



***Riverside County
Workforce Development
Executive Committee Meeting
AGENDA***

***February 26, 2020
10:30 A.M. – 11:30 A.M.***

***March Field Air Museum, Library Room
22550 Van Buren Boulevard
Riverside, CA 92518***

***The next Executive Committee meeting will be held
April 15, 2020 from 10:30am-11:30am
at the March Field Air Museum.***

Jamil Dada
WDB Chairperson

WDB Executive Director



Patrick Ellis
WDB Vice Chairperson

Leslie Trainor
WDB Deputy Director

**Riverside County Workforce Development Board
Executive Committee Meeting
AGENDA**

Wednesday, February 26, 2020
10:30 A.M. – 11:30 A.M.

March Field Air Museum, Library Room
22550 Van Buren Boulevard
Riverside, CA 92518

Call to Order and Self Introductions

Jamil Dada

ACTION ITEMS

- | | | |
|-----|---|---------------|
| 1.1 | Approve Minutes from January 27, 2020 | All |
| 1.2 | Southwest Business Summit Public Outreach | Patrick Ellis |
| 1.3 | Third Party Vendor Exception | Loren Sims |

REPORTS

- | | | |
|-----|-----------------------------|----------------|
| 2.1 | Federal/State Report | Jamil Dada |
| 2.2 | Regional Committee Updates | |
| | • West | Leslie Trainor |
| | • East | Layne Arthur |
| | • Southwest | Patrick Ellis |
| 2.3 | Chairperson's Report | Jamil Dada |
| 2.4 | Executive Director's Report | Leslie Trainor |

DISCUSSION ITEMS

- | | | |
|-----|-----------------------------------|----------------|
| 3.1 | High Performing Board Application | Leslie Trainor |
| 3.2 | Member Initiatives | All |

PUBLIC COMMENT

Conflict of Interest Advisement

WDB 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."

The WIOA Title I financially assisted program or activity is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Please call 951.955.3100, 951.955.3744 TTY, CA Relay 711, or ADACoordinator@rivcoeda.org 5 to 7 days in advance.

PUBLIC NOTICE

While the WDB Meetings are open to the public, time constraints limit the WDB's ability to permit open discussions with members of the audience. Persons requesting to address the WDB on matters not on the agenda but are within the jurisdiction of the WDB should do so under the agenda item Public Comments. Persons requesting to address the WDB on an agenda item should register with staff prior to the meeting. The Chair will impose a 3-minute time limit on all speakers addressing the WDB.

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.rivcoeda.com.

POSTED MATERIALS

Such documents are also available on the Riverside County Economic Development Agency Board Division's website at www.rivcoeda.com subject to staff's ability to post the documents before the meeting.

Jamil Dada
WDB Chairperson

Carrie Harmon
WDB Executive Director



Patrick Ellis
WDB Vice Chairperson

Leslie Trainor
WDB Deputy Director

Infinite Opportunity, Lasting Prosperity

Executive Committee Meeting: Minutes January 27, 2020

Chair Jamil Dada called the meeting to order at 11:38 a.m.

Members in Attendance

Jamil Dada	Patrick Ellis	Mary Jo Ramirez	Sonia Nunez
Morris Myers	Layne Arthur		

Members Absent

Ricardo Cisneros	Rosibel Ochoa		
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Guests

Jesse Vela	Wendy Gonzales	Jenna LeComte Hinely	Chris Morin
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Staff

Carrie Harmon	Leslie Trainor	Loren Sims	Rilla Jacobs
Zulma Michaca	Carolina Garcia		

Administrative Item: 1.1 Approve the June 16, 2019, Executive Minutes

Motion: that the WDB Executive Committee approve the June 16, 2019, meeting minutes

Moved by	Layne Arthur	Second by	Patrick Ellis	Abstain	Morris Myers	
Vote	Aye	5	No	0	Abstain	1
Status	Approved					

Presentation: 2.1 Youth Program Evaluation Report ~ Health Assessment and Research for Communities (HARC)

Discussion

<p>Jenna Hinley Chris Morin, Health Assessment and Research for Communities (HARC)</p>	<p>Members were provided with a copy of the final evaluation report ‘Riverside County Youth Opportunity Centers Evaluation.’ Chris Morin gave a thirty-minute summary of the report and its findings. Concluding that the YOCs are consistently meeting the state and the Department of Labor’s required goals for serving our youth population.</p> <p>The areas needing improvement at the YOCs are:</p> <ul style="list-style-type: none"> • Not meeting the RCWDC contractual goals, except for credential attainment. • Limited amount of credentials available at the YOCs. • Inability to keep youth employed long enough to gain substantial work experience due to rising wages and lower levels of funding at YOCs • Providing peers or mentors for youth at the centers. • Providing access services to youth in remote locations. • Standardize values across the YOCs so foster youth are served equally at all centers. • Creating ongoing methods to stay well-known and visible in the communities they serve. <p>A discussion was held on the findings and members requested a copy of the presentation be provided to them.</p> <p>Morris expressed his concerns regarding RCWDB setting goals for the YOCs. He questioned if perhaps we should look back historically and see why the goals were set so high and if they should be lowered. Leslie Trainor agreed to follow up with this data after discussing with Carrie Harmon.</p>
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Discussion Item: 23.1 Member Initiatives

Discussion

Jamil Dada informed the Committee about an initiative the Riverside Community College District is putting on the March 3, 2020 ballot election ballot, Measure A \$715 million college improvement bond. If approved by 554/34
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	percent of voters, Measure A would provide local funding to: <ul style="list-style-type: none"> • Do maintenance improvement on existing classrooms. • Improve access for the disabled. • Upgrade classrooms with current technology. • Improve the Veteran’s Center. • Improve safety measures for students inside and outside of the classrooms. 					
Actions	Create an Endorsement Letter from the WDB.					
Motion: that the WDB Executive Committee have an Endorsement Letter created for Measure A.						
Moved by	Layne Arthur	Second by	Morris	Abstain		
Vote	Aye	6	No	0	Abstain	0
Status	Approved					

Executive Director’s Report	
Carrie Harmon	<p>Our Chair Jamil Dada will be honored as “Citizen of the Year” at this year’s Greater Riverside Inaugural Celebration. The Economic Development Agency will have table for ten available if members want to attend.</p> <p>Upcoming travel for director and members: -National Skills Coalition, Washington D.C. -National Association of Workforce Boards’ The Forum2020, Washington D.C. -California Workforce Association’s Day at the Capitol, Sacramento. -Youth Advocacy Trip, Washington D.C.</p> <p>Sonia Nunez, Human Resource Manager for McLane Foodservice shared that the company is loosening its hiring requirements to include justice involved individuals. She wants to be updated on Riverside County Workforce Development Board’s Prison to Employment program.</p>

Public Comments	
	None

Adjourned: 12:57 p.m.

EXECUTIVE COMMITTEE



ACTION ITEM # 1.2

DATE: February 26, 2020

SUBJECT: Public Outreach Funding Recommendation for Southwest Regional Committee Business Summit 2020.

RECOMMENDATION: That the Workforce Development Board (WDB) Executive Committee approve a \$500.00 public outreach funding recommendation for the 2020 Southwest Regional Committee Business Summit.

BACKGROUND: The Riverside County Workforce Development Board (WDB) Southwest Regional Committee is planning its third annual Business Summit. They continue their efforts to create greater awareness among the private industry sectors in the Southwest region in regard to the services the WDB provides to support workforce and economic development efforts. The WDB Southwest Regional Committee strives to promote businesses services, encourage participation and gain greater private sector engagement in the region. Engaging private sector will provide broader input on the needs of businesses in the region and help connect them with services to address these needs.

The 2019 Southwest Regional Committee Business Summit event had a great turnout and based on the feedback provided, the Southwest Regional Committee will strive for a greater business attendance this year. They will continue to work in support of the WDB goals to engage industry partners in robust ways to inform training needs, curriculum and skills gap needs and continue to establish and bring recognition to the WDB as the focal point between employee, employers, education, economic and community development.

The event is scheduled to take place May 2020. The funds will be used as seed money to support the event. In the future, the plans would be to have the event funded by sponsorships and registration fees.

EXECUTIVE COMMITTEE	BOARD OF SUPERVISORS CONCURRENCE
Date: February 26, 2020 Approval: Yes/No	Required: No

EXECUTIVE COMMITTEE



ACTION ITEM # 1.3

DATE: February 26, 2020

SUBJECT: Third Party Vendor Exception

RECOMMENDATION: That the Riverside County of Riverside Workforce Development Board (WDB) Executive Committee approve the recommendation to adopt an exemption for use of third-party vendors not listed on the Eligible Training Provider List (ETPL) for Individual Training Accounts (ITAs).

BACKGROUND: Under the Workforce Innovation Opportunity Act (WIOA), ITAs are the primary method to provide occupational training services to customers and training providers are required to be on the ETPL. The Third-Party Vendor Exception is requested based upon Training provided under the circumstances described in WIOA Section 134(c)(3)(G)(ii) and 20 CFR 680.320 and Workforce Services Directive 15-07, Attachment A, Section III C. item d. where: the board determines that there is an insufficient number of Eligible Training Providers in the local area to accomplish the purpose of ITAs. The exception will allow the localized training providers to deliver training through third-party vendors not currently listed on the ETPL to allow program participants access to a wider variety of industry-recognized credentials. Third Party Vendors must provide the same performance reporting as required by WIOA to the Local Area (industry recognized credentials; employment; wage gain) as is required of ETPL approved Training Providers.

To establish a benchmark to determine whether a region of Riverside County has an insufficient number of Eligible Training Providers, staff’s recommendation is less than 10 training providers within a 10-mile radius of the America’s Job Center of California (AJCC). The following table provides the number of Eligible Training Providers within a 10-mile radius of Riverside County’s full service AJCC’s:

West-county region Riverside AJCC	No. of Eligible Training Providers	Mid-county region Hemet AJCC	No. of Eligible Training Providers	East-county region Indio AJCC	No. of Eligible Training Providers
	33		2		7

Based on the above parameters Hemet and Indio have an insufficient number of training providers within the sub region.

EXECUTIVE COMMITTEE Date: February 26, 2020 Approval: Yes/No	BOARD OF SUPERVISORS CONCURRENCE Required: No
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EXECUTIVE COMMITTEE



DISCUSSION ITEM: # 3.1

DATE: February 26, 2020

SUBJECT: WSDD-206 High Performing Board

RECOMMENDATION: That the Riverside County Workforce Development Board (WDB) Executive Committee review the application to be certified by the California Workforce Development Board as a High Performing Board.

BACKGROUND: As outlined under the Workforce Innovation and Opportunity Act (WIOA) section 107, Local Boards are established by the Governor in each Local Workforce Development Area to carry out specific functions. These functions include developing a local plan, carrying out analysis of the economic conditions in the region and other workforce and regional labor market research and analysis, convening local workforce development system stakeholders, engaging regional employers, and leading efforts to develop and implement career pathways.

According to the CUIIC Section 14200, the Governor, through the California Workforce Development Board established standards for Local Boards to be certified as High Performing Boards. The Directive establishes standards outlining the statutory criteria and the associated deliverable to meet each requirement.

CUIIC Section 14200 delineates the criteria a Local Board must meet to be certified as a High Performing Board. The criteria includes, but is not limited to the following:

- Meeting or exceeding negotiated performance goals for all measures in each of the three federal WIOA customer groups, which consists of adults, dislocated workers, and youth.
- Developing and Implementing local policies and local strategic plans that meets the criteria outlined by both WIOA and California's Unified Strategic Workforce Development Plan.
- Demonstrating that a Local Board's local strategic plan involves the following:
 - Key stakeholders, including major employers and industry groups in the relevant regional economy and organized labor.
 - The entire workforce training pipeline for the relevant regional economy, including K-12 education, career technical education, the community college system, and other postsecondary institutions.
 - Data driven policies and processes; policy decisions at the local level should be evidence-based and utilize labor market data to develop and implement the local plan.
- Demonstrating investment in workforce initiatives, including training programs that promote skills development and career ladders relevant to the needs of each Local Area's regional labor market and high-wage industry sectors.
- Establishing a youth strategy aligned with the needs of each workforce development area's regional labor market and high-wage industry sectors.
- Establishing a business service plan that integrates local business involvement with workforce initiatives.

Attached is the application packet to be certified as a High Performing Board by the California Workforce Development Board.

HIGH PERFORMING BOARDS

GENERAL INSTRUCTIONS

The attached Directive is being issued in draft to give the Workforce Development Community the opportunity to review and comment prior to final issuance.

Submit any comments by email or mail no later than **February 16, 2020**.

All comments received within the comment period will be considered before issuing the final Directive. Commenters will not be responded to individually. Rather, a summary of comments will be released with the final Directive.

Comments received after the specified due date will not be considered.

Email Ashley.Anglesey@cwdb.ca.gov
Include "Draft Directive Comments" in the email subject line.

Mail California Workforce Development Board
Attention: Ashley Anglesey
800 Capitol Mall, Suite 1022
Sacramento, CA 95814

If you have any questions, contact Ashley Anglesey at Ashley.Anglesey@cwdb.ca.gov.

HIGH PERFORMING BOARDS

EXECUTIVE SUMMARY

This policy provides the guidance and establishes the procedures regarding the criteria Local Workforce Development Boards (Local Board) must meet in order to be certified as a High Performing Board. This policy applies to all Local Boards, and is effective immediately.

This policy contains all state-imposed requirements.

Retain this Directive until further notice.

REFERENCES

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- *Workforce Innovation and Opportunity Act (WIOA)* (Public Law 113-128), Section 107 and Section 108
 - Title 20 *Code of Federal Regulations (CFR)*, Section 679.260
 - Training and Employment Guidance Letter (TEGL), TEGL 21-16, Subject: *Third WIOA Title I Youth Formula Program Guidance* (March 2, 2017)
 - *California Unemployment Insurance Code (CUIC)* Section 14200
 - Workforce Services Directive (WSD) 18-10, Subject: *WIOA Training Expenditure Requirement* (January 31, 2019)
 - WSD18-01, Subject: *Regional and Local Plans PY 17-21 – Two Year Modifications* (July 27, 2018)
 - WSD17-07, Subject: *WIOA Youth Program Requirements* (January 16, 2018)

BACKGROUND

As outlined under the WIOA Section 107, Local Boards are established by the Governor in each Local Workforce Development Area (Local Area) of the state to carry out specific functions. These functions include developing a local plan, carrying out analyses of the economic conditions in the region and other workforce and regional labor market research and analysis,

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convening local workforce development system stakeholders, engaging regional employers, and leading efforts to develop and implement career pathways within the Local Area.

According to the CUI Section 14200, the Governor, through the California Workforce Development Board (CWDB), must establish standards for Local Boards to be certified as High Performing Boards. This Directive establishes standards by outlining the statutory criteria and the associated deliverable to meet each requirement.

POLICY AND PROCEDURES

The CUI Section 14200 states the criteria a Local Board must meet to be certified as a High Performing Board. This criteria includes, but is not limited to the following:

- Meeting or exceeding negotiated performance goals for all measures in each of the three federal WIOA customer groups, which consists of adults, dislocated workers, and youth.
- Developing and implementing local policies and local strategic plans that meets the criteria outlined by both WIOA and California’s Unified Strategic Workforce Development Plan.
- Demonstrating that a Local Board’s local strategic plan involves the following:
 - Key stakeholders, including major employers and industry groups in the relevant regional economy and organized labor.
 - The entire workforce training pipeline for the relevant regional economy, including K-12 education, career technical education, the community college system, and other postsecondary institutions.
 - Data driven policies and processes; policy decisions at the local level should be evidence based, and utilize labor market data to develop and implement the local plan.
- Demonstrating investment in workforce initiatives, including training programs that promote skills development and career ladders relevant to the needs of each Local Area’s regional labor market and high-wage industry sectors.
- Establishing a youth strategy aligned with the needs of each workforce development area’s regional labor market and high-wage industry sectors.
- Establishing a business service plan that integrates local business involvement with workforce initiatives.

According to state law, recertification of High Performing Boards must occur midway through the implementation of the local and regional plans. State law also directs the Governor and the Legislature, as part of the annual budget process, in consultation with the CWDB, to annually reserve a portion of the 15 percent discretionary fund made available pursuant to WIOA for the purpose of providing incentive funds to Local Boards who are certified as High Performing Boards.

In order to streamline and simplify this round of recertification of High Performing Boards, the CWDB, to the extent possible, will use a Local Board's adherence to existing federal and state requirements related to performance, planning, funding, etc. to assess whether they have met the criteria outlined in CUIC Section 14200.

However, California's vision to create a strong current and future economy, defined by quality jobs, equity, and environmental sustainability, relies on progression and innovation. Therefore, when the CWDB certifies High Performing Boards in the future, criteria will be established that prioritizes investments in industry partnerships, job quality, and meaningful skills attainment. It is important to the economic success of all Californians that the CWDB and Local Boards continue to identify new ways to improve upon and strengthen our workforce system.

The following criteria will be used to determine if a Local Board will be certified as a High Performing Board:

1. Performed Successfully

For the purposes of this Directive, the term Performed Successfully means a Local Board has met or exceeded the negotiated levels for the Employment Rate 2nd Quarter after Exit and the Median Earnings indicators of performance in accordance with Title 20 CFR Section 679.260(a)(1).

Deliverable – The Local Board met the above definition of Performed Successfully for Program Year (PY) 2017-18.

2. Approved Regional and Local Plan

As required by WIOA Section 108 and outlined in WSD18-01, a biennial update of Regional and Local Plans is required in order to ensure plans remain current and account for changes in labor market and economic conditions, or in other factors affecting implementation.

Deliverable – The Local Board met the requirements outlined in WSD18-01 and received approval letters for their Regional and Local Plan modifications.

3. WIOA Training Expenditure Requirement

As required by CUIC Section 14211 and outlined in WSD18-10, Local Boards must spend at least 30 percent of the combined total of their adult and dislocated worker WIOA formula fund allocation on training services each PY. State law allows Local Boards to use twelve categories of leveraged funds to receive a credit of up to 10 percent toward meeting their training expenditure requirement.

Deliverable – The Local Board met the WIOA training expenditure requirements outlined in WSD18-10 for PY 2017-18

4. WIOA Youth Funding Requirement

As required by WIOA Section 129 and outlined in WSD17-07, Local Areas must spend at least 75 percent of their WIOA youth formula allocation on youth workforce investment activities for out of school youth (OSY). Local Areas must also

spend at least 20 percent of their WIOA youth formula allocation on work experience.

Deliverable – The Local Board met the OSY and work experience expenditure requirements outlined in WSD17-07 for PY 2017-18.

5. Business Services Plan

As outlined in CUIC 14200, each Local Board must establish a business service plan that integrates local business involvement with workforce initiatives. The plan must address, at a minimum, the Local Board’s efforts to partner with business and labor locally and regionally, the utilization of an electronic system for businesses and job seekers to communicate about job opportunities, and the establishment of a subcommittee or workgroup comprised of business and labor representatives.

Deliverable – A narrative that describes how the Local Board meets the business service plan criteria outlined above.

High Performing Board Application Process

In accordance with CUIC Section 14200, Local Boards who submit a completed High Performing Board Application (Attachment 1) and meet all of the associated deliverables will receive certification as a High Performing Board.

The completed application and all necessary attachments must be submitted either in hard copy or electronically no later than 5:00 p.m. on Friday, February 28, 2020 through one of the following methods:

Electronic Ashley.Anglesey@cwdb.ca.gov

Mail California Workforce Development Board
Attention: Ashley Anglesey
PO Box 826880
Sacramento, CA 94280-0001

Courier California Workforce Development Board
Attention: Ashley Anglesey
800 Capitol Mall, Suite 1022
Sacramento, CA 95814

Hand Deliver California Workforce Development Board
Attention: Ashley Anglesey
800 Capitol Mall, Suite 1022
Sacramento, CA 95814

Assessment of the Application

The CWDB, in coordination with the Employment Development Department, will verify the information provided in the High Performing Board application and notify the local Chief Elected Official regarding their approval or denial.

ACTION

Bring this Directive to the attention of the local Chief Elected Official, Local Board, and appropriate staff.

INQUIRIES

If you have any questions, contact Ashley Anglesey at Ashley.Anglesey@cwdb.ca.gov.

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

Attachments are available on the internet:

[High Performing Board Application \(DOCX\)](#)



High Performing Board Application

Local Workforce Development Board

Riverside County Workforce Development Board

In order to be considered for High Performing Board certification, a completed application and documentation must be submitted to the California Workforce Development Board (CWDB) no later than 5:00 p.m. on Friday, February 28, 2020.

1. Deliverable: Performed Successfully

Please complete the table below to show the Local Board met the definition of Performed Successfully outlined in the Directive for Program Year (PY) 2017-18.

Indicators	Adults	Dislocated Workers	Youth	Indicators
Employment Rate 2nd Quarter After Exit	<u>63.0%</u>	<u>66.0%</u>	<u>57.0%</u>	Employment or Education Rate 2nd Quarter After Exit
Median Earnings 2nd Quarter After Exit	<u>\$4,600.00</u>	<u>\$5,715.00</u>	BASELINE	Median Earnings

2. Deliverable: Approved Regional and Local Plan

Please attach a copy of the Regional Plan Modification and Local Plan Modification approval letters from CWDB that confirm the Local Board's adherence to the planning requirements outlined in Workforce Services Directive (WSD) WSD18-01.

Please see the letters attached from the California Workforce Development Board on Approval of the Local and Regional Plan Modifications submitted on behalf of the Riverside County Workforce Development Board.

3. Deliverable: WIOA Training Expenditure Requirement

Did the Local Board meet the *Workforce Innovation and Opportunity Act* (WIOA) Training Expenditure Requirements established in WSD18-10 for PY 17-18?

Check one of the following options:

YES NO

Please see letter attached date stamped 12/03/2019 from the State of California Employment Development Department indicating that Riverside County Workforce Development Board met the WIOA Training Expenditure Requirement for Program Year 2017-18.

4. Deliverable: WIOA Youth Funding Requirement

Did the Local Board meet the WIOA Youth Funding Requirements established in WSD17-07 for PY 17-18?

Check one of the following options:

YES NO

Please see letter attached date stamped 09/10/2019 from the State of California Employment Development Department indicating that Riverside County Workforce Development Board met the WIOA Funding Requirement established in WSD17-07 for Program Year 2017-18.

5. Deliverable: Business Services Plan

Please attach a narrative detailing the Local Board's business service plan. The narrative must explain how the business service plan integrates local business and labor involvement with workforce initiatives by addressing the following items:

1. The Local Board's efforts to partner with businesses and labor to identify the following:
 - Workforce training and educational barriers to attract jobs in the relevant regional economy.
 - Existing skill gaps reducing the competitiveness of local businesses in the relevant regional economies.
 - Potential emerging industries that would likely contribute to job growth in the relevant regional economy, if investments were made for training and educational programs.
2. The use of an electronic system for both businesses and job seekers to communicate about job opportunities.
3. The Local Board subcommittee or workgroup comprised of business and labor representatives who represent both the leading industries in the relevant regional economy and potential emerging sectors that further develop and make recommendations for the business service plan.

4. The Local Board's efforts to work with their regional planning units to align industry engagement and create regional career pathways.

Please see Business Services Plan attached for Riverside County Workforce Development Board.

DRAFT

Riverside County Workforce Development Board BUSINESS SERVICES PLAN

The Riverside County Workforce Development Board (RCWDB) Business Service Plan integrates local business and labor involvement with workforce initiatives as prescribed within the Riverside County Workforce Development Board Local and Regional Plans 2017-2021. This includes the Local and Regional Plan Modifications for the same years.

RCWDB is committed to its mission to provide leadership to the workforce development system in Riverside County by supporting economic development and talent management. Business Services include services to support businesses during times of growth, decline, overall sustainability and success. Workforce development is key in three major phases whether it is new hire recruitment, dealing with downsizing and closure, or upskilling the workforce to increase sustainability. In all phases, close work with economic development partners is necessary. This includes collaboration with and between entities such as the County of Riverside's Economic Development Agency (EDA), California Employment Development Department (EDD), Small Business Development Center (SBDC), industry consultants, and other local organizations. Community partnership offers more seamless resources and services to ensure business needs are met.

BUSINESS & LABOR COLLABORATION

The Riverside County Workforce Development Board partners with business and labor to identify barriers to attracting jobs, skill gaps reducing competitiveness, and emerging industries to contribute to job growth. The Business Service Unit (BSU) gathers input from business through meetings, visitations, roundtable discussions, and annual surveys in order to access actionable feedback for changing expectations and requirements. Feedback is used to develop career pathways to create the qualified workforce pool that meets industry needs. BSU partners with economic development partners, local chambers, and other business organization to retain, attract, and support business sustainability and growth continuously.

Attracting Jobs to the Regional Economy

Deployment of Industry Consultants Regionally. Consultants organize employer gatherings, facilitating sessions to gather input and conduct needs assessments. Results are used to design career pathways that create the human capital needed by industry.

- To coordinate at the regional level, Riverside and San Bernardino Workforce Development Boards implemented the **Industry Sector Consultants** with expertise in local target industries such as health. Consultants coordinate services to businesses in target industries on behalf of the region. Consultants work with AJCC (America's Job Center of California) staff to coordinate new hire and training services. The Consultants also convene other partners and resources the businesses may need including to enhance economic development.
- Regional and Local Planning Stakeholder Forums occur at least once a year, to assess and address the outcomes of the regional efforts and identify opportunities for improvement. Businesses attend Stakeholder Forums representing their firms throughout the region. This affords businesses the opportunity to provide information on their workforce needs, as well as provide input towards the customization of services to meet their needs and

direct input into the development of local and regional plans. Convenings engage industry partners to inform training needs, curriculum development, and skill gap issues. Strategic planning session discussions focus on matters to:

- Identify current and future skill needs and skill gaps,
 - Recognize jobs in growing occupations in high demand industries with sustainable wages,
 - Articulate how potential candidates will fit into organizational culture,
 - Prioritize training needs and identify required credentials or certifications,
 - Define and establish career pathways in occupations of high demand industries,
 - Establish work-based learning opportunities and Build career awareness,
 - Streamline Services & Improve community outreach, and
 - Address specific challenge and barriers faced by vulnerable job seekers.
- Through the regional planning process two challenges were identified for the region: retaining the talent of workers in the Inland Empire and creating the qualified workforce to benefit the businesses in the area experiencing growth.

Riverside County's **Economic Development Agency** (EDA) administers WIOA funds. This ensures workforce development and economic development services are integrated to respond to community and business needs. This also adds additional business interface from EDA to access input on services and needs. Workforce development needs are referred to AJCCs for follow-up or are convened as part of an overall economic development strategy for business attraction or retention.

- **Entrepreneurial and Microenterprise Training** is available through partners including local colleges and organizations such as the SBDC. An example is Coachella Valley Women's Business Center that designates space for Workforce Innovation Opportunity Act (WIOA) participants to join workshops. WIOA referrals usually occur when AJCC Career Development Specialists create participants' Individual Employment Plans. Individuals may be identified to benefit from such a training when they have related degrees, technical, or software skills that would make them prime candidates from entrepreneurial training and preparation.

Identifying Skill Gaps

Business Services from Business Solutions Consultants (BSC) at AJCC. BSCs regularly interface with business to gather job orders, maintain customer relationships, and identify needs requiring AJCC services or referrals. Business Solutions staff are based out the Workforce Development Centers to provide on-site information assistance to employers that are downsizing and to affected employees.

Businesses can utilize the AJCC to access the following services: Business Analysis; Business Resources and Referrals; Hiring Incentive Program; Human Resource Information; Government Resources; Labor Market Services; Out placement Services; Training and Education Programs; and Recruitment Services.

- BSCs can identify early signs of a potential industry decline or other factors that require support from partners. Continuous interface ensures employers remain engaged and allows **immediate needs** to be addressed timely.
- RCWDB hosts several functions throughout the year that engage business and allow for the **gathering of employer input** regarding industry development, demands, and needs. Specifically, businesses participated in Stakeholder Forums to provide input into the regional and local plans, identifying needs, and providing ideas for innovation. Employers voiced their commitment to working with training providers and RCWDB staff to develop customized trainings. The goal is to have a pool of qualified and trained candidates that they can select, interview, and hire to meet immediate needs. The goal is to improve the workforce development system, programs, and services.
- The **Business Retention and Expansion Program (BRET)** provides businesses with resources to meet their needs. This is a coordination including the SBDC and the Economic Development Organizations (City or County). The program targets services to businesses with 99 employees or less who are the most vulnerable to economic, environmental, and competitive changes even during economic prosperity. BRET provides resources to meet the needs of business whether they show signs of distress or growth. The goal is to identify early warning signs of distress and provide the resources to retain the business and jobs.
- In 2013, Riverside County Workforce Development Board (RCWDB) launched its **Rapid Response Team (RRT)** as “proactive intermediaries” through the BRET. The RRT is notified when an impending layoff has been identified. RRT is notified by staff, BRET, a partner, or through a Worker Adjustment and Retraining Notification (WARN) notice). The RRT contacts businesses to assist with: navigating through government regulations, seeking workforce resources, and managing employee expectations. Rapid Response intervention services also assist affected employees’ transition to new jobs. The goal is to provide as many services as possible at the employer site before employees separate from the company. This allows RRT to establish relationships with the affected employees so they continue participating in services at the AJCC without interruption. Hiring events are designed. Other RRT on site services include providing information on:
 - Workforce Development Services available at AJCCs;
 - Applying for Unemployment Insurance Benefits (UIB);
 - California Training Benefits while receiving UIB;
 - Making informed choices of occupations, training, or upskilling;
 - Creating a resume, Improving interviewing, Branding, and Self-marketing;
 - Techniques to access and manage Labor Market Information;
 - Local industry growth and wages;
 - Reasonable approaches and expectations to secure and negotiate employment.
- Intensive Services are available including specific services for workers affected by workforce reductions, layoffs, and closures. Individualized services include the development of job search plans, skill assessments, and occupational profiles. Referrals are available for career counseling, personalized job search and placement assistance, career seminars, career clubs, and community-based organizations.
- AJCC location services are in different areas throughout Riverside County to serve various populations. An example of this is the serving the migrant and seasonal population in the City of Indio within the Coachella Valley. There is a comprehensive

Workforce Development Center including a Customer Resource Area collocated with other partners in the same office to provide multiple services simultaneously. The center houses bilingual staff who provide job placement and occupational training assistance.

Job Placement Services

Job placement assistance is a priority for RCWDB. Services include hiring events for specific employers to interview and hire from AJCC customer labor pool. AJCC customers are specifically prepared and recruited for job placement opportunities.

- BSCs coordinate interviews at the Riverside AJCC site and provide support to employers who interview participants for job openings.
- Participants are screened and prepared prior to the event to ensure they are ready to showcase their talents during interviews.
- Customized hiring events not only provide convenience for the employers to access the best candidates for their job openings, but also provide a comfortable familiar place for job seekers to have successful interviews.
- These hiring events allow for on-the-spot hiring as well as feedback to the BSCs on how candidates can improve their interviewing skills.
- Other **Talent Marketing Services** include development of job fairs and creation of job postings. There is also customized job development available to target community members who have multiple barriers to employment. This may include job coaching services, specialty referrals, pre-hire testing, and assessments.

Potential Emerging Industries

To ensure that Riverside County residents have the opportunities for attaining economic security and can enjoy lasting prosperity, RCWDB relies on evidence-based strategy. In partnership with the San Bernardino County Workforce Development Board (SBCWDB), RCWDB selected three target industry sectors: *Health Care*, *Manufacturing*, and *Transportation/Logistics*. The priority regional industry sectors are based a number of reports that indicate robust job growth and opportunities for high quality employment. Both Workforce Development Boards rely on the Labor Market Information and Occupational Outlook for the most current data sources on workforce needs. To identify workforce needs, Occupational Outlook information is cross-referenced with O*Net online for educational and employment experience, skills requirements, and entry-level wage information. This information helps to determine target industries to be prioritized as the workforce development system is planned and implemented.

While the two Boards focus on three sectors at the regional level, Riverside County will also focus on two additional industry sectors: *Construction* and *Renewable Energy*. Specifically focusing on *Advanced Manufacturing* occupations within the *Manufacturing* industry sector. Target sectors are selected for their current and projected industry and occupational growth, as well as the potential for entering and advancing to middle-skilled and mid-level wages or higher. The opportunities for advancement allow for additional trainings and stackable credentials to be developed, creating the pathway for upward mobility and ensuring economic security for individuals and their families.

In addition to the five countywide targeted industries adopted by the RCWDB, the subcommittees may adopt industry sectors that are considered “key” to their local economies.

- For example, the Eastern Regional Committee has adopted *Agriculture* and *Hospitality/Tourism* as key industry sectors for their regions.
- The Western Region has adopted *Architectural* and *Legal and Advertising Services* as some of their key industries.

Investing in Training & Education

In alignment with California Workforce Development Board’s (CWDB) definition and vision for career pathways, RCWDB is dedicated to an “*identified series of positions, work experiences, or educational benchmarks or credentials with multiple access points that offer occupational and financial advancement within a specified career field or related fields over time.*” Therefore, enrolling participants in multiple services including adult education, Career Technical Education (CTE), and vocational training is the future of talent development, maximizing the opportunities to integrate and intertwine resources.

Earn and Learn Opportunities

Programs are available for job seekers to earn wages while they train for a new career or upskill their current experience. This career pathway opportunity offers work-based learning through on-the-job training to ensure a smooth transition to the work environment and increasing retention success. Paid work experience will continue as a priority for serving youth and serve as a motivator for skills attainment, returning to school, or entering a related career pathways program. Co-enrollment of participants with partner programs are a primary strategy for integrating services and resources.

The Business Solutions Team (BST) coordinates training services. Vocational training includes training funded by WIOA grants and other special grants. Train to Hire opportunities consist of:

- **Individual Training Account Vouchers (ITAV)** provide training to WIOA participants in an area considered to be in a high demand occupation or industry. Participants select a school from the Eligible Training Provider List (ETPL). ITAV programs must not exceed 24 months and they must not be college used towards college degrees. Training amounts allotted does not exceed \$8,000 per participant.
- **On-the-Job Training (OJT)** allows a business to hire and train an individual in the skills required for the job. Employers train a new hire according to their own standards. During this training period, the OJT program reimburses a portion of the trainee’s wages, up to 50% depending on the needs and skills acquisition required to perform the work independently. The length of training also depends on the needs of the trainee.
- **Incumbent Worker Training (IWT)** can be used as a strategy to avert layoffs or to provide upskilling to assist a firm in sustainability or growth. The BST helps to facilitate the design and development of curricula in partnership with the employers and educators to ensure that needs are met, credentials are attained upon completion of training, and programs are valued by the industry. IWT is a significant strategy to assist in supporting business growth and averting layoffs. Upskilling and advancing the current workforce creates new entry level opportunities for unemployed workers and results in employee career development. IWT services are expected to increase to upskill the workforce in response to technological and other business changes.

- **Employment Training Panel (ETP)** which is a state funded program that allows manufacturing, distribution, logistics, and transportation companies to implement customized training programs to upgrade the skills of their workforce.
- AJCCs also offers paid **Work Experience (WEX)**. The WEX program is similar to a paid internship in that the trainee learns skills on the job but is not a permanent hired by the employer. The trainees' wages are covered 100% by the program.
- Key to preparing the qualified workforce for employers is to ensure that participants gain the educational levels, **Career Technical Education (CTE)**, and industry experience to transition to gainful employment and contribute to the business results as quickly as possible.
- RCWDB has been a leader in **SlingShot**, a pilot sector strategy for the health care industry. Partnering with SBCWDB, businesses were convened, needs assessed, and a skills map was developed to be used for customizing training curricula, then a training provider was selected for training. Related training was offered to WIOA customers.
- A priority for RCWDB is to develop **pre-apprenticeships and apprenticeships** that also offer Earn and Learn opportunities in targeted industries and occupations. The RCWDB includes members that represent labor and apprenticeships. These members have been active in leading efforts towards development of such work-based learning opportunities in targeted industries.
- Other special grants used for vocational training include the **Veterans' Employment-Related Assistance Program (VEAP)** and **Justice Involved Individuals (Prison to Employment P2E)**.

Additional focused workforce services are listed below.

- Services are available to communities with **English Language Learners. The Migrant and Seasonal Farmworker** program, offered by the State of California Employment Development Department, conducts outreach to areas such as Blythe and the Coachella Valley. Services include assistance with Unemployment Insurance Benefits, Disability Insurance, Paid Family Leave, and information on Educational Services.
 - For training inquiries, referrals are made to the **Center for Employment Training** in the City of Coachella or to AJCCs for WIOA ITAV depending on eligibility.
 - Indio and Blythe WDCs offer workshops in English and Spanish and most frontline staff are bilingual.
- **Competitive Integrated Employment (CIE)** is work performed by a person with a disability, including those with intellectual and development disabilities, within an integrated setting that includes both individuals with and without disabilities. CIE is full or part-time work that:
 - Compensates at no less than the legal minimum wage and at the same rate as non-disabled employees with the same skills performing the same work,
 - Yields income comparable to that of similarly situated non-disabled individuals,
 - Provides the same benefits available to other employees,
 - Is a location where employees interact with other persons without disabilities,
 - Presents opportunities for advancement.
- **AJCC Staff** are expected to understand the needs of jobseekers with Intellectual and Developmental Disabilities and be knowledgeable about programs and resources that can

aid in their success. There is continued training for front line staff about disability awareness for all customer service unit staff on the use of assistive technology. There is ongoing collaboration among co-located partners such as the Department of Rehabilitation, Inland Regional Center, Local Education Agency, and Special Education Local Plan Area offices.

- The **Senior Community Service Employment Program**, which is a community-based service and work-based training program for older workers administered and operated by the Riverside County Office on Aging. The program provides subsidized, service-based training for low-income persons 55 years of age or older, who are unemployed and have limited employment prospects. Participants are paid minimum wage and work an average of 20 hours a week. They are placed in a wide variety of community service activities and non-profit and public facilities, including day-care centers, senior centers, schools, and hospitals. The goal of the program is to serve as a bridge to unsubsidized employment opportunities.
- Cal Fresh Recipients may volunteer to participate in **Cal Fresh Employment and Training (E&T)** which is administered by the Riverside County Department of Public Social Services (DPSS). The program addresses employment barriers with job search training, education, job retention, and supportive services.
- DPSS also offers the **Reading and Beyond** program at the **Riverside County Bridge Academy**, a service integration model that allows participants to develop pathways over an 18-month period. Program components include case management and career counseling support. Support includes assistance with transportation and job-related items (uniforms, safety equipment, books, and school supplies). Participants are offered classes on parenting, nutrition management, financial and digital literacy, as well as tutoring and mentoring for children.
- Non-custodial Parents, individuals with child support obligations, are offered employment and training services **from Riverside County Department of Child Support Services (DCSS)** through the Procedural Justice Informed Alternatives to Contempt (PJAC) grant funded by the Federal Office of Child Support Enforcement. Participants receive supportive services to remove barriers to compliance, such as dispute resolution, parenting time, domestic violence education, and employment services. An assessment determines client's ability to participate in work readiness activities. Eligible participants receive services such as career assessments, aptitude testing, and development of individual employment plans.
- DCSS refers individuals to the **Community Action Partnership (CAP)** for clients seeking additional services. CAP facilitates opportunities towards self-sufficiency through education, wealth building, utility assistance, and advocacy. They offer notary services, dispute resolution, disaster preparedness, tax assistance, and a money savings program.
- For the re-entry and justice-involved population, the **Riverside County Probation Department** has an agreement with DCSS. DCSS case managers are stationed on-site to provide services to customers visiting their probation officers. There are also dedicated job and resource fairs offered.
- For youth seeking employment and training services, Workforce Development Centers offers **Youth Opportunity Centers (YOCs)** throughout Riverside County. These are specialized services to youth between ages of 16 through 24. Youth are provided with

access to improve core and soft skills. YOCs are in Riverside, Perris, Hemet, Lake Elsinore, Moreno Valley, and Indio. Referrals are made to youth dedicated service centers based on interests, such as the **Inland Empire Job Corps Center**.

- EDD also offers the **Youth Employment Opportunity Program (YEOP)** that provides special services to youth between the ages of 15 and 25 to assist them in achieving educational and vocational goals. Youth clients work with peer advisors, interacting with professional individuals who have similar paths, perspectives, and educational goals. They are provided with referrals to supportive services, workshops, career coaching, employment preparation, and other training and community outreach efforts.

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ELECTRONIC SYSTEM COMMUNICATION

Electronic communication is used in the fulfillment of providing a customer-centered approach to services offered. Cross-System data to inform best workforce practices includes: Labor Market Information, Data Systems, Communication Systems, Job Banks, as well as Data Collecting and Reporting. RCWDB is committed to continue expanding its access to services including services available through technology.

Online Services

Riverside County's Workforce Development Center/America's Job Centers of California seeks ways to use technology to provide ongoing access to services. **Riverside County's website**, <http://www.rivcoworkforce.com/Home.aspx>, offers information and basic services to jobseekers from the convenience of their own home or computer access.

- Job seekers can select from a menu of online services available including program orientation, resume preparation, interviewing, and other job search techniques.
- Informational resources include reliable career assessment and job search websites. This includes resources on Educational Alternatives and Financing options, such as federal student aid and scholarships.
- Links to Federal and State Labor Market Information websites are available through the County's web page.
- Business customers may access information on Riverside County's website about available services. They can see information on posted job openings and accessing business resource information. Business resources include information on SBDC, tax incentives, labor laws, and local business events.

CalJOBS Online

Customers may access **CalJOBS** (www.caljobs.ca.gov) for job search, career assessment, and exploration. Currently, EDD and RCWDB share some information on CalJOBS to enhance customer services. WIOA Title I staff can review the history and information on CalJOBS of co-enrolled customers to determine which Wagner-Peyser services have been provided to avoid duplication of services and resources. Customers are also evaluated to determine potential for co-enrollment. With limited funding and staff, streamline services has been essential to work more efficiently.

Online Services

Additional online services are used to provide referrals so that customers may research occupational, educational, and employment data using reliable government-based websites. Government-based websites are useful to facilitate businesses writing job descriptions.

- For Career Exploration and Job Analysis:
 - O*Net Online: <https://www.onetonline.org/>
 - US Bureau of Labor Statistics: <https://www.bls.gov/>
 - US Bureau of Labor Statistics' Occupational Outlook Handbook: <https://www.bls.gov/ooh/>
 - US Census Workforce Data: <https://www.census.gov/topics/employment.html>
 - State Labor Market Information: <https://www.labormarketinfo.edd.ca.gov/>

- State of California EDD's Occupational Profile Search Engine:
<https://www.labormarketinfo.edd.ca.gov/cgi/databrowsing/occExplorerQSSelecti on.asp?menuchoice=&searchCriteria>
- For Online Career Assessments:
 - My Next Move Interest Profiler <https://www.mynextmove.org/explore/ip>
 - Career One Stop Interest Assessment:
<https://www.careeronestop.org/ExploreCareers/Assessments/interests.aspx>
- Occupational Classification for Job Orders
 - O*NET-SOC AutoCoder: <https://www.onetsocautocoder.com/plus/onetmatch>

Social Media

Social Media is being developed, such as Twitter and Facebook to relay immediate information on hiring events and job opportunities.

Mobile Unit

A **mobile unit** built in a recreational vehicle is available that is used to provide computers and assistance to residents that live in remote areas and do not have their own computers. The mobile unit provides computers, printers, and job search resources. The mobile unit travels throughout the county to provide AJCC services to residents who may not have the means to reach the brick and mortar AJCC. It is essential to provide AJCC services to potentially vulnerable residents located in total and remote communities within Riverside County. This includes areas such as Mecca, Blythe, and the Eastern Coachella Valley. The Mobile One-Stop has been used in the past to serve Migrant Seasonal Farmworkers in remote locations to file for Unemployment Insurance Benefits during major crop freezes.

The mobile unit is convenient to provide a resource area for employees to receive job placement assistance. This is particularly the case as a part of layoff aversion services to provide job search services to persons facing layoffs or closures as a result of workforce reduction or business closures. This arrangement is collaborated between businesses and BSCs.

LOCAL COMMITTEES

The Riverside County Workforce Development Board (RCWDB) members serve in an advisory capacity to the Riverside County Board of Supervisors on all matters relating to workforce and training development. The RCWDB conducts its business in an open, public manner and makes the activities of the board available to the public.

RCWDB provides policy guidance and oversight of the workforce development system. Workforce investment activities are coordinated with economic development strategies and seek to enhance business linkages. The Board promotes private sector involvement in the workforce development system through effective convening and brokering of activities through intermediaries such as industry sector partnerships and convenings with the One-Stop Operator.

RCWDB is responsible for coordinating activities with education and training providers, including providers of workforce development services, adult and education literacy, career and technical education, and federally funded rehabilitation agencies. The majority of the RCWDB members are business representatives, inclusive of other representatives as prescribed by WIOA regulations.

The RCWDB established three regional subcommittees throughout the county to address issues related to partner coordination of meeting business service and customer needs. RCWDB ad hoc subcommittees include the East, West, and Southwest Regional Committees. The Regional Subcommittees are strategically located to ensure that remote areas participate in an advisory basis to ensure unique needs are addressed. The Subcommittees meet bimonthly and are comprised of RCWDB members, workforce development system partners, industry, and education leaders. The Subcommittees focus on regionally specific business needs, programs, and initiatives.

Participation in local and regional planning, as well as development of strategies to carry out core programs are meant to provide support for customers to attain better jobs and wages. Regular meetings provide an opportunity to assess current workforce activities, identify opportunities for improvement, and provide input towards solutions. This allows for more effective access to education, training, employment and supportive services for customers who face multiple barriers to employment including ELL, low-income, and veterans.

REGIONAL PLANNING INDUSTRIES AND CAREER PATHWAYS

Creating career pathways includes a systemic process with industry engagement for program development. Industry leaders are involved to identify the skills required for their occupational needs and provide input into the development of training curricula to ensure credentials earned by graduates have the competencies to meet those needs. To ensure the current pathways are successful and future pathways are regionally developed and coordinated, Industry Sector Consultants coordinate outreach, convenings, implementation, as well as track and report program outcomes. An example of this model has been coordinating the Sling Shot program.

Career pathways offer a unique experience for job seekers, using training modalities and a contextual curriculum designed by employers. An employer led strategy ensures that trainees will acquire the specific skills that employers need and that the credential earned upon graduation is valued by the employers who hire them. Pathways are developed in partnership with local two-and four-year colleges and universities, creating increased access to post-secondary education. The goal of career pathways is for trainees to receive offers of employment before they complete their training program, so participants begin their new job immediately upon graduation. The partnership approach to development and implementation of career pathways ensures that all trainees have the support and services they need to successfully complete the program. This approach makes career pathways ideal opportunities for the most vulnerable job seekers including people with disabilities, veterans, low-income, and youth.

US Census Data shows educational attainment has a direct correlation to median earnings. Even adults with some college or AA degree make approximately half the salary of those with a graduate or professional degree. Those with less than a high school diploma, earn less than half of those with Bachelors' degrees. Therefore, education attainment is essential to ensure participants can attain economic security.

Training is available as a means for developing the talent of participants who need to acquire skills or upgrade obsolete skills to qualify for employment or enter middle-skilled level occupations. Career pathways also promote continuing education for employees to be able to qualify for advancement opportunities. The goal is to support development of worker skills and workplace competencies as well as the development and use of career pathways. This provides a diversity of job seekers with the necessary skills to obtain, retain, and advance in high wage, high growth, or high demand occupations and careers.

Partners are invited to participate in employer reunions to identify the best equipped trainer that can meet industry needs. Local education leaders have solidified their expertise in workforce development and establishing career pathway trainings, stackable credentials, and contextual curricula that meet the needs of participants as well as employers. Selection of the actual trainer is done by the employer or in conjunction with the AJCC partners. Because the curriculum is developed based on employers' input and design, this ensures that the credential earned will be recognized and valued by them. Employers are also engaged throughout the implementation of the career pathway to ensure needs continue to be met and modifications are recommended as needed.

High Education Partnerships

Riverside County Workforce Development Board celebrates its partnerships with local colleges and universities. The higher education system generates career pathways that support high demand industry sectors and they offer recognized programs for talent development. Higher education partners develop curricula based on the need of employers, making them ideal partners in career pathway development. Several programs exist that were created with industry input and guidance, they can easily be modified to meet the needs of employers targeted for career pathways.

Higher education partnerships include:

- Barstow Community College – <http://www.barstow.edu/>
- California Baptist University – <https://calbaptist.edu/>
- California State University, San Bernardino – <https://www.csusb.edu/>
- California State University, San Marcos – <https://www.csusm.edu/>
- Chaffey College – <https://www.chaffey.edu/>
- College of the Desert – <http://catalog.collegeofthedesert.edu/earn-a-certificate-complete-a-program-graduate-and-or-transfer/cte/>
- Copper Mountain College – <https://www.cmccd.edu/>
- Crafton Hills College – <https://www.craftonhills.edu/>
- La Sierra University – <https://lasierra.edu/>
- Moreno Valley College – <https://mvccte.com/>
- Mt. San Jacinto College – <https://www.msjc.edu/cte/Pages/default.aspx>
- Norco College-Career Technical Education – <https://www.norcocollege.edu/academicAffairs/cte/Pages/index.aspx>
- Palo Verde College – <http://www.paloverde.edu/>
- Riverside Community College District. Including Moreno Valley College, Norco College, and Riverside City College – <https://beta.rccd.edu/Pages/index.aspx>
- San Bernardino Community College District - <http://www.sbccd.org/>
- San Bernardino Valley College – <https://www.valleycollege.edu/>
- University of California, Irvine – <https://uci.edu/>
- University of California, Riverside – <https://www.ucr.edu/>
- University of California Riverside, Extension – <https://extension.ucr.edu/>
- Victor Valley College – <https://www.vvc.edu/>

Adult Education

Additional education partnerships include providers of adult education, nine school districts, as well as local centers offering education and employment services. Adult Education Providers offer courses on Adult Basic Education, Job Skills, English as a Second Language, General Education Development (GED), HISET, Citizenship, Civic Classes. In addition, many Adult Education Providers have expanded to include non-credential training related to workforce preparation, short-term Career Technical Education, adults with disabilities, and pre-apprenticeship. For persons without a High School Diploma or Equivalent, the focus is on addressing that gap and prepare for a diploma or High School Equivalency Exam. Courses are typically self-paced and open entry or exit, allowing participants to prepare at their own pace.

Riverside County entities that provide adult education and literacy services include:

- Alta Vista Innovation High School - <http://innovationaltavista.org/>
- Barstow Adult School - <https://www.barstow.k12.ca.us/BAE/>
- Beaumont Adult School - Beaumont Unified School District - <https://bas.beaumontusd.us/>
- Chaffey Adult School - <https://cas-cjuhsd-ca.schoolloop.com/>
- Coachella Valley Unified School District - <https://cvadultschool.com/>
- Corona-Norco Adult School - <https://adulthood.cnusd.k12.ca.us/>
- Jurupa Unified School District - <https://jurupausd.org/schools/AdultAlternativeEducation>
- Valley Adult School - Lake Elsinore Unified School District - <https://vas.leusd.k12.ca.us/>
- Moreno Valley Community Adult School - <https://adulthood.mvusd.net/>
- Morongo Basin Coalition for Adult Literacy - <https://www.mbcsl29.org/>
- Mt. San Jacinto College - <https://www.msjc.edu/AdultEd>
- Murrieta Valley Adult School - <https://www.murrieta.k12.ca.us/domain/2051>
- Palo Verde Unified School District - <https://www.pvusd.us/>
- Riverside Adult School - <http://ras.riversideunified.org/home>
- Riverside Unified School District - <http://riversideunified.org/>
- San Bernardino City Unified School District - <https://www.sbcusd.com/>
- Victor Valley Adult School - <https://vvas.vvuhsd.org/>

When the high school equivalency barrier has been addressed, job seekers become prime candidates for career pathways and other Career and Technical Education (CTE) opportunities. CTE emphasizes: Student attainment of industry recognized credentials; Coordinates with the needs of employers; Engages with employers through sector strategies and partnerships; Reinforces career pathways and integrates education, training through work-based learning; and Measures performance outcomes and shared data.

Local CTE providers include:

- Center of Employment and Training – <https://cetweb.edu/location/coachella-ca/>
- Riverside County Office of Education (RCOE) – <http://riversidesce.org/>
- Riverside City College – <http://www.rcc.edu/departments/careertech/Pages/Career-Technical-Education.aspx>
- EDD Trade Act Agreement- https://www.edd.ca.gov/jobs_and_training/Trade_Act.htm
- EDD Migrant and Seasonal Farm Workers Program – [https://www.edd.ca.gov/jobs_and_training/Migrant and Seasonal Farm Worker Outreach Program.htm](https://www.edd.ca.gov/jobs_and_training/Migrant_and_Seasonal_Farm_Worker_Outreach_Program.htm)
- El Sol Neighborhood Education Center – <http://elsolnec.org>
- Goodwill of Southern California – <https://www.goodwillsocal.org/career-services/>
- Learn4Life (charter school) – <http://learn4life.org/>

Duplication of services is avoided by using existing programs to provide Adult Education and Literacy services. Partners meet bimonthly in the Regional Sub-committees to coordinate services and ensure the issues impeding co-enrollments are addressed. AJCC staff interface with Adult Education staff for to facilitate referrals and co-enrollments. Instructors also refer students to the AJCC if they are unemployed or can benefit from related community-based services. The priority is to ensure that literacy and numeracy skills are addressed to a level where jobseekers are qualified and prepared to meet occupation and industry demands.

Small Business Development Centers (SBDC) are listed below.

- Coachella Valley SBDC - <https://coachellavalleysbdc.org/about/>
- Inland Empire SBDC - <https://inlandempiresbdc.org/>
- TriTech SBDC - <http://riversideoed.com/resources/partners/tritech-small-business-development-center>

Other Partner Referrals Include:

- California Family Life Centers – <https://www.cflckids.org/>
- California Indian Manpower Consortium, Inc (CIMC Inc) – <http://www.cimcinc.org/>
- Centro del Inmigrante – <http://www.centroinmigrante.com/>
- Chugach Education Services – <https://www.chugachgov.com/services/education-services/>
- Community Action Partnership (CAP) – <https://www.capriverside.org/>
- Department of Child Support Services – County of Riverside – <https://www.riversidechildsupport.com/>
- Department of Public Social Services – Temporary Aid To Needy Family (TANF) & Welfare to Work <http://dpss.co.riverside.ca.us/>
- Department of Rehabilitation-State of California <https://www.dor.ca.gov/>
- Employment Development Department – State of California (EDD) – <https://www.edd.ca.gov/>
- EDD Unemployment Services – <https://www.edd.ca.gov/unemployment/>
- EDD Veterans Services – https://www.edd.ca.gov/jobs_and_training/Services_for_Veterans.htm
- EDD Workforce Services – https://www.edd.ca.gov/about_edd/EDD_Services.htm#WorkforceServicesBranch
- Housing Authority-County of Riverside – <https://www.harivco.org/>
- Inland Empire Job Corps – <https://inlandempire.jobcorps.gov/>
- Office on Aging – County of Riverside – <https://www.rcaging.org/>
- ResCare Workforce Services – <https://www.rescareworks.com/>
- Soboba Band of Luiseno TANF Program – <http://www.sobobatanf.org/>
- TODEC (Training Occupational Development Educating Communities) – <https://www.todec.org/>
- Workforce Department Division- County of Riverside, Economic Department Agency – <https://www.rivcoworkforce.com/>

**America's Job Center of California (AJCC)
County of Riverside
Workforce Development Center Locations**

Comprehensive Workforce Development Centers

Riverside WDC

Address: 1325 Spruce Street, Suite 110 Riverside, CA 92507

Hours: Monday-Friday 8:00am-5:00pm

Phone: (951)955-3100 TTY: 955-3744

Indio WDC

Address: 44199 Monroe Street Suite B Indio, CA 92201

Hours: Monday-Friday 8:00am-5:00pm

Phone: (760)863-2500 TTY: (760)347-5069

Hemet WDC

Address: 749 North State Street Hemet, CA 92543

Hours: Monday-Friday 8:00am-5:00pm

Phone: (951)791-3500 TTY: (951)925-6752

Partial Services at Workforce Development Center Locations

Blythe WDC

Address: 1 College Drive PE Building Blythe, CA 92225

Hours: Monday-Friday 8:00am-5:00pm

Phone: (760)640-3144 TTY: (760)921-1149

City of Moreno Valley Employment Resource Center

Address: 12625 Frederick Street Suite K-3 Moreno Valley, CA 92553

Hours: Monday-Thursday 8:00am-5:00pm

Phone: (951)413-3920 TTY: 711 CA Relay

E-mail: erc@moval.org

The Mobile One Stop

Available throughout Riverside County of Riverside

Hours: By appointment (As available)

Phone: (951)955-3100 TTY: (951)955-3744