kind contributions are used, they cannot include non-infrastructure costs (such as personnel), and they must be valued consistent with Uniform Guidance Section 200.306 to ensure they are fairly evaluated and meet the partner's proportionate share (WIOA Joint Final Rule Section 678.720).

If third-party in-kind contributions are made that support the AJCC(s) as a whole (such as space), that contribution will not count toward a specific partner's proportionate share of infrastructure. Rather, the value of the contribution will be applied to the overall infrastructure costs and thereby reduce the contribution required for all partners. When determining the use of non-cash and in-kind contributions, overall costs must be kept in mind as there must first be enough cash contributions to cover those.

Determining the Source of Funds to Pay Infrastructure Costs

When determining which funds can be used to pay infrastructure costs, AJCC partners must remain in compliance with their authorizing federal statute as well as WIOA Joint Rule Section 678.720, which provides stipulations on the types of funds certain partners are allowed to use towards their proportionate share under the local funding mechanism. These limitations include the following:

- WIOA Title I – Infrastructure costs can be paid as program and/or administrative costs.

- WIOA Title II – Infrastructure costs can only be paid from funds available for local administrative expenses or from non-federal resources that are cash, in-kind, or third-party contributions.
- WIOA Title III – As the regulations did not specify a funding source for Title III, any available funds may be utilized for infrastructure costs.
- WIOA Title IV – Infrastructure costs are paid from administrative costs.
- Career and Technical Education – Infrastructure costs must be paid from funds available for local administration of postsecondary level programs and activities to eligible recipients, or a consortia of eligible recipients, and may be paid from funds made available by the state or non-federal resources that are cash, in-kind, or third-party contributions.
- TANF/CalWORKs – Infrastructure costs are paid only from those funds used for the provision or administration of employment and training programs.

There are no set caps on the amount or percent of overall funding an AJCC partner is responsible for contributing to fund infrastructure costs under the local funding mechanism, except that contributions from administrative costs may not exceed the amount available for administrative costs under the authorizing statute of the partner program.

Reconciliation of AJCC Partner Contributions

The Local Board is responsible for ensuring that all of the AJCC infrastructure costs are paid according to the provisions of their signed MOUs. The estimated proportionate share of costs for each partner are based on budgeted expectations. Until the actual costs are known, and the usage and benefits are calculated, each partner's true proportionate share of cost will be unknown. Therefore, all AJCC partner contributions, regardless of the type, must be reconciled on a regular basis (e.g., monthly or quarterly), comparing expenses incurred to relative benefits received. The reconciliation process is necessary in order to ensure that the proportionate share each partner program is contributing remains consistent with the cost methodology, is up to date, and in compliance with the terms of the MOU. The MOU must include a reconciliation schedule, identify who will be responsible for the reconciliation, and include the names and/or titles of partners who will be approving the reconciliation.

Other One-Stop Delivery System Costs

In addition to jointly funding infrastructure costs, AJCC partners must use a portion of funds made available under their authorizing federal statute (or fairly evaluated in-kind contributions) to pay the additional costs relating to the operation of the One-Stop delivery system. These costs may be shared through cash, non-cash, or third-party in-kind contributions (WIOA Joint Rule Section 678.760). All comprehensive, affiliate, and specialized AJCCs must include an other system costs budget as part of their MOU.

The other system costs budget must include applicable career services, and may include any other shared services that are authorized for and commonly provided through the AJCC partner programs to any individual, such as initial intake, assessment of needs, appraisal of basic skills, identification of appropriate services to meet such needs, referrals to other One-Stop partners, and business services. Shared operating costs may also include shared costs related to the Local Board's functions.

As with infrastructure costs, other system costs must be allocable according to the proportion of benefit received by each of the AJCC partner programs, consistent with the partner's authorizing federal statute and Uniform Guidance. The MOU must also include an agreed upon budget for these other costs along with the agreed upon cost sharing methodology.

Unlike the IFA, other system costs are not limited to the non-personnel costs of operating an AJCC. They can include shared personnel costs such as a center receptionist or staff who are cross trained in and deliver services for multiple partner programs. Everything in the other system costs budget must be agreed to by all partners locally. There is no SFM for other system costs that will be triggered due to lack of agreement at the local level.

Establishing Other System Costs Budgets

The other system costs budget must be a consolidated budget that includes a line item for applicable career services. The MOU requires identifying the career services that were applicable to each partner program. Accordingly, this budget must include each of the partner's costs for the service delivery of each applicable career service and a consolidated system budget for career services applicable to more than one partner.

The budget may also include shared services, which have been agreed upon by all partners, which are authorized for and may be commonly provided through the One-Stop system. Examples of these types of services include, but not limited to, the following:

- Initial intake, assessment of needs, appraisal of basic skills, identification of appropriate services to meet such needs, and referrals to other AJCC partners.

This may include costs such as technology and tools that increase integrated service delivery through the sharing of information and service delivery processes.

- Business services.

This may include costs related to a local or regional system business services team that has one or more partners on the team or has delegated a specific partner to provide business services on behalf of the system.

- AJCC partner staff cross training.

This may include any staff cross training on partner programs and eligibility identified in the shared services and/or shared customers portion of the MOU.

- One-Stop operator.

This may include the system role of the One-Stop operator (e.g., coordinating service providers across the One-Stop delivery system) when the role is not specific to the operation of the AJCC and/or specific partner programs, so long as the role was defined by the Local Board in the procurement process and agreed to by all AJCC partners in the MOU.

- Shared personnel (and other non-infrastructure costs) for colocated partners.

This may include center receptionists and/or center managers.

Local Funding Mechanism

One of the hallmarks of WIOA is an increased emphasis on local control. By initiating negotiations via a local funding mechanism it allows for decision making to be kept at the local level. However, if a Local Board is unable to complete IFAs with all of its AJCC partners, then the SFM will be triggered and the Governor and SPI must then determine the required contributions of each AJCC partner. The advantages of Local Boards establishing self-negotiated, successful IFAs under the local funding mechanism include the following:

- Local autonomy – Under the local funding mechanism, decisions remain at the local level which ensures the IFAs will be tailored to each Local Area’s unique needs.
- Stronger regional partnerships – The more each partner can have a direct say in the local negotiations, the stronger the partnerships will be.
- No caps on partner contributions – Under the state funding mechanism, specific caps are set on the amount and percent of each partner’s funds that may be contributed. However, under the local funding mechanism there are no caps.
- Flexibility on funds used – Title I programs are allowed to use program funds to pay their proportionate share of the infrastructure costs when negotiating under the local funding mechanism. If the state funding mechanism is triggered, Title I programs may be required to pay their proportionate share only out of administrative costs.

California's goal is to provide the support and guidance necessary to help all Local Areas reach agreement under the local mechanism rather than the SFM. Local Boards are urged to seek guidance and support from the state throughout the negotiation process to help prevent the triggering of the SFM.

State Funding Mechanism

If a Local Area is unable to reach agreement regarding joint infrastructure costs with any of their AJCC partners they must notify their Regional Advisor by April 1 annually to trigger the SFM. A signed agreement is not required by April 1, but negotiations must be on track to have a completed and signed IFA by June 30 in order to avoid triggering the SFM. Once the notification has been received, the California Workforce Development Board (CWDB) will initiate a process to determine each AJCC partner's contributions to infrastructure costs in the Local Area for that program year under the SFM. The process will include all appropriate state level authorities to enact the SFM.

The CWDB will initiate extensive technical assistance to any Local Board and partners who have not reached consensus as a first step. If the CWDB can help the partners come to a consensus, even after the deadline, the partners will not be required to use the SFM. As the SFM can lead to unnecessary oversight and potential under funding due to the program caps, it is in the Local Area's best interest to avoid the SFM.

It is important to note that if a Local Board triggers the SFM, it will trigger for all of their MOUs for the Local Area. If one affiliate or specialized AJCC cannot come to agreement, it can affect any agreed upon MOUs due to the statewide caps and funding sources that will then be placed upon the Local Area's AJCCs.

The SFM only applies to the Local Area's IFA, it will not impact the negotiations and decisions for the other system cost budget. The SFM also only applies to the required WIOA partners and will not include the calculations for any additional local partners.

The eight steps of the SFM are as follows:

1. The Local Board notifies their Regional Advisor of impasse.
2. The Local Board submits all of the submission documents.
3. The CWDB provides extensive technical assistance to build on negotiations to attempt to successfully negotiate a local funding mechanism.
4. The CWDB determines the one-stop or network budget.
5. The CWDB determines the cost allocation methodology.
6. The CWDB determines the partners' proportionate shares.
7. The CWDB calculates the statewide partner caps.
8. The CWDB applies the caps and determines how it affects the Local Area partners and if adjustments are necessary.

It is possible to trigger the SFM anywhere between April 1 and June 30. Late notification of triggering the SFM could result in the Local Area receiving delayed decisions and lower spending caps due to the nature of the statewide calculations. If the Local Board and partners fall out of agreement at any point after April 1, they must immediately alert their Regional Advisor.

Submission Instructions

A formal letter signed by both the Chair of the Local Board and the Chief Elected Official must be submitted along with all, but not limited to, the following:

- Infrastructure funding agreement and budget details (If a budget has been approved and accepted by the Local Board and all partners, the CWDB may accept this budget).
- Local Workforce Development Plan.
- The cost allocation method or methods proposed by the partners.
- The amount of total partner funds included.
- The type of each partner funds (cash, non-cash, or third-party in-kind).
- The reconciliation schedule, responsible party, and names/titles of any partners who will approve each reconciliation.
- Any agreed upon or proposed MOUs.
- Summary of the meetings held to discuss the MOU and IFA (including dates, materials, and a list of participating partners).
- Identification of which partners have and have not agreed upon the budget and cost allocation methodology.
- A summary of technical assistance requested and received from the state.

Statewide Caps

To determine statewide budget caps for each partner program, the CWDB will utilize the methodology outlined in WIOA Joint Final Rule Section 678.738. The caps are a percentage of the program's administrative budget for the entire state; they are not a percentage of each Local Area's program budget. It is also important to note that caps are applied to Local Areas and not AJCCs specifically. If one AJCC within a Local Area triggers the SFM, all contributions at all AJCCs within the Local Area will be capped.

Federally mandated statewide caps:

- WIOA youth, adult, and dislocated worker programs = 3 percent
- Wagner-Peyser programs = 3 percent
- All other WIOA programs, excepted outlined here = 1.5 percent
 - Carl Perkins 1.5 percent cap is calculated based upon the amount made available for postsecondary programs and activities and the amount used by the state during the prior year to administer the postsecondary programs and activities.
- Vocational Rehabilitation has an increasing amount.

- PY 19 = 1.25 percent of federal funds provided for PY 18
- PY 20 and beyond = 1.5 percent of federal funds provided for the previous year
- Federal direct spending program = Cap based on Governor’s determination.
- Temporary Assistance for Needy Families = 1.5 percent of the state’s previous year’s expenditures for work, education, and training activities combined plus any additional federal funds the state agency reasonably determines to have been expended for administrative costs associated with these activities.
- Community Services Block Grant programs = 1.5 percent of the total expenditures incurred by the state for the provision of employment and training activities during the prior federal fiscal year for which information is available.

Funding Sources

Under the SFM, different programs are required to fund their proportionate share through specific funds.

- WIOA Title I may use either administrative and/or program funds
- WIOA Title II must be paid from local administrative funds and/or non-federal cash, in-kind, or third-party contributions
- Carl D. Perkins programs must be paid from local, post-secondary administrative funds and/or non-federal cash, in-kind, or third-party contributions
- Title V of the *Older Americans Act* may use either administrative and/or program funds
- All other partners are limited to administrative funds, as appropriate.

Appeals Process

All AJCC partner programs and/or the Local Board may appeal the SFM decision. Appeals must include justification by the program and/or Local Board and be based on believed noncompliance with WIOA Section 121(h)(3) that outlines the Governor’s funding allocations. All appeals must be submitted to the state, via the Regional Advisor, no later than 30 days after receiving the SFM decision. The state will respond to the appeal no later than June 30.

Update versus Amendment to the MOU(s)

Under WIOA Section 121(c)(2)(A)(v) the MOUs are required to include their duration, amendment procedures, and an assurance to update not less than once every three years. The MOUs must be amended anytime there are significant changes to the shared customers, services, and/or costs. If an MOU gets amended, the Local Board shall notify their Regional Advisor of the amendment and approvals. An amendment to the MOU does not change the effective dates of the overall MOU.

For example, the splitting of the initial MOU negotiation process did not create separate three-year timeframes for the MOUs. The addition of the IFAs and Other System Cost budgets was an amendment and addition to the already negotiated shared customers and services and did not restart the effective dates of the MOU(s).

Whenever there is an amendment to the MOU, the Local Board must submit the changes and approvals to their Regional Advisor.

Mid-Point Update and Final Submission

Local Boards should begin meeting with all AJCC partners immediately in order to start reviewing and updating their MOUs. Any questions or concerns that arise should be submitted to their Regional Advisor immediately to provide technical assistance.

Mid-Point Update

To ensure progress is being made towards the deadline, each Local Board must submit a progress report/timeline outlining all completed and upcoming MOU activities to their Regional Advisor by March 15. A sample MOU timeline is included as Attachment 3.

The purpose of the mid-point update is to help Local Boards chart out their MOU development process, as well as to notify the state of any outstanding technical assistance needs.

Final Submission

Upon completion, the MOUs must be signed by an authorized representative of the Local Board, CEO, and all AJCC partners. An electronic copy must then be submitted to their Regional Advisor no later than 5:00 p.m. on June 30.

Some Local Boards may be unable to obtain signature(s) of accepted MOUs by this deadline (e.g. due to the scheduling of the respective board meetings). If so, the Local Board may submit an unsigned copy of the MOUs with an explanation for the absent signature(s) and the date by which the signed original will be sent.

Timeline

The WIOA requires that every MOU contain an assurance that they will be reviewed and updated at least every three years. It is also required that the IFAs and Other System Costs Budgets be reviewed annually and if any substantial changes have occurred, be amended. The reviews should be ensuring accurate, up-to-date information regarding funding, delivery of services, additional partners, and any changes in the signatory official of the Local Board, CEO, or AJCC partners. ***In order to allow for state monitoring and policy development, all MOUs shall be effective on the same three year schedule starting on July 1, 2019.***

The following deadlines occur annually. Every three years these dates apply to the entire MOU during the update process. On years two and three of the MOU, they only apply to the IFA and Other System Costs Budget. To ensure discussions are occurring, the midpoint check in with the Regional Advisor is an annual requirement.

- *March 15*
Midpoint check-in. Local Board submits progress and timeline to the Regional Advisor.

- *April 1*
Local Boards must notify their Regional Advisors if negotiations are at impasse and will be triggering the SFM.
- *May 1*
Governor and SPI notifies Local Boards of AJCC partner contributions under state funding mechanism (if triggered).
- *June 1*
Appeals to the SFM are due to the Regional Advisor.
- *July 1*
Effective date for any new MOUs and the annual IFA and other system costs budget.

ACTION

Please bring this Directive to the attention of all relevant parties.

INQUIRIES

If you have any questions, please contact your Regional Advisor at 916-654-7799.

/s/ JAIME L. GUTIERREZ, Chief
Central Office Workforce Services Division

Attachments are available on the internet:

1. [WIOA AJCC Required Partners \(Word\)](#)
2. [WIOA Required MOU Content \(Word\)](#)
3. [Sample MOU Development Timeline \(Word\)](#)
4. [Sample MOU Template \(Word\)](#)
5. [Sample IFA and Other System Costs Template \(Word\)](#)
6. [Summary of Comments \(Word\)](#)



RIVERSIDE COUNTY
WORKFORCE DEVELOPMENT BOARD

Designating America's Job Center of California Sites in Riverside County
POLICY

Date: March 11, 2020

Number: 10-11

PURPOSE: Establish Workforce Development Board Policy and Procedures for designating America's Job Center of California (AJCC) Sites in Riverside County

EFFECTIVE DATE: March 11, 2020

REFERENCES: WIOA (Public Law 113-128) Section 121
Americans with Disabilities Act Amendment Act of 2008 (ADA) (Public Law 110-325)
Title 2 Code of Federal Regulations (CFR) Part 200: "Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards" (Uniform Guidance)
Title 34 CFR "WIOA, Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop System Joint Provisions" (WIOA Joint Final Rule)
Department of Labor (DOL) Training and Employment Guidance Letter TEGL 17-16, Subject: Infrastructure Funding of the One-Stop Delivery System (January 18, 2017)
DOL TEGL 16-16 Change 1, Subject: General Guidance for One-Stop Operations (June 16, 2017)
Department of Labor (DOL) WIOA One-Stop Infrastructure Costs – FAQs
Workforce Services Directive WSD16-14, Subject: Selection of AJCC Operators and Career Services Providers (December 16, 2016)
Workforce Services Directive WSD18-12 WIOA Memorandums of Understanding

LOCALLY IMPOSED REQUIREMENTS: *The Workforce Development Board (WDB) established a single "umbrella" MOU for Riverside County Workforce Development to address overarching issues for the WDB, Chief Elected Official (CEO) and AJCC partners as they relate to the local AJCC system.*

BACKGROUND:
In order to establish a high quality AJCC delivery system and enhance collaboration among partner

programs, the Workforce Innovation and Opportunity Act requires Local Boards to develop MOUs with all AJCC required partners within their Local Workforce Development Area (Local Area). The MOU is used as a functional tool and visionary plan for the Riverside County WDB, through its Workforce Development and its AJCC partners to work together to create a unified service delivery system to best meet the needs of their shared customers.

For the initial negotiation process of the MOU, the state separated the development process into two distinct phases and three separate Directives, Riverside County Workforce Development implemented both the Phase I Directive and addressed service coordination and collaboration among all AJCC partners and; the Phase II Directive addressed sustainability by use of resource sharing and joint cost funding. Both Directives formed the foundation for the WDB, through Riverside County Workforce Development to execute the latest MOU to include assurances the MOU is reviewed and updated every three years with an annual review of and, if necessary, amendments to the Infrastructure Funding Agreements and Other System Costs Budget.

POLICY:

DEFINITIONS:

*America's Job Center of California*SM (AJCC) – The common identifier used within California for One-Stop centers, the One-Stop system, and access points to WIOA affiliated programs and services.

Applicable Career Services – Services identified in WIOA Section 134(c)(2), that are delivered by the AJCC required partners as authorized under their programs. They consist of three categories: basic career services, individualized career services, and follow up services (WIOA Joint Final Rule Section 678.425).

Comprehensive AJCC – An AJCC location where job seekers and employers can access the programs, services, and activities of all required AJCC partners with at least one Title I staff person physically present (WIOA Joint Final Rule Section 678.305).

Affiliate AJCC – An AJCC location where job seekers and employers can access the programs, services, and activities of one or more AJCC partners. An Affiliate AJCC is not required to provide access to all partner programs (WIOA Joint Final Rule Section 678.310).

Specialized AJCC – An AJCC location associated with either a comprehensive or affiliate AJCC that addresses specific needs of dislocated workers, youth, key industry sectors, or clusters (WIOA Joint Final Rule Section 678.300[d][3]).

Access Point – An access point may provide basic information to jobseekers and businesses; such as orientations, workshops, outreach to employers, job recruitment, basic career services, computer/internet access and referrals to comprehensive or specialized AJCCs for training or other specialized services.

Infrastructure Costs – Non-personnel costs that are necessary for the general operation of each AJCC, including: rental of the facilities, utilities and maintenance, equipment (including assessment-related products and assistive technology for individuals with disabilities), technology to facilitate access to the AJCC (including technology used for the center's planning and outreach activities), and common identifier costs if decided on by the Local Board and AJCC partners (WIOA Joint Final Rule Section 678.700).

Network of AJCCs – A collection of AJCCs located within a Local Area. As an alternative to developing separate budgets for each AJCC, Local Areas may instead develop a cross-center infrastructure budget that details the infrastructure costs aggregated across the network of AJCCs and across colocated partners.

Other System Costs – Other costs that are agreed upon by the Local Board and all AJCC partners. The other system costs budget must include a line item for applicable career services. The budget may also include the cost of other shared services commonly provided by AJCC partners to any individual such as initial intake, assessment of needs, appraisal of basic skills, identification of appropriate services to meet needs, referrals to other AJCC partners, and business services. Shared operating costs may also include shared costs related to the Local Board's functions. This could include costs associated with the AJCC operator, policy and oversight of AJCC partnerships and effectiveness, etc. (WIOA Joint Final Rule Section 678.760).

Proportionate Share – The share of each partner program's infrastructure costs based upon its proportionate use of the AJCC, if benefit is received from that use (WIOA Joint Final Rule Preamble page 55907).

Colocated Partners – AJCC partners who have a physical presence within the center, either full-time or part-time.

Non-Colocated Partners – AJCC partners who do not have a physical presence within the center.

Cash Contributions – Cash funds used to cover a partner's proportionate share of the AJCC. They can be paid either directly from the partner or through an interagency transfer on behalf of the partner (WIOA Joint Final Rule Section 678.720).

Non-Cash Contributions – Expenditures made by one partner on behalf of the AJCC or contributions of goods or services contributed by a partner for the center's use. Contributions must be valued consistent with Uniform Guidance (WIOA Joint Final Rule Section 678.720).

Third Party In-Kind Contributions – Contributions by a non-AJCC partner to support the AJCC in general, not a specific partner; or contributions by a non-AJCC partner to an AJCC partner to support its proportionate share of the infrastructure costs. Unrestricted contributions that support the AJCC in general would lower the total amount of infrastructure costs prior to proportionate division whereas restricted contributions can be used by the intended partner(s) to lower their share of the infrastructure costs (WIOA Joint Final Rule Section 678.720).

Local Funding Mechanism – An Infrastructure Funding Agreement (IFA) negotiated by the Local Boards with all AJCC partners for each AJCC (WIOA Joint Final Rule Section 678.715).

State Funding Mechanism (SFM) – An IFA established by the Governor and the Superintendent of Public Instruction (SPI) that is triggered if a Local Board is unable to secure an agreed upon and signed IFA from all AJCC required partners by the annual deadline (WIOA Joint Final Rule Section 678.730).

COMPREHENSIVE VERSUS AFFILIATE/SPECIALIZED AJCCS:

Every Local Area must have at least one comprehensive AJCC that provides universal access to the full range of employment services, training and education, employer assistance, etc. Riverside County has

established three comprehensive AJCCs providing access throughout Riverside County (West-Riverside; Mid-Hemet and East-Indio); six Specialized for youth (Indio, Perris, Hemet, Moreno Valley, Jurupa Valley and Lake Elsinore); and one Affiliate in Blythe.

COMPREHENSIVE

Riverside County currently has three Comprehensive AJCC's in Riverside, Hemet and Indio. A comprehensive AJCC is a physical location where job seekers and employers have access to the programs, services, and activities of all the required AJCC partners. These include the following:

- WIOA Title I Adult, Dislocated Worker, and Youth
- WIOA Title II Adult Education and Literacy
- WIOA Title III Wagner-Peyser
- WIOA Title IV Vocational Rehabilitation
- Carl Perkins Career Technical Education
- Title V Older Americans Act
- Job Corps
- Native American Programs (Section 166)
- Migrant Seasonal Farmworkers (Section 167)
- Veterans
- Youth Build
- Trade Adjustment Assistance Act
- Community Services Block Grant
- Housing & Urban Development
- Unemployment Compensation (Insurance)
- Temporary Assistance for Needy Families/CalWORKs

The term "access" refers to providing services through one of the following methods:

- Colocation – Program staff from each partner are physically present at the AJCC.
- Cross information sharing – Staff physically present at the AJCC are properly trained to provide information about all programs, services, and activities that may be available to the customer through other partners.
- Direct access through real-time technology – Access through two-way communication and interaction between customers and AJCC partners that result in services being provided. Examples may include the following:
 - o Email or instant messaging.
 - o Live chat via Skype or Facetime.
 - o Identification of a single point of contact for service delivery at each partner program.
 - o Establishment of an Internet portal linking all the partners. (WIOA Joint Final Rules Section 678.305)

AFFILIATE

Riverside County currently has one Affiliate AJCC in Blythe

An affiliate AJCC is intended to be a center that serves as an access point into the local AJCC system and is not required to provide access to every required or core WIOA partner program.

SPECIALIZED

Riverside County currently has six Specialized AJCC's; Youth Opportunity Centers in Indio, Jurupa Valley, Perris, Hemet, Lake Elsinore and Moreno Valley

Riverside County's Specialized AJCCs are access points providing WIOA services specific to youth. Neither affiliate nor specialized AJCCs are required to provide access to every required or core WIOA partner program. The level of partner program staff will vary by AJCC and will be determined at the local level. Affiliate and specialized AJCCs are incorporated into Riverside County's overall service delivery strategy in a manner that supplements and enhances customer access. (WIOA Joint Final Rule Section 678.310)

ACCESS POINT

Riverside County has two Access Points hosted by the City of Moreno Valley Employer Resource Center and Corona/Norco Adult School

These access points offer one or more of the following services; provide job seekers and businesses access to orientations, basic career services, workshops, employer outreach, job recruitments, computers/internet and referring jobseekers to comprehensive AJCCs for training assistance.

Stand-alone Wagner-Peyser offices are not permitted, however, in Riverside County, Wagner-Peyser staff are part of Riverside County's three comprehensive AJCCs and are colocated within each comprehensive AJCC. This meets the requirement of having at least one other partner program that has staff present, or with multiple partner programs with combined staff present, more than 50 percent of the time during the AJCC's business hours.

PROCEDURES:

Partners/entities/agencies interested in establishing one of the three AJCC types; comprehensive, specialized, affiliate, or access points shall first review the procedures to determine the type and the required criteria to establish a new AJCC.

If the partner/entity/agency meets the initial criteria to establish an AJCC, they may request a preliminary meeting with the Riverside County Workforce Development, Administration Unit to review the request to establish an AJCC. Inquires may be submitted to the following:

Riverside AJCC-Administration Unit
Attention: Administration Manager
1325 Spruce Street, Suite 400
Riverside, CA 92507
(951) 955-3100

Establishing a Comprehensive AJCC requires the following:

1. If upon meeting initial criteria, a secondary meeting shall be convened with the required partners; discussion may include one or more of the following;
 - a. Proposed facility (location; lease cost; staffing; size/capacity for core partners and others)
 - b. Shared customers and services
 - c. Cash and In-Kind contributions (AJCC infrastructure required shared costs)
 - d. Other System Costs (i.e. AJCC One-Stop Operator-see prior definitions for additional

examples)

- e. Agree to the terms and requirements of the WIOA MOU
- f. Additional items deemed necessary to complete the process

2. At a minimum, core partners (under WIOA) must be included
WIOA Title I; WIOA Title II; WIOA
Title III; WIOA Title IV; Carl Perkins Career Technical Education
Additional required partners include;
- Title V Older Americans Act
 - Job Corps
 - Native American Programs (Section 166)
 - Migrant Seasonal Farmworkers (Section 167)
 - Veterans
 - Youth Build
 - Trade Adjustment Assistance Act
 - Community Services Block Grant
 - Housing & Urban Development
 - Unemployment Compensation (Insurance)
 - Temporary Assistance for Needy Families/CalWORKs

Colocation- Program staff from each partner are physically present at the AJCC (for example, WIOA and Wagner-Peyser programs); depending upon the physical facility size, additional partners may be available alternatively through direct access.

Direct Access-Required partners and services may be accessed through real-time technology – Access through two-way communication and interaction between customers and AJCC partners that result in services being provided. Examples may include the following:

- Email or instant messaging.
 - Live chat via Skype or Facetime.
 - Identification of a single point of contact for service delivery at each partner program.
 - Riverside County Workforce Development is currently using Connect IE as the internet portal to refer customers for partner services.
3. Partners and host agencies (**if not a required partner**) shall provide adequate facilities to meet partner accessibility requirements.
4. Partners and host agencies shall determine if opening a Comprehensive AJCC would meet the America's Job Center of California (AJCC) Certification Procedures and Criteria established by the State California Workforce Development Board's Hallmarks of Excellence Criteria as listed below:

There are eight AJCC hallmarks of excellence:

- 1. The AJCC physical facility and location enhances the customer experience.**
- 2. The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.**
- 3. The AJCC actively supports the one-stop system through effective partnerships.**
- 4. The AJCC provides integrated, customer-centered services.**
- 5. The AJCC is an on-ramp for skill development and credentialing to**

meet the needs of targeted sectors.

6. The AJCC actively engages employers and supports regional sector strategies through an integrated business service strategy.

7. The AJCC has high-quality, well-informed, cross-trained staffing.

8. The AJCC achieves business results through data-driven continuous improvement.

5. Each partner is responsible for management and supervision of their own staff and shall ensure compliance by its staff members who work in the AJCC of AJCC policies and procedures.
6. Each partner shall provide written information on their specific programs for both partner and customer reference.
7. Partners shall use common practices and procedures; forms and documents; software systems or applications; and other forms of media in the performance of AJCC services and activities and functions that support the AJCC service delivery system.
8. Partner shall ensure staff physically present at the AJCC are properly trained to provide information about all programs, services, and activities that may be available to the customer through other partners.
9. Partner shall participate and attend regular partner meetings; development/training of AJCC staff; respond to surveys and improvement plans as coordinated and hosted by the AJCC One-Stop Operator.
10. Partners shall participate/agree in development of budgets for shared infrastructure AJCC costs (common area-Career Resource Area; conference rooms; interview rooms), direct lease costs
11. Partner shall agree to the requirements and provisions established through the WIOA Partner MOU (federal, state and local)

Establishing an Affiliate AJCC requires the following

An affiliate AJCC is intended to be a center that serves as an access point into Riverside County's AJCC system and is not required to provide access to every required or core WIOA partner program. Riverside County has two Affiliate AJCC's providing some basic levels of service. Both Affiliates are hosted by other required and non-required partners.

- 1a. If upon meeting initial criteria, a secondary meeting shall be convened with the partners; discussion may include one or more of the following;
- 2a. Partner/entity/agency shall determine the capacity/physical location to host the Affiliate AJCC.
- 3a. Understand an affiliate is *not either*, a comprehensive or specialized AJCC, and therefore, is limited by the scope of services to be provided.
- 4a. An affiliate is not required to provide access to every required core WIOA partner program
- 5a. Establish specific roles and responsibilities of the partner and Riverside County.
- 6a. Enter a MOU (specific to the host agency & Riverside County Workforce) defining the purpose; contributions; support; facility operations/roles (this MOU is separate from the WIOA Partner MOU).

Establishing a Specialized AJCC requires the following

Specialized AJCCs in Riverside County are access points that are associated with providing services to youth. Riverside County has six specialized AJCCs providing youth services to youth age 14-24, with a

specific focus on older disconnected youth, age 18-24. Other specific populations that may be served include, dislocated workers, or targeted industry sectors (i.e. healthcare, manufacturing).

1b. In order to provide specialized services for youth, in accordance with WIOA procurement requirements, Riverside County conducts a competitive proposal process once every three-years in order to select the most qualified service providers.

2b. Other specific populations that may be served include, dislocated workers, or targeted industry sectors and these services may also be subject to a competitive proposal process.

3b. Must enter into contractual agreements annually to include specific scope of services relating to required specialized services.

3b. Is required to meet WIOA performance and expenditure outcomes for each specialized population.

Neither affiliate nor specialized AJCCs are required to provide access to every required or core WIOA partner program. The level of partner program staff will vary by AJCC and will be determined at the local level. Riverside County uses Affiliate and Specialized AJCCs to complement the overall service delivery strategy in a manner that supplements and enhances customer access.

REVISION HISTORY: None

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Loren Sims, Administration Manager