

San Luis Obispo County

WORKFORCE

DEVELOPMENT BOARD



1. **CALL TO ORDER AND INTRODUCTIONS**
2. **SHARE PUBLIC COMMENTS RECEIVED**

Consent Items



- 3.1 APPROVE THE NOVEMBER 7 , 2019 MINUTES**

- 3.2 APPROVE WORKFORCE DEVELOPMENT BOARD (WDB)
MEMBER APPOINTMENT FOR SUBMITTAL TO THE SAN
LUIS OBISPO COUNTY BOARD OF SUPERVISORS**

Presentations



4.1 SB1 PRESENTATION

Action Items



- 5.1 REVIEW AND APPROVE PROGRAM YEAR 2020-21 LOCAL AREA BUDGET FOR WORKFORCE SERVICES IN THE AMOUNT OF \$2,376,636**

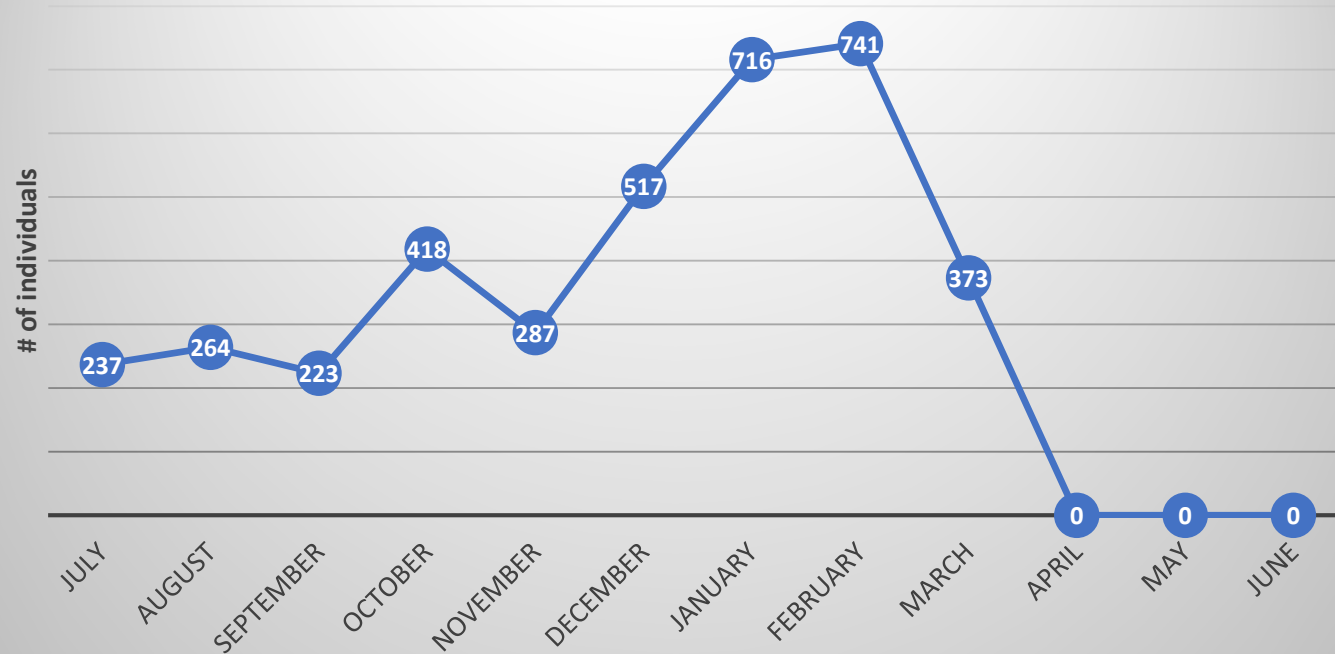
Information/ Discussion Items



- 6.1 RECEIVE QUARTER 4 AJCC CONTRACT PERFORMANCE REPORT**
- 6.2 RECEIVE QUARTER 4 ECKERD YOUTH CONTRACT PERFORMANCE REPORT**
- 6.3 RECEIVE PROGRAM YEAR 2019-20 RAPID RESPONSE UPDATE**

WIOA AJCC Services
Program Year 2019-2020
Career Services

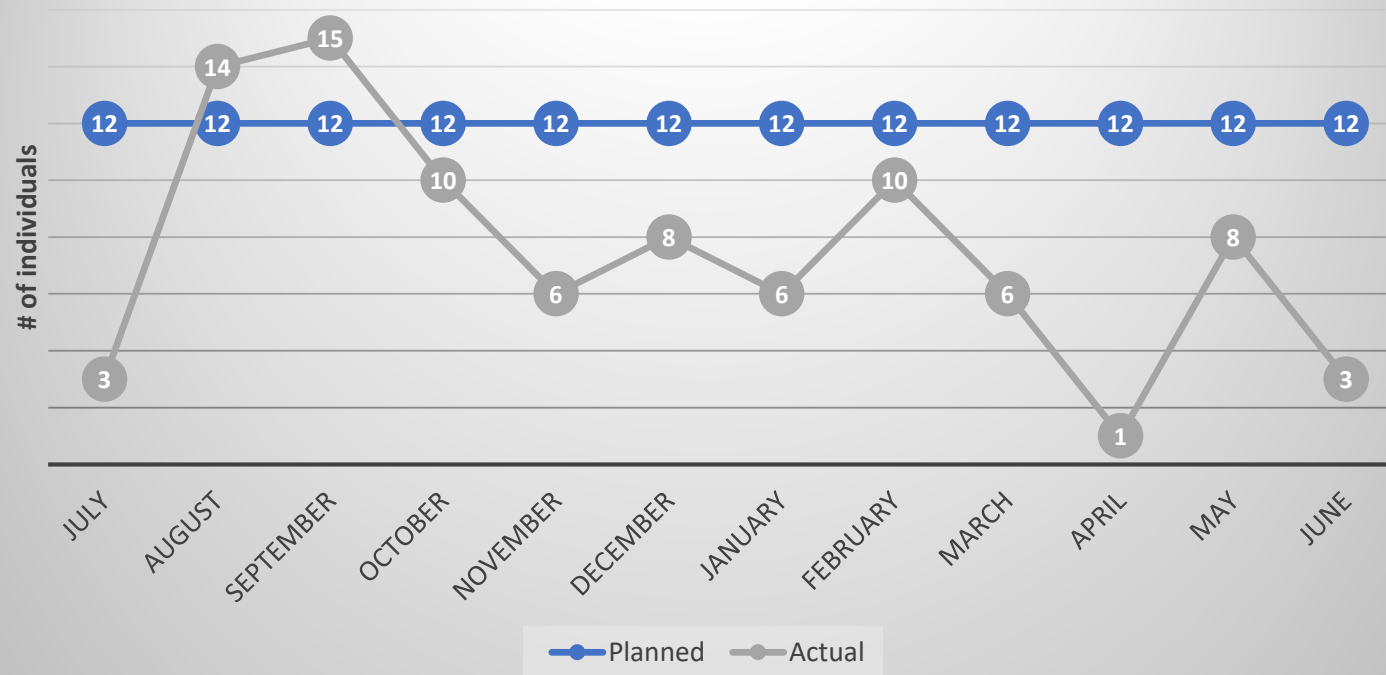
Customer Visits to AJCC



- The AJCC closed in-person operations beginning March 16, 2020 to comply with State Mandates due to COVID-19.
- A total of 3,776 customer visits to the AJCC occurred during PY 2019-2020.
- PY 2019-2020 provided 6,957 new CalJOBS registrants into the system.
- The AJCC held 221 workshops during PY 2019-2020, which were attended by 602 attendees. Eckerd moved to web-based workshops during 4th quarter offering 15 different Zoom workshops every week.

WIOA AJCC Services Program Year 2019-2020 Career Services

WIOA Enrollments



Enrollments are not separated out by Adult or Dislocated Worker programs. The numbers in *Planned* and *Actual* represent totals from both programs.

- A total of 90 new career service enrollments occurred during PY 2019-2020.
- The revised contract goal of 97 new career service enrollments was approved by WDB Executive Committee on April 8, 2020. At Program Year end, Eckerd met 93% of the new career service enrollment goal.

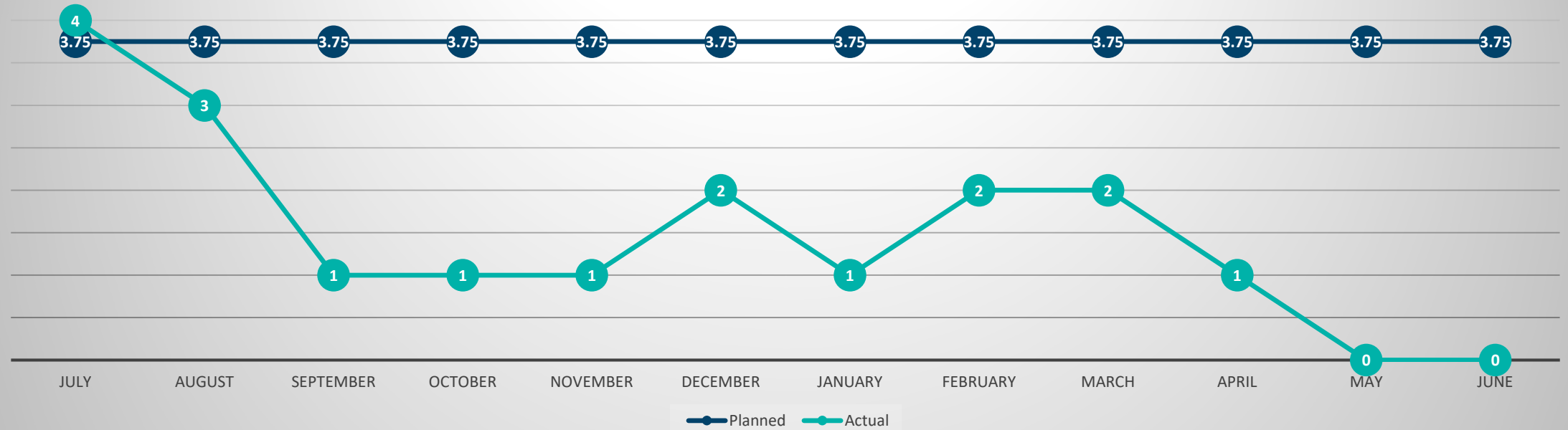
WIOA AJCC Services Program Year 2019-2020

• **Outreach - Business and Participant**

- In 3rd Quarter:
 - Coordinated Community Outreach Plan to partner agencies and business-facing groups.
 - 100% of agencies listed were contacted in Q3 and remained on track to maintain efforts throughout the shelter-at-home order using Constant Contact and social media.
- In 4th Quarter:
 - Priority on digital/social media outreach to participants.
 - Facebook data included 43 posts reaching 5,372 people with 602 post engagements. Increased followers from 38 to 433 and page likes went up by 25.

WIOA AJCC Services Program Year 2019-2020

Training Services Enrollments



PY 2019-20 Training enrollment goal of 45 job seekers in On-the-Job Training (OJT) and Individual Training Account (ITA) enrollments. 40% of this goal was attained.

WIOA AJCC Services
Program Year 2019-2020: Quarter 3

Third Quarter On-The-Job (OJT) Training Contracts

Employer	Occupation	Hourly Rate
Eagle Medical Packaging Sterilization Inc	Engineering Technician	\$20

Third Quarter Individual Training Agreements (ITAs)

Training Provider	Program	Cost
UC Davis Continuing and Professional Education	Certificate Program in Paralegal Studies Online	\$7,795
Design's School of Cosmetology	Skin Care/Esthetics	\$8,975
Loyola Marymount University Extension	Pharmacy Technician Online	\$2,795
UC Irvine Extended Education	Digital Marketing and Communications Online	\$3,335

WIOA AJCC Services
Program Year 2019-2020: Quarter 4

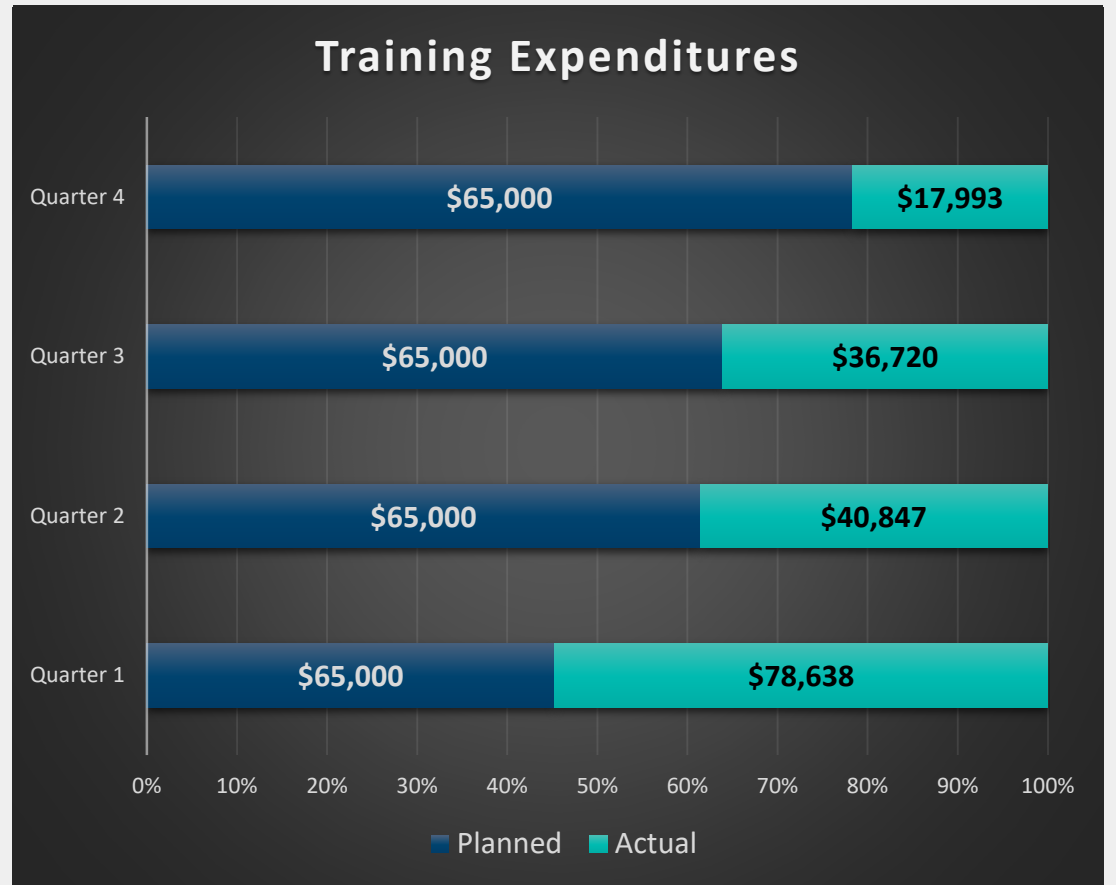
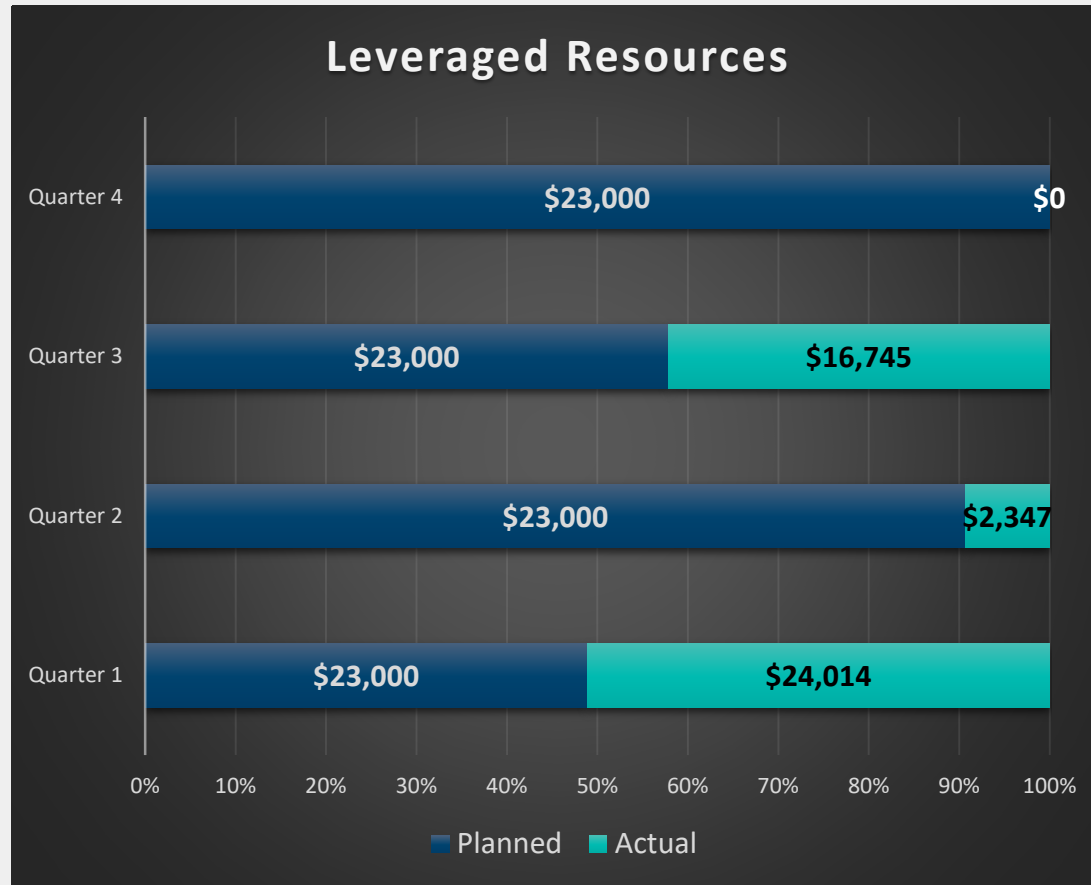
Fourth Quarter On-The-Job (OJT) Training Contracts

Employer	Occupation	Hourly Rate
SPOKES - This was a Work Experience (WEX), not traditional OJT	Training Program Assistant	\$16

Fourth Quarter Individual Training Agreements (ITAs)

Training Provider	Program	Cost
Design's School of Cosmetology	Skin Care/Esthetics	\$8,975

WIOA AJCC Services
Program Year 2019-2020
Training Expenditures



Leveraged Resources total \$43,106 or 46.9% of the contract goal of \$92,000. *Training Expenditures* reflect actual invoiced participant training costs. PY 2019-20 Training Expenditures total \$174,198 or 96.7% of the \$180,000 contract goal.

AJCC Success Story

Frank's Journey

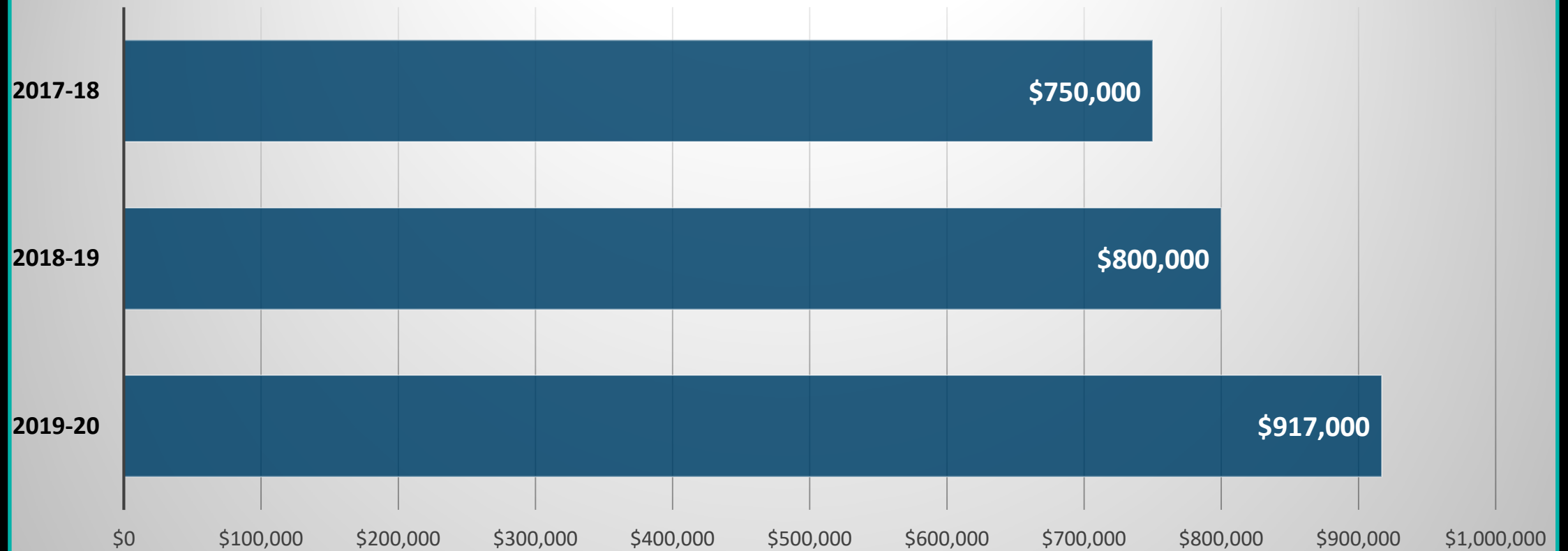
"The paid training and Career Coach support gave me the tools I needed to become qualified for the position I wanted."
- Frank M.



- Guided to WIOA during a Rapid Response Orientation
- Second layoff in 8 years
- WIOA funded training at Loyola Marymount College in Human Resource Management
- Accepted a management position with national store

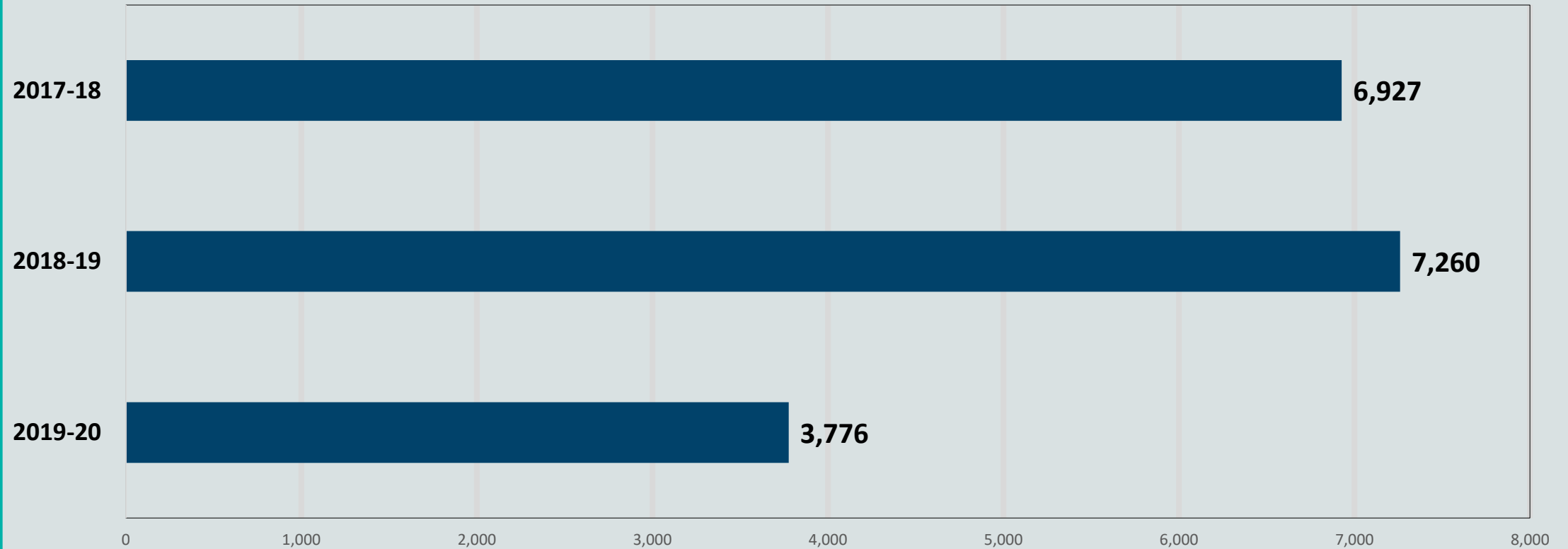
**WIOA AJCC Services
Program Year 2019-2020**

Historical - Contract Budget

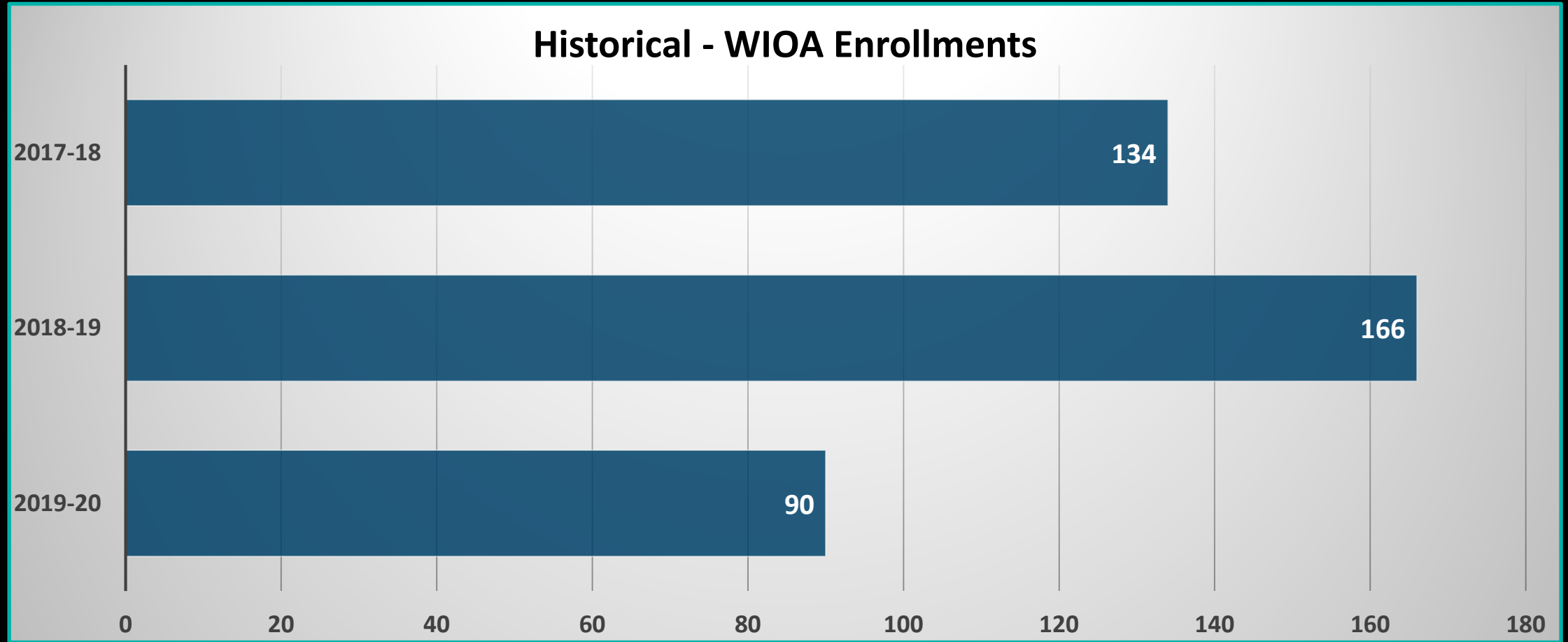


**WIOA AJCC Services
Program Year 2019-2020**

Historical - Customer Visits

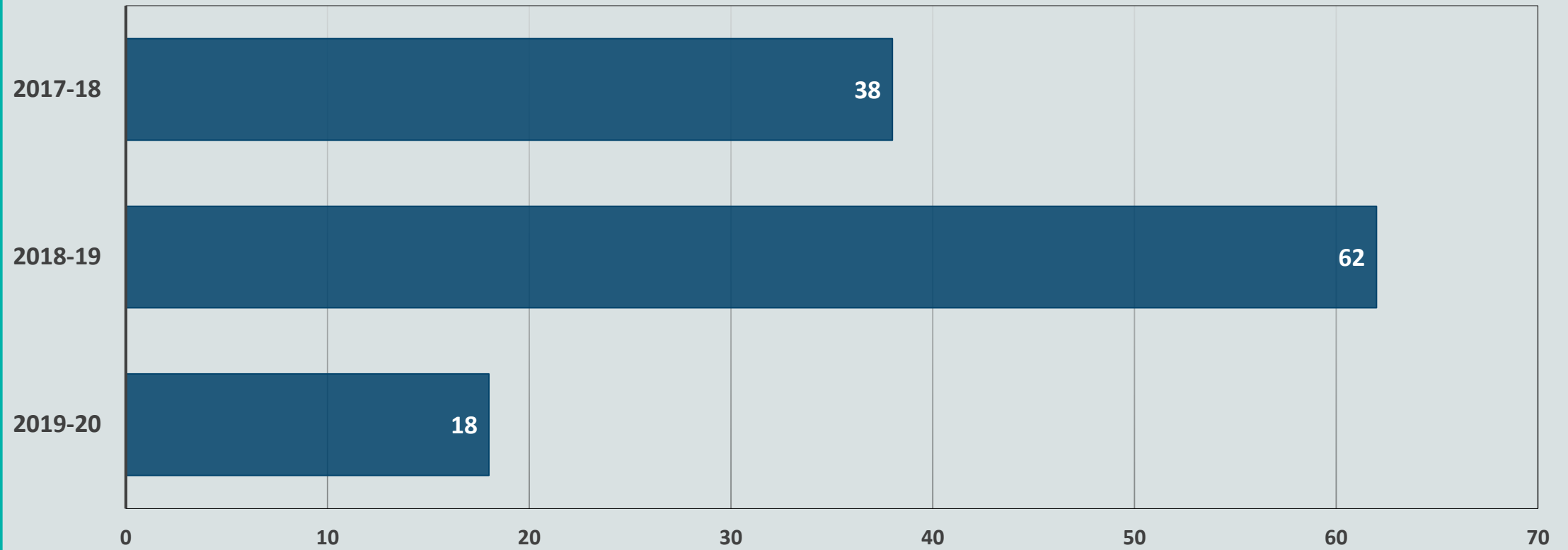


**WIOA AJCC Services
Program Year 2019-2020**



WIOA AJCC Services
Program Year 2019-2020

Historical - Training Enrollments



Information/ Discussion Items

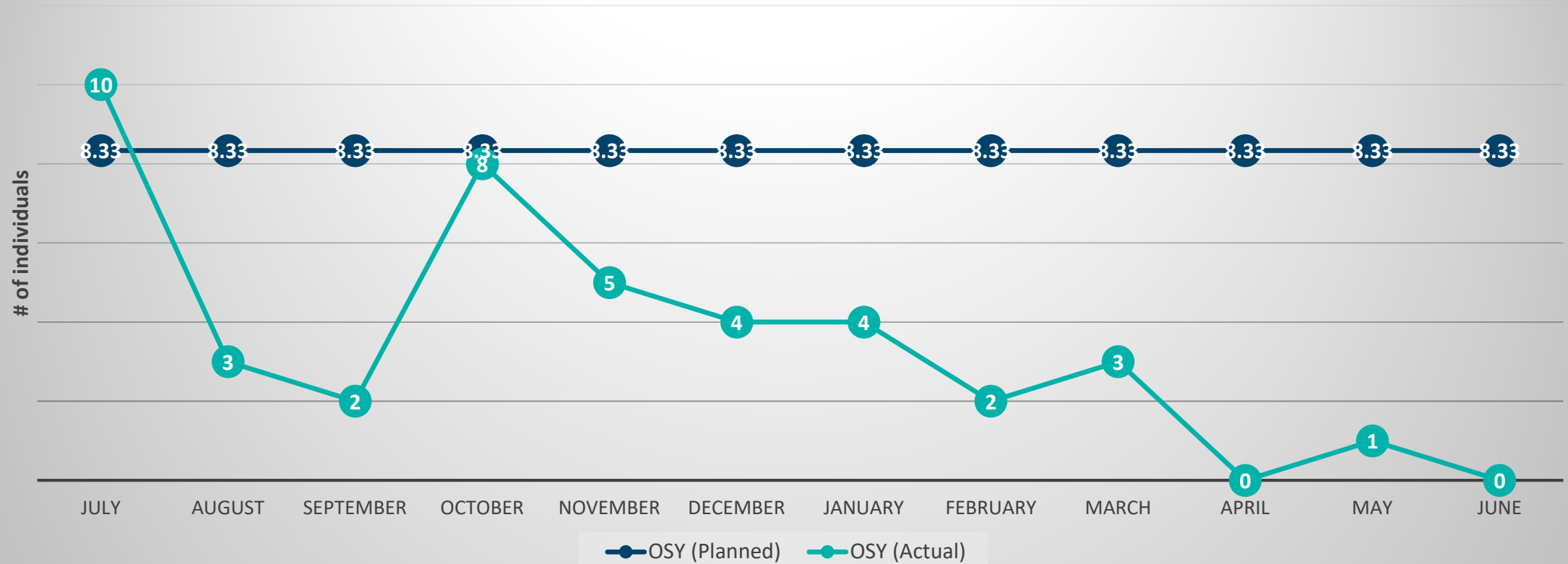


- 6.2 RECEIVE QUARTER 4 ECKERD YOUTH CONTRACT PERFORMANCE REPORT

WIOA Youth Services

Program Year 2019-2020

Youth Enrollment



The revised contract goal of 75 new career service enrollments was approved by WDB Executive Committee on April 8, 2020. At Program Year end, Eckerd met 56% of the new career service enrollment goal.

WIOA Youth Services

Program Year 2019-2020

- Participant Outreach
 - 3rd Quarter –
 - Development of a coordinated outreach strategy to increase enrollments and service coordination with partner agencies.
 - Staff contacted 100% of agencies listed in plan.
 - Contacted all important Youth partners through the staffing changes so that referring partners have up-to-date point of contact information.
 - Prioritizing partner engagement during the shelter-at-home order using Constant Contact and social media.
 - 4th Quarter –
 - Outreach to recruit new participants was minimal.
 - Primary focus on engaging existing and follow-up participants to ensure basic needs were met, connect to community resources, and provide educational/employment services as indicated.
- Business Outreach
 - Eckerd staff who conduct outreach discuss all workforce programs available to meet the expressed need of each employer.
 - Instability of Covid-19 led to some hiring outreach to employers; however, most of our employer engagement was related to layoff aversion and rapid response.

**WIOA Youth Services
Program Year 2019-2020: Quarter 3
Work Experience Placements**

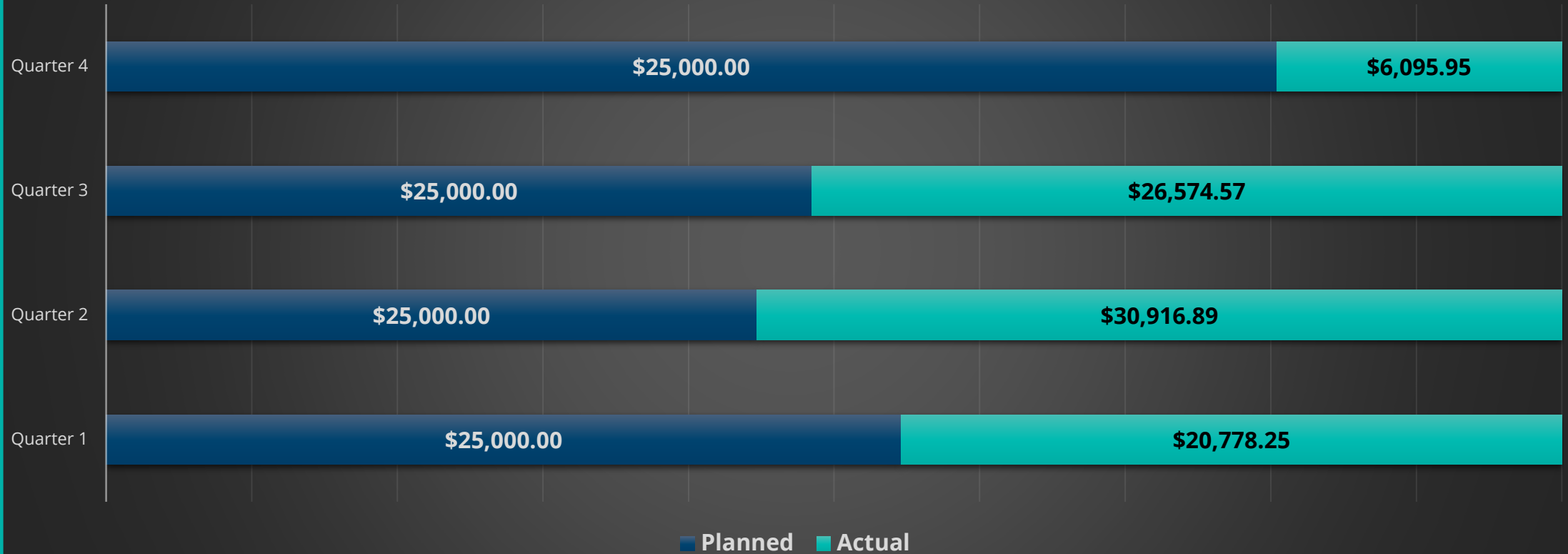
Employers	Occupation	Hourly Rate
Nipomo Feed and Hay	Store Helper	\$13.00
Pool Corp	Warehouse Associate	\$15.00
Pool Corp	Retail Sales Worker	\$15.00

Uncertainty around health and safety and compliance issues regarding WEX along with a broad shutdown of youth-friendly businesses due to the shelter-at-home prevented placing youth in WEX during 4th Quarter.

WIOA Youth Services

Program Year 2019-2020

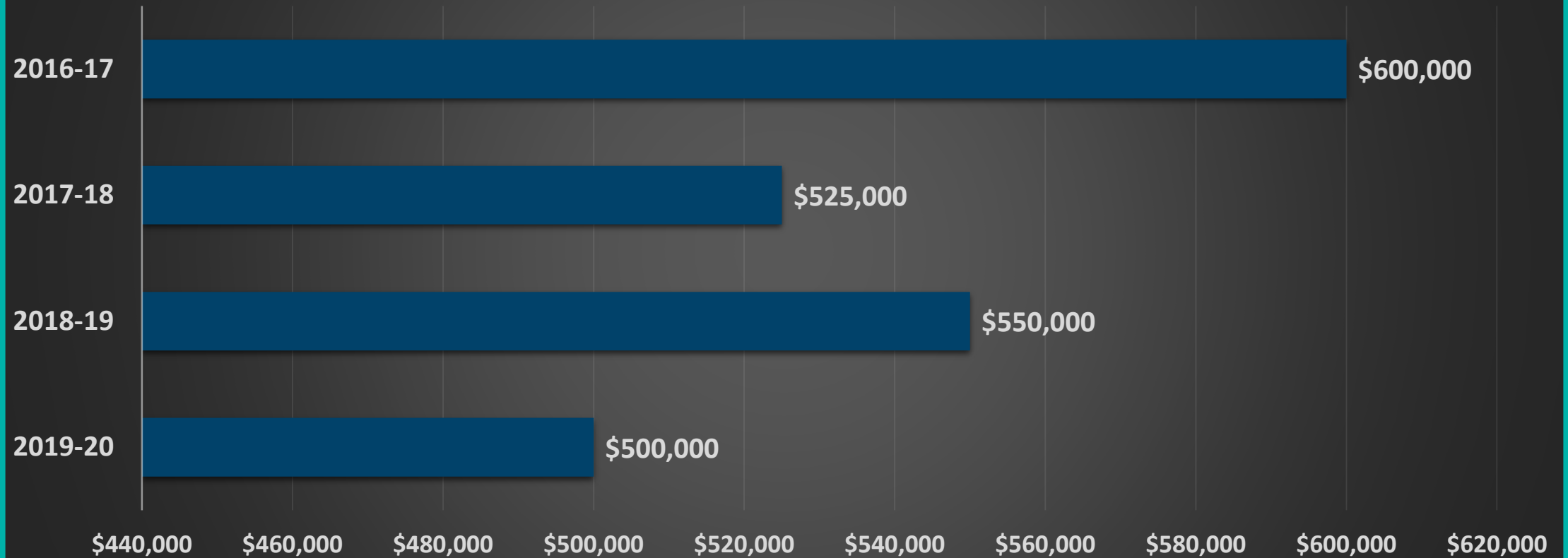
Work Experience (WEX) Participant Expenditure*



WIOA Youth Services

Program Year 2019-2020

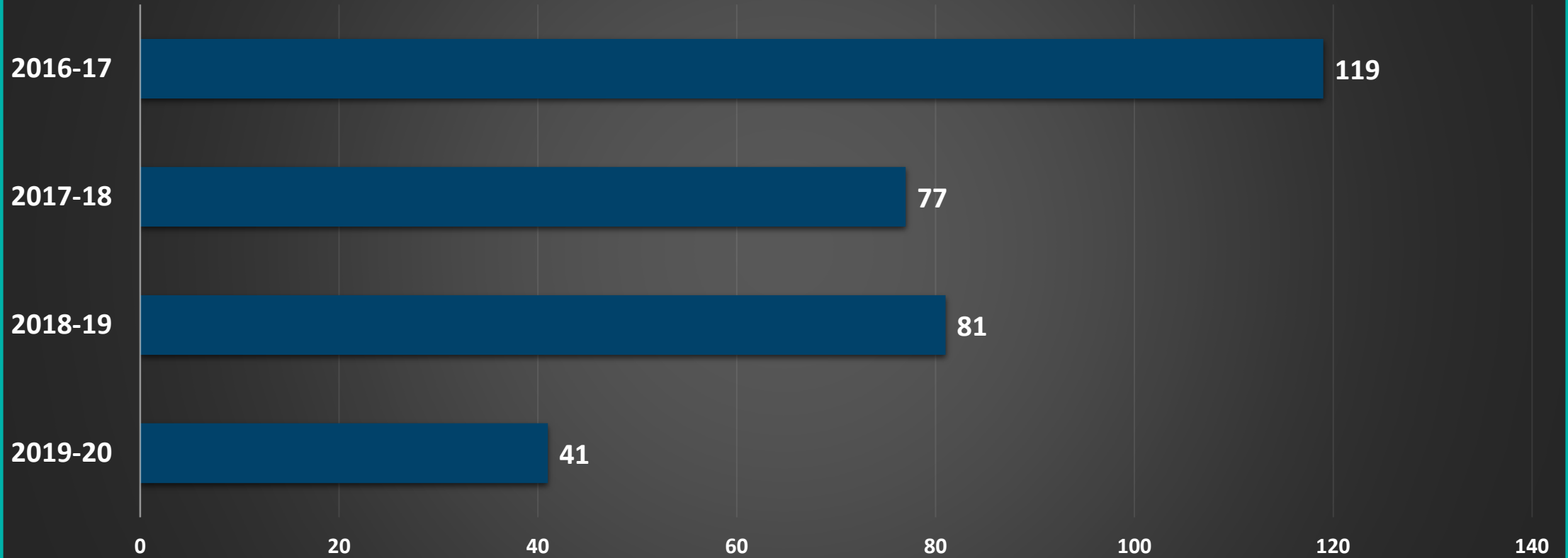
Historical - Contract Budget



WIOA Youth Services

Program Year 2019-2020

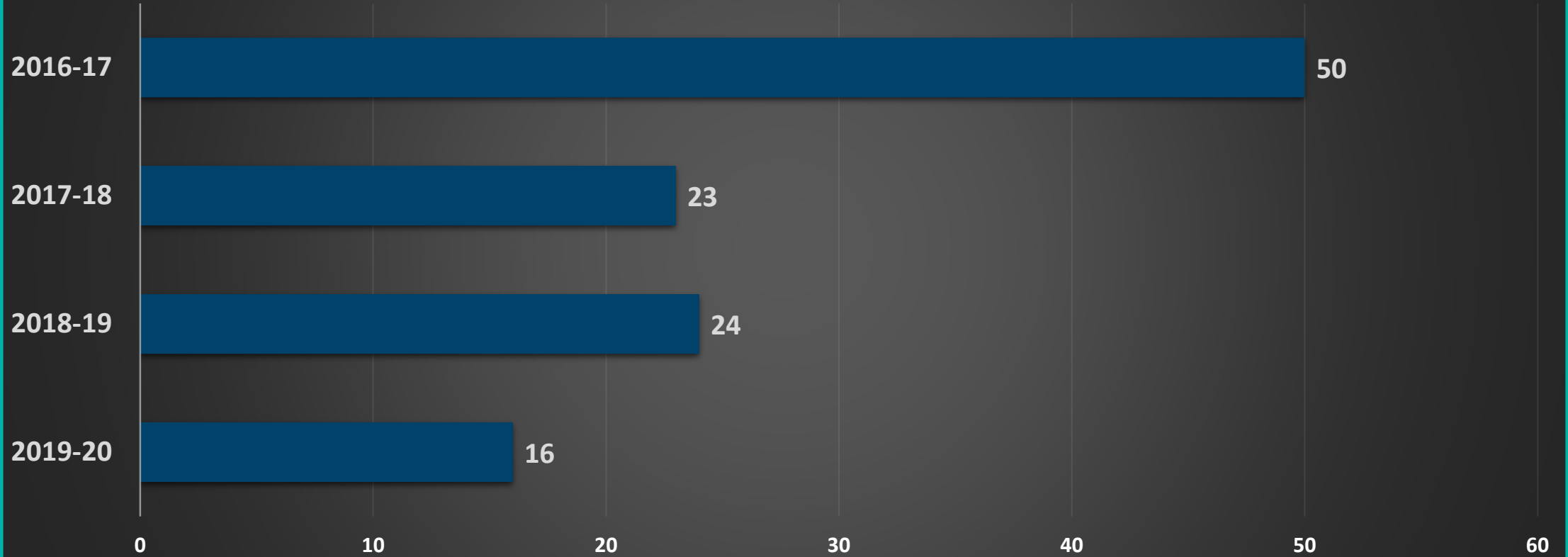
Historical - WIOA Youth Enrollments



WIOA Youth Services

Program Year 2019-2020

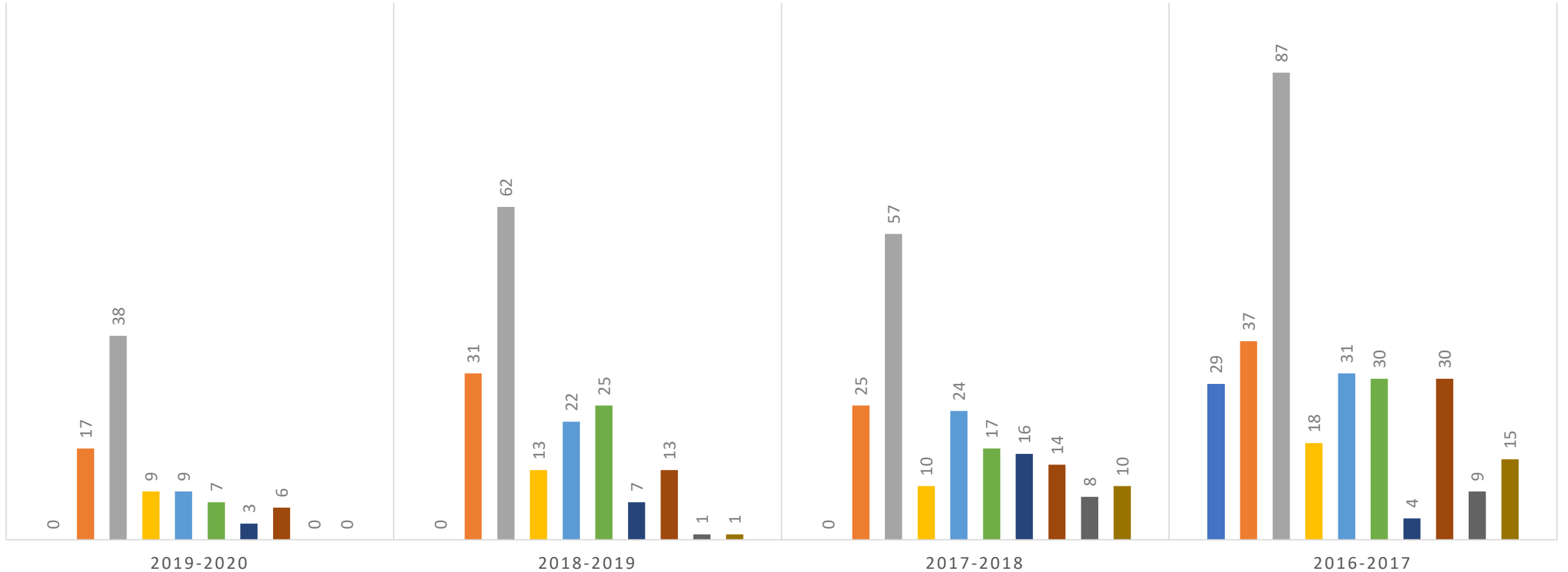
Historical - Work Experience



WIOA Youth Services Program Year 2019-2020 Youth with Barriers

English Learner Dropout BSD Homeless Offender

Pregnant/ Parenting Foster Care Disabled Additional Assistance Substance Abuse



Information/ Discussion Items

- 6.3 RECEIVE PROGRAM YEAR 2019-20 RAPID RESPONSE UPDATE



Rapid Response Update

- 241 Rapid Responses in PY 2019-20 (6 times more than prior 4-year average)
- Responses by Quarter: Q1-16, Q2-15, Q3-104, Q4-76
- 31,324 new UI claims between 3/21/2020 and 7/4/2020- an average of 1,958 new UI claims per week
- 6,369 PUA UI claims between 5/5/20 and 7/4/20- an average of 637 PUA claims per week



Rapid Response Update

- Labor force population most impacted:
 - Between ages 25-34
 - Those whose highest education is a High School Diploma/GED
 - Women for both new UI and PUA claims
 - Predominantly White
 - Live within the city of SLO
- Most Rapid Responses were for businesses in the city of SLO
- *Retail and Accommodation & Food Services* industries were among the most impacted as per Rapid Response and UI Claims data



Reports



- 7.1**
- A) EXECUTIVE COMMITTEE REPORT**
 - B) BUSINESS COUNCIL REPORT**
 - C) SERVICES & STRATEGIES COMMITTEE REPORT**
 - D) STAFF REPORT**



Executive Committee

March 11, 2020

- Approved local area position on the Workforce Services Draft Directive-209 WIOA Regional Planning Unit Update

April 8, 2020

- Approved a proposed decrease in PY 2019-20 AJCC and WIOA Youth contract participant enrollment goals
- Approved Eckerd as vendor for the America's Job Center of California (AJCC) Services RFP and directed the Administrative Entity staff to commence contract negotiations



Executive Committee

May 7, 2020

- Approved Draft Scopes of Work and Budgets for both the America's Job Center of California (AJCC) and WIOA Youth Service Contracts with Eckerd Youth Alternatives, Inc for Program Year 2020-21
- Approved a Transfer of \$150,000 in 2019-20 WIOA Dislocated Worker Funds to WIOA Adult Funding Stream

July 8, 2020

- Approved a Draft Scope of Work and Budget for the National Dislocated Worker Grant with Eckerd.

Next Meeting

September 9, 2020

8:00 -10:00 AM

Virtual Meeting via Zoom



Business Council

December 19, 2019 and April 16, 2020

- Commercial License Prep Course
- Downtown San Luis Obispo Business Walk

Next Meeting

August 17, 2020

9:00 -10:30 AM

Virtual Meeting via Zoom



Services & Strategies Committee

November 21, 2019

- Presentation from the Housing Authority of San Luis Obispo
- Member development and engagement
- Reviewed updates to Workforce Services Resource Guide

May 21, 2020

- Reviewed updates to Workforce Services Resource Guide
- Discussed other community meetings attended

Next Meeting

To Be Determined

Staff Report





Our New Facilities!

AJCC – San Luis Obispo

WIOA Youth - Atascadero



3450 Broad St.
Suite 103

@ the Acacia Business Park







WIOA Youth Program

&

CALWORKs Expanded
Subsidized Employment

8005 Morro Rd.
Atascadero



WIOA Youth
Program

&

CALWORKs
Expanded Subsidized
Employment Program





8.1 BOARD MEMBER WORKFORCE DEVELOPMENT UPDATES

**9.1 NEXT MEETING:
NOVEMBER 5, 2020 AT 8:00 AM
LOCATION: TO BE DETERMINED**

10. ADJOURNMENT

PROFESSIONAL DEVELOPMENT STUDIES

CUSTOMER SERVICE ACADEMY

FALL 2020 ONLINE SHORT COURSES on Core Workplace Competencies & 21st Century Skills

The Customer Service Academy course series is now online! Taught using state-of-the-art distance education methodologies including discussion forums, in-place activities, and alive, interactive session, these courses offer high quality professional development opportunities designed to engage your employees in finding solutions to their current work issues and increase their ability to apply learning back in your workplace. These courses cover core workplace competencies.

COURSE #	COURSE TITLE	DATES	ZOOM	INSTRUCTOR	CRN
PDS 170	Dealing with Change	9/14-25	9/19	B. Woodson	73915
PDS 172	Communicating in the Wrkplce	9/21-10/2	9/26	S. Mosher	73919
PDS 171	Team Building	9/28-10/9	10/3	B. Woodson	73917
PDS 173	Conflict Resolution	10/12-23	10/17	T. Holler	73921
PDS 174	Customer Service	10/19-30	10/24	T. Scovil	73923
PDS 175	Values & Ethics	10/26-11/6	10/31	G. Quiroz Reyes	73926
PDS 176	Attitude in the Wrkplce	11/2-13	11/7	T. Holler	73929
PDS 177	Stress Management	11/9-20	11/14	T. Scovil	73931
PDS 178	Decision Making & Problem Solving	11/16-27	11/21	K. Marcove	73933
PDS 179	Time Management	11/30-12/11	12/5	K. Marcove	73935

Classes are FULLY ONLINE, with an interactive session on Zoom on Saturday 8:30-11:30 a.m.

ENROLL NOW

To view classes, visit cuesta.edu, click *Find Classes*, find *PDS* Complete 10 courses to earn a Certificate of Specialization.

QUESTIONS? Please contact Cuesta College at (805) 546-3100 x 2294

PROFESSIONAL DEVELOPMENT STUDIES

CUSTOMER SERVICE ACADEMY

FALL 2020 ONLINE SHORT COURSES on Core Workplace Competencies & 21st Century Skills

The Customer Service Academy course series is now online! These high quality professional development courses will be taught using state-of-the-art distance education methodologies including discussion forums, in place activities, and a live, interactive session designed to engage you in finding solutions to work issues and increase your ability to apply learning in the workplace. These course cover core workplace competencies desired by employers.

COURSE #	COURSE TITLE	DATES	ZOOM	INSTRUCTOR	CRN
PDS 170	Dealing with Change	9/14-25	9/19	B. Woodson	73915
PDS 172	Communicating in the Wrkplce	9/21-10/2	9/26	S. Mosher	73919
PDS 171	Team Building	9/28-10/9	10/3	B. Woodson	73917
PDS 173	Conflict Resolution	10/12-23	10/17	T. Holler	73921
PDS 174	Customer Service	10/19-30	10/24	T. Scovil	73923
PDS 175	Values & Ethics	10/26-11/6	10/31	G. Quiroz Reyes	73926
PDS 176	Attitude in the Wrkplce	11/2-13	11/7	T. Holler	73929
PDS 177	Stress Management	11/9-20	11/14	T. Scovil	73931
PDS 178	Decision Making & Problem Solving	11/16-27	11/21	K. Marcove	73933
PDS 179	Time Management	11/30-12/11	12/5	K. Marcove	73935

Classes are FULLY ONLINE, with an interactive session on Zoom on Saturday 8:30-11:30 a.m.

ENROLL NOW

To view classes, visit cuesta.edu, click *Find Classes*, find *PDS* Complete 10 courses to earn a Certificate of Specialization.

QUESTIONS? Please contact Cuesta College at (805) 546-3100 x 2294