



VISION: The Workforce needs of employers and job seekers in San Luis Obispo County are met.

**Workforce Development Board
Services & Strategies Committee Meeting Agenda**

Date: Tuesday, July 9, 2019
Time: 2:00 PM – 3:30 PM
Location: 3563 Empleo Street, San Luis Obispo (Corner of Empleo & Granada)

MEMBERS:

Justin McIntire
Chair
Department of Rehabilitation

Maria Flores-Jimenez
Department of Rehabilitation

Jenny Hart
Department of Social Services

Angella Holmes
Department of Social Services

Grace McIntosh
Community Action Partnership of SLO

Alan McKean
Employment Development Department

Mia Ruiz
Cuesta College

Alison Schiavo
Eckerd Workforce Development

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- | | | |
|-----------|--|-----------------|
| 1. | Call to Order and Introduction | <i>McIntire</i> |
| 2. | Public Comment | |
| 3. | Consent Items: | <i>McIntire</i> |
| | 3.1 Approve the January 8, 2019 Minutes | |
| 4. | Action/Information/Discussion: | |
| | 4.1 Discuss Staff/Participant Survey Results | <i>Hayter</i> |
| | 4.2 Follow-up on Status of 211 Program Updates | <i>Hayter</i> |
| | 4.3 Discuss the Implementation of the Updated WIOA MOU | <i>Hayter</i> |
| | 4.4 Discuss Development of a Workforce <i>Integrated Service Delivery Guide</i> | <i>Hayter</i> |
| 5. | Committee Member Workforce Development Updates | <i>McIntire</i> |
| 6. | Next Meeting: | <i>McIntire</i> |
| | Tuesday, September 10, 2019 at 2:00pm
3563 Empleo Street, San Luis Obispo, CA | |
| 7. | Adjournment | <i>McIntire</i> |

Public Comment: Members of the public may address the committee on items appearing on the agenda. The public may also address items of interest to the committee which are within the jurisdiction of the WDB. However, in compliance with Government Code section 64954.3(a), the committee shall take no action on any item not appearing on the agenda. Speakers are asked to limit their remarks to a maximum of three minutes.

This WIOA Title I - financially assisted program or activity is an equal opportunity employer/program. Auxiliary aids and services available upon request to individuals with disabilities. California Relay Service 711 or 1-800-735-2922 (English) 1-800-855-3000 (Spanish).

**WORKFORCE DEVELOPMENT BOARD
of San Luis Obispo County**

SERVICES & STRATEGIES COMMITTEE MINUTES (Draft)

Date: Tuesday, January 8, 2019
Time: 2:00 P.M.
Location: Department of Social Services, 3563 Empleo Street, San Luis Obispo

Present: Carl Dudley, Angella Holmes, Grace McIntosh, Donna Moreno, Mia Ruiz, Danielle Skipper
Absent: Maria Flores-Jimenez, Jenny Hart
Guests: Rebecca Winkleman, Monica Anderson
Staff: Dawn Boulanger, Sarah Hayter, Michael Coughlin

Please Note: Due to Services & Strategies Committee Chairperson Scott Black's retirement for the Workforce Development Board (WDB), Carl Dudley, WDB Chairperson served as Chair Person Pro Tem.

1. Call to Order:

Chair Pro Tem Dudley: called the meeting to order at 2:03 P.M. – **Quorum**

2. Public Comment:

Chair Pro Tem Dudley: opened the floor to public comment without response.

3. Consent Items:

3.1 Approve the November 13, 2018 Minutes

The Committee approves consent item 3.1.

Motion: Grace McIntosh

Second: Danielle Skipper

Abstentions: None

Result: Motion Passed Unanimously

3.2 Approve the March 13, 2018 Minutes

The Committee approves consent item 3.2.

Motion: Danielle Skipper

Second: Grace McIntosh

Abstentions: None

Result: Motion Passed Unanimously

4. Presentations:

4.1 211 Website Overview

Rebecca Winkleman, Community Action Partnership (CAPSLO) and Monica Anderson, United Way of San Luis Obispo, facilitated the presentation. Handouts and Slides from the presentation are available as an addendum to the agenda.

5. Information/Discussion/Action Items:

5.1 Discuss Integration of Job Seeker Resource Guide to 211 Website

Dawn Boulanger (staff) presented the item, requesting input from the committee as to the possibility of the Services & Strategies Committee working to update workforce related services listed on the 211 Website in lieu of creating a separate Job Seeker Resource Guide.

Chair Pro Tem Dudley: opened the floor to public comment without response

5.2 Review and Approve Staff and Participant Surveys

Michael Coughlin (staff) presented the revised draft Workforce Services Staff and Participant Surveys, which are available as part of the agenda packet.

Chair Pro Tem Dudley: opened the floor to public comment without response

The Committee approves and directs staff to distribute both the Staff Survey and the Participant Survey

Motion: Grace McIntosh

Second: Grace McIntosh

Abstentions: None

Result: Motion Passed Unanimously

6. Committee Member Updates:

Chair Pro Tem Dudley: opened the floor to updates from the Committee membership.

Mia Ruiz: speaks and provided the Committee with a handout, which is available as an addendum to the agenda.

7. Next Meeting: Tuesday, March 12, 2019 at 2:00pm - 3563 Empleo Street, San Luis Obispo, CA

8. Adjournment:

Chair Pro Tem Dudley: adjourned the meeting at 3:08 P.M.

I, Michael J. Coughlin, Clerk of the Workforce Development Board of San Luis Obispo, and its committees, do hereby certify that the forgoing is a fair statement of the proceedings of the meeting held Tuesday, January 8, 2019 by the Services & Strategies Committee of the Workforce Development Board of San Luis Obispo County.

Michael J. Coughlin, Workforce Development Program Specialist

Dated: January 30, 2019

**Workforce Development Board Services & Strategies Committee
Information/Discussion Item
July 9, 2019**

AGENDA ITEM NUMBER: 4.1

ITEM: Discuss Staff/Participant Survey Results

ACTION REQUIRED:

None

SUMMARY NARRATIVE:

The participant survey was designed with the purpose of assessing how the needs of individual with barriers to employment are being met while the staff survey was to assess where/how staff refer individuals looking for work, training, or employment services in San Luis Obispo County.

At the January 8, 2019 the committee approved the updates and directed staff to distribute both the staff and participant survey. The surveys were piloted via Services and Strategies Committee member at CAPSLO.

The online version of the participant survey was set to allow multiple responses from a single IP address allowing individuals who utilize shared computers to complete the survey (i.e. resource rooms, library computer access, etc.). The participant survey was provided as a printable form for use when internet access was not available and manually entered into the survey system to produce a collective analysis of the data.

BUDGET/FINANCIAL IMPACT:

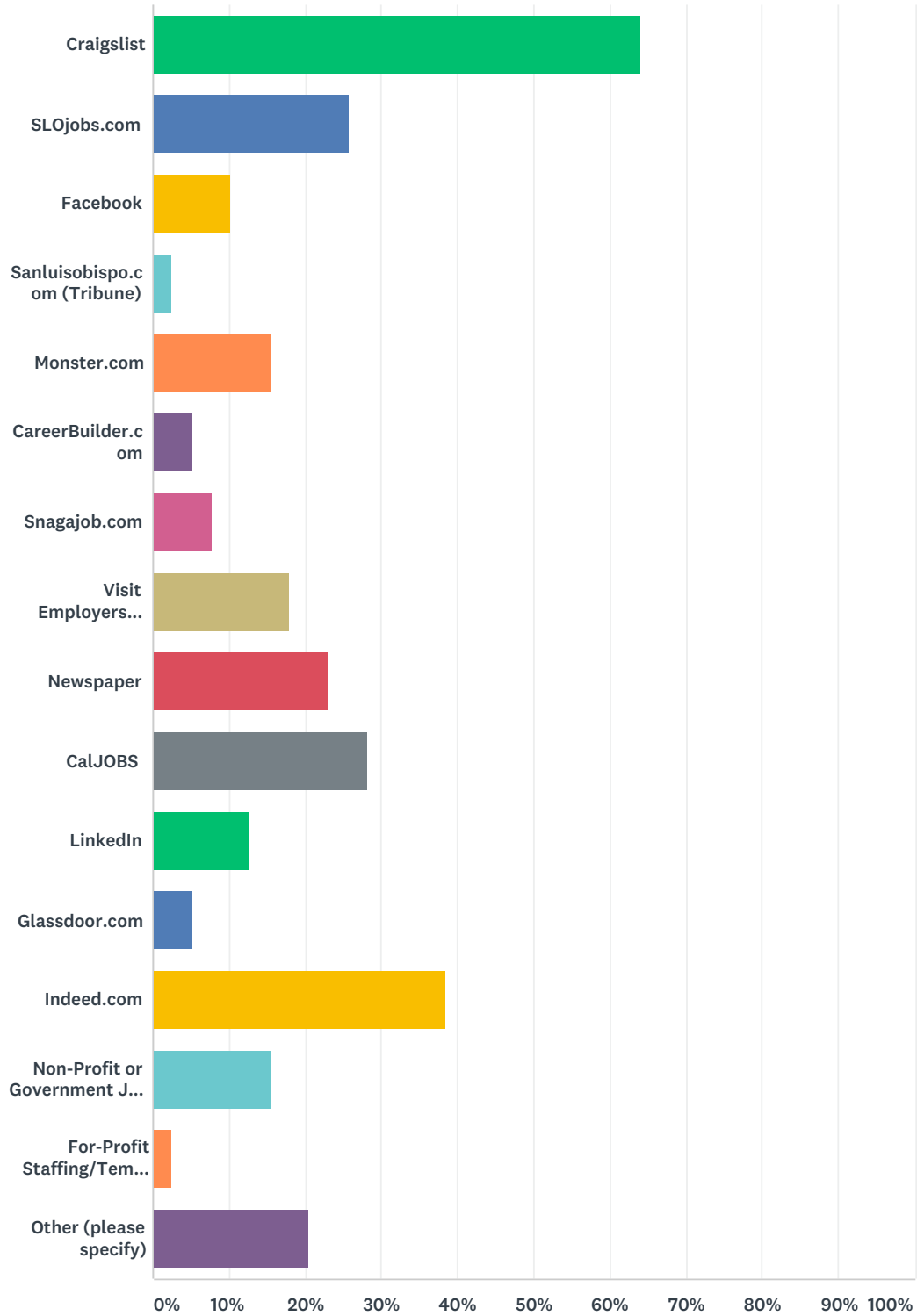
No current fiscal impact

STAFF COMMENTS:

The following are the results of the staff and participant survey for discussion.

Q1 Where do you look for job openings?

Answered: 39 Skipped: 0



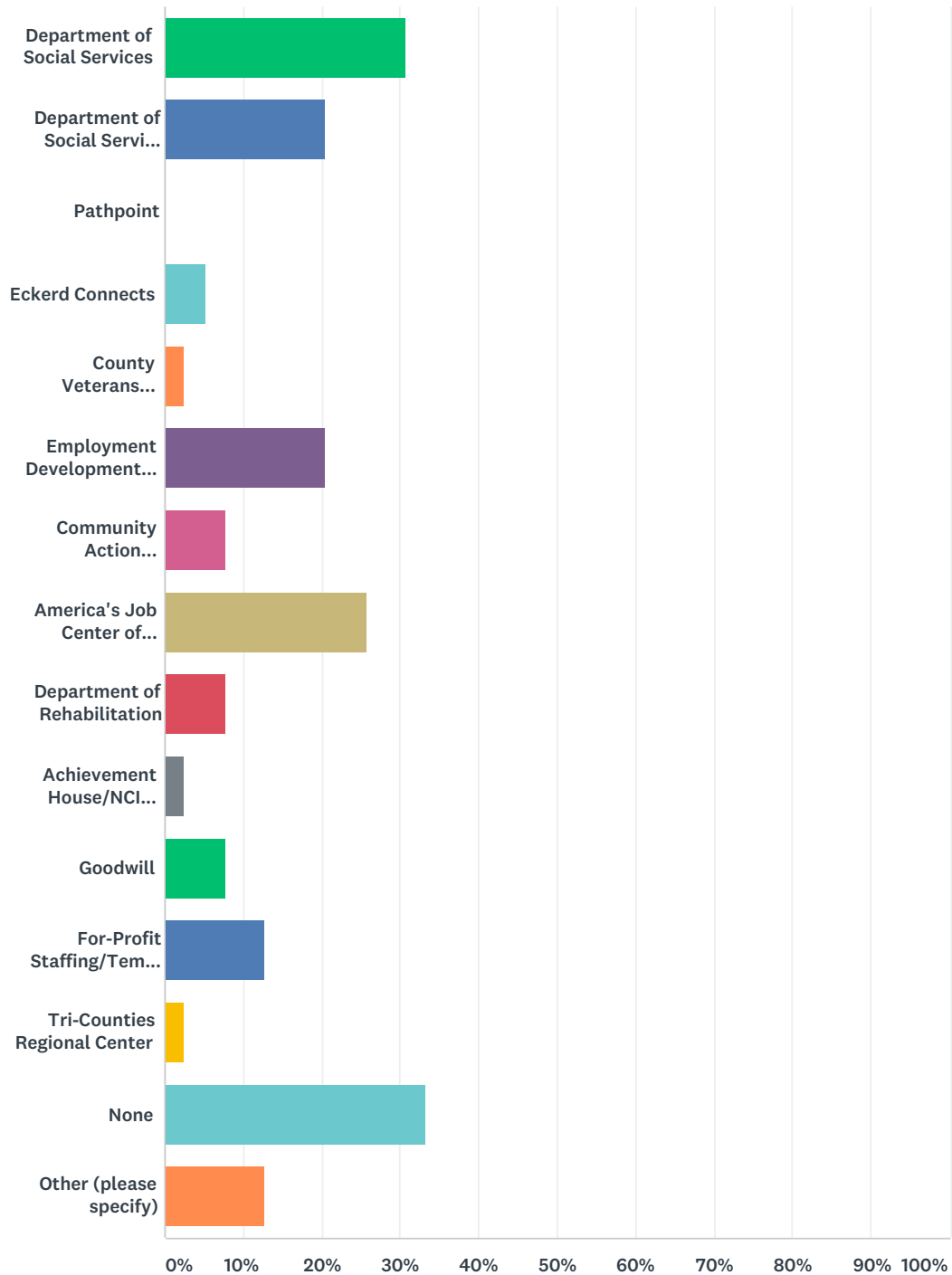
ANSWER CHOICES	RESPONSES
Craiglist	64.10% 25

Workforce Development Board
Participant Survey

SLOjobs.com	25.64%	10
Facebook	10.26%	4
Sanluisobispo.com (Tribune)	2.56%	1
Monster.com	15.38%	6
CareerBuilder.com	5.13%	2
Snagajob.com	7.69%	3
Visit Employers Directly	17.95%	7
Newspaper	23.08%	9
CalJOBS	28.21%	11
LinkedIn	12.82%	5
Glassdoor.com	5.13%	2
Indeed.com	38.46%	15
Non-Profit or Government Job Center	15.38%	6
For-Profit Staffing/Temp Agency	2.56%	1
Other (please specify)	20.51%	8
Total Respondents: 39		

Q2 What resources do you use in obtaining a job?

Answered: 39 Skipped: 0



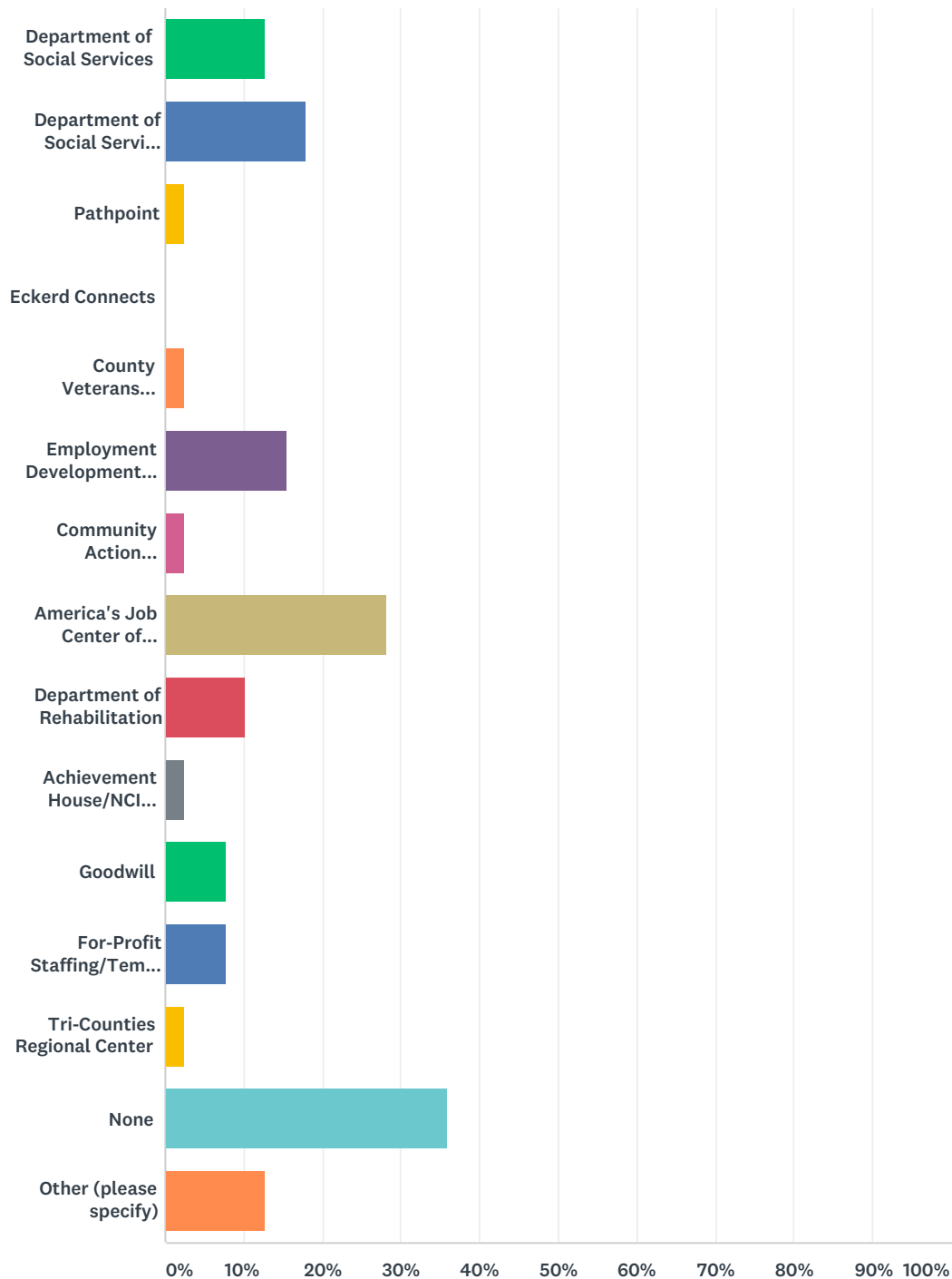
ANSWER CHOICES	RESPONSES	
Department of Social Services	30.77%	12
Department of Social Services Job Center	20.51%	8
Pathpoint	0.00%	0

Workforce Development Board
Participant Survey

Eckerd Connects	5.13%	2
County Veterans Services	2.56%	1
Employment Development Department (EDD)	20.51%	8
Community Action Partnership of SLO	7.69%	3
America's Job Center of California	25.64%	10
Department of Rehabilitation	7.69%	3
Achievement House/NCI Affiliates	2.56%	1
Goodwill	7.69%	3
For-Profit Staffing/Temp Agencies	12.82%	5
Tri-Counties Regional Center	2.56%	1
None	33.33%	13
Other (please specify)	12.82%	5
Total Respondents: 39		

Q3 Where do you go for employment preparation?(Resume Building, Interviewing Skills, Training, Workshops, Interview Attire, etc.)

Answered: 39 Skipped: 0



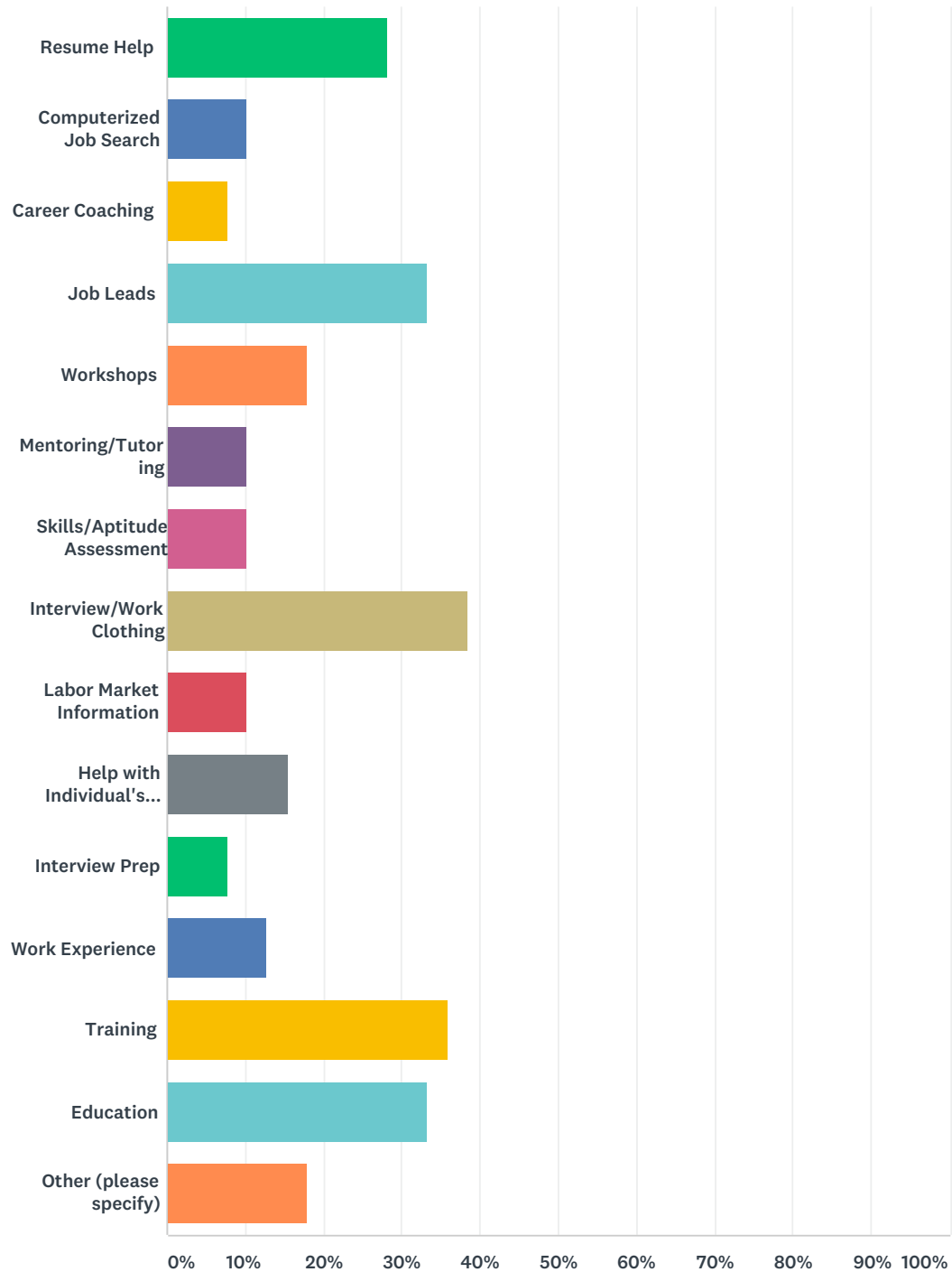
ANSWER CHOICES	RESPONSES
Department of Social Services	12.82% 5
Department of Social Services Job Center	17.95% 7

Workforce Development Board
Participant Survey

Pathpoint	2.56%	1
Eckerd Connects	0.00%	0
County Veterans Services	2.56%	1
Employment Development Department (EDD)	15.38%	6
Community Action Partnership of SLO	2.56%	1
America's Job Center of California	28.21%	11
Department of Rehabilitation	10.26%	4
Achievement House/NCI Affiliates	2.56%	1
Goodwill	7.69%	3
For-Profit Staffing/Temp Agencies	7.69%	3
Tri-Counties Regional Center	2.56%	1
None	35.90%	14
Other (please specify)	12.82%	5
Total Respondents: 39		

Q4 What additional support would help you get a job?

Answered: 39 Skipped: 0



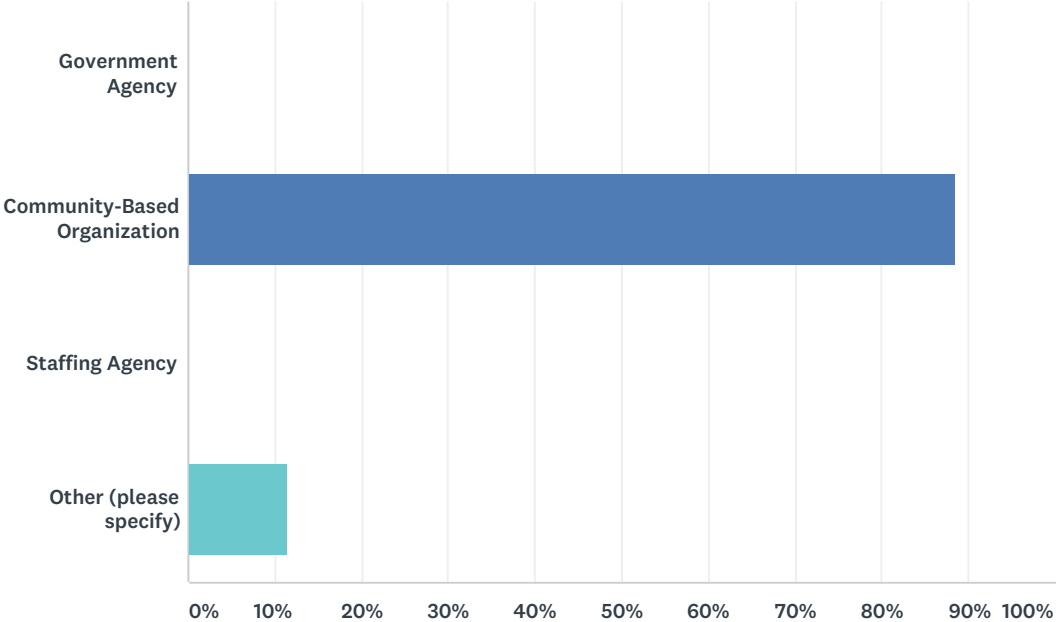
ANSWER CHOICES	RESPONSES	
Resume Help	28.21%	11
Computerized Job Search	10.26%	4
Career Coaching	7.69%	3

Workforce Development Board
Participant Survey

Job Leads	33.33%	13
Workshops	17.95%	7
Mentoring/Tutoring	10.26%	4
Skills/Aptitude Assessment	10.26%	4
Interview/Work Clothing	38.46%	15
Labor Market Information	10.26%	4
Help with Individual's Background	15.38%	6
Interview Prep	7.69%	3
Work Experience	12.82%	5
Training	35.90%	14
Education	33.33%	13
Other (please specify)	17.95%	7
Total Respondents: 39		

Q1 What agency do you work for?

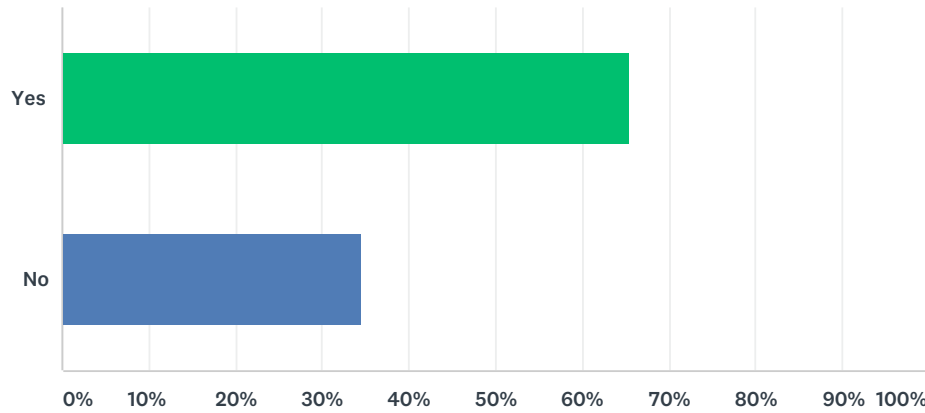
Answered: 26 Skipped: 0



ANSWER CHOICES	RESPONSES	
Government Agency	0.00%	0
Community-Based Organization	88.46%	23
Staffing Agency	0.00%	0
Other (please specify)	11.54%	3
Total Respondents: 26		

Q2 Does your agency provide employment training services?

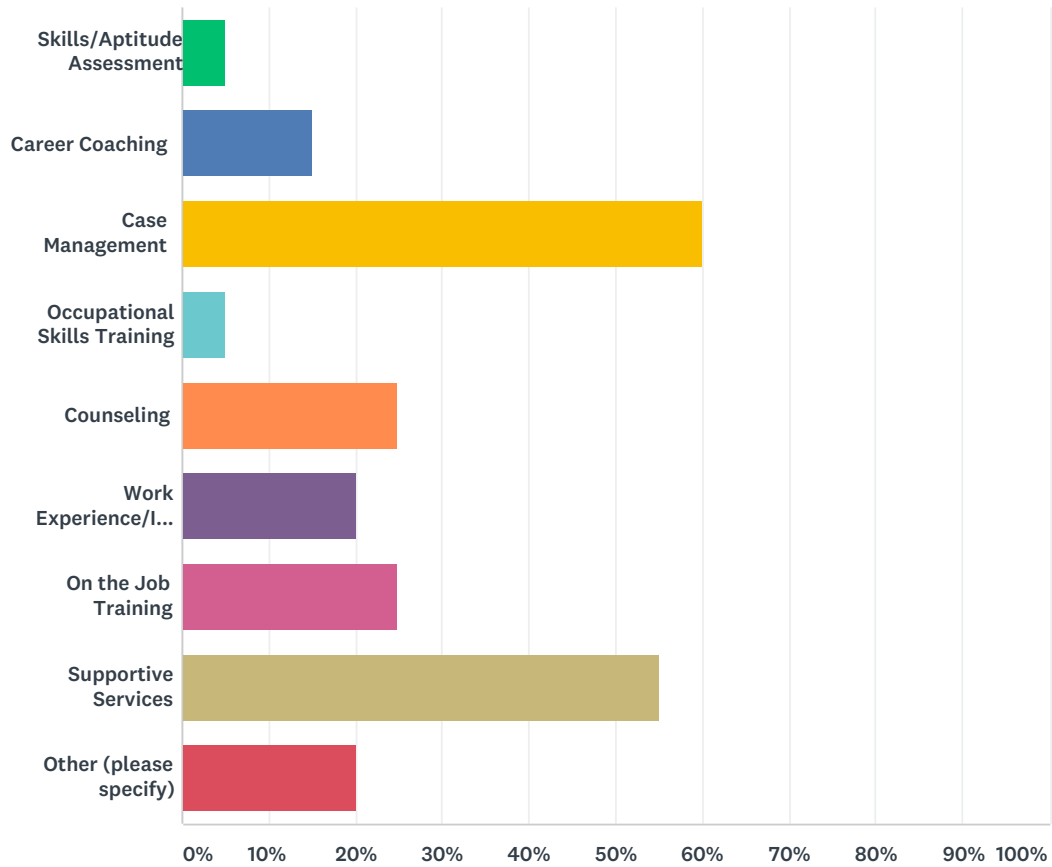
Answered: 26 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	65.38%	17
No	34.62%	9
TOTAL		26

Q3 If Yes, which services do you provide?

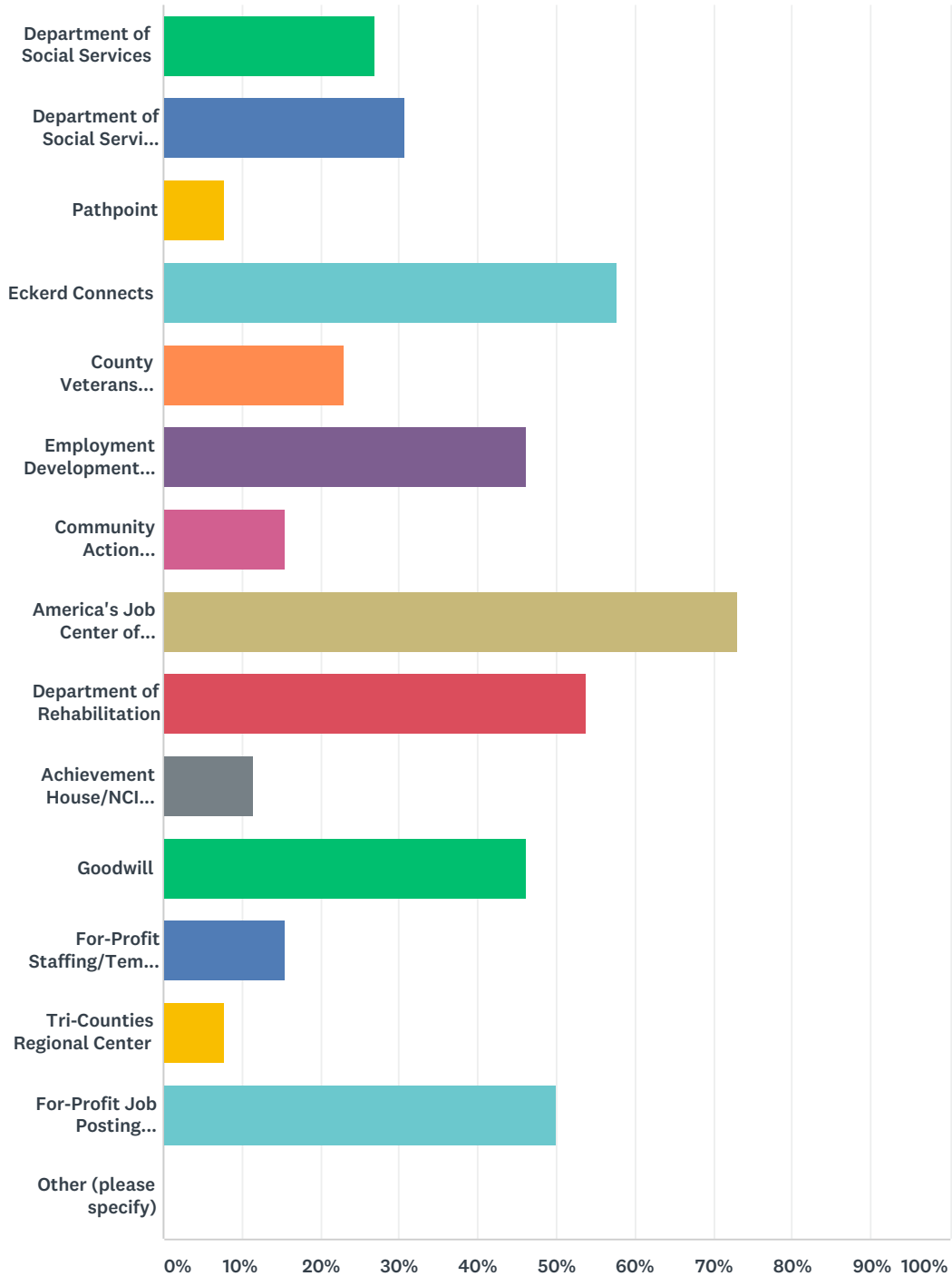
Answered: 20 Skipped: 6



ANSWER CHOICES	RESPONSES	
Skills/Aptitude Assessment	5.00%	1
Career Coaching	15.00%	3
Case Management	60.00%	12
Occupational Skills Training	5.00%	1
Counseling	25.00%	5
Work Experience/Internships	20.00%	4
On the Job Training	25.00%	5
Supportive Services	55.00%	11
Other (please specify)	20.00%	4
Total Respondents: 20		

Q4 Where do you refer individuals looking for work?

Answered: 26 Skipped: 0



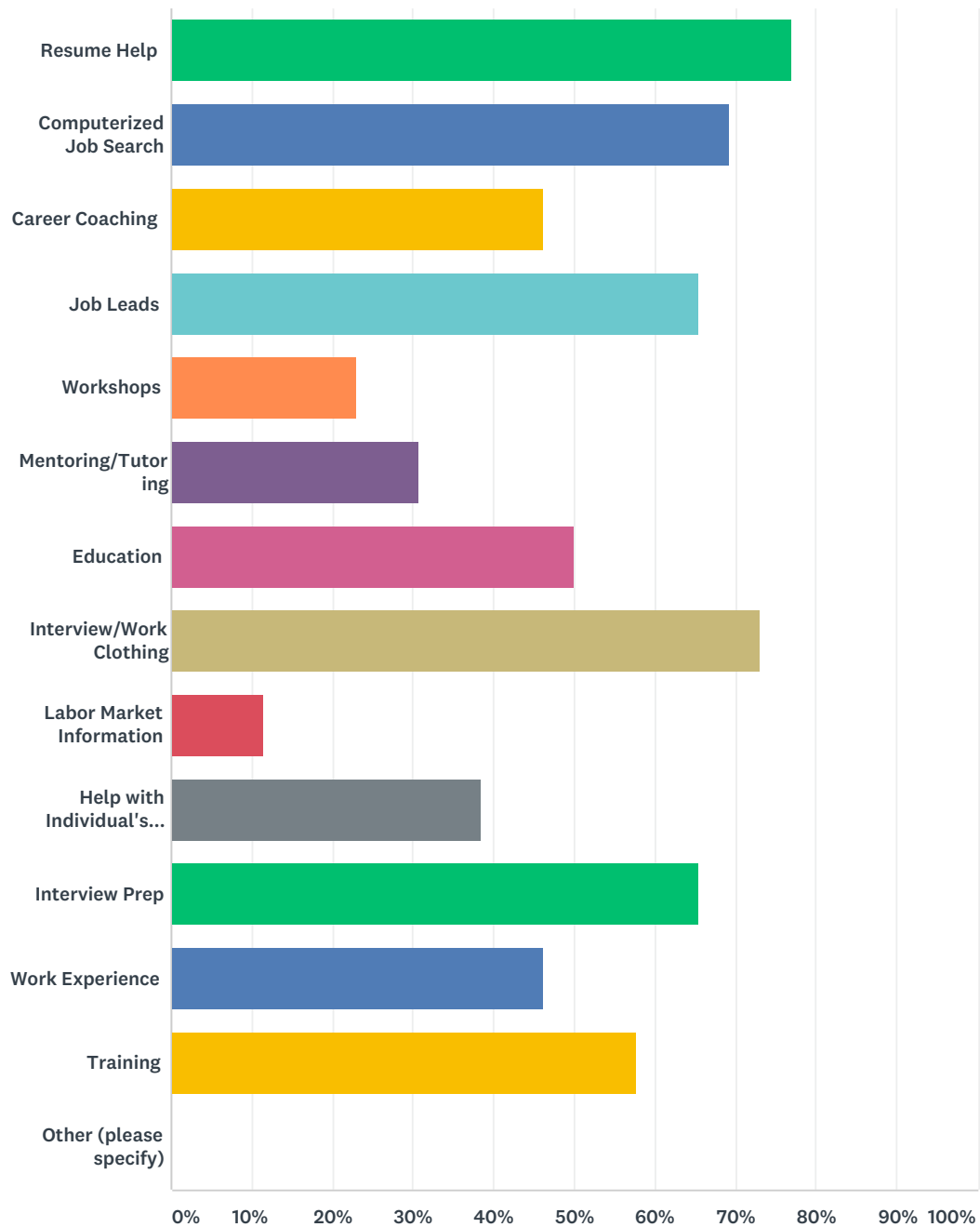
ANSWER CHOICES	RESPONSES	
Department of Social Services	26.92%	7
Department of Social Services Job Center	30.77%	8
Pathpoint	7.69%	2

Workforce Development Board
Partner Agency Staff Survey

Eckerd Connects	57.69%	15
County Veterans Services	23.08%	6
Employment Development Department	46.15%	12
Community Action Partnership of SLO	15.38%	4
America's Job Center of California	73.08%	19
Department of Rehabilitation	53.85%	14
Achievement House/NCI Affiliates	11.54%	3
Goodwill	46.15%	12
For-Profit Staffing/Temp Agencies	15.38%	4
Tri-Counties Regional Center	7.69%	2
For-Profit Job Posting Websites (SLOJobs.com, Indeed, Craigslist, etc.)	50.00%	13
Other (please specify)	0.00%	0
Total Respondents: 26		

Q5 What employment training services are your participants most often in need of/requesting?

Answered: 26 Skipped: 0



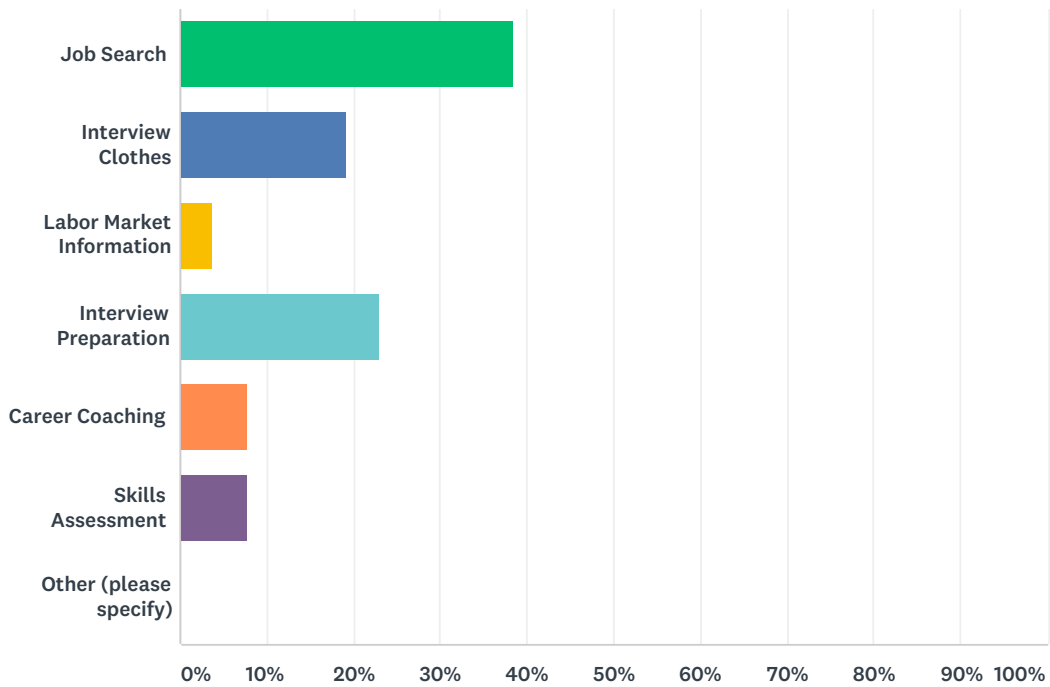
ANSWER CHOICES	RESPONSES	
Resume Help	76.92%	20
Computerized Job Search	69.23%	18
Career Coaching	46.15%	12
Job Leads	65.38%	17

Workforce Development Board
Partner Agency Staff Survey

Workshops	23.08%	6
Mentoring/Tutoring	30.77%	8
Education	50.00%	13
Interview/Work Clothing	73.08%	19
Labor Market Information	11.54%	3
Help with Individual's Background	38.46%	10
Interview Prep	65.38%	17
Work Experience	46.15%	12
Training	57.69%	15
Other (please specify)	0.00%	0
Total Respondents: 26		

Q6 What are the most common unmet needs you hear about related to obtaining employment?

Answered: 26 Skipped: 0



ANSWER CHOICES	RESPONSES	
Job Search	38.46%	10
Interview Clothes	19.23%	5
Labor Market Information	3.85%	1
Interview Preparation	23.08%	6
Career Coaching	7.69%	2
Skills Assessment	7.69%	2
Other (please specify)	0.00%	0
TOTAL		26

MEMORANDUM OF UNDERSTANDING (MOU)

The following item is available at:

<http://sloworkforce.com/29806/wioa-ajcc-partner-mou-2019-2022/>

**Workforce Development Board Services & Strategies Committee
Information/Discussion Item
July 9, 2019**

AGENDA ITEM NUMBER: 4.4

ITEM: Discuss Development of Integrated Service Delivery Guide

ACTION REQUIRED:

None

SUMMARY NARRATIVE:

As part of the WIOA MOU update, a partner planning session was held on April 10, 2019 to review and discuss updates to the current WIOA MOU in place in SLO County amongst the partners of the America's Job Center of CA (AJCC). This session included a review of shared services, shared costs, and MOU content including referral forms, referral processes, and staff cross-training. The partners indicated a need for access to partner contacts and awareness of programs.

Workforce Santa Cruz County accomplished this via an Integrated Service Delivery (ISD) Guide which provides information on the programs and services of the partners within the AJCC network (mandatory partners and strategic community partners). It could serve as a reference and training tool for partner staff so that they are able to help customers easily connect to partner programs. A guide would assist in creating a shared understanding of shared services within the consolidated system.

BUDGET/FINANCIAL IMPACT:

No current fiscal impact

STAFF COMMENTS:

An example of a guide created and used by Workforce Santa Cruz County will be provided and attached as an addendum to the agenda. WDB staff brings this item to the Services and Strategies Committee to begin the discussion of an Integrated Service Delivery Guide for partner and public use.