

*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, May 4, 2023

**Time:** 8:00 AM – 10:00 AM

**Location:** 3350 Education Drive, San Luis Obispo, CA 93405

**MEMBERS:**

**Isiah Gomer**

Chair

Paso Robles Waste & Recycle

**William Hills**

Vice-Chair

United Staffing Associates, LLC

**David Baldwin**

Pipe Trades Local 403

**Dr. James J. Brescia**

SLO County Office of Education

**Josh Cross**

Atascadero Chamber of Commerce

**Melissa James**

REACH

**Verena Latona-Tahlman**

Cannon Corporation

**Tricia Robertson**

Lucia Mar Adult Education

**Justin McIntire**

Department of Rehabilitation

**Veronica Orozco**

Employment Development Department

**Angela Rayfield**

Rantec Power Systems

**Ronald Reilly**

Garing, Taylor & Associates, Inc.

**Mark Simonin**

Local IBEW 639

**Michael Sloan**

CommonSpirit Health

**Ryan Stanley**

Operating Engineers Local 12

**Dr. Jill Stearns**

Cuesta College

**Angela Toomey**

Morris & Garritano Insurance

**Patrick Woolpert**

Compass Health, Inc.

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|------------|---|---|
| <b>1.</b>  | <b>Call to Order and Introductions</b>  | <i>Gomer</i>                              |
| <b>2.</b>  | <b>Approve for WDB member to participate remotely due to circumstances allowed under AB249</b>  | <i>Gomer</i>                              |
| <b>3.</b>  | <b>Public Comment</b>   |   |
| <b>4.</b>  | <b>Presentations</b>  |   |
|            | 4.1 EDD Labor Market Information  | <i>Andriy Moskalyk</i>                    |
|            | 4.2 SLO City Sustainability and Natural Resources Office  | <i>Lucia Pohlman</i>                      |
| <b>5.</b>  | <b>Consent Items:</b>   | <i>Gomer</i>                              |
|            | 5.1 Approve the February 2, 2023 Minutes  |   |
| <b>6.</b>  | <b>Action Items:</b>  |   |
|            | 6.1 Review and Approve Draft Scope of Work and Budget for Program Year 2023-24 WIOA Youth Services Contract with Eckerd Youth Alternatives, Inc.            | <i>Dawn Boulanger/<br/>Christina Kuhn</i> |
|            | 6.2 Review and Approve Draft Scope of Work and Budget for Program Year 2023-24 SLO Cal Career Center Services Contract with Eckerd Youth Alternatives, Inc. | <i>Diana Marin/<br/>Christina Kuhn</i>    |
|            | 6.3 Review and Approve Local Area Subsequent Designation and Local Board Recertification for 2023-25  | <i>Dawn Boulanger</i>                     |
| <b>7.</b>  | <b>Discussion Items:</b>  |   |
|            | 7.1 Receive Quarter 3 Eckerd AJCC Contract Performance Report   | <i>Diana Marin</i>                        |
|            | 7.2 Receive Quarter 3 SLOCOE Youth Contract Performance Report  | <i>Diana Marin</i>                        |
| <b>8.</b>  | <b>Reports:</b>   |   |
|            | a.) Executive Committee and Chairperson Report  | <i>Gomer</i>                              |
|            | b.) WIOA Services Addressing Barriers to Employment   | <i>Dawn Boulanger</i>                     |
|            | c.) Board Member Workforce Development Updates  | <i>All</i>                                |
| <b>9.</b>  | <b>Administrative Entity Update:</b>  |   |
|            | 9.1 Receive and Review Fiscal Update  | <i>Dawn Boulanger</i>                     |
|            | 9.2 Receive and Review Rapid Response Update  | <i>Tony Girolo</i>                        |
| <b>10.</b> | <b>Next Meeting:</b> August 3, 2023   |   |
|            | Location: 3350 Education Drive, San Luis Obispo, CA 93405   |   |
| <b>11.</b> | <b>Adjournment</b>  | <i>Gomer</i>                              |

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

**WORKFORCE DEVELOPMENT BOARD MEETING MINUTES**

**Date:** Thursday, February 2, 2023  
**Time:** 8:00 a.m.  
**Location:** County Office of Education, 3350 Education Drive, San Luis Obispo

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**Present:** Isiah Gomer, William Hills, David Baldwin, Dr. James Brescia, Josh Cross, Veronica Orozco, Tricia Lubin, Dr. Jill Sterns, Angela Toomey, Ryan Stanley, Verena Latona-Tahlman, Ronald Reilly, Mark Simonin, Angela Rayfield  
**Absent:** Melissa James, Justin McIntire, Michael Sloan, Patrick Woolpert  
**Guests:** Daniel Tatick, Christina Kuhn, Traci Bradbury, Jennifer Campos, Michael Specchierla, Jonathan Ziegler  
**Staff:** Dawn Boulanger, Diana Marin, Eddie Hernandez, Tony Girolo

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**1. Call to Order and Introductions:**

**Chairperson Isiah Gomer** called the meeting to order at 8:02 a.m. **Quorum reached.**

**2. Public Comment:**

**Chair Gomer:** No public comment.

**3. Consent Items:**

**3.1 Approved the November 3, 2022, Minutes:**

The Board approves consent item 3.1 in a single motion

Motion: William Hills

Second: Dr. Jill Sterns

**Motion Passed Unanimously**

**4. Action Items:**

**4.1 Review and Approve Updates to Local Workforce Development Board Bylaws to Reflect Changes to Sub-Committee Structure**

Dawn Boulanger (staff) presented the item which is available as part of the agenda.

Motion: William Hills

Second: Dr. James Brescia

**Motion Passed Unanimously**

**4.2 Review and Approve an Increase to the Family Self-Sufficiency Threshold for WIOA Training Services**

Dawn Boulanger (staff) presented the item which is available as part of the agenda.

Motion: Dr. James Brescia

Second: William Hills

**Motion Passed Unanimously**

**4.3 Review and Approve the 2023 WDB Meeting Schedule**

Dawn Boulanger (staff) presented the item which is available as part of the agenda.

Motion: Veronica Orozco

Second: Dr. Jill Stearns

**Motion Passed Unanimously**

**5. Discussion Items:**

**5.1 Receive Quarter 2 Eckerd AJCC WIOA Contract Performance Report**

Diana Marin (WDB Staff) discussed and updated the WDB on the positive increase in foot traffic at the America's Job Center of California (AJCC) and an increase in the number of enrollments in quarter 1. Ms. Marin also mentioned the AJCC is slightly under the projected goal for this time of the year.

Dawn Boulanger (WDB Staff) explained how the AJCC meets the participant training expenditure requirement for the Adult and Dislocated Worker programs. Ms. Boulanger also explained how Leveraged funds assist with offsetting expenses.

Diana Marin stated that there have been six Individual Training Agreements (ITA's) and one On-the-Job Training (OJT) contract. She also mentioned that outreach had been a major focus in Q1 to ensure that they connected with as many agencies as possible to inform job seekers about the services available to the community. Ms. Marin also discussed how the AJCC Workforce Development Specialist consistently participates in Chamber events throughout SLO County, Job Developer meetings, the Employer Advisory Council, and the Human Resource Association of the Central Coast meetings to learn how the AJCC can best support local businesses.

Christina Kuhn, Operations Director for Eckerd (guest), relayed several success stories of participants who were assisted at the Job Center in SLO. Christina also expressed optimism about enrollments heading into the next quarter. Chair Isiah Gomer asked about the rationale behind the target number of enrollments for a specific quarter. Dawn Boulanger explained the complex set of things that go into coming up with a specific target number for enrollments to conclude the topic.

## **5.2 Receive Quarter 2 SLOCOE WIOA Youth Contract Performance Report**

Diana Marin (WDB Staff) discussed how San Luis Obispo County Office of Education (SLOCOE) WIOA Youth staff is actively engaged with potential youth participants at Juvenile Hall, Grizzly Youth Academy, and Community Schools. SLOCOE Staff anticipates several of the potential youth participants that they have engaged with will qualify for WIOA Youth program services and will continue to engage with them. Ms. Marin informed the WDB that the SLOCOE WIOA Youth program has partnered with the Boys & Girls Clubs, YMCA, and other community partners in hopes to increase referrals and enrollments for potential WEX placements in the next quarter.

## **5.3 Discuss WDB Member Participation in Ad-Hoc Committees**

Dawn Boulanger explained the rationale for the creation of the Ad-Hoc Committees to address goals as outlined in the Board's Strategic Plan. The Ad-Hoc Committees allow members to meet and discuss topics in small groups which supports the Strategic Plan's goal of increasing engagement and dynamism for Board Members in their roles while still adhering to Brown Act guidelines. Dawn stated that they would be passing around sign-up sheets and that if members did not voluntarily sign-up they would be assigned to specific groups as determined by need.

## **6. Reports:**

### **a.) Executive Committee and Chairperson Report**

Chairperson Gomer reported that the Executive Committee met on January 11, 2023, and approved the 2023 Executive Committee Meeting Schedule. The committee received updates on the Digital Outreach Ad-Hoc Committee as well as the WDB Strategic Plan. Chairperson Gomer stated that the next Executive Committee meeting is scheduled for March 8, 2023, at 8:00 AM

### **b.) Services Addressing Barriers to Employment**

Dawn Boulanger (staff) provided an update on WIOA Services Addressing Barriers to Employment. Ms. Boulanger reported on several special population grants including the High Road Construction Careers (HRCC): SB-1 MC3 Pre-Apprenticeship Training Grant, HRCC; the CA Climate Investments (CCI) Grant; a Regional Plan Implementation (RPI) 4.0 Grant; the Division of Apprenticeship Standards (DAS) – Apprenticeship Expansion, Equity and Innovation Grant for PY 2021-25; and the Regional Equity and Recovery Partnerships Grant. Ms. Boulanger also reported that the Prison to Employment Grant funding, currently received as a regional grant with SLO and Santa Barbara Counties, to serve justice-involved individuals will continue. Ms. Boulanger informed the members that Eckerd has been awarded the Breaking Barriers Grant which will provide career services to underemployed individuals in SLO County.

### **c.) Board Member Workforce Development Updates**

Mark Simonin from Local IBEW 639 stated that the ongoing storms have impacted their progress on jobs. Tricia Robertson from Lucia Mar Adult Education stated that they are still hiring and doing outreach to educate the local community. Angela Rayfield from Rantec Power Systems updated the board that they have twenty to thirty vacancies. David Baldwin from Local 403 announced a new wave of apprenticeships with roughly 10 open slots. Dr. Brescia spoke to the SLOCOE putting in a large sum of funds to upskill current employees and mentioned that they are prioritizing early childhood education. Angela Toomey from Morris and Garritano Insurance stated they are still hiring entry-level employees. Josh Cross from the Atascadero Chamber of Commerce described the Chamber's recent partnership with Eckerd Connects resulting in the hiring of two new employees. Mr. Cross also mentioned the upcoming Junior CEO program that is launching on February 22<sup>nd</sup>. Verena Latona-Tahlman from the Cannon Corporation announced that they have about thirty new positions, mostly engineering jobs. Ronald Reilly, from Garing, Taylor, and Associates, Inc also indicated that they are hiring. Lastly, Chair Isiah Gomer from Paso Robles Waste & Recycle reported that they have increased the pay recently for most of their drivers but are also still recruiting qualified applicants.

## **7. Administrative Entity Update:**

### **7.1 Receive and Review Fiscal Budget Update**

Dawn Boulanger (staff) presented the item, which is available as an addendum to the agenda.

### **7.2 Receive and Review Rapid Response Update**

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

## **10. Next Meeting:**

May 4, 2023

8:00 – 10:00 AM

Location: County Office of Education, 3350 Education Drive, San Luis Obispo

## **11. Adjournment:**

**Chair Gomer:** adjourned the meeting at 09:33 A.M.

I, Tony Girolo, Clerk of the Workforce Development Board of San Luis Obispo, do hereby certify that the foregoing is a fair statement of the proceedings of the meeting held on Thursday, February 2, 2022, by the Workforce Development Board of San Luis Obispo County.

Tony Girolo, WDB Program Review Specialist

Dated: March 3, 2023

**WORKFORCE DEVELOPMENT BOARD**  
**ACTION ITEM**  
**May 04, 2023**

**AGENDA ITEM NUMBER: 6.1**

**ITEM: Review and Approve Draft Scope of Work and Budget for Program Year 2023-24 WIOA Youth Services Contract with Eckerd Youth Alternatives, Inc.**

**ACTION REQUIRED:**

Approve Program Year 2023-24 WIOA Youth Services Draft Scope of Work and Draft Budget (attached).

**SUMMARY NARRATIVE:**

An open, competitive procurement process was conducted through a Request for Proposals (RFP) issued on March 3, 2023, with proposals due March 31, 2023. At the WDB Executive Committee's April 26, 2023 meeting, members approved the RFP Selection Committee's recommendation of Eckerd Youth Alternatives, Inc. as the successful proposer for WIOA Youth services and directed WDB staff to commence contract negotiations. This procurement authorizes an initial annual contract with an option to renew for a second (PY 2024-25) and third year (PY 2025-26).

Under this contract, Eckerd will provide all required elements of WIOA Youth services throughout the County. The SLO Cal Career Center will be the primary site for WIOA Youth program staff with additional locations throughout the county and libraries to serve as access points for WIOA Youth services. Additionally, case management activities conducted by the Career Coaches with WIOA enrolled youth will take place throughout the community as best suited to meet the needs, location and availability of the youth participating in the services.

WIOA legislation requires WIOA Youth service providers to expend a minimum of 75% of allocated WIOA Youth funds on services to enrolled **Out-of-School** youth. While the PY 2023-24 contract will continue to emphasize services and funding allocated to services for Out-of-School youth, enrollment of In-School-Youth will also comprise the contracted target enrollment of 40 new Youth into the program. Additionally, a projected 10 additional carryover Youth will continue to receive services under the PY 2023-24 contract.

The Eckerd WIOA Youth services contract staffing model includes 8 WIOA funded positions comprised of a 1 PTE VP of Operations, 1 PTE Operations Director, 1 FTE Program Manager, 2 FTE Career Coaches, 1 FTE Outreach/Intake/Follow-up Specialist, 1 PTE Educational Coordinator, and 1 PTE Workforce Development Specialist.

Eckerd proposes a model specifically designed to meet the needs of San Luis Obispo's young adult participants. Eckerd management and staff will work closely with the SLO Workforce Development Board to ensure the WIOA Youth program aligns with the needs

of eligible young people and the priorities of the region. Eckerd will provide a comprehensive program offering three tracks each designed to meet the individualized needs of participants in the program and align with their career plans.

**BUDGET/FINANCIAL IMPACT:**

An estimated contract amount of \$600,000 is anticipated to be awarded via contract to Eckerd Youth Alternatives, Inc. for the provision of WIOA Youth services county-wide. This estimate is based on the projected PY 2023-24 WIOA Youth allocation and anticipated PY 2022-23 allowable carryover funds. The allocation is subject to change based on the final Department of Labor and California Employment Development Department allocations to San Luis Obispo County for PY 2023-24 which have not yet been noticed.

**STAFF COMMENTS:**

Following the WDB's approval, the PY 2023-24 WIOA Youth contract with Eckerd Youth Alternatives, Inc. will go before the County Board of Supervisors (anticipated June 6, 2023) for final approval and award of contract.

EXHIBIT A  
WORKFORCE INNOVATION AND OPPORTUNITY ACT SERVICES  
CONTRACT BETWEEN  
ECKERD YOUTH ALTERNATIVES, INC.  
AND  
COUNTY OF SAN LUIS OBISPO, DEPARTMENT OF SOCIAL SERVICES  
WORKFORCE DEVELOPMENT BOARD

Services to be Performed

1. **Scope of Services:**

WIOA Youth Employment and Training Program

These WIOA Youth program services are *not* part of a federally funded Research and Development contract.

Contractor will provide youth services pursuant to the Workforce Innovation and Opportunity Act (WIOA) to overcome barriers to employment, improve educational and workforce skill competencies, and increase independence and self-sufficiency for WIOA eligible youth throughout San Luis Obispo County. The program design will focus on youth acquiring basic work readiness skills and job experience and provide classroom-based and work-based learning opportunities. Emphasis of services will be to out-of-school youth, career pathways for youth, dropout recovery and prevention, and education and training that lead to attainment of a high school diploma *and* a recognized postsecondary credential.

Services provided shall comply with the WIOA regulations. Contractor will ensure each of the tasks contained in this section are accomplished during the term of the contract. Services provided shall include, but not be limited to those outlined below and shall be accomplished by the funds provided for in this contract as reflected in Exhibit B. WIOA services under this contract will also be administered to active cases of youth enrolled into WIOA prior to July 01, 2023, including youth receiving follow-up services.

Contractor is responsible for staffing all services necessary to carry out the duties required to operate and manage WIOA Youth services; performance management and analysis; process improvement; and implementation of innovative strategies for WIOA Youth services. This includes staffing as follows:

- a) Program Manager (1 FTE)
- b) Career Coach (2 FTE's)
- c) Outreach/Intake/Follow-up Specialist (1 FTE)
- d) Educational Coordinator (.2 FTE)
- e) Workforce Development Specialist (.10 FTE)
- f) Operations via Vice President of Operations (.0295 FTE) and Operations Director (.15 FTE)

2. **Service Specifications:**

Contractor shall provide to County the following special services:

- a. Contractor shall comply with all WIOA rules and regulations governing delivery of WIOA youth programs.
- b. Contractor is responsible for outreach and recruitment of eligible youth in accordance with the WIOA eligibility requirements detailed below.
- c. Contractor shall develop and oversee implementation of policies and operating procedures that address how WIOA Youth services and applicable local area Workforce Development Board (WDB) policies will be implemented in the WIOA Youth program.
- d. Contractor shall, in coordination with the County, maintain a current, accurate WIOA property/inventory log. All purchases of furniture and equipment with WIOA funds must be reported to the County WDB staff in a timely manner but no later than within the quarter purchased for proper tracking and labeling of items. Contractor shall consult with County WDB staff prior to discarding any furniture or equipment to ensure compliance with WIOA property/inventory record keeping and disposal.
- e. Contractor shall provide special equipment for those customers who are hearing and/or vision impaired, including auxiliary aids and services requested by individuals with disabilities. Contractor shall ensure service delivery to individuals with limited English proficiency and access to CA Language line or other interpretation services for non-English speaking individuals. The physical layout of WIOA Youth program sites must meet the physical and program access standards in law, including [ADA Title II Regulations, Section 188 of the Workforce Innovation and Opportunity Act \(WIOA\)](#) and [Title 24 of the California Building Code](#). Contractor shall ensure non-discrimination, equal opportunity, and compliance with WIOA Section 188 in all programs and services delivered through the WIOA Youth program.
- f. Contractor shall complete the WIOA eligibility and application process resulting in participation of WIOA eligible youth. **All youth must meet WIOA eligibility criteria and be determined eligible for the program prior to enrollment and receipt of WIOA funded services.** San Luis Obispo County youth must:
  - Have the right to work in the United States; **and**
  - Reside in the County of San Luis Obispo; **and**
  - Be age 16-24 (16-21 for In-School Youth; 16-24 for Out-of-School Youth) at the time of enrollment; **and**
  - Be registered for the selective service (applies to applicable individuals 18 and older); **and**
  - Meet specific criteria outlined below for In-School or Out-of-School Youth:
    - 1) **In-school youth:** a youth who has not received a secondary school diploma or its equivalent and is attending any school (including elementary, intermediate,

junior high school, secondary or post-secondary, or alternative school or program), whether full or part-time or is between school terms and intends to return to school.

At the point of eligibility determination and enrollment, San Luis Obispo County WIOA eligible In-School Youth (ISY) must be attending school, have senior status in high school *and* be between the ages of 16-21, *and* be low-income (as defined in Section 3(36) of WIOA), *and* at least one of the following:

- Basic skills deficient
- English language learner
- Offender
- Homeless individual, runaway, in foster care, aged-out of foster care, or out-of-home placement
- Pregnant/parenting
- Individual with disability
- Individual who *requires additional assistance to complete an educational program or to secure/hold employment\**

2) Out-of-School youth: an eligible youth who is 1) a school dropout (defined as “an individual who is no longer attending any school and who has not received a secondary school diploma or its recognized equivalent”); or 2) an eligible youth who has received a secondary school diploma or its equivalent but is basic skills deficient *and* who is unemployed or underemployed.

At the point of eligibility determination and enrollment, San Luis Obispo County WIOA eligible Out-of-School Youth (OSY) must not be attending any school, be between the ages of 16-24, *and* at least one of the following:

- School dropout
- Individual within age of compulsory attendance but has not attended school for at least most recent complete school year calendar quarter
- Individual subject to juvenile/adult criminal justice system
- Homeless individual, runaway, in foster care, aged-out of foster care, or out-of-home placement
- Pregnant/parenting
- Recipient of secondary school diploma or recognized equivalent who is low-income and either basic skills deficient or an English language learner
- Low-income individual who *requires additional assistance to enter/complete educational program or to secure/hold employment\**

*\*Requires additional assistance to enter/complete an educational program or to secure/hold employment, is locally defined as:*

1. Requires additional assistance to complete an educational program shall be defined as an individual who: (a) is at risk of dropping out of school, as identified by a referral from a school staff person, probation officer, or other responsible person documenting chronic attendance or disciplinary problems, or educational underachievement, and/or other indications which have been adopted by the Local Education Agencies; or (b) is attending an alternative school/education program; or (c) is credit deficient; or (d) whose educational achievement is below expected levels; or (e) who has unstable living conditions; or (f) who lacks familial support to complete an educational program.

2. Requires additional assistance to secure and hold employment shall be defined as an individual who: (a) has never held a job; or (b) has been fired from a job within the 12 months prior to application; or (c) has never held a full-time job (30+ hours per week) for more than 13 consecutive weeks; or (d) who lacks familial support to secure or hold employment.

g. Contractor will conduct the following key employment and training components:

1) Orientation/Enrollment/Referral – Orientation will be conducted in accordance with WIOA regulations and SLO County Workforce Development Board (WDB) policies and will include WIOA rights and responsibilities, and appeal processes.

Enrollment and/or referral of participants should be based on information gathered from the eligibility determination and orientation, and after presentation of the full array of service options through WIOA youth programs have been provided. Information should also be given regarding services that are available through the SLO Cal Careers center (formerly the America’s Job Center of California (AJCC)) of San Luis Obispo County (available to individuals 18+) that may enhance opportunities provided in conjunction with the WIOA Youth program. Participants not enrolled in WIOA should be referred to other services. The rationale for referral to other services should be documented. Contractor is strongly encouraged to link and share information with other youth serving agencies and training providers in order to meet the individual needs of all youth. Contractor shall advise youth of their rights and responsibilities and appeal process. Eligible individuals that elect to continue will proceed to the initial assessment. Contractor shall enroll all youth in CalJOBS, the State-mandated case management & MIS system.

2) Assessment – **Contractor will conduct an initial assessment of all participants.** Testing and use of assessment tools shall include at minimum, an assessment of math and reading; and assessment of aptitudes, abilities and transferrable skills. Contractor must identify and notify County WDB staff by August 1, 2023 of testing instruments to be used to assess each of these skill areas. Testing results must be documented, and results used to develop the Individual Service Strategy (ISS)/Career Plan. Assessment results must coincide with and be applicable to the participant’s career plan. Basic skills assessments must at minimum include an assessment of math and reading skill levels and be an approved test form identified by the

National Reporting System (NRS) for Adult Education as identified in the [Federal Register Vol 85, No. 153](#) dated August 7, 2020. Test/assessment must be made available in English and Spanish. Computer delivery format of the test/assessment is strongly encouraged.

All WIOA enrolled youth must be assessed in basic reading/writing, and math to measure the educational function levels and determine if the youth is basic skills deficient. Each youth participant must be provided an assessment in a variety of areas to determine personal, academic and career goals. These assessments must be used to develop the Individual Service Strategy (ISS) that guides the specific service delivery strategies and activities. Assessments must include a review of basic skill levels, occupational skills, prior work experience, employability, interests, aptitudes (including interest in non-traditional jobs), and supportive service needs. A new assessment of a participant is not required if the program determines a recent assessment (within the preceding six months) conducted pursuant to another program is sufficient. Any youth assessed below the 9<sup>th</sup> grade (or that is below age or grade level) shall be offered access to educational services to address their basic skills deficiencies. Assessment tools will be paid for by Contractor and should be budgeted as appropriate. Results of assessments will support the development of the ISS and guide service delivery and potential outcomes for each youth.

- 3) Individual Service Strategy (ISS) – Contractor shall develop a practical and functional ISS with each participant. The ISS shall identify primary educational and employment goals, describe the training activities and appropriate services the youth will receive to achieve those goals. The ISS must be reviewed quarterly or more often as needed with the participant to evaluate progress and make any needed adjustments. The ISS and any updates should be signed by the participant. Applicable activity codes and case notes must be entered into CalJOBS indicating the delivery of the ISS service. The ISS is a “living document” and is the foundational plan for the WIOA services a participant receives. This continued evaluation will ensure progress toward the achievement of the participant’s employment goals, training objectives, and advancement of one or more educational functioning levels within the program year. The ISS will also determine if supportive services are necessary for each participant and how to efficiently administer those services. The ISS should identify the determination of need for WIOA services administered (training, education, case management, and/or incentives and supportive services) as these services shall be identified as a need/barrier in the ISS.
- 4) Exit & Follow Up Services – Youth participants exit the WIOA system when they have successfully satisfied program goals, or when a period of 90 days has elapsed during which no federally reported services were provided. Enrolled youth are to receive an average of 12-18 months of service. All youth must then be provided with at least 12 months of documented follow-up services to assist youth in sustaining a successful

transition from the program. Contractor shall document these activities in CalJOBS.

- 5) Program Workshops/Skills Training Program. One of the primary functions of the program workshops and skills training is to provide participants with information that is needed to make informed decisions about future education, employment and careers that are appropriate to their particular needs and interests. Similarly, participants need information about the various ways that WIOA services can adequately meet their needs. Contractor will provide participants with workshops and skills trainings in which staff will provide comprehensive materials, either in-person or through online formats and present information on related topics pertaining to achieving goals established in the participants' ISS. Workshops shall provide participants insights, facts and experience for career exploration. Participants will also learn about what WIOA services, including training and education options, best fit their needs. Contractor will provide participants with a combination of workshops and online opportunities for essential job readiness skills and skill development that lead to stackable credentials. Programming shall support the development of participants' critical thinking skills and provide transferable skills through topics which may include the following:

- a) Introduction to WIOA Youth services and comprehensive services available to adults (18+) through the SLO Cal Careers center
- b) Career Exploration
- c) Job Readiness Workshops and Curriculum which may include:
  - 1. Essential employability skills training
  - 2. Interviewing skills
  - 3. Resume development
  - 4. Mitigating barriers to employment including criminal background
  - 5. Leadership
  - 6. Digital Literacy
  - 7. Financial Literacy/Money Management including partnering with local banks to provide Financial Literacy trainings
- d) Various Occupational Skills trainings (ServSafe, NRF, Forklift, Microsoft, A-Plus and more based on Local Demand Occupations)

- h. Contractor shall act as overall project manager/administrator and ensure that each participant, including those participants of subcontractors, has access to the fourteen (14) WIOA elements of service:
- 1) Tutoring, study skills training, instruction, and evidenced-based dropout prevention and recovery strategies leading to completion of requirements of secondary school, recognized equivalent, or for recognized postsecondary credential;
  - 2) Alternative secondary school services or dropout recovery services;
  - 3) Paid and unpaid work experiences, including summer and year-round employment opportunities, pre-apprenticeship programs, internships, job shadowing and on-the-job training opportunities;
  - 4) Occupational skill training, with potential priority given to programs leading to recognized postsecondary credentials aligned with in-demand industry sectors/occupations;
  - 5) Education offered concurrently and in the same context as workforce preparation activities and training for specific occupation or occupational cluster;
  - 6) Leadership development activities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate;
  - 7) Supportive services;
  - 8) Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months;
  - 9) Follow-up services for not less than 12 months after the completion of participation, as appropriate;
  - 10) Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate;
  - 11) Financial literacy education;
  - 12) Entrepreneurial skills training;
  - 13) Services that provide labor market and employment information about in-demand industry sectors and occupations available;
  - 14) Activities that help youth prepare for and transition to postsecondary education/training.
- i. Collaboration with the SLO Cal Careers Center adult programs of San Luis Obispo is required to increase opportunities for paid work experiences (WEX), paid internships, classroom training and on-the-job training (OJT) for youth between the ages of 18-24. Co-enrollment into the WIOA Youth and WIOA Adult/Dislocated Worker programs provides more varied options to access services under WIOA, particularly funding for paid work and training services. Contractor shall co-locate at the SLO Cal Careers facility at 3450 Broad St., Suite 103A in San Luis Obispo to provide access to WIOA Youth services and information for 18-24-year-old individuals participating in services at the Career Center who may benefit from WIOA Youth program services.

- j. Contractor shall ensure that all partners, vendors and/or subcontractors comply with all applicable WIOA rules and regulations.
- k. Contractor shall coordinate and ensure that services are provided in conjunction with community partners and/or subcontractors as may be needed, including: WIOA required partners, other youth-serving organizations, local school/Adult Education providers, and providers specializing in elimination of barriers that may hinder a youth’s ability to complete an education program or enter employment, such as, but not limited to: providers of mental health services, homeless/housing services, offender/re-entry services.
- l. All agreements with subcontractors and/or partners shall be in writing and must contain target measurable performance outcomes.
- m. Contractor shall establish and maintain reliable mechanisms that will immediately identify when a problem occurs, administrative or programmatic, and when corrective action is necessary. Continuous improvement processes shall include the following:
  - 1) Monitoring Activities: Internal monitoring activities shall include monthly file review, data entry review, caseload contact, performance, and quality control to ensure continuous improvement.
  - 2) Tracking Effectiveness: Contractor shall track effectiveness using monitoring data, state reporting data, and customer feedback. At least a quarterly review and analysis of data to identify trends and issues shall be submitted to County/WDB staff by the 20<sup>th</sup> of October, January, April and July as part of the quarterly Contract Performance Report\* for provision to the Workforce Development Board (WDB).  
(\*Contract performance report template will be developed/updated in coordination with Contractor and be provided by the Administrative Entity to the Contractor as a separate document.)
  - 3) Utilization of the CalJOBS system: Contractor will use the CalJOBS system for direct data entry of all case management processes, including eligibility verification, documenting assessments & career plans, entering case notes, and creating case closures capturing performance outcomes of participants. Contractor shall comply with local area WDB CalJOBS policies and procedures.
- n. Contractor shall maintain a case file in compliance with WIOA 188 including a separate Protected Health Information (PHI) file for every WIOA enrolled youth. Case files must include information and documentation of each of the following:
  - 1) Program eligibility/determination of need and any associated verification documents
  - 2) Signed WIOA application from the CalJOBS system.

- 3) Initial and Comprehensive Assessments
  - 4) Individual Service Strategy (ISS) including all updates
  - 5) Chronological case notes (electronic only, in CalJOBS) which include progress updates on clients' participation in services as well as time and attendance if receiving WIOA funded training
  - 6) Document receipt of all Supportive Services, Incentives, and paid work experience
- o. Contractor shall provide quarterly written Contract Performance Reports (provided as a separate document) to the Administrative Entity for provision to the WDB. Reports shall be due by the 20<sup>th</sup> of October, January, April and July. A corrective action plan shall be submitted when there is a 10% or more deviation between planned performance and actual performance, addressing how contracted goals will be achieved. When the reporting deadline falls on a weekend or holiday, all reports are due by close of business (COB) on the last business day prior to the due date.
  - p. Contractor shall maintain an accounting of leveraged resources to include cash and in-kind resources (those detailed in its budget proposal) for submittal to the Administrative Entity monthly.
  - q. Contractor shall coordinate job fair and/or employer networking efforts with the SLO Cal Careers adult programs and/or other local entities during the program year that will incorporate employers and community partners.
  - r. Contractor shall offer Career Academies to prepare youth participants for employment in in-demand industries. The Career Academies shall offer the training, credentials, and tools necessary to complete the academy. Additionally, each Career Academy track shall offer job shadowing and/or internships and mentorship opportunities with local businesses and individuals connected to the industry.
  - s. Contractor shall utilize workforce development system-wide SLO Cal Careers branding (name, logo & associated materials). Contractor may be required to co-brand with the America's Job Center of California State identity requirements when publishing or referencing the WIOA Youth Services. This includes the cobranding tagline of "The (Program Name) is a proud partner of the America's Job Center of California network" or other branding as provided by the County/WDB.

### 3. **Performance Objectives:**

- 1) Contractor will provide WIOA services to a minimum of 40 new WIOA enrolled Youth with approximately 10 additional carry overs serving all of San Luis Obispo County.

Pathways for education and/or employment will be identified based on client need during the process of assessment and development of the Individual Service Strategy. Where appropriate, youth may be referred to educational assistance for GED/High School Diploma attainment, the local community college for certificate and/or post-secondary education programs, Pre-Apprenticeship or Apprenticeship opportunities, or routed through an accelerated employment path to rapidly employ youth. A robust menu of services, with access to the fourteen (14) elements will allow a customized approach for each individual to assist in meeting their established goals.

- 2) Contractor will complete assessment and individual service strategy development as appropriate to meet the needs of WIOA enrolled youth.
- 3) Contractor will provide (both directly and through referral to partner agencies) stackable credentials for WIOA enrolled youth based on need and identified career pathway. This includes providing access to and funding for credentials including, but not limited to:
  - a. OSHA and/or OSHA 10
  - b. Guard Card
  - c. Retail Industry Fundamentals (NRF)
  - d. Forklift Operator
  - e. CPR/First Aid (when required for job)
  - f. ServSafe
- 4) Contractor will provide opportunities for occupational skills training through partnership and referral to Cuesta College for certificate and/or AA/AS programs, and SLO Partners/County Office of Education pre-apprenticeship and apprenticeship training programs. Additional WIOA-funded opportunities for occupational skills training may be available through co-enrollment in SLO Cal Careers adult services, when appropriate and all applicable eligibility criteria are met.
- 5) As part of the quarterly contract performance reporting, Contractor will provide a count of the following activities provided to WIOA enrolled youth:
  - a) Active and enrolled Work Experience placements – both paid and unpaid
  - b) Referrals for WIOA enrolled youth to other agencies to receive one of the fourteen WIOA Youth program elements outlined in section 2.e. above. Reported details shall include the agency referral is made to and which of the 14 WIOA Youth elements of service are being provided.
  - c) Occupational Skills Training (number and type)
  - d) Industry Recognized Credentials (number and type)
  - e) Youth Participant and Business Outreach and Recruitment events (number and location)

b. In-School Youth (ISY)

Contractor will enroll ISY per determination of need and as funding allows due to limited capacity to serve ISY resulting from the WIOA obligation that 75% of WIOA Youth expenditures must be for OSY services. Should year to date expenditures begin to veer from the 75% OSY requirement, the County will require a corrective action plan from Contractor and may require Contractor to cease new ISY enrollments to ensure compliance with the required expenditure mandate.

c. WIOA Performance

Contractor will meet the measures identified below in elements one (1) through six (6). These measures are subject to change as a result of Federal and/or State performance negotiations. Upon receipt of State-negotiated rates for levels of performance expectations for the new measures, County will issue a Management Memo for incorporation into this contract. Contractor agrees to accept and meet the state negotiated performance levels provided in the Management Memo and understands that such levels will not be subject to negotiation or a valid basis for failure to perform.

Upon receipt of State-negotiated levels of performance, Contractor will provide services that result in the following primary indicators of performance:

- 1) Education/Employment Rate 2<sup>nd</sup> Quarter after Exit Percentage of Youth program participants will achieve employment or be involved in education/training activities or unsubsidized employment during the second quarter after exit from program.
- 2) Education/Employment Rate 4<sup>th</sup> Quarter after Exit Percentage of Youth program participants will achieve employment or be involved in education/training activities or unsubsidized employment during the fourth quarter after exit from program.
- 3) Median Earnings in the 2<sup>nd</sup> Quarter after Exit - Median earnings of Youth program participants who are in unsubsidized employment during the second full calendar quarter after exit from program. This indicator has insufficient data to support the statistical model requirements and has been designated as a baseline indicator.
- 4) Credential Attainment Rate - Percentage of Youth program participants will attain a recognized postsecondary credential (including registered apprenticeship), a secondary school diploma, or its recognized equivalent either during program or within 1 year after program exit (only counts if individual has obtained/retained employment or are in an education/training program leading to postsecondary credential within 1 year after exit from program).
- 5) Measurable Skill Gains – Percentage of Youth program participants who, during a program year, are in education/training programs that leads to a: recognized postsecondary credential or employment and are achieving measurable skill gains toward such a credential or employment.
- 6) Effectiveness in Serving Employers - Indicators for services to employers include retention with the same employer and repeat business

customer. These measures are different than other performance measures in that they are not calculated for each program individually, but rather all data from the core programs are aggregated to produce one State-level figure.

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WIOA Youth Contract Budget 2023-24				
	Youth	Total	% of GT	
Program	<b>Personnel Costs</b>			
	Salaries	\$ 249,779.71	\$ 249,779.71	41.63%
	Benefits	\$ 73,743.69	\$ 73,743.69	12.29%
	<b>Subtotal Personnel Costs</b>	<b>\$ 323,523.40</b>	<b>\$ 323,523.40</b>	<b>53.92%</b>
	<b>Operations Activities</b>			
	Space/Rent	\$ 2,457.00	\$ 2,457.00	0.41%
	Building Maintenance			
	Telephone/Internet	\$ 6,270.00	\$ 6,270.00	1.05%
	Conference	\$ 3,798.00	\$ 3,798.00	0.63%
	Insurance	\$ 8,700.00	\$ 8,700.00	1.45%
	Staff Training			
	Travel/Mileage	\$ 8,110.00	\$ 8,110.00	1.35%
	Printing			
	Advertisement/Outreach	\$ 4,800.00	\$ 4,800.00	0.80%
	Instructional Supplies			
	Publications			
	Office Supplies	\$ 3,120.00	\$ 3,120.00	0.52%
	Equipment Purchases (under \$5,000)	\$ 8,400.00	\$ 8,400.00	1.40%
	Equipment Rental/Maintenance/Support			
	Professional Fees / Audit			
	Professional Memberships/Subscriptions			
	Other Operating Expenses:	\$ 12,500.00	\$ 12,500.00	2.08%
	Staff Background Screening	\$ 811.00	\$ 811.00	0.14%
	Postage	\$ 1,050.00	\$ 1,050.00	0.18%
	Software Licensing Fees	\$ 1,075.00	\$ 1,075.00	0.18%
	<b>Subtotal Operating Costs</b>	<b>\$ 61,091.00</b>	<b>\$ 61,091.00</b>	<b>10.18%</b>
	<b>Participant Costs/Activites</b>			
	Work Experience Participant Wages & Fringe benefits	\$ 109,440.00	\$ 109,440.00	18.24%
	Participant Training Materials	\$ 1,000.00	\$ 1,000.00	0.17%
	Supportive Services	\$ 12,500.00	\$ 12,500.00	2.08%
	Participant Incentives	\$ 20,750.00	\$ 20,750.00	3.46%
	Other Participant Program Costs	\$ 4,792.00	\$ 4,792.00	0.80%
	<b>Subtotal Participant Costs</b>	<b>\$ 148,482.00</b>	<b>\$ 148,482.00</b>	<b>24.75%</b>
<b>Indirect Cost:</b>				
	\$ 66,903.60	\$ 66,903.60	11.15%	
<b>GRAND TOTAL (GT)</b>	<b>\$ 600,000.00</b>	<b>\$ 600,000.00</b>		

**WORKFORCE DEVELOPMENT BOARD**  
**ACTION ITEM**  
**May 04, 2023**

**AGENDA ITEM NUMBER: 6.2**

**ITEM: Review and Approve Draft Scope of Work and Budget for Program Year 2023-24 SLO Cal Career Center Services Contract with Eckerd Youth Alternatives, Inc.**

**ACTION REQUIRED:** Approve Draft Scope of Work and Draft Budget for Program Year 2023-24 SLO Cal Career Center WIOA Title I Adult, Dislocated Worker, and One-Stop Operator Services.

**SUMMARY NARRATIVE:**

An open, competitive procurement process was conducted through a Request for Proposals (RFP) issued on February 3, 2023, with proposals due March 10, 2023. At the WDB Executive Committee's March 29, 2023 meeting, members approved the RFP Selection Committee's recommendation of Eckerd Youth Alternatives, Inc. as the successful proposer for SLO Cal Career Center services and directed WDB staff to commence contract negotiations with Eckerd for the provision of WIOA Adult, Dislocated Worker, and SLO Cal Career Center operation services in San Luis Obispo County. This procurement authorizes an initial annual contract with an option to renew for a second (PY 2024-25) and third year (PY 2025-26).

Under this contract, Eckerd will continue to provide all required elements of WIOA Title I Adult, Dislocated Worker, and Business Services throughout the County. This contract also includes the WIOA required One-Stop Operator role and responsibilities which include coordination of partner relationships, as well as ensuring the physical location, service delivery and policies allow individuals to have equitable access to services. Eckerd will provide these services through their continued operation of the comprehensive SLO Cal Career Center location (formerly the America's Job Center of CA (AJCC)) in San Luis Obispo as well as via access points to services through partner locations.

The PY 2023-24 contract includes a participant enrollment goal of 80 new WIOA eligible individuals. Of the 80 newly enrolled individuals, Eckerd will enroll at least 38 individuals into WIOA Training services at an average cost of \$4,000 per participant. These enrollment goals were designed after historical enrollment analysis, consideration of unemployment rate from the previous PY, and accounting for actual carryover cases. A planned exit strategy has been developed to support individuals in reaching their career goals timely with shorter enrolled service periods prior to entering employment.

The PY 2023-24 contract budget continues with a similar staffing model which includes an Operations Director, Career Center Manager, Site Manager, two Career Coaches,

Workforce Development Specialist, Workforce Operations Assistant, and Educational Coordinator.

Eckerd remains a collaborative partner of the WDB and demonstrates their willingness to adapt and make changes as needs are identified. With continued evaluation of service delivery, using data-based decision making (CalJOBS, customer and business feedback, and Labor Market Information) to develop service strategies, maintaining community partnerships, strategic digital outreach efforts, and the support of Eckerd's operations team and business engagement services and the WDB, it is projected Eckerd will increase enrollments for the 2023-24 program year and broaden the impact of the successful employment outcomes being achieved.

**BUDGET/FINANCIAL IMPACT:**

An estimated contract amount of \$600,000 is anticipated to be awarded via contract to Eckerd Youth Alternatives, Inc. for the provision of WIOA Title I Adult and Dislocated Worker services county-wide. This estimate is based on the anticipated PY 2023-24 WIOA Adult and Dislocated Worker allocation and projected allowable PY 2022-23 carryover funds. The allocation is subject to change based on the final Department of Labor and California Employment Development Department PY 2023-24 allocations to San Luis Obispo County which have not yet been noticed.

**STAFF COMMENTS:**

Following the WDB's approval, the PY 2023-24 SLO Cal Careers adult services contract with Eckerd Youth Alternatives, Inc. will go before the County Board of Supervisors (anticipated June 6, 2023) for final approval and award of contract.

## EXHIBIT A

WORKFORCE INNOVATION AND OPPORTUNITY ACT SERVICES  
CONTRACT BETWEEN  
ECKERD YOUTH ALTERNATIVES, INC.  
AND  
COUNTY OF SAN LUIS OBISPO DEPARTMENT OF SOCIAL SERVICES  
WORKFORCE DEVELOPMENT BOARD

### SCOPE OF SERVICES

#### A. SLO Cal Career Center Operation and Management

##### 1. Scope of Services:

WIOA Title I Adult and Dislocated Worker Program services. These WIOA program services are *not* part of a federally funded Research and Development contract.

Contractor is responsible for the operation and management of the SLO Cal Career Center facility (formerly the America's Job Center of California (AJCC)) and one-stop career services delivery system serving San Luis Obispo County, working in consultation with the County, Workforce Development Board (WDB), and in cooperation with the mandatory one-stop system partners (as specified in the Workforce Innovation and Opportunity Act (WIOA)). Contractor will operate and manage a comprehensive site and any affiliate sites in collaboration with SLO Cal Career Center co-located partners maximizing services by integrating and braiding services where allowable.

Contractor is responsible for staffing all services necessary to carry out the duties required to operate and manage the following: WIOA One-Stop Operator, WIOA Title I Adult, Dislocated Worker and Employer Services; performance management and analysis; process improvement; integration and braiding of resources; implementation of other funding awarded to support WIOA employment and training programs (including competitive and regional funds awarded to San Luis Obispo County) and implementation of innovative strategies for job seeker and employer services.

Contractor will ensure the implementation, coordination and oversight of those activities necessary to the delivery of WIOA Title I program services implemented county-wide. Contractor further recognizes and acknowledges that the WIOA one-stop delivery system is a dynamic system that must adapt to the changing needs of the local labor market and as such, requires close cooperation and coordination with co-located and community partners. Furthermore, the one-stop career center system must maintain alignment with the San Luis Obispo County WDB and the strategies and mission outlined in the WDB's WIOA one-stop System Memorandum of Understanding (MOU) with partners of the career one-stop system, the Local WDB Recertification Request for Program Year's 2023-2025, and the Regional and Local State Workforce Development plans as required by the State of California, Employment Development Department. Contractor will continue to participate

in the WIOA one-stop career center Certification process and implement all goals and actions identified in the certification process' resulting continuous improvement plan.

2. Service Specifications:

Contractor shall provide to the County the following services:

**a. One-Stop Operator**

The primary function of the One-Stop Operator is to ensure the coordination of partners within the SLO Cal Career center, ensure coordination of the service delivery of career services and other WIOA services between all one-stop partners, oversee the implementation of the WIOA Memorandum of Understanding between San Luis Obispo County career one-stop partners, and to communicate and coordinate with WDB staff. The One-Stop Operator shall provide oversight of the comprehensive Career Center and any affiliate sites and fulfill responsibilities in accordance with the direction of the San Luis Obispo County WDB. The One-Stop Operator will play a leadership role in coordinating partnerships and facilitating the successful implementation of services across San Luis Obispo County's workforce system.

As specified by 20 C.F.R. section 678.620, entities that perform the role of One-Stop Operator and that also provide WIOA services must implement firewalls and conflict of interest policies and procedures that conform to the specifications set forth in 20 C.F.R section 679.430. In accordance with WIOA requirements, the one-stop operator's responsibilities include the following:

- 1) Provide functional coordination, monitor, and ensure implementation of all WIOA one-stop center required onsite services, including all services provided by entities that have entered the partner MOU in accordance with WIOA.
- 2) Ensure access to services for individuals at the SLO Cal Career Center with limited English proficiency, disabilities, or other significant barriers.
- 3) Promote adoption of creative and innovative methods and best practices in the delivery of the required services.
- 4) Increase and monitor customer satisfaction by developing flows and processes that are driven by feedback from both business and job seeker customers.
- 5) In collaboration with SLO Cal Careers Site Manager, ensure adherence and implementation of San Luis Obispo County WDB policies governing the Career Center including compliance with Equal Employment Opportunities, the Americans with Disabilities Act, Priority of Service and any other local, state or federal governing laws, statutes, regulations, guidance and policies.
- 6) In collaboration with SLO Cal Career Center Site Manager, ensure adherence to non-discrimination and equal opportunity policies, and compliance with WIOA Section 188 in all programs and services delivered through the Career Center.
- 7) At least quarterly, provide update and information on One Stop Operator duties to be provided to the San Luis Obispo County WDB and its committees. This shall include, but not be limited to information on the effectiveness of service delivery strategies, outcomes of customer satisfaction surveys, suggestions for service delivery improvements, and other topics.

**b. SLO Cal Career Center Site/Services Management** to include, but not limited to:

- 1) Coordinate the assignment and functional use of occupant and common area space. The WDB may recommend to Contractor entities determined appropriate for co-location. Furthermore, the WDB requires co-location of the WIOA Youth program at the SLO Cal Career Center, making one staff cubicle space available to the WIOA Youth Program.
- 2) Ensure the Career Center has a resource room dedicated to self-service/WIOA Basic Career services activities.
- 3) The Career Center Resource Room shall have the following services available to customers:
  - a) A required comprehensive Career Center system orientation inclusive of information regarding both on and off-site resources to assist with employability. This shall not be an orientation of WIOA services only, but rather an orientation of the full career one-stop system incorporating partners services both co-located and within the community.
  - b) A required assessment of the job seeker's initial employability and transferable skills in relation to desired employment and the expressed competencies of the existing labor market
  - c) Appropriate referral to internal and external resources that will allow the customer to achieve their desired outcome
  - d) Labor exchange tools
  - e) Computer applications software, such as Microsoft Office Suite
  - f) Résumé writing software
  - g) Career exploration software/websites
  - h) Job, career, and skill self-assessment tools
  - i) Career, job, and labor market information
  - j) Career planning information
  - k) Job search information
  - l) Interviewing information
  - m) Information on writing résumés and cover letters
  - n) Information on job retention
  - o) Directories
  - p) Periodicals
- 4) Provide and maintain equipment necessary for the Resource Room including computers with internet access, appropriate software to create letters, résumés and job applications, email capability, and computer software for customers to engage in self-learning activities. Shared printers shall accompany the computers. A phone area must be arranged in such a way that individuals may talk privately to employers with minimal noise and distraction. At a minimum, one dedicated public phone must be available for customer use including but not limited to filing unemployment compensation claims and scheduling appointments or interviews. The room shall be equipped with fax machines and/or ability for clients to fax via computer and copier(s) completely accessible to the public with written instructions for use. There should be no limitations or restrictive use on this equipment as long as it is being used for appropriate job search activities and in accordance with

- Resource Room Usage Policy. Phone and fax lines will be provided by the WDB and must be kept in in Resource Room for customer use as described.
- 5) Serve as a liaison to the community, partner agencies and employers for the one-stop system.
  - 6) Develop and maintain written policies, i.e., broad operational guidelines (such as hours of operation, etc.) that will outline the responsibilities and objectives of each of the WIOA one-stop partners and programs while providing excellent customer service. This shall be established within the first quarter of the program year and disseminated to partners and WDB staff.
  - 7) Inform San Luis Obispo County WDB staff of all SLO Cal Career Center activities including a comprehensive workforce system calendar (access point hours of operations, workshop and event schedules, etc.) for public posting.
  - 8) Ensure common areas of the Career Center are used in accordance with the policies of the WIOA one-stop service delivery system; clean and orderly for use by center occupants, system partners and customers.
  - 9) In coordination with the Administrative Entity, maintain a current, accurate WIOA property/inventory log. All purchases of furniture and equipment must be reported to the Administrative Entity in a timely manner but no later than within the quarter purchased for proper tracking and labeling of items. Similarly, any need to discard furniture or equipment must also be coordinated with the Administrative entity to ensure compliance with WIOA property/inventory record keeping and disposal. Contractor shall also monitor, and coordinate supplies provided/ utilized by Career Center customers and co-located partners.
  - 10) Provide special equipment for those customers who are hearing and/or vision impaired. Auxiliary aids and services shall be available upon request to individuals with disabilities. Ensure service delivery to individuals with limited English proficiency and access to CA Language line or other interpretation services for non-English speaking individuals. The physical layout of the room must meet Americans with Disabilities Act (ADA) requirements.
  - 11) AJCC sites must meet the physical and program access standards in law, including [ADA Title II Regulations, Section 188 of the Workforce Innovation and Opportunity Act \(WIOA\)](#), and [Title 24 of the California Building Code](#).
  - 12) Provide a schedule for co-located partners and AJCC WIOA staff to cover resource room floor services and ensure reception and other staff is available to support occupants and self-service customers at the Career Center. The San Luis Obispo County comprehensive SLO Cal Career Center will be open at minimum, Monday-Friday during normal business hours except on recognized holidays.
  - 13) The Career Center shall have at least one (1) Spanish-speaking bilingual staff person to meet the needs of the Spanish-speaking only participants.
  - 14) Coordinate four (4), all partner integration meetings. These meetings must include WIOA mandated partners, co-located Career Center partners as well as any relevant community partners. Meetings shall be held at the Career Center quarterly (September, December, March, and June) and aimed at facilitating partner relations and service coordination. The center's services will be limited to self-directed services on these days. The meeting dates shall be established within the first quarter of the program year and disseminated to partners and staff at the first meeting in September.

- 15) Oversee activities at the Career Center and off site in the community to ensure consistency with the one-stop delivery system mission. This includes but is not limited to coordination and scheduling of organized workshops, seminars, classes, job fairs and meetings of both co-located partners and other community organizations.
- 16) Provide printed and electronic material and other written information in English and Spanish. Whenever feasible, language barriers should be removed so that all individuals accessing Career Center services feel welcome and can benefit from the experience.
- 17) Maintain integration of services, to the extent allowable, for the delivery of WIOA Career and Training services to include:
  - a) Identifying and maintaining best practices for service delivery among system partners.
  - b) Braiding and leveraging of services and funding to ensure unduplicated and responsive services are provided for jobseekers.
  - c) Ongoing training to Contractor staff and system partners in order to reduce duplication of services delivered through SLO Cal Careers.
  - d) Continuous evaluation of service delivery processes and modifying as necessary to best support customer needs and effective service delivery.
  - e) Continue to develop and enhance the workforce development system of the San Luis Obispo County Local Workforce Development Area by focusing on a fully coordinated service delivery model that is market driven and offers value-added services to job seekers.
- 18) Contractor shall utilize workforce development system-wide SLO Cal Careers branding (name, logo & associated materials). Contractor is required to co-brand with the America's Job Center of California State identity requirements when publishing or referencing WIOA Services. This includes the cobranding tagline of "SLO Cal Careers is a proud partner of the America's Job Center of California network" or other branding as provided by the County/WDB.

## **B. WIOA Title I Adult, Dislocated Worker and Employer Services**

### **1. Scope of Services:**

Contractor will provide education and employment services to eligible adults and dislocated workers that will lead to increased employment, job retention and earnings that will improve the quality of the workforce and sustain self-sufficiency. Services will be provided county-wide through a comprehensive WIOA one-stop career services site, and affiliate sites and/or community-based services. WIOA services shall include outreach, intake, orientation, assessment, career planning and other services available through the WIOA funded programs to assist in accessing employment opportunities. Eligible participants must be age 18 or older.

Contractor shall ensure:

- 1) Individuals seeking services beyond Basic Career Self- Services, who are in need of and able to benefit from additional services, are determined eligible and enrolled

in WIOA Career and/or Training services or, if not eligible for such services, are referred to appropriate partner services for further assistance.

- 2) All services/activities for enrolled participants and case notes are recorded in CalJOBS within 5 business days of the activity/service being provided.
- 3) Case notes for enrolled and active participants are entered, at a minimum, every 30 days to ensure participants are receiving a continuum of services and exits from the system are managed in a timely manner. Case notes shall be entered to coincide with each activity/service provided as well as to document other participant-related case management activity.
- 4) All enrolled participants are provided assessment and career planning leading to the completion of an Individual Employment Plan/Career Plan identifying measurable employment goals and appropriate strategies to obtain stated goals. Assessments from similar agencies, conducted within the 6-month period prior to enrollment into WIOA may be utilized where available if these assessments screen for the same skills/aptitudes the WIOA program requires. Participants enrolling in training must have a completed IEP, assessment results and other applicable documentation that substantiate the need for training and ability of the individual to be successful in the planned training.

## 2. Service Specifications:

Contractor shall provide to County the following special services:

- a. **Basic Career Services** available to all Adults and Dislocated Workers include but are not limited to the following:
  - 1) Determination of eligibility to receive WIOA Career Individual and/or Training services.
  - 2) Outreach, intake and orientation to the information and other services available through the SLO Cal Careers system.
  - 3) Initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities, and supportive service needs.
  - 4) Labor exchange services, including the following:
    - i. Job search and placement assistance, and career counseling, such as the information on in-demand industry sectors and occupations as well as nontraditional employment.
  - 5) Referrals to, and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and other workforce development programs.
  - 6) Workforce and labor market employment statistics including information relating to local, regional, and national labor market trends, including the following:
    - i. Job vacancy listings and job skills necessary to obtain them.
    - ii. Information on local in demand occupations and the earnings, skill requirements, and opportunities for advancement that accompany them.
  - 7) Information on performance and program cost of eligible providers of training services, youth workforce development activities, adult education, career and technical education activities at the postsecondary level, career and technical

education activities available to school dropouts, and vocational rehabilitation services.

- 8) Information regarding how the local area is performing on the local performance accountability measures and any additional performance information with respect to the one-stop delivery system in the local area.
  - 9) Information on, and referral to supportive services or assistance, including the following:
    - i. Child care, child support, medical or child health assistance under title XIX or XXI of the Social Security Act.
    - ii. Benefits under the supplemental nutrition assistance program established under the Food and Nutrition Act of 2008.
    - iii. Assistance through the earned income tax credit under section 32 of the Internal Revenue Code of 1986.
    - iv. Assistance under a state program for temporary assistance for needy families funded under part A of title IV of the Social Security Act.
    - v. Other supportive services and transportation available in the local area.
  - 10) Information and assistance regarding filing claims for unemployment compensation.
  - 11) Assistance in establishing eligibility for programs of financial aid assistance for training and education programs that are not funded under WIOA.
- b. **Individual Career Services** – Individual Career Services shall be made available to all enrolled WIOA eligible Adults and Dislocated workers. Individual Career Services shall only be provided to individuals who have been determined eligible and are enrolled in WIOA with participation created in CalJOBS. As County WDB staff must approve WIOA eligibility determination of each participant prior to provision of Individual Career Services/enrollment in WIOA, participation shall not be created in CalJOBS prior to County approval of WIOA eligibility.

Individual Career Services include but are not limited to the following:

- 1) Comprehensive and specialized assessments of the skill levels and service needs, which must include the following:
  - i. Diagnostic testing and use of other assessment tools which include at minimum, an assessment of basic skills, including math and reading levels (For Individual Career Services, standardized math and reading assessments are suggested, but are required for clients entering classroom training utilizing an Individual Training Account (ITA)); and assessment of aptitudes, abilities and transferrable skills. Contractor must identify and notify County by August 1, 2020 of testing instruments to be used to assess each of these skill areas. Testing results must be documented, and results used to develop the IEP/Career Plan. Assessment results must coincide with and be applicable to the participant's career plan.
  - ii. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals
- 2) Development of an individual employment plan/career plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals,

including providing information on eligible providers of training services and career pathways to attain career objectives. Employment/career plans shall be developed with the participant and must incorporate the outcomes of the assessments that were administered prior to drafting the employment/career plan. The employment/career plan must directly link to the aptitudes/abilities of the participant and, as such, directly link to the career/occupational goals stated. Employment plans shall be reviewed at least every 90-days and shall be revised as needed to coincide with any changes in the participant's career planning. Employment/career plans must be directly linked and relevant to any WIOA training services that are being provided.

- 3) Group *and* individual counseling.
- 4) Career planning;
- 5) Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.
- 6) Internships and work experiences linked to careers.
- 7) Workforce preparation activities.
- 8) Financial literacy services.
- 9) Out-of-area job search assistance and relocation assistance.
- 10) English language acquisition and integrated education and training programs.
- 11) Follow-up services shall be made available to participants, including counseling regarding the workplace, for participants exited from WIOA activities who are placed in unsubsidized employment, for not less than 12 months after the first day of the employment, as appropriate.
- 12) Contractor shall conduct case management follow-up efforts to correspond with jobseekers no longer enrolled in WIOA services to assess need for continued services and/or obtain information related to completion of employment/training goals for case closure recording. Follow-up information must be entered into CalJOBS. (These case management follow-up services differ from those participant follow-up services stated above in #11 which are to be made available – case management follow-up is required)

- c. **Training Services** - County WDB staff must approve all WIOA Training services prior to provision of Training services to participants. Participants shall not begin WIOA Training services nor shall training activities with an Actual Begin Date be entered in CalJOBS prior to County WDB staff approval of WIOA Training services.

**Training Services** are subject to priority of service for WIOA enrolled eligible individuals and are provided through Individual Training Accounts (ITA) and/or other training methods permitted under WIOA as identified in SB-734. Guidance regarding training that meets the definition of SB-734 is defined by EDD in Directive WSD18-

- 1). Training services, as defined by WIOA Section 134 (c) (3) may include:
  - i. Occupational skills training, including training for nontraditional employment.
  - ii. On-the-Job Training (OJT).
  - iii. Incumbent worker training.

- iv. Programs that combine workplace training with related instruction, including cooperative education programs.
  - v. Training programs operated by the private sector.
  - vi. Skills upgrading and retraining.
  - vii. Entrepreneurial training.
  - viii. Transitional jobs.
  - ix. Job readiness training provided in combination with other training services.
  - x. Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with another training service.
  - xi. Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.
- 1) Priority shall be given to training programs that lead to recognized postsecondary credentials.
  - 2) Preference shall be given to WIOA training services aligned with in-demand industry sectors or occupations in the local area. Documentation in case file must verify this and shall include local labor market information and job postings at minimum.
  - 3) Training services shall be in line with assessment outcomes/abilities and interests of the participants and directly linked to occupational goals stated in the IEP/career plan. Assessments and/or IEP shall identify the participant's capacity to successfully complete the training program.
    - a. Basic skills assessments should include an assessment of math and reading skill levels. It is recommended that an approved test form identified by the National Reporting System (NRS) for Adult Education as identified in the [Federal Register Vol 85, No. 153](https://www.govinfo.gov/content/pkg/FR-2020-08-07/pdf/2020-17301.pdf) at <https://www.govinfo.gov/content/pkg/FR-2020-08-07/pdf/2020-17301.pdf> dated August 7, 2020 be utilized for this purpose. Test/assessment must be made available in English and Spanish. Computer delivery format of the test/assessment is strongly encouraged.
    - b. Alternate basic skills assessments will be considered on a case-by-case basis and must be submitted to the WDB staff for approval prior to use.
    - c. Tests administered by training vendors on the Eligible Training Provider List (ETPL) as a pre-requisite for training may be used in place of the basic skills assessment.
    - d. An On-the-Job (OJT) training employer may attest that a client meets the basic minimum requirements for their position in lieu of a formalized test.
  - 4) Contractor will ensure coordination between employment and training activities for individuals with disabilities by promoting physical and programmatic accessibility to these services.
  - 5) Contractor shall ensure Supportive Services for Adults and Dislocated Workers are provided to enrolled individuals who are engaged in WIOA career or training services, are in need of supportive services to participate in program activities and are unable to obtain supportive services through other programs providing such services. Documentation shall include a budget identifying other sources of funding are not available to subsidize the supportive services
  - 6) Contractor will achieve 45% of the 5% leverage goal for compliance with SB-734 as outlined in Exhibit B, by December 31, 2023 Failure to meet required leverage

requirements by such date may result in transfer of remaining training requirement to non-leverage training (hard dollars) to ensure compliance.

- 7) Contractor shall collaborate with the San Luis Obispo County WIOA Youth services provider to co-enroll eligible, appropriate participants into both the WIOA Youth and Adult/Dislocated Worker programs. Clear demonstration of how Adult/DW WIOA services will vary from the WIOA Youth services shall be documented in case notes in CalJOBS to ensure there is no duplication of services. Co-case management must be coordinated and also demonstrated in case note documentation.
  - 8) Contractor shall provide ongoing career and/or training services to participants who continue to be eligible for WIOA services from the prior program year including participants in follow-up services.
  - 9) Contractor shall conduct case management follow-up efforts to correspond with jobseekers no longer engaged in WIOA services to assess need for continued services and/or obtain information related to completion of employment/training goals for case closure recording. Follow-up information must be entered into CalJOBS.
  - 10) Contractor shall design, develop and implement unique service delivery strategies to most effectively meet the needs of special populations including the following specific cohorts:
    - i. Offender/justice system involved job seekers
    - ii. Job seekers with disabilities
    - iii. Long-term unemployed
    - iv. Veterans
- d. **Employer Services**, including but not limited to:
- 1) Job recruitment assistance including placing job openings/job orders in CalJOBS and making referrals in CalJOBS from participants to employers.
  - 2) Referral of qualified, job-ready candidates for job openings who have been screened to the criteria and standards specified by the employer. (job matching of résumés and applications)
  - 3) Staff-assisted employee pre-screening.
  - 4) Preliminary basic skills and other assessments.
  - 5) Interview facilities at the SLO Cal Careers sites.
  - 6) Access to labor market and related information.
  - 7) State and/or federally generated information on the Americans with Disabilities Act (ADA).
  - 8) Information regarding consultations on workplace accommodations for persons with disabilities.
  - 9) Information on and referral to business start-up, retention and expansion services.
  - 10) Information on and referrals to the appropriate sources for developing customized training programs.
  - 11) Information on career preparation activities.
  - 12) Information on Trade Adjustment Assistance (TAA) and certification.
  - 13) Information about On-the-Job Training (OJT) programs, based on worker eligibility.

- 14) State and/or federally generated information on tax credits and other business incentives.
- 15) Access to information and services through SLO Cal Careers as well as electronically through the WDB's website.
- 16) Access to various media addressing the employment and training needs of businesses.
- 17) Retention services, including work-site assistance.
- 18) Identifying funding for and setting up on-the-job training, customized training, incumbent worker training, and English as a Second Language (ESL) and literacy programs for new and incumbent workers, with an emphasis on work-site programs.
- 19) Business Outreach strategies to provide information regarding WIOA Services will include the following:
  - i. Direct marketing campaigns, based on need or trends as identified by Contractor, WDB or WDB staff. Additional areas to be outreached to include but are not limited to larger employers in SLO County, workforce industry sectors, recreation communities, churches, larger community-based organization outreach.
  - ii. A minimum of twenty (20) businesses contacted per month and business contacts entered in CalJOBS.
  - iii. Program promotion through radio, social media, newspaper, email campaign and face-to-face marketing to Chambers of Commerce, economic development agencies, local unions, industry groups, Small Business Development Center (SBDC), Small Business Administration (SBA), SCORE "Counselors to America's Small Business", and other stakeholders.
  - iv. Networking and meetings with business community to present information about Employer/Business services through presentations at entities including: Human Resources Association of the Central Coast (HRCC), Rotary, Chambers of Commerce, industry group events, SBDC and SBA workshops, local gathering of business services representative's partners, and employer advisory committees.
  - v. Contractor will utilize LMI and online resources to identify businesses in demand industries with hiring needs in high-growth occupations and conduct outreach. Once businesses are identified, Contractor will provide the following resources:
    1. Conduct a business assessment to identify workforce needs.
    2. Outline the resources and options the employer can pursue to address assessment findings. This includes providing the Business Resource Guide and linking the employer to local, state and federal resources.
    3. Connect the employer to a network of local and regional economic development, workforce, and education and training partnerships that address needs found in the business assessment.
    4. Identify opportunities for employers to access SLO Cal Careers services to meet their hiring needs.
  - vi. Contractor will work with the Workforce Development Board to engage and align a network of economic development, workforce, and education and

training partners that will offer an array business engagement strategies. This shall include establishing working partnerships with any other WIOA funded providers/activities.

3. Reporting Requirements

- a. Contractor will utilize CalJOBS data to provide an unduplicated count of services to adults and dislocated workers in the following WIOA Career and Training service areas:
  - 1) Quarterly and cumulative participants accessing Career Services
  - 2) Quarterly and cumulative participants accessing Training Services
  - 3) Quarterly and cumulative Active Participants
  - 4) Post Program Follow-Up
- b. Contractor will conduct and analyze data relating to SLO Cal Career Center services including but not limited to data on Career Center and WIOA customers, WIOA activities and performance. Data collected may be subject to change as new requirements are identified by Federal, State or Administrative Entity.
- c. **Data and analysis shall be provided in a written quarterly Contract Performance Report submitted to the Administrative Entity, for provision to the WDB, on or before the 20<sup>th</sup> of October, January, April and July.** When the reporting deadline falls on a weekend or holiday, all reports are due by close of business on the last business day prior to the due date. **A corrective action plan shall be submitted when there is a 10% or more deviation between planned performance and actual performance,** addressing how contracted goals will be achieved CalJOBS data shall be the predominant data source for this reporting whenever feasible. Quarterly Contract Performance Report format will be mutually developed by Contractor and Administrative Entity.

4. Performance Outcomes:

- a. Adult and Dislocated Worker Program Performance Targets:
  - 1) Contractor will enroll into WIOA all eligible job seekers requesting additional assistance, who are in need of and able to benefit from Individual Career and/or Training services in compliance with all Department of Labor (DOL), EDD and local regulations and requirements.
  - 2) As a target, Contractor shall enroll into Individual Career Services, a minimum of 80 new active participants for the program year.
    - i. New enrollments shall include a combination of Adults and Dislocated Workers sufficient to meet the target.
    - ii. The programs annual exit goal is 67 participants.
  - 3) Of the combined 80 newly enrolled and existing carryover individuals, Contractor shall enroll a sufficient number of participants in WIOA Training services to ensure compliance with State-imposed requirements for participant training expenditures.
  - 4) At a minimum, Contractor shall enroll 38 job seekers in Training services with an average cost of \$4,000 per training. The number of participants enrolled in training will need to be adjusted/increased to meet participant training expenditure requirement if average training cost is below \$4,000. Training enrollments may include any training identified as allowable and applicable to SB 734. WIOA

Training Services of each participant must be approved by Administrative Entity prior to participant enrollment and training provider shall sign training contract prior to beginning of training.

- 5) Training enrollments may be Adult or Dislocated Worker depending on the need and eligibility of the jobseekers.
- 6) Contractor shall be responsible for requesting a funds transfer between Adult and Dislocated Worker funding streams to ensure sufficient funds are available to provide training services to Adult and Dislocated Worker participants
- 7) By the end of the program year, Contractor will fully expend the training allocation as identified in the contract budget to meet the participant training mandate according to SB 734, utilizing WIOA allowable training options.

e. **Program Year 2023-24 WIOA Performance:**

Contractor will meet the measures identified below in elements one (1) through six (6). These measures are subject to change as a result of Federal and/or State performance negotiations. Upon receipt of State-negotiated rates for levels of performance expectations for the new measures, Administrative Entity will issue a Management Memo for incorporation into this contract. Contractor agrees to accept and meet the state negotiated performance levels provided in the Management Memo and understands that such levels will not be subject to negotiation or a valid basis for failure to perform.

Upon receipt of State-negotiated levels of performance, Contractor will provide services that result in the following primary indicators of performance:

WIOA Adult

- 1) Percentage of Adult program participants who are in unsubsidized employment during the second quarter after exit from the program.
- 2) Percentage of Adult program participants who are in unsubsidized employment during the fourth quarter after exit from the program.
- 3) Median earnings of Adult program participants who are in unsubsidized employment during the second quarter after exit.
- 4) Percentage of Adult program participants who obtain a recognized postsecondary credential or a secondary school diploma or its recognized equivalent, during participation in or within four quarters after exit from the program.
- 5) Percentage of Adult program participants who are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving Measurable Skill Gains.

WIOA Dislocated Worker

- 1) Percentage of Dislocated Worker program participants who are in unsubsidized employment during the second quarter after exit from the program
- 2) Percentage of Dislocated Worker program participants who are in unsubsidized employment during the fourth quarter after exit from the program.
- 3) Median earnings of Dislocated Worker program participants who are in unsubsidized employment during the second quarter after exit.

- 4) Percentage of Dislocated Worker program participants who obtain a recognized postsecondary credential or a secondary school diploma or its recognized equivalent, during participation in or within 4 quarters after exit from the program.
- 5) Percentage of Adult program participants who are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving Measurable Skill Gains.

WIOA Adult and Dislocated Worker

- 1) Collect and track data to identify percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains toward such a credential or employment to determine baseline measures which will be utilized to set future program year performance with the State.
- 2) Collect and track indicators of effectiveness in serving employers in accordance with State guidance to determine baseline measures which will be utilized to set future program year performance with the State.

Contractor will meet quarterly with the County WDB Staff/MIS to collaboratively monitor and analyze Performance Measures for Adult and Dislocated Worker (Employment Rate Second Quarter After Exit, Employment Rate Fourth Quarter After Exit, Median Earnings Second Quarter After Exit, Credential Attainment Rate, Measurable Skill Gains). Corrective Action shall occur when actual rate is 10% or more below performance goal.

2023-24 SLO Cal Careers Services Budget				
	Adult	Dislocated Worker	Total Cost	
Program	<b>Personnel Costs</b>			
	Salaries	\$ 134,388.86	\$ 134,388.86	\$ 268,777.71
	Benefits	\$ 38,720.29	\$ 38,720.29	\$ 77,440.58
	<b>Sub-Total Personnel Costs</b>	\$ 173,109.15	\$ 173,109.15	\$ 346,218.30
	<b>Operations Costs</b>			
	Space/Rent	\$ -	\$ -	\$ -
	Utilities	\$ -	\$ -	\$ -
	Telephone/Internet	\$ 1,912.50	\$ 1,912.50	\$ 3,825.00
	Janitorial	\$ -	\$ -	\$ -
	Insurance	\$ 4,350.00	\$ 4,350.00	\$ 8,700.00
	Staff Training	\$ 1,473.50	\$ 1,473.50	\$ 2,947.00
	Travel/Mileage	\$ 3,940.00	\$ 3,940.00	\$ 7,880.00
	Printing	\$ -	\$ -	\$ -
	Outreach	\$ 475.00	\$ 475.00	\$ 950.00
	Postage	\$ 300.00	\$ 300.00	\$ 600.00
	Publications	\$ -	\$ -	\$ -
	Office Supplies	\$ 3,000.00	\$ 3,000.00	\$ 6,000.00
	Equipment Purchases (under \$5,000)	\$ -	\$ -	\$ -
	Equipment Rental/Maintenance/Support	\$ 540.00	\$ 540.00	\$ 1,080.00
	Professional Fees / Audit	\$ -	\$ -	\$ -
	Professional Memberships/Subscriptions	\$ 1,000.00	\$ 1,000.00	\$ 2,000.00
	Other Operating Expenses:			
	Operations Costs			
	Client Employment Verification	\$ 415.00	\$ 415.00	\$ 830.00
	Staff Background Screening	\$ 563.75	\$ 563.75	\$ 1,127.50
	Software Licensing Fees	\$ 531.25	\$ 531.25	\$ 1,062.50
	<b>Subtotal Operating Costs</b>	\$ 18,501.00	\$ 18,501.00	\$ 37,002.00
	<b>Participant Costs</b>			
	Participant Training	\$ 76,000.00	\$ 76,000.00	\$ 152,000.00
	Participant Supportive Services	\$ 2,358.50	\$ 2,358.50	\$ 4,717.00
	<b>Sub-Total Participant Costs</b>	\$ 78,358.50	\$ 78,358.50	\$ 156,717.00
	<b>Indirect Costs</b>	\$ 30,031.35	\$ 30,031.35	\$ 60,062.70
	<b>GRAND TOTAL</b>	\$ 300,000.00	\$ 300,000.00	\$ 600,000.00

**WORKFORCE DEVELOPMENT BOARD**  
**ACTION ITEM**  
**May 04, 2023**

**AGENDA ITEM NO: 6.3**

**SUBJECT:** Review and Approve the Local Area Subsequent Designation and Local Board Recertification for 2023-25

**ACTION REQUIRED:** Approve an application for Local Workforce Development Area (LWDA) Subsequent Designation and Local Workforce Development Board (Local Board) Recertification under the Workforce Innovation and Opportunity Act (WIOA) for a two-year period effective July 01, 2023 through June 30, 2025.

**SUMMARY NARRATIVE**

The WIOA Sections 106 and 107 provide the criteria for the subsequent designation of Local Areas and recertification of Local Boards. Specifically, the WIOA Section 106 requires the Governor to designate Local Areas within the state, while Section 107 requires the Governor to certify one Local Board for each Local Area in the state that has received initial designation status. The California Workforce Development Board (State Board) and the Employment Development Department (EDD), acting under the authority of the Governor, established policies and procedures and completed the initial designation of Local Areas under WIOA in June 2015. The County of San Luis Obispo received initial approval for designation under WIOA as an LWDA and the Workforce Development Board of San Luis Obispo County as a Local Board. These initial designations were effective for Program Years (PY) 2016-2018.

WIOA Section 106 required Local Areas to apply for initial designation and required the Governor to approve requests for Local Areas that were designated as a Local Area under WIA, performed successfully, and had sustained fiscal integrity. After the period for which a Local Area was initially designated, WIOA Section 106 calls for a subsequent designation process and requires the Governor to approve a request for subsequent designation from a Local Area if the area performed successfully, sustained fiscal integrity, and engaged in the regional planning process.

WIOA Section 107 provides criteria for the recertification of Local Boards. Specifically, it requires the Governor to certify one Local Board for each Local Area in the state once every two years. To be recertified, the Local Board must meet the WIOA membership requirements, met or exceeded performance accountability measures and achieved sustained fiscal integrity.

The County has successfully met continued subsequent designation and board re-certifications to date. The current standing subsequent designation and recertification were approved by the Workforce Development Board of San Luis Obispo County (WDB SLO) at the February 04, 2021 meeting. The County Board of Supervisors approved the recommendation of the WDB SLO, at the March 16, 2021 meeting authorizing the application to be submitted to the state. The State

approved the local area's subsequent designation and WDB recertification for the two-year period effective July 01, 2021 through June 30, 2023.

This current round of Local Area subsequent designation and recertification of local Workforce Development Boards will be effective July 1, 2023 for a two-year period, ending June 30, 2025.

The EDD released Workforce Services Draft Directive (WSDD)-245 on March 13, 2023 outlining the process for subsequent designation for existing local areas and local boards. Item 6.3a (attached) is the completed draft application for the subsequent designation of the County of San Luis Obispo as a Local Workforce Development Area and the recertification of the Workforce Development Board of San Luis Obispo as a Local Board.

**BUDGET OR FINANCIAL IMPACT:**

This action does not have a financial impact.

**STAFF COMMENTS:**

It is requested that the WDB SLO approve the application for subsequent designation and local board recertification including the Local Assurances established within; and direct the Chairperson of the WDB SLO to sign the Subsequent Application. Upon WDB SLO approval, the subsequent designation application will be submitted to the County Board of Supervisors for execution and submittal to the State.

**Local Area Subsequent Designation and  
Local Board Recertification Application  
For Program Year 2023-25**

**Local Workforce Development Area**

Workforce Development Board of San Luis Obispo County

### **Application for Local Area Subsequent Designation and Local Board Recertification**

This application will serve as your request for Local Workforce Development Area (Local Area) subsequent designation and Local Workforce Development Board (Local Board) recertification for Program Year (PY) 2023-25 under the *Workforce Innovation and Opportunity Act* (WIOA).

If the California Workforce Development Board (CWDB) determines the application is incomplete, it will either be returned or held until the necessary documentation is submitted. Please contact your [Regional Advisor](#) for technical assistance or questions related to completing and submitting this application.

Completed applications must be submitted by 5 p.m. on Friday, April 14, 2023, to the CWDB at [PolicyUnit@cwdb.ca.gov](mailto:PolicyUnit@cwdb.ca.gov).

#### Workforce Development Board of San Luis Obispo County

Name of Local Area

3433 S. Higuera St, PO Box 8119

Mailing Address

San Luis Obispo, CA 93403-8119

City, State, ZIP

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Date of Submission

Dawn Boulanger

Contact Person

805-781-1835

Contact Person's Phone Number

### **Local Board Membership**

The WIOA Section 107(b)(2)(A) through (E) states the requirements for nominating and selecting Local Board members:

1. Provide the names of the individuals appointed for each membership category listed below.
2. Attach a roster for the current Local Board.

*Category: Business* – WIOA Section 107(b)(2)(A) requires that business members constitute a simple majority of the Local Board, and WIOA Section 107(b)(3) states that the chairperson shall also be a member under this category. Specifically, a majority of the Local Board’s business members shall constitute the following representatives under this membership category:

- Owners of businesses, chief executives or operating officers of businesses, or other business executives or employers with optimum policymaking or hiring authority.
- Representatives of businesses, including small businesses or business organizations.
- Individuals appointed by those who have been nominated by local business organizations and business trade associations.

Please list the Local Board’s business members and identify the chairperson by typing CHAIR after their name:

<b>LOCAL BOARD BUSINESS MEMBERS</b>				
<b>Name</b>	<b>Title</b>	<b>Entity</b>	<b>Appointment Date</b>	<b>Term End Date</b>
Isiah Gomer – CHAIR	Human Resources Manager	Paso Robles Waste and Recycle	5/2/2017	6/30/2026
William Hills- Vice Chair	Vice President	United Staffing Associates, LLC	1/24/2017	6/30/2026
Verena Latona- Tahlman	Human Resources Director	Cannon Corporation	1/29/2013	6/30/2025
Patrick Woolpert	Finance Director	Compass Health	6/22/2021	6/30/2026
Angela Rayfield	VP Of HR/In-house Counsel	Rantec Power Systems	8/23/2022	6/30/2026
Angela Toomey	Human Resources Director	Morris & Garritano Insurance	8/10/2021	6/30/2025
Ronald Reilly	CEO/President	Garing, Taylor & Associates, Inc.	6/22/2021	6/30/2024
Josh Cross	President/CEO	Atascadero Chamber of Commerce	8/10/2021	6/30/2026
Michael Sloan	Vice President of Human Resources	Common Spirit Health	12/6/2022	6/30/2026

*Category: Labor* – At least 20 percent of the Local Board members shall be labor representatives from the Local Area’s workforce. Specifically, the Local Board shall have labor representatives under this membership category from the following entities (WIOA 107[b][2][B]):

- Labor organizations (for a Local Area in which employees are represented by labor organizations) and who have been nominated by local labor federations, or (for a Local Area in which no employees are represented by such organizations) other representatives of employees.
- A member of a labor organization or a training director from a joint labor-management apprenticeship program, or if no such joint program exists in the area, such a representative of an apprenticeship program in the area, if such a program exists.

Members may be representatives from community-based organizations with demonstrated experience and expertise in addressing the employment needs of individuals with barriers to employment, veterans, or individuals with disabilities; and organizations with demonstrated experience and expertise in addressing the employment, training, or education needs of eligible youth and/or out-of-school youth.

*California Unemployment Insurance Code* (CUIC) Section 14202(b)(1) further requires and specifies that at least 15 percent of Local Board members shall be representatives of labor organizations unless the local labor federation fails to nominate enough members. For a Local Area in which such organizations represent no employees, other representatives of employees shall be appointed to the Local Board, but any Board that appoints representatives of employees not nominated by local labor federations must demonstrate that no employees are represented by such organizations in the Local Area.

List the Local Board's labor members:

<b>LOCAL BOARD LABOR MEMBERS</b>				
<b>Name</b>	<b>Title</b>	<b>Entity</b>	<b>Appointment Date</b>	<b>Term End Date</b>
David Baldwin	Business Manager & Financial Secretary	Pipe Trades Local 403	3/16/2021	6/30/2026
Ryan Stanley	Business Representative	Operating Engineers Local 12	6/22/2021	6/30/2023
Mark Simonin	Business Manager/Financial Secretary	IBEW Local 639	8/12/2014	6/30/2026
Dr. James Brescia	Superintendent of Schools	San Luis Obispo County Office of Education	11/17/2015	6/30/2026
Justin McIntire	District Administrator	Department of Rehabilitation	3/26/2019	6/30/2025

*Category: Education* – WIOA Section 107[b][2][C] requires that each Local Board include members who represent entities that administer education and training activities in the Local Area. Specifically, the Local Board shall have education representatives under this membership category from the following entities:

- Eligible Title II adult education and literacy providers; and
- Institutions of higher education providing workforce investment activities.

Members may be representatives from local educational agencies and community-based organizations with demonstrated experience and expertise in addressing the education or training needs of individuals with barriers to employment.

List the Local Board's education members:

<b>LOCAL BOARD EDUCATION MEMBERS</b>				
<b>Name</b>	<b>Title</b>	<b>Entity</b>	<b>Appointment Date</b>	<b>Term End Date</b>
Tricia Robertson	Adult Education TOSA	Lucia Mar Unified School District	7/19/2022	6/30/2026
Dr. Jill Stearns	Superintendent/President	Cuesta College	1/29/2019	6/30/2025

*Category: Economic and Community Development* – WIOA Sections 107[b][2][D] and [E] require each Local Board to include governmental, economic, and community development representatives under this membership category from the following entities:

- Economic and community development organizations.
- The state's employment service office under the *Wagner-Peyser Act*.
- Programs carried out under Title I of the federal *Rehabilitation Act*.

A Local Board may have representatives from transportation, housing, and/or public assistance agencies; philanthropic organizations; and/or an individual or representatives of entities determined to be appropriate by the local CEO.

List the Local Board's economic and community development members:

<b>LOCAL BOARD ECONOMIC AND COMMUNITY DEVELOPMENT MEMBERS</b>				
<b>Name</b>	<b>Title</b>	<b>Entity</b>	<b>Appointment Date</b>	<b>Term End Date</b>
Melissa James	CEO	REACH	8/10/2021	6/30/2025
Veronica Orozco	Cluster Manager	Employment Development Department	8/10/2021	6/30/2026
Justin McIntire	District Administrator	Department of Rehabilitation	3/26/2019	6/30/2025

### **Performed Successfully**

The Local Area hereby certifies that it has performed successfully, defined as having an Individual Indicator Score of 50% or higher in PY 20-21 OR PY 21-22, as described in Workforce Services Directive *Calculating Local Area Performance and Nonperformance* (WSD20-02) dated September 18, 2020, for the following primary indicators of performance:

- Employment Rate 2<sup>nd</sup> Quarter After Exit
- Median Earnings

<b>PY 20-21 Individual Indicator Scores</b>		
<b>Indicators of Performance</b>	<b>Adults</b>	<b>Dislocated Workers</b>
Employment Rate 2 <sup>nd</sup> Quarter After Exit	97.8%	117.6%
Median Earnings 2 <sup>nd</sup> Quarter After Exit	<u>\$7,234</u>	\$8,520
<b>PY 20-21 Individual Indicator Scores</b>		
<b>Indicators of Performance</b>	<b>Youth</b>	
Employment or Education Rate 2 <sup>nd</sup> Quarter after Exit	<u>105.4%</u>	
Median Earnings	BASELINE	

<b>PY 21-22 Individual Indicator Scores</b>		
<b>Indicators of Performance</b>	<b>Adults</b>	<b>Dislocated Workers</b>
Employment Rate 2 <sup>nd</sup> Quarter After Exit	<u>64.7%</u>	<u>105.2%</u>
Median Earnings 2 <sup>nd</sup> Quarter After Exit	<u>\$5,920</u>	<u>\$11,905</u>
<b>PY 21-22 Individual Indicator Scores</b>		
<b>Indicators of Performance</b>	<b>Youth</b>	
Employment or Education Rate 2 <sup>nd</sup> Quarter after Exit	<u>112.9%</u>	
Median Earnings	BASELINE	

### **Sustained Fiscal Integrity**

The Local Area hereby certifies that it has not been found in violation of one or more of the following during PY 20-21 or PY 21-22:

- *Final determination of significant finding(s)* from audits, evaluations, or other reviews conducted by state or local governmental agencies or the Department of Labor identifying issues of fiscal integrity or improperly expended funds due to the willful disregard or failure to comply with any WIOA requirement.

- *Gross negligence* – defined as a conscious and voluntary disregard of the need to use reasonable care, which is likely to cause foreseeable grave injury or harm to persons, property, or both.
- *Failure to observe accepted standards of administration* – Local Areas must have adhered to the applicable uniform administrative requirements set forth in Title 2 *Code of Federal Regulations* (CFR) Part 200.

Certify No Violation:

### **Engaged in Regional Planning**

*Engaged in regional planning* is defined as participating in and contributing to regional planning, regional plan implementation, and regional performance negotiations. The Local Area hereby certifies that it has participated in and contributed to regional planning and negotiating regional performance measures in the following ways: *The local area actively engages in a successful partnership with the Santa Barbara County LWDA. The San Luis Obispo County LWDA and Santa Barbara County LWDA comprise the South Central Coast Regional Planning Unit (RPU) which was newly designated by the State, effective July 1, 2020 after issuance of revised RPU geographical boundaries published in EDD Workforce Services Directive 20-01. The RPU holds a monthly regional meeting at which both WDB Directors are present and WIOA program staff attend as pertinent. The RPU has held joint WDB Executive Committee meetings, addressing regional strategies and providing opportunities for collaboration amongst WDB members. The RPU partners to provide staff development training opportunities for regional workforce staff including WDB staff and WIOA service providers. The LWDA actively contributes to regional strategic planning and regional plan implementation as well as regional and special population grant opportunities received in the RPU such as Prison to Employment and Regional Equity and Recovery grants. As part of the Regional Plan Implementation grant funding the RPU receives, the local area implemented Digital Literacy Training opportunities throughout the County through a partnership with local Adult Education providers. The local area is the lead in facilitating the Regional Business Engagement Roundtable meetings quarterly which is an integral part of identifying goals on regional business engagement projects to include in regional plan goals and regional plan implementation grants. The San Luis Obispo County local area partnered successfully with the Santa Barbara County LWDA in completing the initial Regional Plan for the South Central Coast RPU. The LWDA has continued a partnership with Santa Barbara and Ventura Counties for multiple High Road Construction Careers (HRCC) grant funding which operates the regional pre-apprenticeship training cohorts serving as a pipeline into Registered Apprenticeship opportunities with the various building & construction trades unions in the region. San Luis Obispo County local area also participated in performance negotiations with the State along with the North and South Central Coast regions.*

### **Local Area Assurances**

Through PY 23-25, the Local Area assures the following:

- A. It will comply with the applicable uniform administrative requirements, cost principles, and audit requirements (WIOA Section 184[a][2] and [3]).

Highlights of this assurance include the following:

- The Local Area's procurement procedures will avoid acquisition of unnecessary or duplicative items, software, and subscriptions (in alignment with Title 2 CFR Section 200.318).
- The Local Area will maintain and provide accounting and program records, including supporting source documentation, to auditors at all levels, as permitted by law (Title 2 CFR Section 200.508).

Note that failure to comply with the audit requirements specified in Title 2 CFR Part 200 Subpart F will subject the Local Area to potential cash hold (Title 2 CFR Section 200.338).

- B. All financial reporting will be done in compliance with federal and state regulations and guidance.

Highlights of this assurance include the following:

- Reporting will be done in compliance with *Workforce Services Directive Monthly and Quarterly Financial Reporting Requirements* (WSD19-05), dated December 4, 2019.
- All close out reports will comply with the policies and procedures listed in *WIOA Closeout Requirements* (WSD16-05), dated July 29, 2016.

Note that failure to comply with financial reporting requirements will subject the Local Area to potential cash hold (Title 2 CFR Section 200.338).

- C. Funds will be spent in accordance with federal and state laws, regulations, and guidance.

Highlights of this assurance include the following:

- The Local Area will meet the requirements of the *CUIC Section 14211*, to spend a minimum of 30 percent of combined total of WIOA Title I adult and dislocated worker formula fund allocations on training services.
- The Local Area will not use funds to assist, promote, or deter union organizing (WIOA Section 181[b][7]).

- D. The Local Area will select the America's Job Center of California<sup>SM</sup> operator(s) through a competitive procurement process, such as a Request for Proposals, unless designated or certified as an operator with the agreement of the local CEO and the Governor (WIOA Section 121[d][2][A] and 107[g][2]).

- E. The Local Area will collect, enter, and maintain data related to participant enrollment, activities, and performance necessary to meet all CalJOBS<sup>SM</sup> reporting requirements and deadlines.
- F. The Local Area will comply with the nondiscrimination provisions of WIOA Section 188 and 29 CFR Part 38, including the collection of necessary data.
- G. The Local Area will engage in and contribute to, regional planning and regional plan implementation (for example, the Local Area has participated in regional planning meetings and regional plan implementation efforts, and the Local Board and local CEO have reviewed and approved the regional plan and two-year modifications).
- H. The Local Area will participate in regional performance negotiations.
- I. The Local Area will comply with CWDB policies and guidelines, legislative mandates and/or other special provisions as may be required under federal law or policy, including the WIOA or state legislation.
- J. Priority shall be given to veterans, recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient for receipt of career and training services funded by WIOA Adult funding (WIOA Section 134[c][3][E] and *Training and Employment Guidance Letter* [TEGL] 10-09, and TEGL 19-16).

**Application Signature Page**

**Instructions** – The local CEO and Local Board Chair must sign and date this form. Electronic signatures are permitted for the PY 23-25 application.

By signing the application below, the local CEO and Local Board Chair request subsequent designation of the Local Area and recertification of the Local Board. Additionally, they agree to abide by the Local Area assurances included in this application.

Local Workforce Development Board Chair

Local Chief Elected Official

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

Isiah Gomer

John Peschong

\_\_\_\_\_  
Name

\_\_\_\_\_  
Name

Chair, Workforce Development Board of San  
Luis Obispo County

Chair, County of San Luis Obispo Board  
of Supervisors

\_\_\_\_\_  
Title

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date



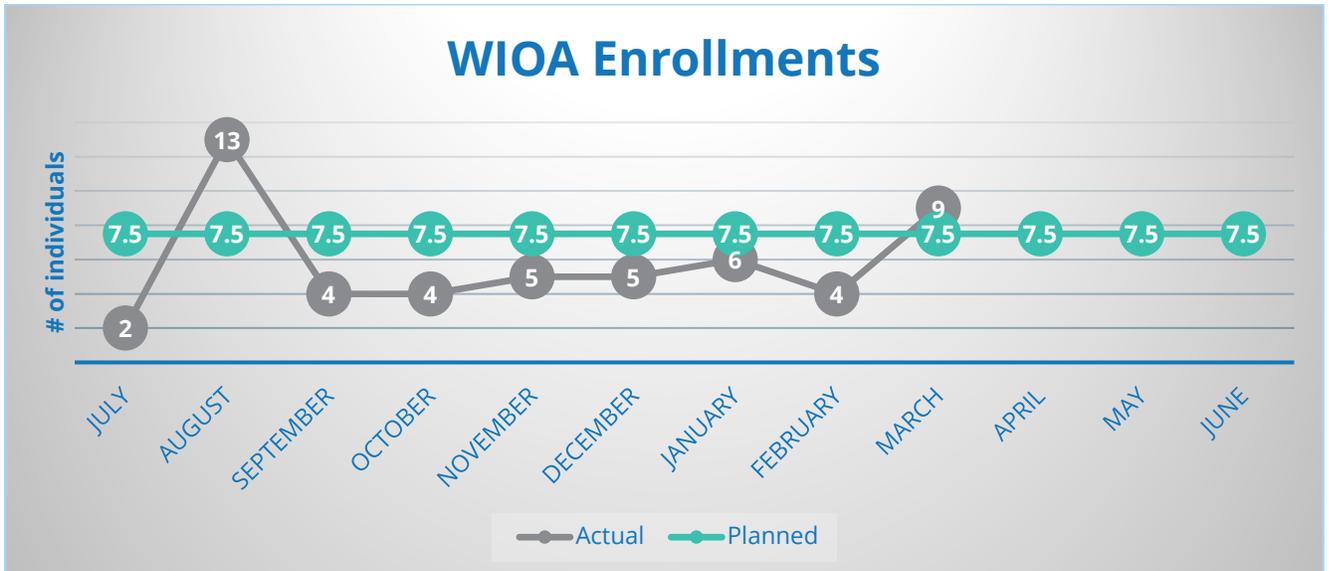
**COUNTY OF SAN LUIS OBISPO**  
**DEPARTMENT OF SOCIAL SERVICES**  
**WORKFORCE DEVELOPMENT BOARD**  
**Devin Drake** *Department of Social Services Director*  
**Dawn Boulanger** *Workforce Development Board Director*

Program Year 2022-2023, Third Quarter  
 SLO Cal Career Center Contract Performance Report

**In-person customer visits to Career Center**

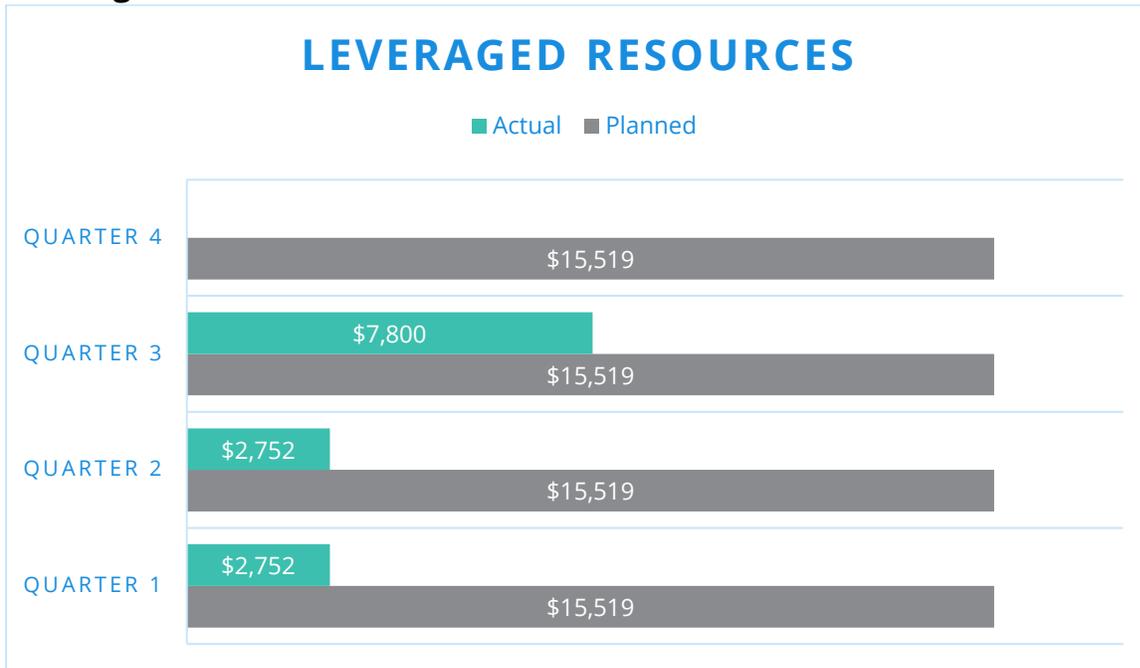


**WIOA Enrollments**



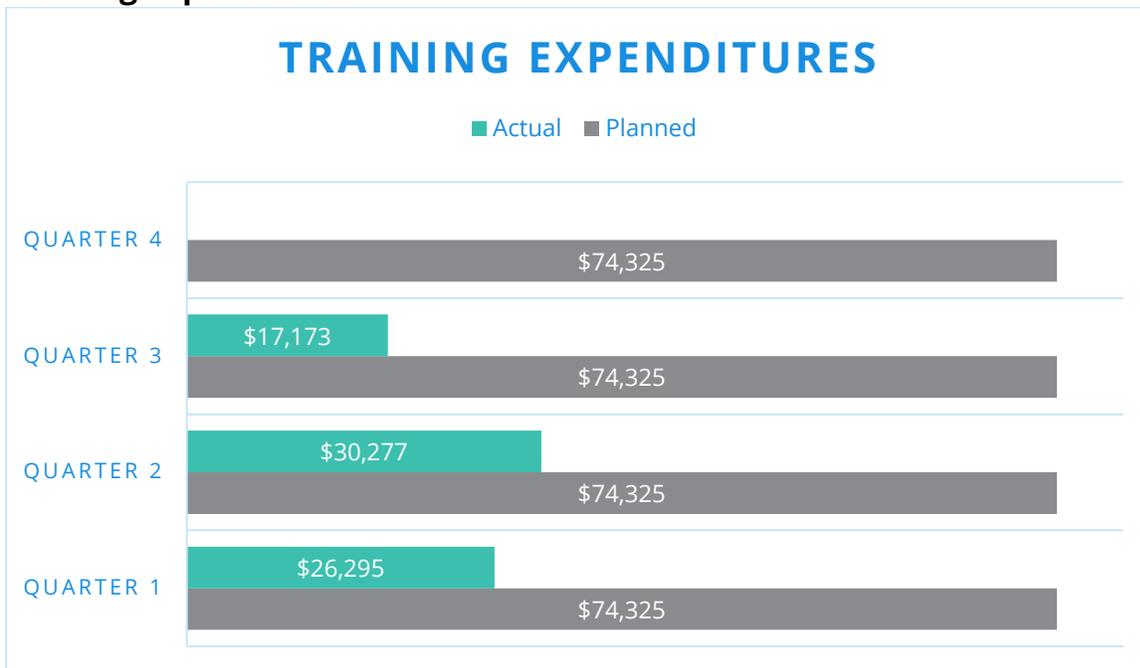
A total contract goal of 90 new career service enrollments was planned for PY 2022-23.

### Leveraged Resources



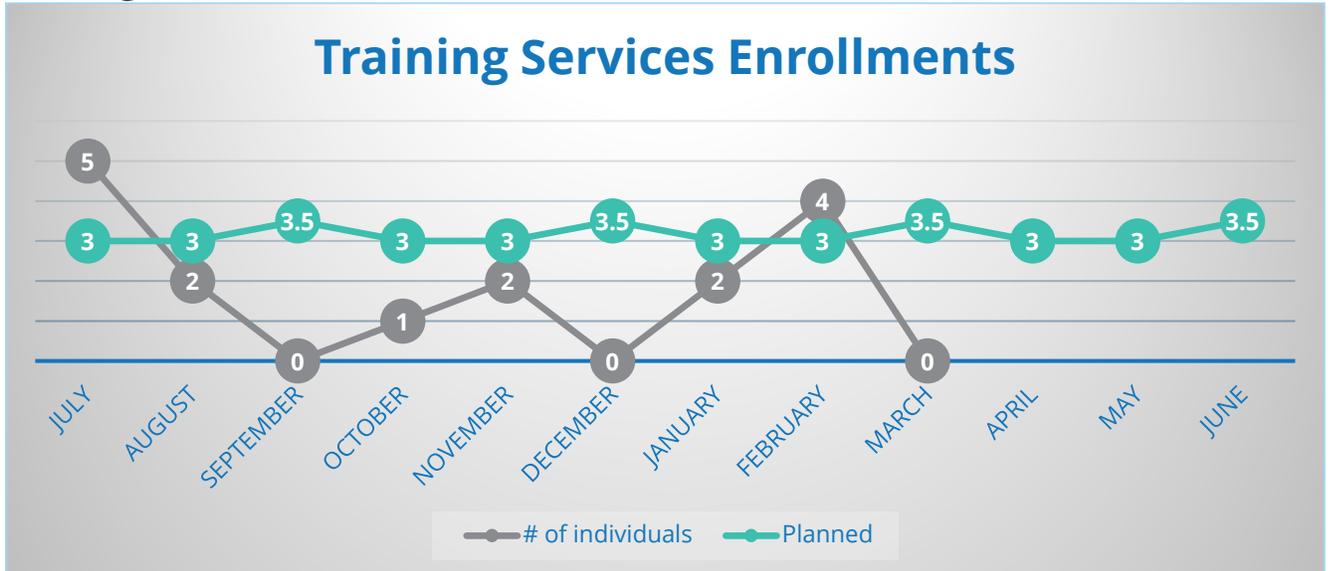
PY 2022-23 leveraged resources contract goal is \$62,076.

### Training Expenditures



Training Expenditures reflect actual invoiced participant training costs. PY 2022-23 Training Expenditures contract goal is \$297,298.

### Training Services Enrollments



The numbers in *Planned* and *Actual* represent totals from both Adult and Dislocated Worker programs. PY 2022-23 Training enrollment goal of 38 job seekers in On-the-Job Training (OJT) and Individual Training Account (ITA) enrollments.

### Third Quarter On-the-Job Training (OJT) Contracts

Employer	Occupation	Hourly Rate
5 Cities Homeless Coalition	Case Manager	\$20.00
Atascadero Chamber of Commerce	Membership & Program Coordinator	\$18.00

### Third Quarter Individual Training Agreements (ITA's)

Training Provider	Program	Cost
Central California School of Continuing Ed.	Ultrasound	\$19,995.00
Designs School of Cosmetology	Esthetics	\$8,000.00
Truck Driver Institute	Truck Driver Class A	\$7,475.00
Truck Driver Institute	Truck Driver Class A	\$7,475.00

## **SCCC Outreach –**

### ***SCCC Outreach – Participant and Business***

In Q3 Eckerd staff continued to participate in various SLO County community events, partner meetings, and planning committees to connect with participants and the community. During this time, they were actively engaged with partners and in networking groups. This level of engagement continues to increase the community's knowledge and awareness of WIOA services. Eckerd also engaged with several local employers this past quarter and received feedback about challenges with the hiring and retention of staff. Eckerd staff actively participated in various SLO County events including local Chamber events, Job Developer meetings, EAC meetings, HRCC meetings & events in Q3. The SLO Cal Career Center continues to offer the Employer Highlight Workshop with various industry sectors. During Q3 Eckerd partnered with a few local businesses to hold hiring events. As a result of the success experienced, Eckerd has received requests from other SLO County employers to partner for future hiring events.



## BRITTANY SUCCESS STORY

Before coming to Eckerd Connects, Brittany had been a stay at home mom for 20 years. “I had a successful career, but at that time being a mother was most important.” said Brittany.

Needing a change, Brittany felt that it was time to get back into the workforce, but struggled with communicating such a gap in her work history. Brittany said, “I felt so outdated and I wanted to find a job that brings me joy.”

After 20 years of not having to look for work, Brittany began her job search. Job searching became her new job, and she excelled at it. Brittany participated in workshops offered at the SLO Cal Career Center. She participated in multiple workshops such as writing my target resume, Acing the interview, and the Employer Spotlight. She was able to have a first interview after 20 years and gain her confidence.

“I began to submit job applications and started receiving calls for interviews. I was getting so many job offers that I needed the help of Eckerd Staff to determine where to go next.” said Brittany.

Brittany is now working in the job of her dreams, where she gets to learn a new industry and engage as an active member in the SLO County Workforce. “I truly appreciate everybody in that career center! The Eckerd Connects staff helped me more than I ever imagined anybody would and I will forever be grateful” said Brittany.

Brittany says this job has genuinely been so much fun. She is surprised to hear herself say that after having so much fear and doubt about her capabilities the last 20 years, but she overcame and is succeeding.

*“The Eckerd Connects staff help me more than I ever imagined anybody would...” - Brittany*



## **MARTA** SUCCESS STORY

Before coming to Eckerd Connects, Marta came to the United States from Hungary with big dreams of starting a new life. Despite the challenges of adapting to a new country and culture, Marta was determined to succeed.

She knew that finding a job would be crucial for her success, so she found Eckerd Connects while looking for job opportunities and enrolled in the WIOA program.

Right off the bat, Marta has attended many workshops to improve her resume and interview skills. She had been familiarizing herself with the labor market in our county to find caregiving as a booming industry that fits her skills and passion. Marta has been applying to many caregiving jobs and attending several interviews, but faced setbacks due to her limited language proficiency. However, she refuses to give up and keeps pushing forward with a positive attitude. She works hard on her English language skills, no hurdles can stop Marta's continued determination and can-do attitude from moving forward in pursuit of her next great career.



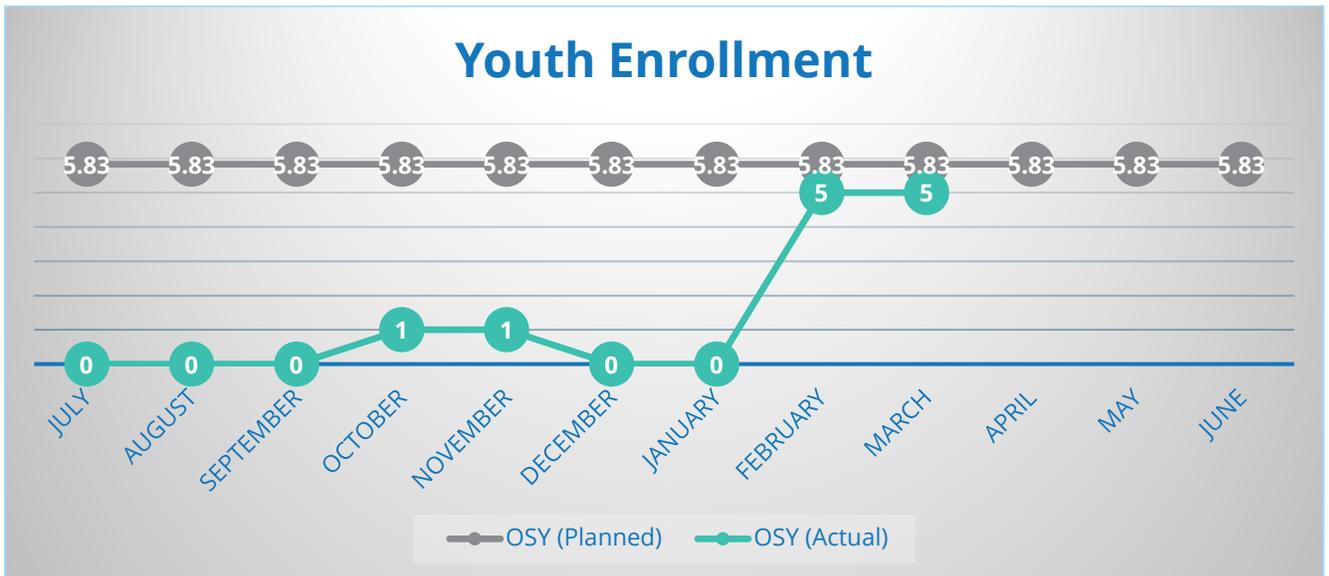
Marta continues on her caregiving journey with pride and gratitude for the opportunities that Eckerd provides to gain career skills. She is grateful for the opportunity to learn as much as she can through workshops and trainings. We know that her commitment and determination will lead to her success in this new landscape and she continues to inspire others to chase their dreams with a positive mindset.



**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 2022-2023, Third Quarter SLOCOE Youth Contract Performance Report

### Youth Enrollment



A total contract goal of 70 new youth enrollments was planned for PY 2022-23.

### Youth Outreach

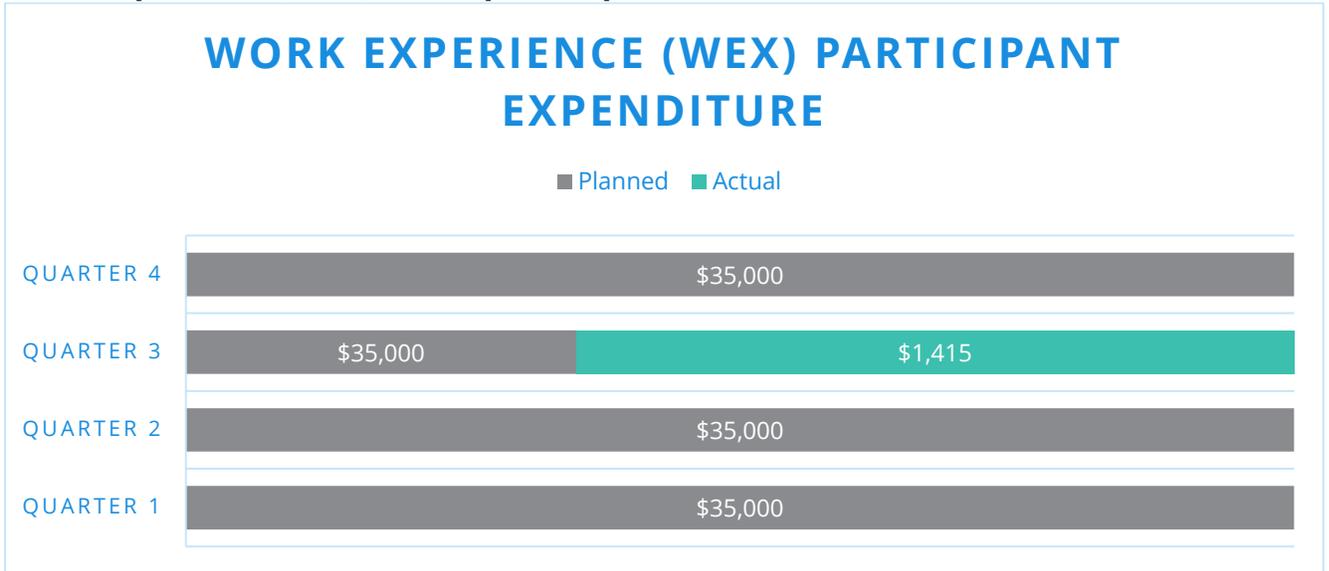
#### **Youth Outreach - Participant**

In Q3, SLOCOE staff continued to receive referrals from local agencies and schools. Through Q3, SLOCOE received over 40 referrals to the WIOA Youth program. Referring parties include school districts, the ECHO homeless shelter, the Teen Academic Parenting Program, and the Probation Department. In Q3 SLOCOE's outreach focused on the homeless, foster youth, and justice-involved youth population.

#### **Youth Outreach - Business**

In Q3 business outreach was conducted at People's Self Help Housing.

### Work Experience (WEX) Participant Expenditure

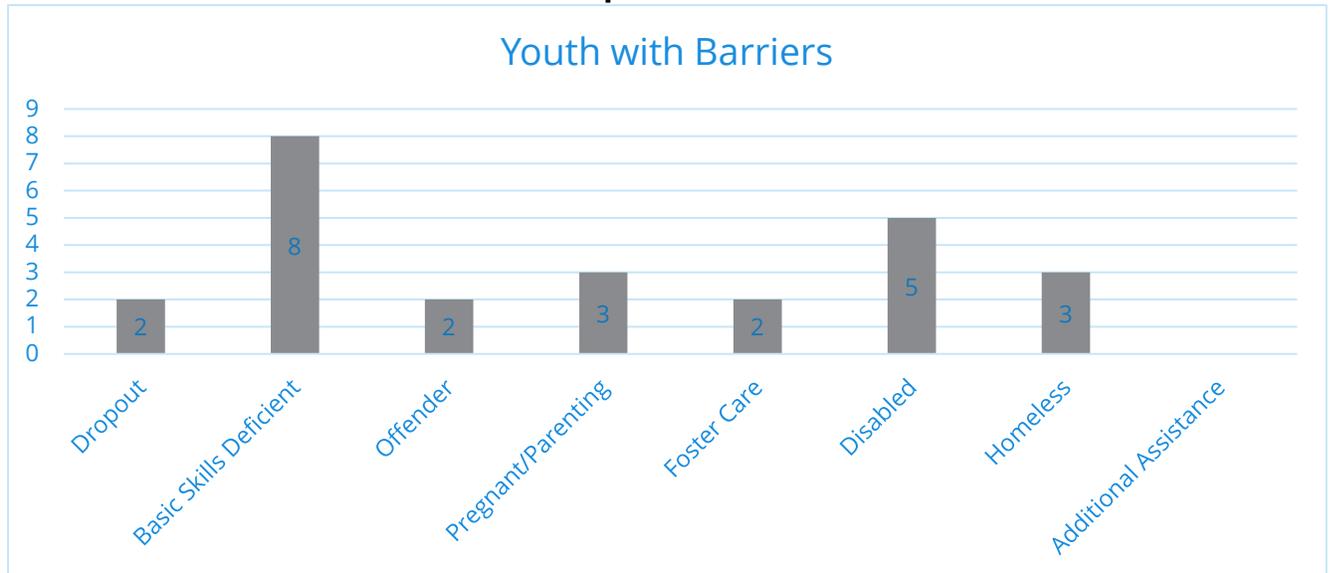


Total WEX includes staff and participant costs. The WEX expenditure goal was to meet a minimum of \$140,000 for PY 2022-23.

### Third Quarter Work Experience Placements

Employers	Occupation	Hourly Rate
People’s Self Help Housing	Para Educator	\$19.25

## PY 2022-23 Enrolled Youth Barriers Report



As of the close of quarter three during PY 2022-23, 25 barriers were reported for youth enrolled into the program. The majority fall under Basic Skills Deficient, followed by Individual with Disability, Pregnant/Parenting, Homeless, Dropout, Offender, and lastly Foster/Former Foster Youth.

### Youth Success Story

The SLOCOE's Youth Workforce Development Program and People Self Help Housing began the discussion of partnership in the summer of 2022. PSHH was looking for a partner to assist their young residents in identifying career pathways and to support post-secondary transitions while providing opportunities for work experience.

Joselyn, a resident at People's Self Help Housing, was referred to the Youth Program in November of 2022. She is a 18 year old graduate of Paso Robles High School who was attending Cuesta, looking for a job, and wanting assistance in determining her direction. Joselyn completed career assessments, resume building workshops, and practice interview sessions with her Case Manager. In February, Joselyn successfully completed her first ever interview with Peoples Self Help Housing for a Para Educator position in their after-school program. Today, PSHH and SLOCOE are partnering to provide Joselyn with a Work Experience opportunity within the community she resides in.

Joselyn's goals throughout this experience are to become confident in her communication skills with co-workers, parents, and students and to obtain leadership skills. SLOCOE and People's Self Help Housing are excited to provide her this opportunity with 480 hours of Work Experience in the role of a Para Educator.

		<a href="#">See TABs for details</a>			
	Budget Narrative	Budget*	YTD Actuals	Percent Expended	Balance
<b>DSS Salary &amp; Benefits</b>	<b>DSS Administrative and Fiscal cost</b> These expenses are for DSS salaries and actual time spent on the WIOA Program. This includes WDB support, administrative support, program monitoring, data management, and fiscal management support. The DSS staff includes the Administrative Services Manager, Program Manager, Fiscal Manager, and program staff.	\$ 513,613	\$ 300,741.31	58.55%	\$ 212,872
<b>DSS Operating</b>	<b>DSS Operating Expenses</b> Operating expenses include travel, registration, memberships, legal notices, auditing and office supplies. Also included are labor market data subscriptions, outreach, business services contracts and other WIOA system-wide projects approved by the WDB. AJCC facility rent is also included here.	\$ 971,183	\$ 319,652	32.91%	\$ 651,531
<b>County Office of Education (SLOCOE) WIOA Youth</b> <i>WIOA Youth Employment and Training Services.</i>	WIOA Title I Youth services, staffing, operations and facility costs.	\$ 779,000	\$ 181,624	23.32%	\$ 597,376
<b>Eckerd America's Job Center of CA (AJCC)</b> <i>WIOA Adult, Dislocated Worker &amp; Business Services</i>	WIOA Title I Adult & Dislocated Worker services, staffing and operations costs.	\$ 801,383	\$ 410,258	51.19%	\$ 391,125
<b>SB-1</b>	Operating costs only, DSS staff salaries are included above.	\$ 28,555	\$ 11,223	39.30%	\$ 17,332
<b>CCI</b>	Operating costs only, DSS staff salaries are included above.	\$ 49,502	\$ 41,246	83.32%	\$ 8,256
<b>Digital Literacy Training</b>	Operating costs only, DSS staff salaries are included above.	\$ 74,314	\$ 6,949	9.35%	\$ 67,365
<b>WDB Set-Aside</b>	<b>WDB Set-Aside Expenses</b> These expenses are costs associated directly with the WDB. This includes WDB initiative costs, conference registration and travel expenses, membership renewals, and recognition costs.	\$ 9,350	\$ 4,252	45.48%	\$ 5,098
<b>TOTAL:</b>		<b>\$ 3,226,900</b>	<b>\$ 1,275,945</b>	<b>39.54%</b>	<b>\$ 1,950,955</b>
		<i>Target thru</i>	<i>03/31/23</i>	<i>75.00%</i>	<i>month(s) elapsed</i>

**Operating Expenditure Budget**

Fiscal Year 2022-2023

	Budget	YTD Actuals	Remaining	MONTHLY EXPENDITURES											
				July	August	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Travel - (AE staff only)	\$ 27,000	\$ 3,429	\$ 23,571.05		\$ 226.81		\$ 898.49	\$ 508.94	\$ 66.25	\$ 95.92	\$ 773.68	\$ 858.86			
Registrations for conferences, workshops, seminars (AE Staff only)	\$ 9,000	\$ 11,123	\$ (2,122.97)	\$ 130.00	\$ 5,193.00			\$ 509.97		\$ 300.00	\$ 4,990.00				
Auditing (County Auditor)	\$ 12,000	\$ -	\$ 12,000.00												
Office Supplies	\$ 6,500	\$ 9,232	\$ (2,731.90)								\$ 330.00	\$ 8,901.90			
Other Program (legal notices, publications, cell phone, etc)	\$ 2,100	\$ 8,896	\$ (6,796.34)			\$ 7,387.11	\$ 288.70		\$ 385.22			\$ 835.31			
<b>Total:</b>	<b>\$ 56,600</b>	<b>\$ 32,680</b>	<b>\$ 23,919.84</b>	<b>\$ 130.00</b>	<b>\$ 5,419.81</b>	<b>\$ 7,387.11</b>	<b>\$ 1,187.19</b>	<b>\$ 1,018.91</b>	<b>\$ 451.47</b>	<b>\$ 395.92</b>	<b>\$ 6,093.68</b>	<b>\$ 10,596.07</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>

Services & Systems Purchase Orders	Budget	YTD Actuals	Remaining	MONTHLY EXPENDITURES											
				July	August	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
SBG LA	\$ 59,530	\$ 59,530	\$ -			\$ 59,529.90									
County Property Services (AJCC Facility Rent)	\$ 87,500	\$ 50,451	\$ 37,048.61		\$ 11,385.79	\$ 5,645.66	\$ 5,531.77	\$ 5,443.36	\$ 5,539.17	\$ 5,681.29	\$ 5,780.99	\$ 5,443.36			
Charter; PG&E; So Cal Gas and Phone (AJCC Utility Costs & copier rental)	\$ 18,000	\$ 7,224	\$ 10,775.65		\$ 832.25	\$ 623.79	\$ 780.10	\$ 775.27	\$ 887.31	\$ 1,026.05	\$ 1,121.13	\$ 1,178.45			
AJCC Janitorial	\$ 7,500	\$ 3,169	\$ 4,331.37		\$ 222.65	\$ 251.55	\$ 329.68	\$ 544.66	\$ 482.74	\$ 139.77	\$ 729.40	\$ 468.18			
Paso Chamber	\$ 100,000	\$ 81,718	\$ 18,282.29			\$ 81,717.71									
TAD Grant	\$ 18,000	\$ 18,000	\$ -				\$ 18,000.00								
Workforce LMI Study	\$ 30,000	\$ -	\$ 30,000.00												
Building Trades' Local Hire Impact Report	\$ 30,000	\$ -	\$ 30,000.00												
Digital Outreach/Recruitment	\$ 70,000	\$ 57,208	\$ 12,791.65					\$ 30,600.35				\$ 26,608.00			
LMI Subscription	\$ 20,000	\$ -	\$ 20,000.00												
Layoff Aversion/Business Retention Services (Employer Training Series; HR Hotline)	\$ 189,293	\$ -	\$ 189,293.00												
WIOA Youth Staff Training & Technical Assistance	\$ 85,000	\$ 9,672	\$ 75,328.12									\$ 9,671.88			
AJCC Facility Updates (Customer computers; customer chairs, paint, resource room video, etc)	\$ 65,731	\$ -	\$ 65,731.00												
Youth Program/Participant Services	\$ 134,029	\$ -	\$ 134,029.00												
<b>Total:</b>	<b>\$ 914,583</b>	<b>\$ 286,972</b>	<b>\$ 627,610.69</b>	<b>\$ -</b>	<b>\$ 12,440.69</b>	<b>\$ 147,768.61</b>	<b>\$ 24,641.55</b>	<b>\$ 37,363.64</b>	<b>\$ 6,909.22</b>	<b>\$ 6,847.11</b>	<b>\$ 7,631.52</b>	<b>\$ 43,369.87</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>

<b>DSS Operating Expense Grand Total</b>	<b>\$ 971,183</b>	<b>\$ 319,652.37</b>	<b>\$ 651,530.53</b>	<b>\$ 130.00</b>	<b>\$ 17,860.50</b>	<b>\$ 155,155.72</b>	<b>\$ 25,828.74</b>	<b>\$ 38,382.55</b>	<b>\$ 7,360.69</b>	<b>\$ 7,243.03</b>	<b>\$ 13,725.20</b>	<b>\$ 53,965.94</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
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\*Salary and Benefits included on Summary Tab

**SLO County Office of Education (SLOCOE) - WIOA Youth Services**

Fiscal Year 2022-2023

Expenditures

IN AND OUT OF SCHOOL	Budget	YTD Actuals	Remaining	MONTHLY EXPENDITURES												
				June Eckerd Invoice	July SLO COE Invoice	August Invoice	September Invoice	October & November Invoice		December Invoice	January Invoice	February	March	April	May	June
				July	August	September	October	November	December	January	February	March	April	May	June	
Salaries & Benefits	\$ 218,000.00	\$ 169,101	\$ 48,898.88	\$ 16,321.05	\$ 28,674.71	\$ 15,029.46	\$ 16,673.87		\$ 38,359.80	\$ 19,908.55		\$ 34,133.68				
Operations	\$ 253,500.00	\$ 8,741	\$ 244,759.11	\$ 7,991.06		\$ 216.75	\$ 422.58		\$ 110.50							
Participant Costs	\$ 263,000.00	\$ 1,098	\$ 261,901.84	\$ 1,098.16												
Admin/Indirect	\$ 44,500.00	\$ 2,684	\$ 41,816.28	\$ 2,683.72												
<b>Total:</b>	<b>\$ 779,000.00</b>	<b>\$ 181,624</b>	<b>\$ 597,376.11</b>	<b>\$ 28,093.99</b>	<b>\$ 28,674.71</b>	<b>\$ 15,246.21</b>	<b>\$ 17,096.45</b>	<b>\$ -</b>	<b>\$ 38,470.30</b>	<b>\$ 19,908.55</b>	<b>\$ -</b>	<b>\$ 34,133.68</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<i>Work Experience (included in total)*</i>		<b>\$ 4,117.68</b>														

**Eckerd - America's Job Center of CA (AJCC) WIOA Adult, Dislocated Worker, Business Services & One-Stop Operator**  
 Fiscal Year 2022-2023

**Adult**

	Budget	YTD Actuals	Remaining	MONTHLY EXPENDITURES												
				June & July Invoice	August Invoice	September Invoice	October Invoice	November Invoice	December Invoice	January Invoice	February Invoice					
				July	August	September	October	November	December	January	February	March	April	May	June	Final June
Salaries & Benefits	\$ 171,229.80	\$ 129,455.98	\$ 41,773.82	\$ 32,091.97	\$ 14,032.79	\$ 11,468.00	\$ 13,386.18	\$ 12,095.75	\$ 15,357.01	\$ 15,729.35	\$ 15,294.93					
Operations	\$ 45,865.07	\$ 31,531.55	\$ 14,333.52	\$ 8,125.29	\$ 614.20	\$ 921.23	\$ 3,942.30	\$ 1,861.43	\$ 1,465.37	\$ 11,477.54	\$ 3,124.19					
Participant Training	\$ 149,591.50	\$ 68,261.27	\$ 81,330.23	\$ 3,205.25	\$ 4,003.88	\$ 19,920.00	\$ 24,874.86	\$ 833.17	\$ 4,569.01		\$ 10,855.10					
Participant Costs	\$ 2,000.00	\$ 797.51	\$ 1,202.49	\$ 83.35	\$ 190.00	\$ 400.00	\$ 40.00		\$ 84.16							
Indirect	\$ 35,319.92	\$ 23,432.54	\$ 11,887.38	\$ 5,108.72	\$ 2,387.31	\$ 1,569.35	\$ 2,527.60	\$ 1,890.10	\$ 2,733.06	\$ 3,457.74	\$ 3,758.66					
<b>Total:</b>	<b>\$ 404,006.29</b>	<b>\$ 253,478.85</b>	<b>\$ 150,527.44</b>	<b>\$ -</b>	<b>\$ 48,614.58</b>	<b>\$ 21,228.18</b>	<b>\$ 34,278.58</b>	<b>\$ 44,770.94</b>	<b>\$ 16,680.45</b>	<b>\$ 24,208.61</b>	<b>\$ 30,664.63</b>	<b>\$ 33,032.88</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
AJCC Utility Cost - charged to TANF	N/A	\$ 124.86		\$ 24.71		\$ 57.68	\$ 14.09	\$ 10.75	\$ 17.63							

**DW**

	Budget	YTD Actuals	Remaining	MONTHLY EXPENDITURES												
				June & July Invoice	August Invoice	September Invoice	October Invoice	November Invoice	December Invoice	January Invoice	February Invoice					
				July	August	September	October	November	December	January	February	March	April	May	June	Final June
Salaries & Benefits	\$ 165,931.69	\$ 110,901.63	\$ 55,030.06	\$ 22,695.31	\$ 12,265.75	\$ 9,870.38	\$ 9,409.50	\$ 11,153.68	\$ 15,327.38	\$ 15,440.80	\$ 14,738.83					
Operations	\$ 45,220.14	\$ 27,438.79	\$ 17,781.35	\$ 6,989.58	\$ 475.71	\$ 732.88	\$ 2,563.06	\$ 1,122.10	\$ 1,407.94	\$ 11,259.64	\$ 2,887.88					
Participant Training	\$ 149,591.50	\$ 391.95	\$ 149,199.55				\$ 34.00				\$ 357.95					
Participant Costs	\$ 2,000.00	\$ 692.06	\$ 1,307.94			\$ 607.90			\$ 84.16							
Indirect	\$ 34,633.46	\$ 17,354.69	\$ 17,278.77	\$ 3,500.13	\$ 1,630.91	\$ 1,340.74	\$ 1,528.46	\$ 1,568.23	\$ 2,137.09	\$ 3,392.91	\$ 2,256.22					
<b>Total:</b>	<b>\$ 397,376.79</b>	<b>\$ 156,779.12</b>	<b>\$ 240,597.67</b>	<b>\$ -</b>	<b>\$ 33,185.02</b>	<b>\$ 14,372.37</b>	<b>\$ 12,551.90</b>	<b>\$ 13,535.02</b>	<b>\$ 13,844.01</b>	<b>\$ 18,956.57</b>	<b>\$ 30,093.35</b>	<b>\$ 20,240.88</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>

TOTAL AJCC - One Stop				Budget	YTD Actuals	Remaining												
Adult				\$ 404,006.29	\$ 253,478.85	\$ 150,527.44	\$ -	\$ 48,614.58	\$ 21,228.18	\$ 34,278.58	\$ 44,770.94	\$ 16,680.45	\$ 24,208.61	\$ 30,664.63	\$ 33,032.88	\$ -	\$ -	\$ -
DW				\$ 397,376.79	\$ 156,779.12	\$ 240,597.67	\$ -	\$ 33,185.02	\$ 14,372.37	\$ 12,551.90	\$ 13,535.02	\$ 13,844.01	\$ 18,956.57	\$ 30,093.35	\$ 20,240.88	\$ -	\$ -	\$ -
<b>Total:</b>				<b>\$ 801,383.08</b>	<b>\$ 410,257.97</b>	<b>\$ 391,125.11</b>	<b>\$ -</b>	<b>\$ 81,799.60</b>	<b>\$ 35,600.55</b>	<b>\$ 46,830.48</b>	<b>\$ 58,305.96</b>	<b>\$ 30,524.46</b>	<b>\$ 43,165.18</b>	<b>\$ 60,757.98</b>	<b>\$ 53,273.76</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>

**High Road Construction Careers: SB-1 (HRCC:SB-1) Grant**

High Road Construction Careers (HRCC) SB-1 Grant

Fiscal Year 2022-2023

Building & Construction Trades' Pre-Apprenticeship Training Program

HRCC:SB-1	MONTHLY EXPENDITURES															
	Budget	YTD Actuals	Remaining	June Invoice	July Invoice	Aug Invoice	Sept Invoice	Oct Invoice	Nov Invoice	Dec Invoice	Jan Invoice	Feb Invoice	Mar Invoice	Apr Invoice	May Invoice	Final June
SB-1 - Eckerd	\$ 28,555.44	\$11,223.23	\$ 17,332.21	\$ 1,834.63	\$ 164.61	\$ 87.90	\$ 1,579.84	\$2,979.69	\$2,205.59	\$1,964.91		\$ 406.06				
<b>Total:</b>	<b>\$ 28,555.44</b>	<b>\$11,223.23</b>	<b>\$ 17,332.21</b>	<b>\$ 1,834.63</b>	<b>\$ 164.61</b>	<b>\$ 87.90</b>	<b>\$ 1,579.84</b>	<b>\$2,979.69</b>	<b>\$2,205.59</b>	<b>\$1,964.91</b>	<b>\$ -</b>	<b>\$ 406.06</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>

**High Road Construction Careers: CA Climate Investments (HRCC:CCI) Grant**

Fiscal Year 2022-2023

Building & Construction Trades' Pre-Apprenticeship Training Program

HRCC:CCI	MONTHLY EXPENDITURES																
	Budget	YTD Actuals	Remaining	June Invoice		July & August In		Sept. Invoice		October Invoice		November Invoice		December Invoice		Final June	
				July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June		
CCI - Eckerd	\$ 49,502	\$ 41,246	\$ 8,256.35	\$ 1,338.53		\$ 6,027.94	\$ 3,564.03	\$ 4,282.32	\$ 6,179.94	\$ 6,134.45		\$ 13,718.44					
<b>Total:</b>	<b>\$ 49,502</b>	<b>\$ 41,246</b>	<b>\$ 8,256.35</b>	<b>\$ 1,338.53</b>	<b>\$ -</b>	<b>\$ 6,027.94</b>	<b>\$ 3,564.03</b>	<b>\$ 4,282.32</b>	<b>\$ 6,179.94</b>	<b>\$ 6,134.45</b>	<b>\$ -</b>	<b>\$ 13,718.44</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	

Staff Salaries - HRCC: CCI \$ 33,497

**Slingshot 4.0 Digital Literacy Training**

Fiscal Year 2022-2023

	MONTHLY EXPENDITURES															
	Budget	YTD Actuals	Remaining	July	August	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Final June
Slingshot 4.0 Digital Literacy Training	\$ 74,313.78	\$ 6,949	\$ 67,365.23					\$5,150.16	\$12.00	\$715.31	\$1,071.08					
<b>Total:</b>	<b>\$ 74,313.78</b>	<b>\$ 6,949</b>	<b>\$ 67,365.23</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$5,150.16</b>	<b>\$12.00</b>	<b>\$715.31</b>	<b>\$1,071.08</b>	<b>\$ -</b>				

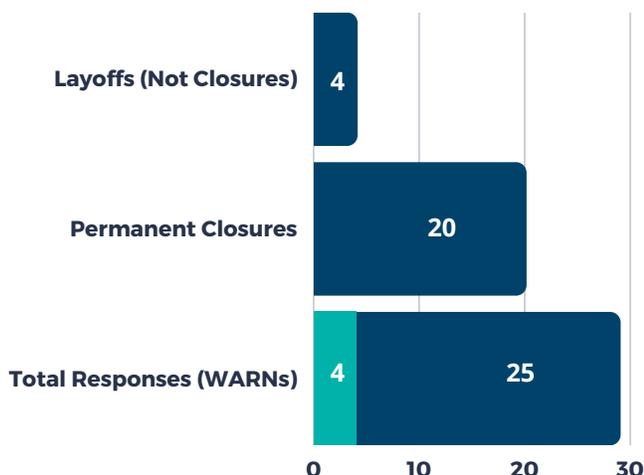
**WIOA WDB Set-Aside**

Fiscal Year 2022-2023

	Budget	YTD Actuals	Remaining	MONTHLY EXPENDITURES												
				July	August	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	
CWA (Youth/Spring/Fall) Conference (WDB Board)	\$ 3,000	502	\$ 2,498			\$ 502.05										
Membership Renewals/Sponsorships <i>Chambers/CWA</i>	\$ 5,750	3,248	\$ 2,502		\$ 649.00		\$ 399.00				\$ 2,200.00					
WDB Member Recognition	\$ 600	502	\$ 98	\$ 502.34												
<b>Total:</b>	<b>\$ 9,350</b>	<b>\$ 4,252</b>	<b>\$ 5,098</b>	<b>502.34</b>	<b>649.00</b>	<b>502.05</b>	<b>399.00</b>	<b>0.00</b>	<b>0.00</b>	<b>2200.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>

# Rapid Response

PROGRAM YEAR 2022-2023



## PROGRAM YEAR 2022-23 RAPID RESPONSE SUMMARY

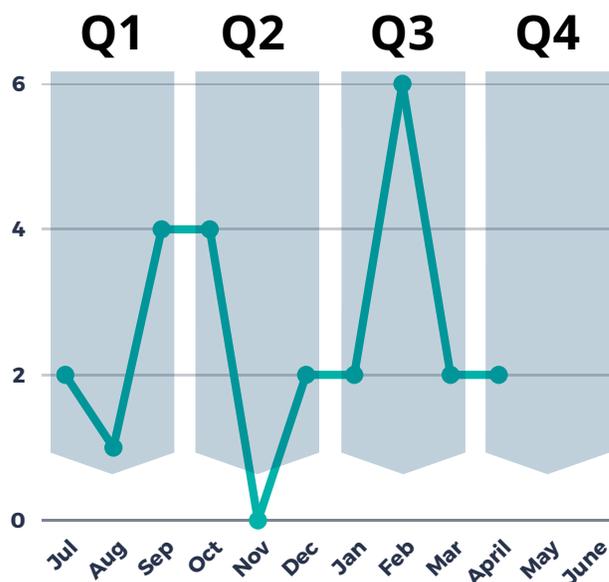
So far in the current program year, 2022-23, there have been a total of twenty-five Rapid Responses conducted throughout San Luis Obispo County, twenty-four of which have resulted in layoffs or closures. Fifteen were received via media sources and six were reported by staff. Four of the responses were received via WARN.

### RAPID RESPONSES BY QUARTER

There have been a total of twenty-five Rapid Responses conducted to date. Seven responses occurred in the 1st Quarter (Jul-Sep) of the current 2022-23 program year. In Q2 (Oct-Dec), there were six responses. In the 3rd Quarter (Jan-Mar) there were ten responses.

So far in the 4th Quarter (Apr-Jun), there have been two responses.

Of the twenty-five rapid responses conducted to date, twenty-four have resulted in employee layoffs or business closures. One business had been reported as closing but only shut down temporarily and has re-opened under new ownership and kept all staff.



# 4.8K

Unemployed civilians in San Luis Obispo County in March 2023

# 3.4%

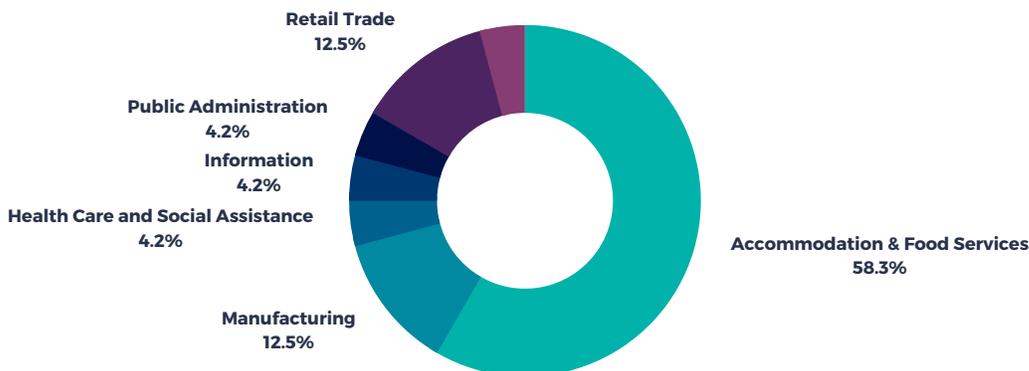
Latest Unemployment Rate in San Luis Obispo County

# #5

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

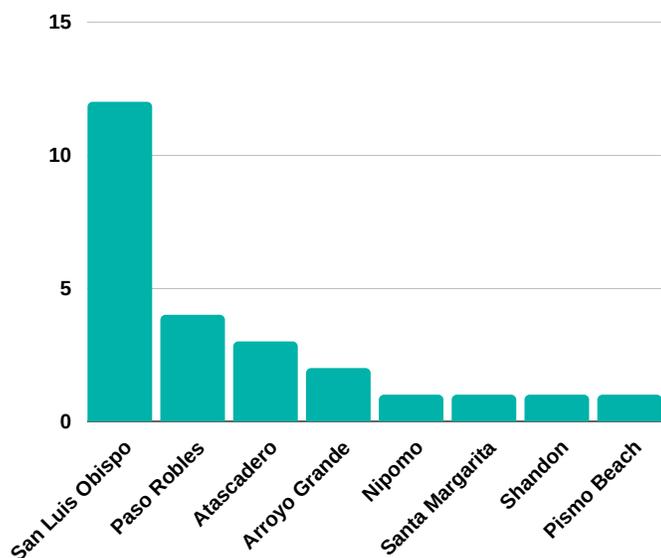
# Rapid Response

PROGRAM YEAR 2022-2023



## RAPID RESPONSE DATA BY INDUSTRY

The Rapid Response data recorded shows that the *Accommodation & Food Services* industry continues to be the most affected industry in the current program year. The sector accounted for 58.3% or 14 of the 25 Rapid Responses conducted in San Luis Obispo County. The *Manufacturing* and *Retail Trade* industries each accounted for 12.5% of the Rapid Responses, with three responses each. The *Information*, *Healthcare & Social Assistance*, *Public Administration*, and *Mining Quarrying Oil & Gas Extraction* industries comprised another 4.2% each as there was one response conducted for businesses in each sector.



## RAPID RESPONSE DATA BY LOCATION

Most of the Rapid Responses conducted to date have been for businesses located in the city of SLO. There were a total of 12 responses that took place in SLO. Four responses were for businesses located in Paso Robles. There were three responses conducted in Atascadero. Two responses occurred in the city of Arroyo Grande. Lastly, one response took place in each of the following locations: Pismo Beach, Nipomo, Santa Margarita, and Shandon.

Please notify our team about any business closures or layoffs at (805) 781-1934 or [SLOworkforce@co.slo.ca.us](mailto:SLOworkforce@co.slo.ca.us)