

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

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WORKFORCE DEVELOPMENT BOARD MEETING AGENDA

Date: Thursday, November 4, 2021

Time: 8:00 AM – 10:00 AM

Location: Virtually by Zoom **Meeting ID:** 949 3428 4676 **Passcode:** 711917 **Join by phone:** (877) 853-5257

<https://slohealth.zoom.us/j/94934284676?pwd=S1p5TElOU3piMStTbDYzb0lVNDIjdz09>

Public Comment will be made available during the meeting via zoom for individuals wishing to comment on items appearing on the agenda, as well as for general comment on items not appearing on the agenda.

- 1. Call to Order and Introductions** *Dudley*
- 2. Action Items:**
 - 2.1 Approve a resolution authorizing the Workforce Development Board to hold teleconferenced public meetings for an initial thirty-days period pursuant to AB-361 *Dudley*
- 3. Public Comment**
- 4. Presentations**
 - 4.1 FIRST 5 SLO County – We Are The Care Initiative *Wendy Wendt*
 - 4.2 Member Recognition *Boulanger*
- 5. Consent Items:**
 - 5.1 Approve the August 5, 2021, Minutes *Dudley*
 - 5.2 Approve the Appointment of Lorna Hewitt to the Business Council
- 6. Action Items:**
 - 6.1 Nomination and Election of Officers *Boulanger/Dudley*
- 7. Discussion Items:**
 - 7.1 Receive Quarter 1 Eckerd AJCC Contract Performance Report *Hayter/Eckerd*
 - 7.2 Receive Quarter 1 Eckerd Youth Contract Performance Report *Hayter/Eckerd*
 - 7.3 Receive Update on WDB Business Services with Local Chambers *Boulanger*
 - 7.4 Discuss WDB Member Retreat *Boulanger*
- 8. Reports:**
 - a.) Executive Committee Report *Dudley*
 - b.) Business Council Report *Latona-Tahlman*
 - c.) Staff Report *Boulanger/Hayter*
- 9. Administrative Entity Update:**
 - 9.1 Receive and Review Fiscal Budget Update *Boulanger*
 - 9.2 Receive and Review Rapid Response Update *Marin*
- 10. Board Member Workforce Development Updates**
- 11. Next Meeting:** February 3, 2022 at 8:00 a.m.
Location: Virtually by Zoom
- 12. Adjournment** *Dudley*

MEMBERS:

Carl Dudley, Chair
Pacific Western
Bank

Isiah Gomer
Vice Chair
Paso Robles Waste
& Recycle

David Baldwin
Pipe Trades Local
403

Dr. James J. Brescia
SLO County Office
of Education

Josh Cross
Atascadero
Chamber of
Commerce

Rachael Hendricks
Trust Automation

William Hills
United Staffing
Associates, LLC

Melissa James
REACH

**Verena Latona-
Tahlman**
Cannon Corporation

Justin McIntire
Department of
Rehabilitation

Veronica Orozco
Employment
Development
Department

Ronald Reilly
Garing, Taylor &
Associates, Inc.

Mark Simonin
Local IBEW 639

Ryan Stanley
Operating Engineers
Local 12

Dr. Jill Stearns
Cuesta College

Courtney Taylor
Law Office of
Courtney E. Taylor

Angela Toomey
Morris & Garritano
Insurance

Patrick Woolpert
Compass Health,
Inc.

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.

Workforce Development Board
COUNTY OF SAN LUIS OBISPO, STATE OF CALIFORNIA

Thursday November 4, 2021

PRESENT:

ABSENT:

RESOLUTION NO. 2021-001

**A RESOLUTION OF THE WORKFORCE DEVELOPMENT BOARD ACKNOWLEDGING
GOVERNOR NEWSOM'S PROCLAMATION OF A STATE OF EMERGENCY AND
AUTHORIZING MEETINGS BY TELECONFERENCE MEETINGS FOR A PERIOD OF
THIRTY DAYS PURSUANT TO THE RALPH M. BROWN ACT**

The following resolution is now offered and read:

WHEREAS, on March 4, 2020, Governor Newsom issued a Proclamation of State of Emergency in response to the COVID-19 pandemic; and

WHEREAS, the proclaimed state of emergency remains in effect; and

WHEREAS, on March 17, 2020, Governor Newsom issued Executive Order N-29-20 that suspended the teleconferencing rules set forth in the California Open Meeting law, Government Code section 54950 et seq. (the "Brown Act"), provided certain requirements were met and followed; and

WHEREAS, on June 11, 2021, Governor Newsom issued Executive Order N-08-21 that clarified the suspension of the teleconferencing rules set forth in the Brown Act, and further provided that those provisions would remain suspended through September 30, 2021; and

WHEREAS, on September 16, 2021, Governor Newsom signed AB 361, allowing legislative bodies subject to the Brown Act to continue meeting by teleconference if the legislative body determines that meeting in person would present imminent risks to the

health or safety of attendees, and further requires that certain findings be made by the legislative body every thirty (30) days; and

WHEREAS, California Department of Public Health and the federal Centers for Disease Control and Prevention ("CDC") caution that the Delta variant of COVID-19, currently the dominant strain of COVID-19 in the country, is more transmissible than prior variants of the virus, may cause more severe illness, and that even fully vaccinated individuals can spread the virus to others resulting in rapid and alarming rates of COVID-19 cases and hospitalizations (<https://www.cdc.gov/coronavirus/2019-ncov/variants/delta-variant.html>); and

WHEREAS, the CDC has established a "Community Transmission" metric with 4 tiers designed to reflect a community's COVID-19 case rate and percent positivity; and

WHEREAS, the County of San Luis Obispo currently has a Community Transmission metric of "high" which is the most serious of the tiers; and

WHEREAS, in the interest of public health and safety, as affected by the emergency caused by the spread of COVID-19, the Workforce Development Board deems it necessary to find holding in person meetings would present imminent risks to the health or safety of attendees, and thus intends to invoke the provisions of AB 361 related to teleconferencing.

NOW, THEREFORE, BE IT RESOLVED AND ORDERED by the Workforce Development Board that:

1. The recitals set forth above are true and correct.
2. The Proclamation of State of Emergency in response to the COVID-19 pandemic issued by Governor Newsom on March 4, 2020, remains in effect.
3. Based on the recitals above, the Workforce Development Board finds that meeting in person would present imminent risks to the health or safety of attendees.
4. Staff is directed to return at the next regularly scheduled meeting with an item for the Workforce Development Board to consider making the findings required by AB 361 to continue meeting under its provisions.

Upon call for a motion by Workforce Development Board Chairperson Carl Dudley, a motion was called by member _____ and seconded by _____, and on the following roll call vote, to wit:

AYES:

NOES:

ABSENT:

ABSTAINING:

the foregoing resolution is hereby adopted.

Chairperson of the Workforce Development
Board

ATTEST:

[Insert appropriate attestation signature block]

APPROVED AS TO FORM AND LEGAL EFFECT:

RITA L. NEAL
County Counsel

By: _____
Deputy County Counsel

Dated: _____

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

WORKFORCE DEVELOPMENT BOARD MEETING MINUTES

Date: Thursday, August 5, 2021
Time: 8:00 a.m.
Location: Department of Social Services Room 101, 3433 South Higuera Street, SLO and virtually via Zoom

Present: Carl Dudley David Baldwin, Dr. James J. Brescia, Verena Latona-Tahlman, Justin McIntire, Dr. Jill Stearns, Courtney Taylor, Ron Reilly, Patrick Woolpert, Ryan Stanley
Absent: Isiah Gomer William Hills, Mark Simonin
Guests: Allison Schiavo, Tammy Aguilera, Angella Toomey, Cesar Valladares, Veronica Orozco, Jenna Morton, Susan Mathers, Kristen Handley, Racheal Hendricks, Olga Duran
Staff: Dawn Boulanger, Sarah Hayter, Leann Ross, Diana Marin

1. Call to Order and Introductions:

Chairperson Carl Dudley called the meeting to order at 8:04 a.m. **Quorum reached.**

2. Public Comment:

Chair Dudley: No public comment.

3. Consent Items:

3.1 Approve the May 6, 2021 Minutes

Motion: Justin McIntire
 Second: Courtney Taylor
 Abstentions: None

Motion Passed Unanimously

4. Action Items:

4.1 Review and Approve Program Year 2021-2022 Local Area Budget for Workforce Services
 Dawn Boulanger (staff) presented item which is available as part of the agenda.

Motion: Justin McIntire
 Second: Patrick Woolpert
 Abstentions: None

Motion Passed Unanimously

5. Presentations:

5.1 Employment Development Department (EDD) Services in SLO

Cesar Valladares, Deputy Division Chief of L.A. Coastal Workforce Services Division shared they are still having conversations on consolidating several State departments under the newly designated Department of Better Jobs and Higher Wages. This would include the California Workforce Development Board, the Employment Training Panel, the Department of Industrial Relations/Division of Apprenticeships Standards and EDD Workforce Services will ultimately merge according to the edict and support of the Governor and Labor Secretary. Cesar also shares the States Vaccine Verification System, EDD employees are required to provide proof of vaccination or test regularly. As of July 11,

seek work requirement will be reinstated for most receiving unemployment insurance. The presumption of eligibility payments started being issued July 23 to clear out any pending payments outstanding in the system. In person services through the Workforce Services branch of EDD has different stages and is in process of working out guidelines to have a security guard presence. EDD is still offering virtual services at this time, such as virtual inbox answering questions at wsbsanluisobispoinfo@edd.ca.gov, direct phone line 805-858-3508, virtual workshops and Reemployment Services and Eligibility Assessments (RESEA) via phone and Zoom platform. Cesar also shared they are working on a UI Navigator position for SLO, this person would connect individuals with Unemployment Insurance branch. There is additionally the Veteran program working currently with ten veterans locally and the Micro Seasonal Farm Worker (MSFW) program helping farm workers through mobile line and IPAD to meet via facetime to assist with Unemployment Insurance as well.

Chairperson Dudley: Speaks.

Veronica Orozco – guest: Speaks.

6. Information/Discussion Items:

6.1 Receive PY 20-21 Eckerd AJCC Contract Performance Report

Sarah Hayter (Staff) presented the item, which is available as part of the agenda.

Chairperson Dudley: Speaks.

Tammy Aguilera-guest: Speaks.

6.2 Receive PY 20-21 Eckerd AJCC Contract Performance Report

Sarah Hayter (Staff) presented the item, which is available as part of the agenda.

Chairperson Dudley: Speaks.

Tammy Aguilera-guest: Speaks.

Justin McIntire-Board Member: Speaks.

7. Reports:

7.1

a) Executive Committee Report: Chairperson Dudley reported that since the last Board meeting the Executive Committee approved the Draft Scope of Work and Budgets for both the AJCC and WIOA Youth service contracts for PY 2021-2022 with Eckerd Youth Alternatives, Inc. As well as contract with Ventura County for California Climate Investments Program in the Amount of \$148,011. The Executive committee additionally approved 5 Workforce Development Board member appointments and 1 Business Council member appointment between their June and July meetings. Chairperson Dudley shared that other meetings he attends were starting to go back to in person meetings but with the new Delta variant masks are back and most organizations are still on Zoom especially with virtual meetings being more convenient and people don't have to travel.

b) Business Council Report: Verena Latona-Tahlman shared the Business Council met in June discussing AJCC business services outreach in hopes to better inform businesses and job seekers alike about the services and resources available through the AJCC. The council also received an update about survey sent to the first round of Covid Small Business Grant recipients, findings that came from this were that there were many challenges endured by these business because of the pandemic, and most continue to struggle with staffing. However, they do anticipate making full recovery. There was also reported to be a lack of awareness about the Workforce Development Board and AJCC services. Verena also shared that the Business Council is looking for business community representation and membership.

c) Staff Report: Sarah Hayter (Staff) shared that the Workforce Development Board brought in an additional \$240,000 in grants, operating over \$400,000 in special grants in addition to formula funds. These grants help support special populations such as justice involved individuals, Covid impacted individuals, dislocated workers and partnerships in pre-apprenticeship programs. Sarah additionally shared Business Council accomplishments over the year such as focusing on commercial drivers license prep course, Covid Small Business Grant administration and strategies of Rapid Response outreach and coordination in reporting business closures. Sarah also shares the AJCC moved locations to the Acacia Creek Business Park at 3450 Broad Street, Suite 103 in San Luis Obispo. This fiscal year the Workforce Development Board additionally updated the MOU with AJCC partner agencies. Workforce Development Board staff conducted AJCC and WIOA Youth program monitoring as well as participated in State run virtual WIOA Fiscal and Procurement monitoring. Dawn Boulanger (staff) shares SB1 Grant updates, first cohort of 7 individuals is graduating on August 18 with their Multi Craft Core Certificate for successfully completing the pre-apprenticeship program with one possibly two of them already picked up by the Plumbers and Pipefitters apprenticeship program. Dawn additionally shared conferences are coming back, Meeting of the Minds is taking place next month, with encouraged attendance by board members. Additionally, there is a webinar being hosted by Morris and Garritano in partnership with the WDB for Innovative Strategies for Recruitment and Retention.

8. Administrative Entity Update:

8.1 Receive and Review Rapid Response Update

Diana Marin (Staff) presented the item, which is available as part of the agenda.

9. Board Member Workforce Development Updates:

Courtney Taylor shares the merge of the Women's Shelter/Stand Strong and RISE with new name of Lumina Alliance. Courtney also shares new website redefineslo.org, a resource and prevention department that works with parents to talk about body autonomy, gender identity, health masculinity and healthy pronouns, working towards domestic violence prevention.

Ron Reilly shares in the architecture, engineering, and construction (AEC) community building materials are causing stir but biggest struggle is being able to recruit talent locally without having to outsource to large firms from the rest of California.

David Baldwin shares the pipe trades and local electrical workers held a couple events at the Mid State fair such as ice cream social for the kids in the livestock area, when kids came to get their ice cream they were able to talk about careers available through apprenticeship and the different trades. There was also a meet and greet held with school staff, CTE, REACH, elected officials, County Board of Supervisors, and Division of Apprenticeship Standard to talk about the importance of apprenticeship for our community and what it means to make pathways for these head of household jobs.

Patrick Woolpert shares that they can't find the licensed staff they require in the community causing them to have to advertise for these positions outside of the community, pay housing stipends and housing relocation to attract these positions to their facilities. Patrick additionally shares his goal is to continue to work with Cuesta and Hancock college to continue to offer development courses for the LVN and RN positions to grow local talent locally and fill local jobs.

Justin McIntire shares what services DOR offers to do presentation for new members.

Chair Dudley requests advocacy of members to send people to the AJCC.

10. Next Meeting:

November 4, 2021

8:00 – 10:00 AM

Location: Department of Social Services Room 101, 3433 South Higuera Street, SLO

11. Adjournment:

Chair Dudley: adjourned the meeting at 10:00 A.M.

I, Leann Ross, Clerk of the Workforce Development Board of San Luis Obispo, do hereby certify that the forgoing is a fair statement of the proceedings of the meeting Thursday, August 5, 2021 by the Workforce Development Board of San Luis Obispo County.

Leann Ross, WDB Program Specialist

Dated: August 5, 2021

DRAFT

**Workforce Development Board
CONSENT ITEM
November 4, 2021**

AGENDA ITEM NUMBER: 5.2

ITEM: Approve the Appointment of Lorna Hewitt to the Business Council

ACTION REQUIRED:

It is requested that the Workforce Development Board approve the appointment of Lorna Hewitt to the Business Council.

SUMMARY NARRATIVE:

On October 18, 2016, the San Luis Obispo County Board of Supervisors passed a resolution formally approving the revised Bylaws of the Workforce Development Board of San Luis Obispo County (WDB). The WDB Bylaws require the formation of a Business Council with the expressed purpose of making recommendations for the Business Service Plan to the WDB to increase employer and industry involvement in the activities of the WDB and integrate local business involvement with workforce initiatives and industry sector strategies.

Membership on the Business Council shall include business representatives from the Board of Directors who represent both the leading industries and employers in the regional economy and emerging sectors that have significant potential to contribute to job growth in the local area.

Lorna Hewitt is the Workforce Development Specialist for Eckerd Connects, the current America's Job Center of California (AJCC) Operator for San Luis Obispo County. Ms. Hewitt has Thirty-seven years of experience in retail banking, assisting with businesses with their financial needs. Her knowledge and experience working with the local businesses will benefit the Business Council in their mission to assist San Luis Obispo County employers. Ms. Hewitt hopes to engage with the business community, share local resources, and help them understand all that is available to assist them in the employment process.

BUDGET/FINANCIAL IMPACT:

No current fiscal impact

STAFF COMMENTS:

Dawn Boulanger, Director of San Luis Obispo County Workforce Development, recommends the appointment of Lorna Hewitt to the Business Council.

Business Council Member Application Form

Applicant Information:

Name: Lorna Hewitt Job Title: Workforce Development Specialist

Address: [REDACTED] County: San Luis Obispo

Telephone: (Office) [REDACTED] (Cell): [REDACTED]

Fax #: [REDACTED] Email: [REDACTED]

Company/Organization: Eckerd Connects No. of Employees: 1000+

Company Website: www.eckerd.org/slo

Assistant/Secretary Name: [REDACTED]

Assistant/Secretary Email: [REDACTED]

Assistant Telephone: (Office) [REDACTED] Fax#: [REDACTED]

Industry Cluster Represented: Workforce Development

1. Building Design & Construction
2. Energy
3. Knowledge & Innovation (information, communication & technology, professional & technical services, education & training)
4. Specialized Manufacturing
5. Health Services
6. Uniquely SLO (Agriculture/Food, Tourism, Wine)

Experience with local business, workforce development, economic development, human resources, or education:

Volunteered with & Chaired the Patient & Family Advocacy Committee at Arroyo Grande Community Hospital 9/2009-4/2018 (1 yr absence).

Participated with Sheriff's Auxilliary Volunteer Patrol to patrol in the County and engage with the public through events.

Retail Banker for 37 years, the last 25 in a Leadership role. The last 7 years I was focused on the South County Businesses to better understand and help with their financial needs.

Does your organization participate in an industry cluster initiative? No

If not, why? Not our function

List any affiliations and offices held with other associations/organizations/committees presently serving on:

N/A

What do you think are the critical workforce issues in our County?

So many vacant positions and very few people applying. Unfair expectations of pay from job-seeker pool.

Businesses not being able to pay a living wage, or not understanding what a living wage is in this County.

Lack of knowledge among job-seekers about opportunities available to aid their search for employment through AJCC & Parther Agencies

Lack of knowledge among employers about opportunities available re subsidized employment opportunities, potential tax benefits, and search assistance via AJCC.

What will you bring to the Business Council?

(i.e., network, resources, experience, insight into workforce needs in your industry, etc.)

Resources; Engagement with employers to share and help them understand the resources available to help in the employment process.

What are your goals for participation on the Business Council?

To better understand the needs of the Business Community. To determine how we, Eckerd & AJCC, can partner to support the success of local businesses.

I formally request that consideration be given to my nomination for appointment to the Business Council of the San Luis Obispo County Workforce Development Board.

Lorna Hewitt

Signature of Applicant

10/19/2021

Date

**Workforce Development Board
Action Item
November 4, 2021**

AGENDA ITEM NO: 6.1

SUBJECT: Nomination and Election of Officers (Chair and Vice-Chair)

ACTION REQUIRED: Call for Nominations and Election of Workforce Development Board (WDB) Officers

SUMMARY NARRATIVE:

The presiding officers of the WDB, a Chairperson and Vice-Chairperson, have two-year terms. WDB bylaws require the election of officers to be in accordance with Robert's Rules of Order and the Workforce Innovation and Opportunity Act (WIOA) requires that Officers be business seat representatives.

Method for Nominating Candidates:

Nominations are made from the floor and any member may call out to nominate someone and may do so without being recognized by the Chair. Seconds are not necessary. The Chair then announces that the person is nominated. When it appears that everyone who wishes to has made a nomination, the Chair will close the nominations. It is not necessary to make a motion to close the nominations. Nomination for Chair is done separately from Vice-Chair.

Voting:

Voting will be done by virtual polling, when multiple nominations are made, or by "acclamation", when only one candidate has been nominated. It is not necessary for persons nominated to abstain from voting. If no candidate receives a majority, polling continues, retaining on the poll all candidates who do not voluntarily withdraw. The election is final when the Chair announces the result and if the candidate is present and does not decline or is absent but has previously consented to serve.



COUNTY OF SAN LUIS OBISPO
DEPARTMENT OF SOCIAL SERVICES
WORKFORCE DEVELOPMENT BOARD

Devin Drake *Department of Social Services Director*

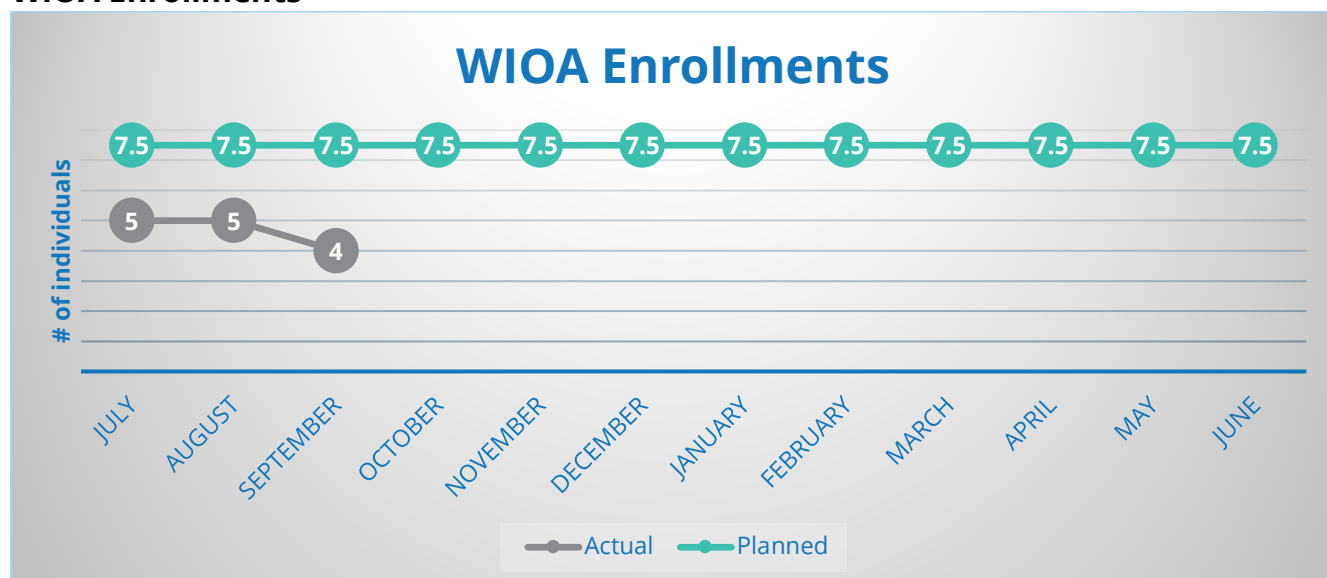
Dawn Boulanger *Workforce Development Board Director*

Program Year 2021-2022, First Quarter
 America's Job Center of California Contract Performance Report

In-person customer visits to AJCC



WIOA Enrollments



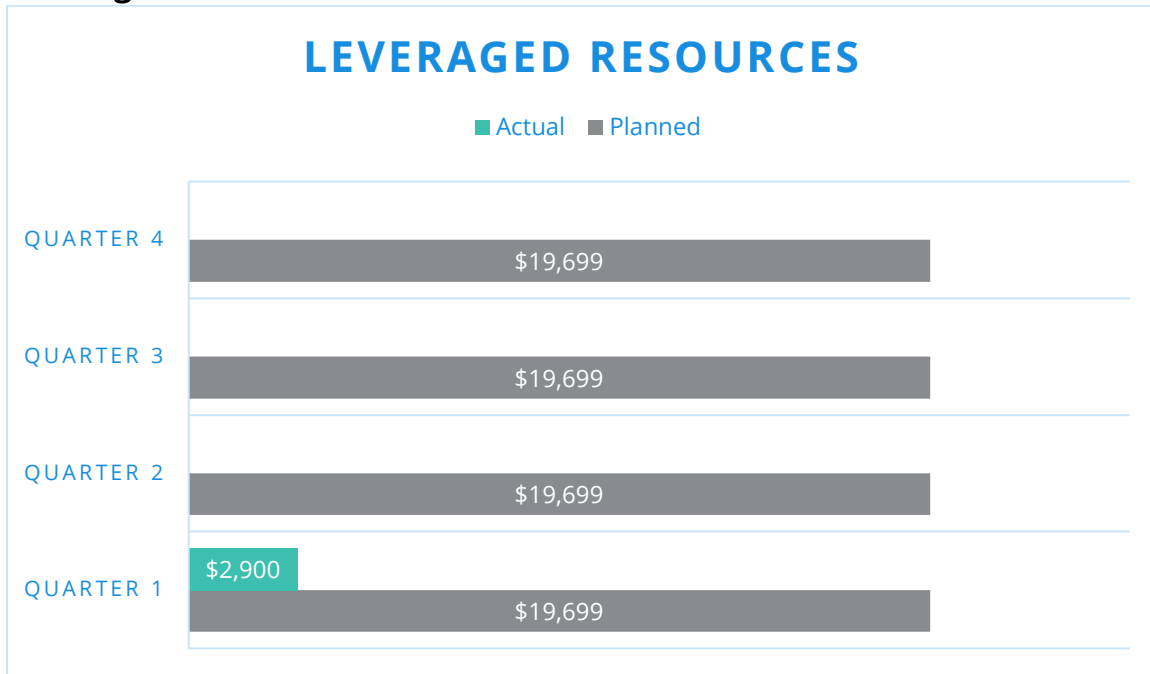
A total contract goal of 90 new career service enrollments was planned for PY 2021-22.

County of San Luis Obispo Workforce Development Board

3433 South Higuera Street | San Luis Obispo, CA 93403 | (P) 805-781-1908 | (F) 805-781-1846

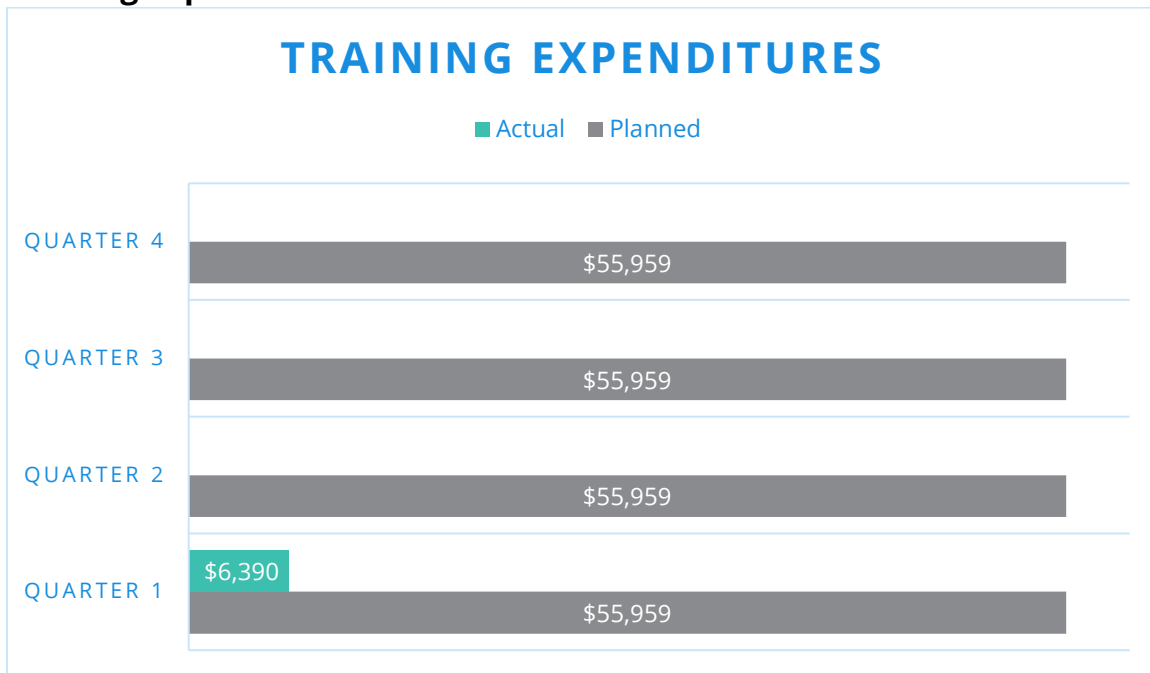
wibadmin@co.slo.ca.us | www.SLOWorkforce.com

Leveraged Resources



PY 2021-22 leveraged resources contract goal is \$78,794.

Training Expenditures

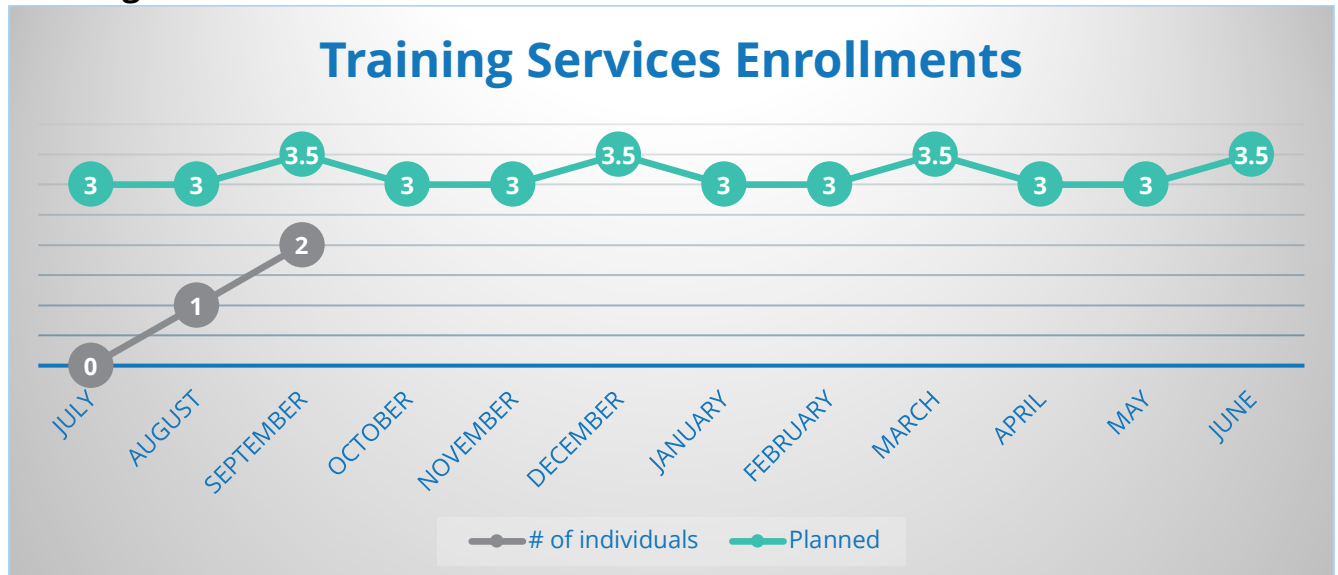


Training Expenditures reflect actual invoiced participant training costs. PY 2021-22 Training Expenditures contract goal is \$223,838.

County of San Luis Obispo Workforce Development Board

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Training Services Enrollments



The numbers in *Planned* and *Actual* represent totals from both Adult and Dislocated Worker programs. PY 2021-22 Training enrollment goal of 38 job seekers in On-the-Job Training (OJT) and Individual Training Account (ITA) enrollments.

First Quarter On-the-Job Training (OJT) Contracts

Employer	Occupation	Hourly Rate
ElPro Inc.	Machinist	\$25

First Quarter Individual Training Agreements (ITA's)

Training Provider	Program	Cost
Truck Driver Institute	Truck Driver Class A	\$4,970
Truck Driver Institute	Truck Driver Class A	\$4,970

AJCC Outreach –

AJCC Outreach – Participant and Business

Increased COVID rates reversed the return to in-person events/meetings with several Chamber events and community agency meetings being canceled this quarter. There remains a high demand from employers for recruit-screen-refer and subsidized employment support while Eckerd continues to see low job seeker participation rate. Eckerd's outreach efforts to community partners have mixed outcomes. Staff will continue to outreach and attempt regular, routine co-location with partners and get engendered to share information to staff at referral agencies.

AJCC Success Story: Amy

Follow the link to a video about how Amy came to the AJCC and became a Career Coach.

https://fb.watch/8JqOjp_XuY/

Corrective Action Plan

A corrective action plan is submitted when there is a 10% or more deviation between planned performance and actual performance, addressing how contracted goals will be achieved. Eckerd's focus will be on Increasing Outreach Efforts, Local Oversight, and Increasing Work Experience Expenditures.

Eckerd has proposed the following areas to target client enrollments and enrollments in training.

1. Increase Outreach efforts
 - Staff and management will maintain a strategic outreach plan that identifies new partner engagement opportunities, marketing strategies and specific staff goals.
 - Eckerd management will provide feedback, support, recommendation to expand efforts of local team.
2. Local Oversight
 - Management will continue to meet weekly with program staff to discuss progress towards contract enrollment goals.
 - Interim Supervisor will conduct monthly supervision sessions with each staff to further identify strategy and training needs.
 - The Senior Operations Director will meet bi-weekly with Interim Supervisor to review recruitment activities and ensure contract goals and the CAP is being met as outlined in this document.
3. Develop strategies to increase system engagement (leading to increased client enrollment)
 - Include new partners in Quarterly Partner Meetings (beginning Q2 21-22)
 - Conduct follow-up with each partner attending the Quarterly Meetings to encourage further engagement
 - Identify referral processes with each partner
4. Increase Client Enrollments
 - Maintain and expand, as appropriate, strategic outreach plan targeting hard-to-serve individuals.
 - Case staffing with other grant funded programs to determine suitability for co-enrollment.
 - Follow up with individuals who don't show for orientation/eligibility determination to determine cause and re-engage
 - Reminder call to clients before orientation/appointment
5. Performance Management
 - Review Quarterly Performance reports with entire program team

- Develop plan for increasing follow-up activity, including increased frequency, modes of contact, and strategies.
 - Define re-engagement strategies for staff conducting follow-up
6. Increase Training Expenditures
- Conduct targeted training program outreach via social media and through distribution of information to partner agencies
 - Increase OJT Opportunities through reverse referrals with employer partners and training providers
 - Workforce development Specialist will engage with 100% of employers targeted on job-ready participants 8 Places list and identify outcomes/potential for OJT
 - Target ITA and OJT expenditures to \$38,000 per quarter (NOTE: Eckerd will review the current quarterly goal and align to meet what is listed in the contract)

Shane came into the Dislocated Worker program at America's Job Center after the entertainment industry, where he worked as a stuntman, collapsed during the pandemic. He had concerns about what to do next but was enthusiastic to work with our team of coaches.

He had spent 29 years in the same highly specialized field, and he had concerns about where to go next, and what skills he had to bring to employers. We explored which fields might make sense for him to transition to, and what fields would be sustainable. Once he made some decisions, Shane was concerned about his limited resume and his ability to interview. After attending Eckerd workshops and mock interview, Shane found the confidence to build a cover letter and resume, apply and interview for multiple jobs.

After very few interviews Shane discovered that employers were very eager to work with him! He now works for a drivers' training company that provides him with the pay and flexible schedule that he desired.

Shane says:

"I think I would have been lost and uneducated in the workforce that's out there... My Career Coach was so perfect for my not so normal job."

www.eckerd.org/SLO

Services provided by:



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



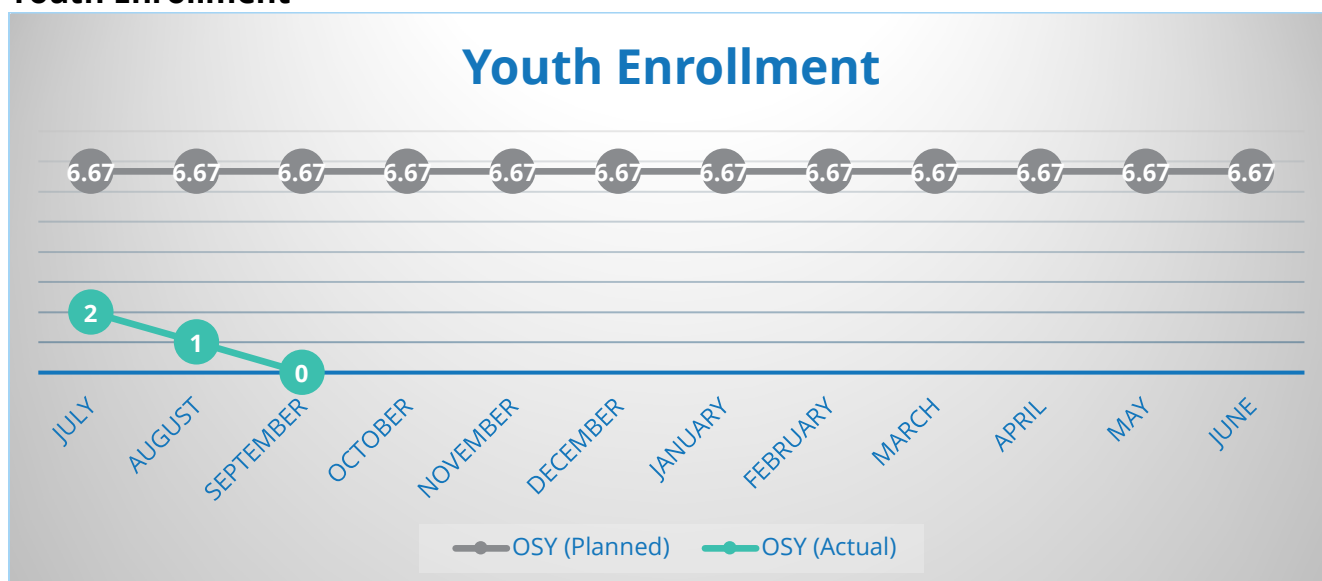
COUNTY OF SAN LUIS OBISPO
DEPARTMENT OF SOCIAL SERVICES
WORKFORCE DEVELOPMENT BOARD

Devin Drake *Department of Social Services Director*

Dawn Boulanger *Workforce Development Board Director*

Program Year 2021-2022, First Quarter Eckerd Youth Contract Performance Report

Youth Enrollment



A total contract goal of 80 new youth enrollments was planned for PY 2021-22.

Youth Outreach

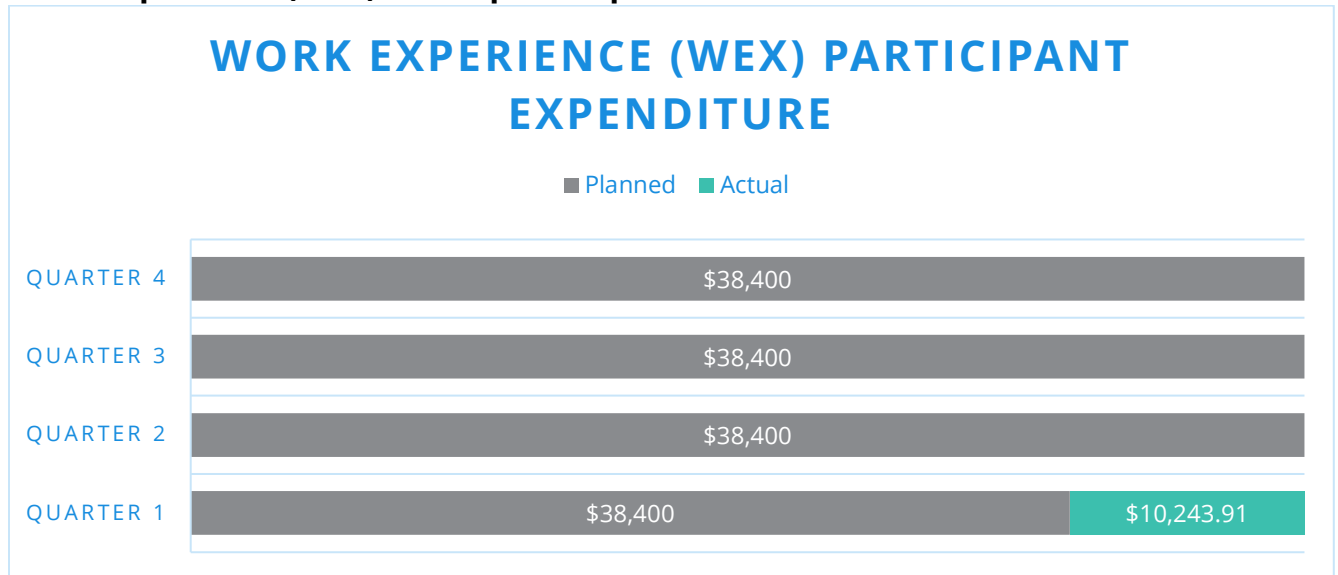
Youth Outreach - Participant

Eckerd reports gaining traction with partner agencies with their outreach efforts. Career Coaches are dedicating a minimum of 15 hours per week to direct outreach through events, partner contacts, and co-location. Partner agencies serving similar demographics also indicate they are experiencing low numbers of youth enrollments. Staff are trying strategies such as attending Farmer's Markets, Halloween Trick or Treat events, and any other event to get them in front of larger groups of individuals. Eckerd is utilizing social media, boosting posts, and offering various services to see what may engage youth.

Youth Outreach - Business

Eckerd business engagement has been very successful. The barrier lies in not having sufficient candidates to refer to open positions. Eckerd has partnerships but unfortunately did not have youth to place. Eckerd is hoping as enrollments increase that they will have some youth to fill positions as an ongoing employer site.

Work Experience (WEX) Participant Expenditure



Total WEX includes staff and participant costs. The WEX expenditure goal was to meet a minimum of \$153,600 for PY 2021-22.

Fourth Quarter Work Experience Placements

Employers	Occupation	Hourly Rate
Vineyard Kennels	Kennel Attendant	\$15
Gatherings Thrift	Store Associate	\$14

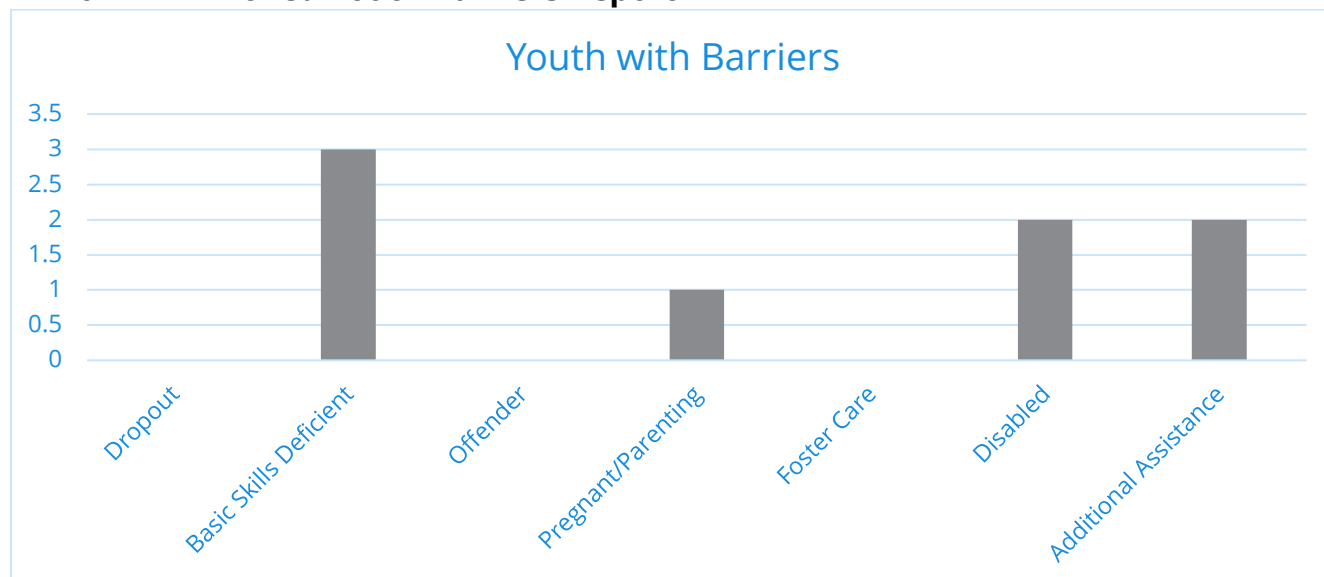
Youth Success Story: Kara

Follow the link to a video about how Kara came to the youth program and participated in a training that helped her obtain her pharmacy technician certification.

<https://fb.watch/8Ud5ecobQq/>

Continued on next page

PY 2021-22 Enrolled Youth Barriers Report



So far during PY 2021-22, 8 barriers were reported for youth enrolled into the program. The majority fall under Basic Skills Deficient, followed by Individual with Disability, Individual who requires Additional Assistance to complete an educational program or to secure/hold employment, and lastly Pregnant or Parenting.

Corrective Action Plan

A corrective action plan is submitted when there is a 10% or more deviation between planned performance and actual performance, addressing how contracted goals will be achieved. Eckerd's focus will be on Increasing Outreach Efforts, Local Oversight, and Increasing Work Experience Expenditures.

To address outreach efforts Eckerd intends to maintain, and expand as appropriate, existing outreach plan with Career Coaches participating in outreach/recruitment in the community at minimum 15 hours per week. Also, target ISY-serving agencies to promote services available through State waiver.

To address Local Oversight, the Sr. Ops Director and Interim Supervisor will continue to meet weekly to discuss progress towards contract enrollment goals and update Outreach Plan. Each staff will submit a Weekly Report detailing activities and progress. Lastly, Interim Supervisor will submit the Weekly Program Report to Senior Operations Director to ensure corrective action plan is leading to desired outcome (increased enrollments).

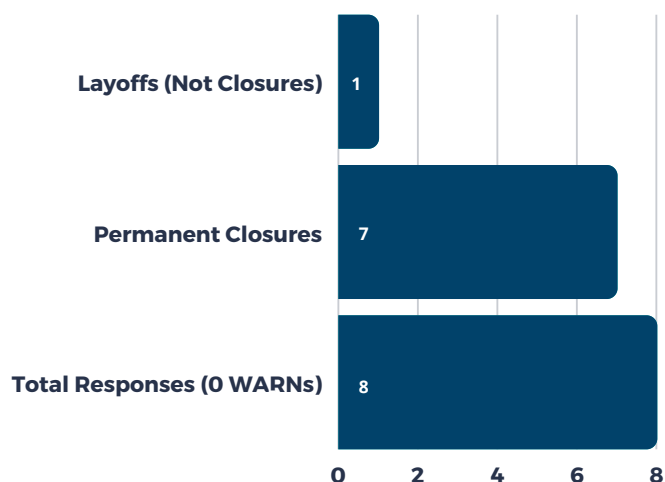
Lastly, to increase Work Experience expenditures Career Coaches move 100% of participants into work readiness activities at enrollment and/or upon attainment of educational goals.

Workforce Development Specialist and Career Coaches will maintain and expand employer partnerships for reverse referrals for eligible/suitable youth. WDS will submit a weekly report detailing activities and progress toward work experience placements.

Rapid Response

PROGRAM YEAR 2021-2022

San Luis Obispo County
WORKFORCE
DEVELOPMENT BOARD

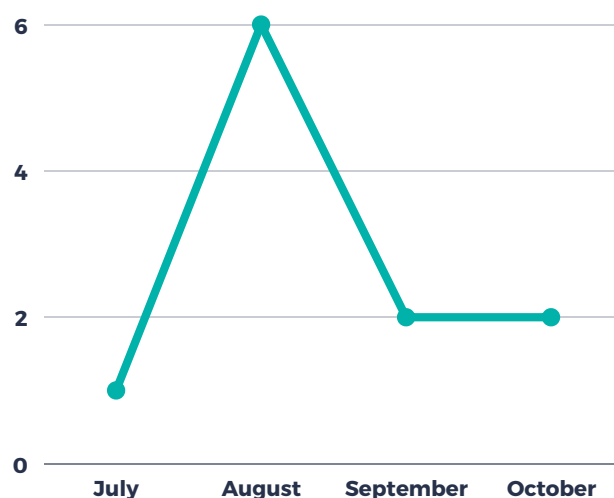


PROGRAM YEAR 2021-2022 RAPID RESPONSES SUMMARY

To date there have been a total of 8 Rapid Responses conducted throughout San Luis Obispo County. None of the Rapid Responses were received via WARN. Three were reported by staff and two were received from board members. The others were brought to Rapid Response staff attention via media sources.

RAPID RESPONSES BY MONTH

In the first Quarter (Q1- July-Sept) of the current program year, there were a total of 11 Rapid Responses conducted, only 8 of which experienced a layoff or closure. In July there was only one response which ended up not being a business closure and resulted in no layoffs. In August, there were 6 responses, one which switched their business plan and will remain open and another which will be selling at an unknown date and has not experienced layoffs. Lastly in the month of September there were 2 responses only one of which permanently closed. There have been an additional 2 responses conducted in October.



6K

Unemployed civilians in
San Luis Obispo County in
September 2021

4.6%

Latest Unemployment
Rate in San Luis Obispo
County

#8

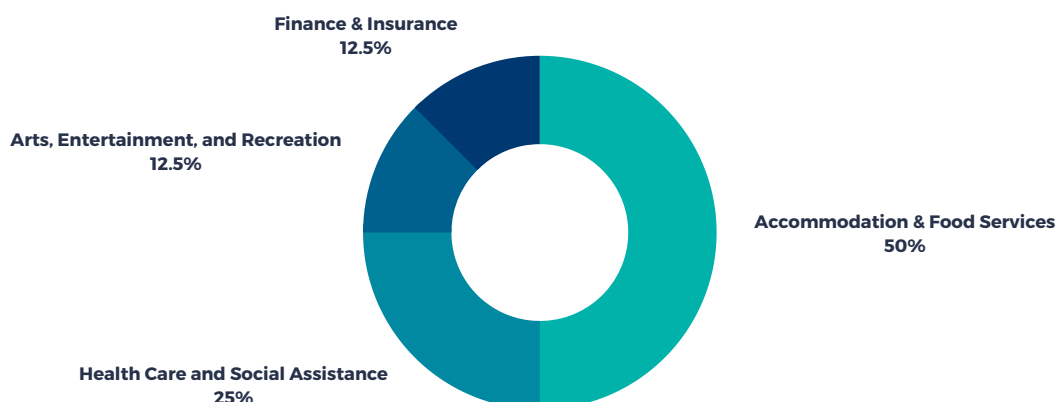
San Luis Obispo County
current rank for lowest
unemployment rate in CA

Rapid Response

PROGRAM YEAR 2020-2021

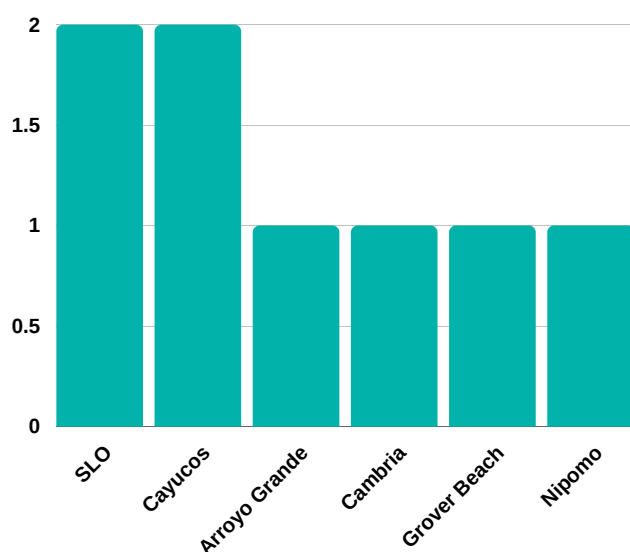
San Luis Obispo County
WORKFORCE
DEVELOPMENT BOARD

Rapid Responses by Industry



RAPID RESPONSE DATA BY INDUSTRY

The Rapid Response data recorded shows that the *Accommodation & Food Services* industry continues to be the hardest hit. The industry accounted for half of the Rapid Responses conducted in San Luis Obispo County. The *Healthcare & Social Assistance* industry made up one fourth of the responses. The *Arts, Entertainment, & Recreation*, *Finance & Insurance* industries comprised the other 25% of the total responses, with one response in each industry.



RAPID RESPONSE DATA BY LOCATION

Of the Rapid Responses conducted to date, half have been for businesses located in the city of San Luis Obispo and Cayucos; a total of 2 responses in each area. 1 response was conducted for businesses located in each of the following cities: Arroyo Grande, Cambria, Grover Beach, and Nipomo. The SLO coastal communities have been adversely impacted this program year.

Please notify our team about any business closures or layoffs at (805) 781-1943 or
SLOWorkforce@co.slo.ca.us