



**Workforce Innovation and Opportunity Act
(WIOA)
Local Plan
Program Year 2021-2024**

Local Workforce Development Area:

Name: Workforce Development Board of San Luis Obispo County
(WDBSLO)

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Executive Summary

The Workforce Development Board of San Luis Obispo (WDBSLO) is a division within the Department of Social Services. The WDBSLO is proud to present the 2021-2024 Local Plan in accordance with the Regional and Local Planning Guidance issued on January 29, 2021.

The Local Plan is a WIOA requirement that aims to demonstrate operational alignment with the strategic objectives outlined in the accompanying Regional Plan, promote coordination with local partners, and showcase key service delivery strategies. This local plan explores the extent of braided resources, support provided to relevant workforce system partners, and strategic partnerships.

The 2021-2024 WDBSLO Local Plan provides a thorough review of local operational systems and processes stemming from the vision outlined in the Regional Plan. The Local Plan covers a range of topics, with particular emphasis on CalFresh Employment and Training services; coordination with Local Child Support Agencies (LCSAs); alignment of the Comprehensive Integrated Employment (CIE) Blueprint and serving those with developmental and intellectual disabilities; supporting frontline staff in digital fluency, distance learning, and cultural competencies; Rapid Response and Layoff Aversion Activities, Youth Workforce activities; and the fulfillment of AJCC Operator duties.

Coordination and collaboration with local workforce partners to accomplish the visions laid out in the Regional Plan is a key component of the Local Plan. This Local Plan highlights some of the key cooperative agreements and core partnerships defined under WIOA section 121, including WIOA Title II, WIOA Title III, WIOA Title IV, and Carl Perkins Technical Education.

The 2021-2024 Local Plan was developed with input and support from key stakeholders, ensuring that the vision and goals outlined in this plan are aligned with local partners.

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WIOA Core and Required Partner Coordination

How Local Boards and AJCC partners will coordinate the services and resources identified in their MOU, as outlined in WSD18-12 (PDF), WIOA Memorandums of Understanding.

The San Luis Obispo County Local Workforce Development (WDBSLO) Area has one comprehensive AJCC comprised of co-located partner programs of the WIOA Title I Adult, Dislocated Worker and Youth services, TANF services, and CALWORKs Expanded Subsidized Employment services. Access to AJCC services is also available through a north county WIOA Youth program office location. The AJCC conducts weekly participant orientation sessions that include a multitude of partners representing services of the co-located AJCC programs, the WIOA MOU partners, and relevant community service partners. These orientation sessions are aimed at informing the community of services available and providing instruction on how to access them. The AJCC also holds quarterly partner meetings that all WIOA MOU partners are invited to. Additional community partners are often invited as well. Discussion topics at these meetings typically include information on services available, any current needs or trends, as well as aligning services to avoid duplication and increase staff awareness of what is available and how to make a direct referral or connection of customers to the various services.

Additionally, a committee of WIOA MOU partners and other community service providers worked together with the WDB to create and publish the Workforce Services Resource Guide for San Luis Obispo County, which is available on the WDB website. This Resource Guide includes services available in the community, how to access them, and applicable basic eligibility requirements of the services stated. The digital version of the guide is updated regularly. Print versions of the guide are periodically published and disseminated throughout the community. WIOA participant data is managed in CalJOBS where information is included in case files regarding participation in other services. An electronic referral system has also been implemented at the AJCC that facilitates communication between WIOA services and community services to track referrals and follow-up and engagement in partner programs. WDB and WIOA service provider staff regularly participate in various meetings throughout the County to stay informed of services available and continue to provide updates on WIOA services to the community.

At a more global level of partnership engagement, the WDB staff participate in a monthly local Workforce Development Taskforce which includes local economic development entities, Cuesta College (the area's only community college), CalPoly, and the San Luis Obispo County Office of Education. This taskforce examines and develops strategies for how these partners can each address business and employer needs through their various means. The taskforce also addresses career pathway planning to support the alignment of K-12 education, community college and Strong Workforce programming, and higher education courses in meeting the in-demand skills of local employers in priority sectors.

How the Local Board and AJCC partners will work towards co-enrollment and/or common case management as a service delivery strategy, as outlined in WSD19-09 (PDF), Strategic Co-Enrollment – Unified Plan Partners.

Through the meetings and events described above, WIOA service provider staff and WDB staff remain closely in-tune with the services available throughout the County as well as how and where to access them. WIOA service provider staff use a common referral form to exchange and follow-up on referrals made to and from partners. Single points of contacts are identified across the many service agencies to support a smoother referral hand-off. From these single contact points, customer can access services from a partner with a particular staff or meeting time already scheduled rather than simply calling or showing up to inquire about services.

As a small local area there is great support of partnership and co-enrollment in various services. This allows us to efficiently leverage funding and services of various providers that address different needs. Individuals may participate in career services through the AJCC while also receiving housing, childcare, or counseling support from other entities. The emphasis of our local area goes beyond co-enrollment to truly providing co-case management of participants. As we do not have a shared data system among community service providers, the communication between case managers of various programs is key to developing shared case plans where each entity can identify the aspects of a customer's service plan they can address. WIOA service providers enter all information in CalJOBS via case notes and activity codes to document any partner services customers are participating in. A Universal Release of Information Form is utilized throughout the County. This form has been approved by County Counsel such that County government entities (such as Mental Health Services, Probation or Social Services) can all utilize this same form to share customer information among service providers as the customer indicates. This uniformity greatly supports seamless and coordinated service delivery amongst programs.

WIOA service providers work closely with the Department of Rehabilitation, for example, to identify how to best enhance services and funding from each program to meet the needs of the customer. Through the quarterly AJCC partner meetings described above, case managers have the opportunity to further develop working relationships with partners delivering services throughout the community. WIOA programs have also aligned standardized testing (such as TABE or CASAS) to align with those used by the local Adult Education and Community College. This means that skills assessments from other providers can be utilized across different partners, thus decreasing duplication of assessments for customers. The Workforce Service Resource Guide mentioned above also serves as an excellent tool to inform service provider staff of additional services and how to quickly connect customers with those services.

How the Local Board and AJCC partners will facilitate access to services provided through the one-stop delivery system, including in remote areas, through the use of technology and other means.

The AJCC has made notable strides in providing virtual services. While this was largely catapulted by the COVID-19 pandemic, requiring an abrupt shift to online and virtual services, the AJCC had previously established several mechanisms to provide access to services. Before the pandemic, access to services through webinars and video conferencing was available through the AJCC technology in the training room. This allowed staff to conduct workshops that others could join virtually from external locations. More recently the AJCC has transitioned all workshops to happen online through live video conferencing. Career coaching sessions can also happen virtually in small groups or one-on-one sessions with AJCC staff. The AJCC also has a YouTube channel with a variety of recorded seminars, workshops, and resources available to view.

The AJCC system promotes a variety of partner services offering access to reliable internet. This includes libraries, which are offering wi-fi hot spots for use at no cost (similar to checking out a library book) as well as public schools offering wi-fi onsite for individuals to access. The Workforce Services Resource Guide also contains a listing of free internet access spots and shared workspace locations available throughout the County. The WIOA Youth service provider has a facility in the north County where individuals can access AJCC services as well. Local internet service providers have low cost internet access options as well that are promoted through the AJCC to inform customers. In addition to remote service delivery, WIOA enrollment is now available completely online through CalJOBS. Customers can upload documents and digitally sign required forms. AJCC system staff have wi-fi hot spots and laptops that allow them to deliver services across the community as well, and not just at the AJCC facility.

Through a recently awarded Regional Plan Implementation Grant, the South Central Coast region is eager to launch basic computer skills training that will be available through the AJCCs at no cost to customers. The WDBSLO website also hosts a distance learning guide produced by the California Department of Social Services. This sheet contains a range of resources for students and workers to transition to the digital world, including information for free or low-cost internet access, digital literacy, videoconferencing tutorials, support for ESL Learners, and special resources for community college students.

How the Local Board and AJCC partners will coordinate workforce and education activities with the provision of appropriate supportive services.

As mentioned previously, local board staff participate in a monthly Workforce Development Taskforce meeting where alignment of education and employment services is at the center of discussion. WIOA service providers work closely with Adult Education providers and the Community College in aligning education services with employment services to transition individuals from learning to work. Supportive services are delivered based on the individual need of WIOA enrolled customers. Support services identified as necessary to participate in or complete an education or training program are provided through WIOA services. Partner resources are first examined when considering the need for supportive services, to determine if or where the need may be met elsewhere to best leverage WIOA funds. This effort helps to fill any gaps in supportive services that may not be available in the immediate community. WIOA customers are provided services beyond completion of education and training programs to support them through job search, interview, and ultimately placement in unsubsidized employment. Targeted outreach to Community College students nearing completion of their educational programming is done by the AJCC system to engage individuals in AJCC system services and provide assistance in the transition from education to employment.

State Strategic Partner Coordination

How the Local Board will coordinate with County Health and Human Services Agencies and other local partners who serve individuals who access CalFresh Employment and Training services.

The WDBSLO, CalFresh, and CalWORKs are all programs under the umbrella of the Department of Social Services (DSS). Under this structure, collaboration across programs is relatively easy as staff all belong to the same department. CalWORKs and WIOA programs currently share a Memorandum of Understanding (MOU) that outlines organizational cooperation and responsibilities. A TANF representative staff of DSS is co-located at the AJCC to provide access to all TANF services, including CalFresh and CalWORKs. Additionally, the CalWORKs Expanded Subsidized Employment program is also co-located at the AJCC. In north county, the CalWORKs Expanded Subsidized Employment program is co-located with the WIOA Youth program.

The WDBSLO has organized several stakeholder meetings, which have revealed that the high costs of living, lack of affordable housing, and lack of public transportation continue to be a challenge for many individuals. These challenges have helped bring job quality and upward career mobility to the forefront of discussions. Emphasis on family-sustaining wages, upward mobility, and benefits are infused to virtually every effort and collaboration undertaken by the WDBSLO. The pandemic has also raised the salience of challenges surrounding childcare in the region. Early data on the national and local level suggest that a substantial number of mothers have left the workforce or faced stagnating career prospects as a result of schools being closed. Mental health is another challenge the county faces and it has become particularly prominent in the face of the pandemic as economic upheaval and social isolation have added additional obstacles.

The DSS has offices in North and South sections of the county. These offices provide services, similar to those provided by AJCC, to CalFresh Education and Training Program (CFET) participants. CalFresh does refer some clients to WIOA training programs, and while coordination and cooperation are underway, greater collaboration and cooperation is continuously being emphasized. The Director of WDBSLO and the WIOA Program Manager regularly meet with CalWORKs and CalFresh staff to provide updates on challenges and opportunities for collaboration. The contracted service provider is also often included in these meetings as a way of ensuring smooth transferal of program participants and foster a collaborative atmosphere.

Following a year-long planning process, the CalWORKs Expanded Subsidized Employment (ESE) program was moved under the management of the Workforce Development unit in fiscal year 2020-21. This unit oversees the WIOA programs in an effort to further align CalWORKs and WIOA service delivery. This transition has encouraged more frequent engagement of the CalWORKs and WIOA staff who all work under the auspices of DSS.

How the Local Board will coordinate with Local Child Support Agencies and other local partners who serve individuals who are non-custodial parents.

The WDBSLO works closely with the San Luis Obispo County Department of Child Support Services (DCSS) to assist with some support services, including locating non-custodial parents for payment, establishing paternity, and obtaining child support and health insurance orders through cross referral. Should a parent engage with WIOA services, they are referred back to DCSS as applicable. The DCSS has an annual average caseload of just under 4,000, and the department which once totaled 60 members now employs about half that number. These staffing and budgeting declines have reinforced the importance of collaboration between local partners.

The DCSS has increasingly favored engagement over enforcement activities and has established a partnership agreement with the WDBSLO and its contracted service provider that develops a referral process for both custodial and non-custodial parents. The local DCSS has also worked with the courts to allow for participation in WIOA services to count towards progress on case plans of DCSS parents and in some cases, can alleviate sanctions on parents through their participation in WIOA services. WDBSLO has sought to assist in other engagement efforts, including collaborative events, program presentations, and development of incentive-based methods that promote individuals searching for jobs and getting driver's licenses.

How the Local Board will coordinate with Local Partnership Agreement partners, established in alignment with the Competitive Integrated Employment Blueprint, and other local partners who serve individuals with developmental and intellectual disabilities.

The WDBSLO, the Tri-Counties Regional Center (TCRC), and Department of Rehabilitation (DOR) are the primary partners in the county's efforts to serve individuals with developmental and intellectual disabilities. TCRC is one of 21 regional centers in California and provides lifelong services and supports to people with developmental disabilities living in San Luis Obispo, Santa Barbara and Ventura Counties. The non-profit has two locations in the county: the city of San Luis Obispo and Atascadero. TCRC serves 14,000 clients annually and has a staff of 300 members spread across its three counties with 70 staff located in SLO County. San Luis Obispo County is situated within the DOR Santa Barbara District, which has one office in the county located in the city of San Luis Obispo.

The WDBSLO and DOR share an MOU and refer clients across providers. The DOR and TCRC also work together, often helping customers move from one to the other as needed. Both parties are conducting Competitive Integrated Employment (CIE) projects to help employers better prepare to onboard workers with intellectual or developmental disabilities. While DOR is focusing on group-supported employment opportunities, TCRC has developed a subsidized paid-internship program as well as a system for customizing employer partnerships. DOR staff regularly participate in AJCC system partner meetings. Communication between case managers to support co-case management is strongly encouraged, so that all parties may continuously improve the processes and awareness of services or needs is ongoing. A DOR manager holds a seat on the WDBSLO and was integral in the committee work of creating the Workforce Services Resource Guide. DOR often held in-person staff time at the AJCC providing information to customers about DOR services as well as training to AJCC system staff on disability awareness.

TCRC is also conducting the Local Partnership Agreement (LPA) process for SLO County. LPA meetings allow partners and stakeholders to discuss ideas and collaboration opportunities.

These events also help staff train for cross-referrals, coordinate job and resource fairs, and launch original events like workforce disability conferences or employer recognition ceremonies.

How the Local Board will coordinate with community-based organizations and other local partners who serve individuals who are English language learners, foreign born, and/or refugees.

According to 2019 data from the U.S. Census Bureau, nearly 8% of the population in San Luis Obispo County speak English “less than very well.” Given that this equates to more than 10,000 residents, this is a substantial population for the WDBSLO and partners to address. WDBSLO has a number of partners in delivering English as a Second Language (ESL) courses. Three of these main partners in ESL programming are Cuesta College, Lucia Mar Adult Education, and San Luis Obispo Adult Education.

Cuesta College’s main campus is in the City of San Luis Obispo, though the college has a second location in Paso Robles and offers courses at two local high schools as well. Even though the primary campus location offers a large number of seats for ESL programs, there are often waitlists for many of the courses. In 2019, Cuesta College started a pilot program that provides a multi-level ESL class that serves as an on-ramp to regular ESL programs and students in those courses are then given priority access to regular ESL programs. Cuesta College is also piloting an ESL course with materials centered around U.S. culture and resources available to students. This course has the dual purpose of providing an ESL education while also helping students from diverse cultures learn about campus resources. As this pilot program wore on, faculty noticed that there was great interest in healthcare professions and curriculum. Since its launch, the program now includes information on various healthcare professions and pathways, along with opportunities at Cuesta College to enter these programs.

The Lucia Mar Adult School is in Oceano and offers a range of ESL, vocational ESL (VESL), and citizenship courses. Many of these programs emphasize family literacy and work closely with K-12 schools. The Lucia Mar Adult School has also partnered with local hotels to provide staff with VESL courses. In these courses, hotel staff are provided free training and are paid for the time they spend in class. The San Luis Obispo Adult School has locations in the city of San Luis Obispo, Avila Beach, and Pismo Beach and they also offer various ESL and VESL courses. WDBSLO staff also participate in the regular meetings of the Adult Education Consortium in the county to continue supporting the alignment of workforce and adult education programs.

The WDBSLO has an MOU with the Center for Employment Training (CET) for provision of migrant seasonal farm workers. Unfortunately, the residents eligible for these services would need to attend job training classes in Santa Maria (in Santa Barbara County), as that is the closest location to San Luis Obispo County. Add high costs of living, transportation, and other

“life barriers,” it is not difficult to understand why these programs may be difficult for many to attend.

An important component of all of these resources is communication between different parties and stakeholders, and opportunities for customers and the community to provide feedback. After all, the ESL programs at Cuesta College that help introduce students to healthcare professions and pathways while also learning English may never have been developed without the feedback from students. WDBSLO and its partners are committed to greater cooperation and increased feedback. The WDBSLO has requested that its contracted service provider hold regular meetings with stakeholders and promote open dialogue and discussion with local partners.

WIOA Title I Coordination

Training and/or professional development that will be provided to frontline staff to gain and expand proficiency in digital fluency and distance learning.

The WDBSLO has sought out timely training topics such as digital fluency and distance learning from a variety of sources. Online training is provided through Dynamic Works, a service provided through Regional training funds to WDBSLO and frontline WIOA service provider staff. Workforce GPS is another resource often used in the local area to learn best practices and training topics through webinars. We will continue to look to these resources as well as those made available through the CA Workforce Association and other specialized training providers who may be addressing these topics.

Over the past year, frontline staff have received substantial training to improved digital fluency and increase distance learning. The WDBSLO’s contracted WIOA service provider, Eckerd has offered staff training through an online portal, Eckerd U, which offers a vast array of topics from onboarding, to yearly required trainings. This portal allows for distance learning for all staff. Several new platforms were introduced to enable staff to work remotely and virtually with both job seekers and employers. Trainings were provided on the use of Zoom, WebEx, and Adobe Connects. Staff have been trained to set up a digital classroom and are able to easily replicate a classroom incorporating polls, videos, interactive board and other tools to engage job seekers. Staff have successfully conducted virtual job fairs and work one-on-one with jobseekers using a platform of the client’s choosing to ensure they are comfortable with the chosen format. Eckerd offers basic skill remediation, career exploration, GED/HISET preparation, and Skills for the 21st Century Workplace through EBSCO online for job seekers, particularly youth. WIOA service provider staff, AJCC and Youth, transitioned quickly and effectively to utilizing CalJOBS to provide virtual/fully online WIOA eligibility, enrollment and service provision. WDBSLO provided training and ongoing technical support on CalJOBS when transitioning to virtual

services. WIOA service providers also ensure ongoing training is available to staff, so that they may remain current on efficient use of software programs, including the Microsoft Office Suite products and video conferencing platforms. The recently awarded Regional Plan Implementation 4.0 grant to the South Coast Region includes a project to implement digital literacy training opportunities through the AJCCs which would be open to the community and available to staff as well.

Training and/or professional development that will be provided to frontline staff to ensure cultural competencies and an understanding of the experiences of trauma exposed populations.

Working through a trauma-informed lens to deliver the array of services the Department of Social Services (DSS) provides is a familiar training topic to this local area in which the WDB operates through the DSS. The WDBSLO will look to the Trauma Informed Care training curriculum that is provided ongoing to DSS staff. WDBSLO will also seek to expand relevant Trauma Informed Care training session to WDB staff and WIOA service provider staff. We will also continue to work with community partners who provide training that is specific to the populations they serve, such as disability awareness trainings, provided through the Department of Rehabilitation. Ascend also provides trainings that address the trauma experiences of the justice involved population, trainings on generational poverty, and trainings on the impacts of trauma experienced by those in poverty or experiencing homelessness.

WDBSLO will look to the many cultural competency and cultural awareness trainings and discussions that are now being offered regularly through Cal Poly as they address cultural diversity matters at the college. These trainings and discussions are open to the community as part of the college's effort to increase the community's awareness of diversity matters. The WDB Director will remain engaged with the California Workforce Association, which has pulled together a committee to address diversity and cultural competency in workforce programs as they consider training opportunities, best practices, and policy adjustments that may be needed to provide greater equity within the workforce system. Additionally, the SLO DSS has assembled a workgroup to address diversity in the County workplaces and in the community overall. We will look to the learnings and potential training opportunities that come from this local work and share the information amongst WIOA Title I staff and programs.

The WDBSLO contracted WIOA service provider, Eckerd, ensures all staff are assigned yearly trainings to support continuous professional development. Utilizing Eckerd U, staff are provided with yearly training assignments on topics such as harassment, culturally sensitivity and awareness, trauma informed care and other topics relevant to their job classification. In addition to assigned trainings, staff have the ability to choose courses from the Eckerd U catalog to enhance their professional development. Staff are also provided opportunities to

attend live online trainings and “Lunch & Learn” opportunities on topics such as motivational interviewing, human resources and program development.

How the Local Board will coordinate workforce investment activities carried out in the Local Area with statewide rapid response activities, as outlined in WSD16-04 (PDF), Rapid Response and Layoff Aversion Activities.

The WDBSLO provides Rapid Response resources to both businesses and employees. Information about these resources is available on the WDBSLO website. Rapid Response orientation videos are available in both English and Spanish. AJCC staff are available through phone and video conferencing to assist displaced workers. This assistance can involve working with a career coach who will assist in searching for new jobs, developing a resume, enhancing interviewing abilities, and providing information on relevant education and training opportunities. The WDBSLO website also provides information and links to resources by other providers, including resources for small businesses, distance learning guides, and navigating unemployment benefits.

Ongoing Virtual Rapid Response presentations are now being offered twice a month to provide information and resources to affected workers. Partner programs such as EDD, AJCC, and CalWORKs/CalFresh staff representatives also participate in these sessions to share information about services in the community. These virtual orientations are not in response to a specific closure or layoff and are open to any affected worker seeking information. This was a new practice developed out of the numerous closures and layoffs happening during the ongoing COVID-19 pandemic in an attempt to expand the reach of Rapid Response services more broadly throughout the community and get information to individuals in a timely manner.

The Local Area continues to host the quarterly Business Engagement Roundtable meetings for the region, which now include participation from five counties and local workforce areas, the CWDB, and various branches of EDD services. These former Rapid Response Roundtable meetings have transitioned to broader discussions on regional business engagement and best practices. Discussions, however, still involve updates and sharing from all attendees on Rapid Response activities. State participation in these meetings greatly strengthens the Local Area’s ability to remain aligned with statewide rapid response activities and encourages ongoing partnerships with other WDBs to align regional rapid response efforts where industry layoff impacts are felt across counties.

A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the Local Area. This includes how the Local Board will ensure that priority for adult career and training services will be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient, as outlined in WSD15-14 (PDF), WIOA Adult Program Priority of Service.

The WDBSLO ensures priority of service for adult career and training services to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. The WDBSLO implements State and Local policy that mandates a minimum of 75% of the newly enrolled adults receiving career or training services must be in a priority service category. The AJCC accomplishes this by maintaining working relationships with partners to ensure the cross-referral system is effective. Additionally, targeted outreach to these populations informing them of AJCC services is ongoing. Co-location of a Department of Social Services (DSS) TANF/CalWORKs staff at the AJCC also works to ensure populations served by DSS are informed of, and can access, WIOA services.

Both the AJCC and WIOA Youth service provider conduct skills assessments to determine skill level of participants. This helps to identify referrals to additional services that may be needed and informs the development of the career plan for the participant to ensure the goals of the plan can be successfully met. Both the AJCC and WIOA Youth facilities provide access to computers where participants can learn and practice digital literacy skills with support from WIOA staff. Access to services and equipment for individuals with disabilities are also available at both locations. WIOA service provider staff work very closely with the Department of Rehabilitation to gain knowledge and skills that may be necessary to operate assistive technology, to access assistive technology, and to get support on how to advocate for jobseekers that may require reasonable accommodations in the workplace.

Virtual services and trainings offered by WIOA service providers take place on conferencing platforms that can provide alternate access including video, phone, closed captioning, and language interpretation services. Outreach includes information to the community on where wi-fi hot spots or free internet can be accessed, and a computer loan program is available through the local libraries. Individuals eligible for WIOA services have access to supportive services, which may include loaned technology equipment as needed to participate in, or successfully complete, training to enter or maintain employment.

Access to reliable internet or low- or no- cost internet can be a challenge in the local area. The WDBSLO is partnering with local economic develop to address this issue among a stakeholder group that includes private sector business, local government, planning, building, and design industry partners, and internet service providers to increase access to reliable internet. A recent Broadband Forum took place with these stakeholders. The virtual session was held over two days and included discussion on locations, actions needed, and policies that could be

implemented to support expanded access. The South Central Coast Region proposed a digital literacy project in our Regional Plan Implementation 4.0 grant that was recently awarded. The RPI 4.0 includes provision of digital literacy training, equity in access and upward mobility in government work for individuals of color, and ongoing support of partnering to address the digital divide in our communities resulting from to lack of access to training or internet service.

A description and assessment of the type and availability of youth workforce investment activities in the Local Area, as outlined in WSD17-07 (PDF), WIOA Youth Program Requirements. This includes any strategies the Local Board has about how to increase the digital literacy and fluency of youth participants, including youth with disabilities.

The WDBSLO works with a contracted WIOA Youth services provider to administer a WIOA youth program for out-of-school youth between the ages of 16 and 24. Youth are assigned a career coach to assist in the one-on-one development of career and academic goals. Workshops are offered both in-person and remotely. The program helps these youth earn at least one industry recognized certification, and receive paid incentives and job readiness training. These programs also offer paid work experience opportunities and funds for classroom training needed to accomplish the youth's career plan goals. Career coaches may also be able to offer supports such as clothing for interviews, work tools, and bus passes as supportive services when these items are needed to participate in WIOA services or to obtain or maintain employment.

The WIOA Youth services provider uses local labor market information to align training and career coaching for the youth participations with in-demand jobs in the local area and works closely with partners to provide access to all WIOA Youth program elements. One of the most utilized partners are the Adult Education programs, as many of the youth engaged in services may not yet have their high school diploma or equivalent. Referrals are made to the Adult Education programs and the youth participant continues to work with their career coach to create and then begin implementing their career plan while completing their high school diploma or equivalency programming. To address the needs of this population, the Youth program provides opportunities for career exploration through a variety of means including skills assessment and matching to local occupations that are hiring and earn and learn opportunities.

Access to digital literacy training and provision of services to youth with disabilities is described in the prior section. While the program design and level of engagement and case management varies among the Youth and AJCC programs, there is alignment between the Youth and AJCC services in that skills or training that is needed is provided in both programs. WIOA Youth staff are co-located at the AJCC and provide services in north county through the WIOA Youth office where a CalWORKs Expanded Subsidized Program is also co-located. Individualized training opportunities including classroom training or worksite training, such as paid work experience, is

also provided based on skill and interest of each youth participant. Similar to what the AJCC programs experience, there are limited training opportunities available to Youth program participants in the local area as well. With limited in-person classroom training options, the Youth program seeks to provide earn and learn opportunities where youth are placed in a paid work experience at a work site that aligns with the classroom training they are participating in. This process is functional because many of those trainings tend to be provided online through virtual classroom settings and not necessarily in the local area. The partnership of the WIOA Youth program with the Department of Rehabilitation (DOR) has continued to grow as the DOR prioritized youth services. Co-enrollment and co-case management of WIOA eligible youth with disabilities ensures funds are most effectively used through the various funding streams to support the full scope of needs the individual may have.

A description about how the Local Board fulfills the duties of the AJCC Operator and/or the Career Services Provider as outlined in WSD19-13 (PDF), Selection of AJCC Operators and Career Services Providers. This should include the name(s) and role(s) of all entities the Local Board contracts with.

The WDBSLO fulfills the duties of the AJCC Operator and Career Services Provider through a competitive procurement process by issuing a Request for Proposals (RFPs) that result in a contract for services approved by the WDB and awarded by the County Board of Supervisors (BOS). Contracts are awarded for one year with an option to renew for a second and third year. Even when contracts are renewed for a subsequent year, the scope of services and budget is revised annually to incorporate updated WIOA annual performance goals, changes in budget resulting from new allocations or subgrants with the State, and any additional service delivery strategies identified by the WDB to continuously improve quality of service provision. Contracts are brought before the WDB and BOS for final approval on an annual basis at minimum.

A competitive procurement process through an RFP takes place for both the AJCC Operator and Career Services provider at least every three years. Currently, for the 2020-21 fiscal year, the WDB contracts with Eckerd, a non-profit community services organization, as the AJCC service provider, AJCC Operator, and WIOA Youth services provider. The AJCC and Youth services are under separate contracts and procurements are on different cycles. The AJCC Operator duties and funding available are clearly specified in the RFP. The AJCC Operator duties are included as part of the AJCC contract, however, the AJCC Operator has its own specified scope of work and line item funding. The AJCC Operator role is fulfilled by an Eckerd staff that is not providing WIOA services at the AJCC in order to maintain a separation of duties among the Operator and Career service provision. All WDB and BOS meetings where WIOA contracts are on the agenda are public meetings allowing for community input. The procurement is run through County Purchasing which ensures compliance with all applicable Federal, State, and Local requirements. A selection committee is created to review and score proposals received in response to RFPs issued.

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Appendix A: Stakeholder and Community Engagement Summary

Appendix B: Public Comments Received That Disagree with the Local Plan

Appendix C: Signature Page

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