



## WORKFORCE DEVELOPMENT BOARD (WDB) MEETING AGENDA

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

**Date:** Thursday, May 2<sup>nd</sup>, 2024

**Time:** 8:30 AM – 10:30 AM

**Location:** Courtyard Marriot, Estero Bay Room, 1605 Calle Joaquin, 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

**Josh Cross**

Atascadero Chamber of Commerce

**Matthew Green**

Cuesta College

**Verena Latona-Tahman**

Cannon Corporation

**Danielle McIntire**

The Cliffs Hotel & Spa

**Justin McIntire**

Department of Rehabilitation

**Veronica Orozco**

Employment Development Department

**Angela Rayfield**

Rantec Power Systems

**Ronald Reilly**

Garing, Taylor & Associates, Inc.

**Tricia Robertson**

Lucia Mar Adult Education

**Mark Simonin**

Local IBEW 639

**Michael Sloan**

CommonSpirit Health

**Ryan Stanley**

Operating Engineers Local 12

**Angela Toomey**

Morris & Garritano Insurance

**Patrick Woolpert**

Compass Health, Inc.

1. **Call to Order and Introductions** Gomer
2. **Public Comment**
3. **Consent Items:** Gomer
  - 3.1 Approve the February 1st, 2024, Meeting Minutes
  - 3.2 Approve the February 27<sup>th</sup>, 2024, Meeting Minutes
  - 3.3 Approve Member Appointment of Julie Sinton Pruniski to an Economic Development Seat on the WDB
4. **Action Items:**
  - 4.1 Review and Approve Draft Scope of Work and Budget for the FY 24-25 WIOA Youth Contract with Eckerd Diana Marin
  - 4.2 Review and Approve Draft Scope of Work and Budget for the FY 24-25 SLO Cal Careers WIOA Adult/Dislocated Worker Contract with Eckerd Diana Marin
  - 4.3 Review and Approve Draft Scope of Work and Budget for the FY 24-25 WIOA Layoff Aversion Services Contract with the Atascadero Chamber Diana Marin
  - 4.4 Review and Approve Revisions to the WDB Bylaws Diana Marin
5. **Discussion Items:**
  - 5.1 Receive FY 23-24 Quarter 3 Eckerd WIOA SLO Cal Careers Adult/Dislocated Worker Contract Performance Report Diana Marin/Eckerd
  - 5.2 Receive FY 23-24 Quarter 3 Eckerd WIOA Youth Contract Performance Report Diana Marin/Eckerd
  - 5.3 Receive FY 23-24 Quarter 3 Atascadero Chamber WIOA Layoff Aversion/Business Retention Services Contract Performance Report Diana Marin/Josh Cross
6. **Reports:**
  - a.) Executive Committee and Chairperson Report Gomer
  - b.) SLO Cal Careers Services Addressing Barriers to Employment Diana Marin
  - c.) Board Member Workforce Development Updates All
7. **Administrative Entity Update:**
  - 7.1 Receive and Review Fiscal Update Diana Marin
  - 7.2 Receive and Review Rapid Response Update Tony Girolo
8. **Next Meeting:** Thursday, August 1<sup>st</sup>, 2024  
Location: Courtyard Marriot, Estero Bay Room, 1605 Calle Joaquin, San Luis Obispo, CA 93405
9. **Adjournment** Gomer

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

**WORKFORCE DEVELOPMENT BOARD MEETING MINUTES**

**Date:** Thursday, February 01, 2024

**Time:** 8:30 a.m.

**Location:** Courtyard by Marriott, Estero Bay Room, 1605 Calle Joaquin, San Luis Obispo, CA 93405

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**Present:** Isiah Gomer, David Baldwin, Josh Cross, Tricia Robertson, Mark Simonin, Angela Rayfield, William Hills, Ryan Stanley, Patrick Woolpert, Angela Toomey, Ronald Reilly, Matthew Green, Justin McIntire

**Absent:** Veronica Orozco, Verena Latona-Tahlman, Michael Sloan, Melissa James,

**Guests:** Daniel Tatick (Zoom), Jennifer Campos, Joey Valero, Eryk Nappi, Christina Kuhn, Kim Wybenga, Vivian Estrada, Alexis Vanpelt, Analee Prater, Danielle McIntire, Mayra Valencia, Karina Velasquez, Marissa Behill, Bria Winte

**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 8:31 AM **Quorum reached**

**2. Public Comment:**

**Chair Gomer:** No public comment

**3. Presentations:**

**3.1 SLO Cal Careers Services – Customer Testimonials**

-An MC3 Pre-Apprenticeship graduate named Matthew spoke about the positive experience he had taking part in the MC3 program and how it shaped his professional growth

-Daniel Boyd, currently an apprentice with IBEW 639, spoke about his experience taking part in the MC3 program and the positive impact it has made in his life

-Karina Velazquez spoke about the positive impact she had working with Eckerd Connects when she decided to make a career change and her experience working for the Atascadero Chamber of Commerce as an Administrative Assistant

-Josh Cross, President of the Atascadero Chamber, spoke from the employer perspective on partnering with Eckerd Connects and the positive impact it has made at the Chamber

#### **4. Consent Items:**

##### **4.1 Approved the November 02, 2023, Minutes:**

The Board approves consent item 4.1 in a single motion

Motion: David Baldwin

Second: Angela Rayfield

**Motion Passed Unanimously**

##### **4.2 Approve member appointment of Danielle McIntire to a Business Seat on the Workforce Development Board**

Motion: David Baldwin

Second: Angela Rayfield

**Motion Passed Unanimously**

#### **5. Action Items:**

##### **5.1 Review and Approve Revisions to the Local Definition of “Requires Additional Assistance” Barrier for WIOA Youth Program Eligibility**

Diana Marin (staff) presented the item and the board approved the revisions to the local definition

Motion: Justin McIntire

Second: Tricia Robertson

**Motion Passed Unanimously**

#### **6. Discussion Items:**

##### **6.1 Receive FY 2023-24 Quarter 2 Eckerd WIOA Adult Services/Career Center Contract Performance Report**

Diana Marin (staff) reported that job center foot traffic and enrollments have picked up in quarter 2 along with leverage expenses and training expenditures. Diana reminded the board of the 30% mandatory training expenditure each quarter with the WIOA programs. She clarified that some of the figures displayed are not completely accurate due to the invoicing schedule of enrollments. Christina Kuhn from Eckerd Connects then shared a success story from the job center and explained how the job center operates and how the team there deliver their services. Dawn

Boulanger (staff) then added that these numbers and the quality of service on display in the report is right on track with what is expected from our service providers, and she highlighted Eckerd's hard work on getting the WIOA programs optimized. Board Member William Hills added that in keeping with the goal of the strategic plan members partnering with agencies and organizations with similar clientele should refer people to Eckerd and the job center to help create the robust workforce ecosystem we are seeking as a board.

## **6.2 Receive FY 2023-24 Quarter 2 Eckerd WIOA Youth Contract Performance Report**

Diana Marin (staff) reported that during the month of December Eckerd Connects had thirteen youth enrollments. There was no work experience expenditure during quarter 2, but Diana is hopeful that next quarter that number will increase given these current enrollment numbers. Diana then made a point of highlighting that there were 38 barriers identified among the youth participants during quarter 2. Former foster youth have been increasingly referred due to a recent new partnership with a provider. Dawn Boulanger (staff) mentioned that the cycle observed on the screen is consistent with what she has seen in the youth program before, emphasizing that it is a process that benefits from having cohorts and just the beginning of what she hopes are for a thriving youth program with Eckerd Connects. Jennifer Campos from Eckerd Connects then added that this increase in enrollments is truly a team effort and she is proud of her staff's hard work.

## **6.3 Receive Fiscal Year 2023-24 Quarter 2 Atascadero Chamber WIOA Business Retention Services Contract Performance Report**

Dawn Boulanger (staff) presented the report detailing the status of our layoff aversion efforts with the Atascadero Chamber contract that functions as the proactive piece of our WIOA Rapid Response services. Josh Cross, President of the Atascadero Chamber, emphasized the limited number of staff who make up our local Workforce Development Board and the need for a contract like this to assist the collective effort of layoff aversion. Josh then introduced Eryk Nappi, the new chamber employee hired to fulfill the duties of this WIOA partnership contract, and then added that they are still seeking to hire one more employee to assist with these services.

## **7. Reports:**

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

Chairperson Gomer stated that the Executive Committee did not meet in November or December, due to both previously scheduled meetings being canceled. The next Executive Committee meeting is scheduled to occur on Wednesday March 13, 2023. Isiah had no other Chairperson updates to report.



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

Board member Ron Reilly stated that the South County Chamber of Commerce is looking to hire a new president/CEO of the Chamber and the Sierra Vista governing board is also looking for someone to head their committee. Tricia Robertson from Lucia Mar School District mentioned that their Cosmetology program is up-and-running and has been approved by the State board. There are currently fourteen adults enrolled in the program. The next cohort will begin in March. Tricia then directed people to the website to refer to new people potentially interested in the cosmetology program. Board member David Baldwin, from Local 403, expressed thanks to the WDB staff and Eckerd staff for their support with their Pre-Apprenticeship Trades Forum event in December. They were happy with the turnout and David emphasized the importance of these programs to keep the SLO County workforce strong. Josh Cross then spoke about the Junior CEO program in Atascadero, a five-week virtual training course on Zoom. Students learn basic business, marketing, and banking skills. March 24<sup>th</sup> is the Junior CEO Business Day at Sunken Gardens in Atascadero where the cohorts display their business ventures for the public to see.

## **8. Administrative Entity Update:**

### **8.1 Receive and Review Fiscal Expenditure Update**

Dawn Boulanger (staff) directed the board to review the Q2 Fiscal Expenditure Update handout and added to the agenda online as an addendum as it was not ready when the agenda packet was emailed. Dawn stated that the board was on track with current expenditures with roughly fifty percent expended. The WIOA Staff Development Training and Digital Outreach and Recruitment procurements have not been finished yet. Those will be completed in the current quarter. Youth contract services are on track with their expenditures, and Dawn anticipates increased expenditures in the 3<sup>rd</sup> quarter. The WIOA Adult Business Services and Career Services are also on track.

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

Tony Girolo (staff) reported that there has been a significant number of business closures recently in the Accommodation and Food Industry sector. Restaurants and other related venues have cited post covid impacts, rising food costs, parking costs, and mobile ordering as factors affecting the need for layoffs or closures. Several well-established and long-standing restaurants are among the recent spate of closures. Tony also mentioned that the HR Hotline received 11 calls in December 2023. The WDB staff is working on marketing the hotline and recently, along with CEA, hosted the first in a series of four webinars. This inaugural webinar focused on Labor Law Updates for 2024. Tony posited to the board members that if they had

ideas about future topics for webinars to get in touch with him, he also mentioned that if anyone hears of closures or layoffs occurring in the County to let him know about the information.

**9. Next Meeting:**

May 2, 2024

8:30 – 10:30 AM

Location: Courtyard by Marriott, Estero Bay Room, 1605 Calle Joaquin, San Luis Obispo, CA 93405

**10. Adjournment:**

**Chair Gomer:** adjourned the meeting at 9:49 AM

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 01, 2024, by the Workforce Development Board of San Luis Obispo County.

Tony Girolo, WDB Program Review Specialist

Dated: February 5, 2024

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

**WORKFORCE DEVELOPMENT BOARD SPECIAL MEETING MINUTES**

**Date:** Tuesday, February 27, 2024  
**Time:** 9:00 AM – 2:30 PM  
**Location:** Ventana Grill – 2575 Price Street, Pismo Beach, CA 93449

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**Present:** David Baldwin, Josh Cross, Justin McIntire, Angela Toomey, Ryan Stanley, Veronica Orozco, Isiah Gomer, Danielle McIntire, Tricia Robertson, Matthew Green  
**Absent:** Patrick Woolpert, William Hills, Verena Latona-Tahlman, Mark Simonin, Ronald Reilly, Michael Sloan, Melissa James, Angela Rayfield  
**Guests:** Alma Janabajab, Julie Pruniski, Julie Smedley, Bob Lanter, Matthew Hayes  
**Staff:** Dawn Boulanger, Eddie Hernandez, Diana Marin, Tony Girolo

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

**Chairperson Isiah Gomer** called the meeting to order at 9:17 AM **Quorum reached.**

**2. Public Comment:**

**Chairperson Gomer:** No public comment.

**3. Presentations:**

**3.1** Bob Lanter from California Workforce Association (CWA) (guest) presented “The Real Role of Workforce Boards”.

**4. Discussion Items:**

**4.1** Dawn Boulanger (staff) led a discussion surrounding strategies to address workforce matters in San Luis Obispo County as a community-centered Workforce Development Board.

**5. Next Meeting:**

May 4, 2024  
8:30 – 10:30 AM  
Location: Courtyard by Marriott – 1605 Calle Joaquin, San Luis Obispo, CA 93401

**6. Adjournment:**

**Chairperson Gomer** adjourned the meeting at 2:07 PM.

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 Tuesday, February 27, 2024, by the Workforce Development Board of San Luis Obispo County.

Tony Girolo, WDB Program Review Specialist

February 28, 2024

DRAFT

**Workforce Development Board  
CONSENT ITEM  
May 2, 2024**

**AGENDA ITEM NUMBER: 3.3**

**ITEM: Approve member appointment of Julie Sinton Pruniski to an Economic Development Seat on the Workforce Development Board**

**ACTION REQUIRED:** It is requested that the WDB approve and authorize staff to submit a WDB member application for Julie Sinton Pruniski to the San Luis Obispo County Board of Supervisors for appointment to the WDB.

**SUMMARY NARRATIVE:**

The composition of the WDB is dictated by section 107 of the Workforce Innovation and Opportunity Act (WIOA) (2014) which specifies business (which must comprise the majority of members), local education, local labor, economic development, and other mandated partner membership categories. Members holding more than one seat on the WDB is expressly allowed by WIOA Section 107. The WDB currently has 1 seat vacancy which will be filled by this appointment bring the WDB to full membership.

WDB Member <b>Seat</b> Representation	Current #'s	Required #'s	Vacancies
Business Members <i>(minimum 51% majority)</i>	<b>10</b>	<b>10</b>	<b>0</b>
Local Educational & Training Entities	<b>2</b>	<b>2</b>	<b>0</b>
Labor/Workforce Representatives <i>(minimum 15% Labor &amp; 20% Combined)</i>	<b>3-Labor 1-W.R.</b>	<b>3-Labor 1-W.R.</b>	<b>0-Labor 0-W.R.</b>
DOR Mandated Partner - Vocational Rehabilitation	<b>1</b>	<b>1</b>	<b>0</b>
EDD Mandated Partner	<b>1</b>	<b>1</b>	<b>0</b>
Economic Development	<b>0</b>	<b>1</b>	<b>1*</b>
<b>Total # of WDB Seats</b> <i>(Members May Hold 2 Seats)</i>	<b>18</b>	<b>19</b>	<b>1</b>
<b>Total # of WDB Members</b>	<b>17</b>	<b>18</b>	

\*Vacancy addressed via action today: 1 Economic Development seat

This item recommends one applicant for appointment to a vacant Economic Development seat. Upon appointment of this member to the vacant Economic Development seat, the WDB of San Luis Obispo County will have full membership with zero (0) remaining vacancies.

Julie Sinton Pruniski is the Vice President of Strategic Initiatives for REACH. She is a graduate of Leadership SLO from Class 28. At REACH, Julie is responsible for overseeing multiple initiatives including one emphasizing greater regional collaboration between economic development and workforce development entities. In her leadership role at REACH, Julie has helped pioneer work on the region's first ever Comprehensive Economic Development Strategy (CEDS) plan and is regularly convening stakeholders, executing project and programmatic work, grant writing, and reporting. Julie believes that the Workforce Development Board serves a critical role along with other regional organizations in advancing an equitable and inclusive economy and workforce system.

**BUDGET/FINANCIAL IMPACT:**

*No current fiscal impact*

**STAFF COMMENTS:**

Dawn Boulanger, Director of the Workforce Development Board of San Luis Obispo County, recommends the approval of the appointment of Julie Sinton Pruniski to the Workforce Development Board. Upon approval, staff will submit a recommendation for appointment to the Board of Supervisors at an upcoming meeting.



## Workforce Development Board (WDB) of San Luis Obispo County Member Application

Name: Julie Sinton Pruniski Date Submitted: 4/22/24

Title: Vice President of Strategic Initiatives

Business/Organization Name: REACH

### Representation

Please indicate the category that you represent *(Please Select One)*:

- |  |   |
|--|---|
| <input type="checkbox"/> Business                                      | <input type="checkbox"/> Education & Training         |
| <input checked="" type="checkbox"/> Economic and Community Development | <input type="checkbox"/> Community Based Organization |
| <input type="checkbox"/> Labor Organization / Workforce Representative | <input type="checkbox"/> Wagner-Peyser                |
| <input type="checkbox"/> Rehabilitation                                |   |

Please indicate the industry cluster(s) that you represent *(Please Select All That Apply)*:

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Building & Design                                  | <input checked="" type="checkbox"/> Healthcare                         |
| <input checked="" type="checkbox"/> Energy   | <input checked="" type="checkbox"/> Biotechnology & Biomedical Devices |
| <input checked="" type="checkbox"/> Information & Communication Technologies           | Other _____  |
| <input checked="" type="checkbox"/> Defense, Aerospace, & Transportation Manufacturing |  |

### Contact Information

Business/Organization Address: [REDACTED]

City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Mobile: \_\_\_\_\_ City of Residence: [REDACTED]

Email Address: [REDACTED]

Website Address: [REDACTED]

Business License Number: \_\_\_\_\_

Assistant: \_\_\_\_\_ Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

### Business Related Questions

Please answer the following questions and attach any additional pages if necessary:

1. Number of current employees: [REDACTED]

2. Number of years with current business/organization: [REDACTED]



3. Number of years in business in San Luis Obispo County: 5
4. Please describe the nature of your business and your position:  
See attached
5. Please list your current chamber and association memberships, the duration of each membership and the positions you currently hold:  
Neither REACH nor I are members of chambers. We work closely with chambers on economic development based initiatives.
6. Please list any professional award(s) or recognition you have received within the last 5 years:  
Leadership SLO Class 28 graduate
7. As a member of your business with optimum policy authority, please describe your responsibilities within your organization:  
See attached.

## References

### Business Reference:

Name: Paul Sloan Title: [REDACTED]  
 Company: City of Paso Robles Phone: [REDACTED]

### Personal Reference:

Name: Danna Stroud Phone: [REDACTED]  
 Relationship: Friend and colleague at GO-Biz

### Other Reference:

Name: Karen Tillman Phone: [REDACTED]  
 Relationship: Cal Poly contact to collaborate on economic development

Please provide a letter of recommendation *(if applicable)*:

- If you are a business member, please include a letter of recommendation for appointment to the WDB of San Luis Obispo County from your Chamber of Commerce or other organization, such as the Human Resources Association of the Central Coast (HRCC).
- If you are representing a labor organization, please include a letter of recommendation from the Central Labor Council affirming that you have been recommended, by popular vote, for a labor position on the WDB of San Luis Obispo County.

## San Luis Obispo WDB Related Questions

Please answer the following questions and attach any additional pages if necessary:

1. Please list any areas in which you are currently involved in workforce development:  
See attached.



2. What experience in the areas of fundraising, budget analysis, workforce policy development, youth services, knowledge of the labor market, and community involvement or linkages with educational agencies do you bring to the WDB Of San Luis Obispo County, as applicable?

I engage regularly with REACH investors and regional employers on workforce issues and am well connected through REACH's work to SLO County's colleges, universities, and K12 systems, as well as the region's trades organizations.

3. Does your organization utilize the SLOCal Careers Center (formerly the America's Job Center of California (AJCC))? \_\_\_\_\_ If so, which services? (i.e. recruitment, job posting, labor market information)

N/A

4. What do you think are the critical workforce issues in our region?

See attached.

5. Why do you wish to serve on the WDB of San Luis Obispo County?

See attached.

### *Signature and Acknowledgement*

I formally request that consideration be given to my nomination for appointment to the Workforce Development Board of San Luis Obispo County. I, the undersigned, certify that the information on this application is true and correct to the best of my knowledge and that, if appointed to serve, I will do so to the best of my ability and in the best interest of San Luis Obispo County and its citizens.

Signature: Julie Sinton Pruniski

Digitally signed by Julie Sinton Pruniski  
Date: 2024.04.22 17:18:49 -07'00'

Date: 4/22/24

## Julie Sinton Pruniski Application

### Business Related Questions

4. **Please describe the nature of your business and your position:** REACH is a nonprofit, economic impact organization with a mission to increase economic prosperity on the Central Coast through big thinking, bold action and regional collaboration. The north star of our work is collaboration with business, education, government and nonprofit partners to create good paying jobs and provide current and future generations the opportunity to thrive. I am the Vice President of Strategic Initiatives, working primarily on our Vandenberg Space Force Base and workforce development initiatives focused on preparing residents for the jobs of today and tomorrow by growing the number of quality jobs and ensuring the region's residents have pathways into those jobs.
  
7. **As a member of your business with optimum policy authority, please describe your responsibilities within your organization:** I am responsible for carrying out the work of REACH related to multiple initiatives including convening stakeholders, executing on project and programmatic work, and grant writing and reporting. Specifically, I lead our Vandenberg MOU stakeholders in support of the growth of the base, and our workforce development initiative with an emphasis on bringing greater collaboration between economic development and workforce development.

### San Luis Obispo WDB Related Questions

1. **Please list any areas in which you are currently involved in workforce development:** REACH was awarded a grant from the Economic Development Administration to lead a process to create the region's first-ever CEDS, a federally recognized plan that lays the course for collaborative action and investment in the region and its residents over 5 years. The plan identifies specific actions that a range of players in government, higher education, nonprofits and industry can take both collectively and in their own spheres toward a more diversified, inclusive and resilient Central Coast economy. Additionally, I am leading work to implement a talent-industry exchange focused on the advancement of the precision manufacturing sector, identified as a promising regional strategy through research conducted in partnership with advisors from the Brookings Institution.
  
4. **What do you think are the critical workforce issues in our region?** We know that nearly half of the region's population struggles to earn enough to make ends meet. Creating the environment for our residents to attain and retain quality jobs paying a living wage is critical to the health and success of our economy and community. REACH is leading and supporting work in the region to grow these quality job opportunities through four target industry initiatives identified as having the greatest potential for the region:

Agtech; Clean Tech and Renewable Energy; Aerospace, Defense and Precision Manufacturing; and Technology.

5. **Why do you wish to serve on the WDB of San Luis Obispo County?** As we look at the powerful role regional collaboration plays in advancing an inclusive and equitable economy, the WDB serves a critical role in the workforce development system. Through the work I have led on the creation of the CEDS plan, as well as detailed research REACH has conducted on further developing a regional talent development pipeline, I believe the WDB is well positioned to advance these planning efforts and that I can bring a unique perspective on the regional strategies to the board. Serving on the WDB will allow me to help advance a thriving SLO County economy for all, a community in which I have deep roots, having grown up here and chosen to move back to to raise my family.



**WORKFORCE DEVELOPMENT BOARD**  
**ACTION ITEM**  
**May 2, 2024**

**AGENDA ITEM NUMBER: 4.1**

**ITEM: Review and Approve Draft Scope of Work and Budget for the FY 24-25 WIOA Youth Contract with Eckerd**

**ACTION REQUIRED:**

Approve Fiscal Year 2024-25 WIOA Youth Services Draft Scope of Work and Draft Budget (attached).

**SUMMARY NARRATIVE:**

Eckerd Youth Alternatives, Inc. was awarded the WIOA Youth services contract for program year (PY) 2023-24 through a competitive procurement process and Request for Proposal (RFP) issued on March 3, 2023. That procurement authorized an initial annual contract with an option to renew for a second and third year. The PY 2024-25 contract with Eckerd will be a renewal contract for a second year of provision of WIOA Youth services in San Luis Obispo County.

Under this contract, Eckerd will continue to provide all required elements of WIOA Youth services throughout the County. The SLO Cal Careers Center will remain the primary site for WIOA Youth program services with an additional location in north county to increase access to services. Access points to WIOA services are also enhanced through library partnerships throughout the county where WIOA staff have scheduled times available at various libraries to increase access to WIOA 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 2024-25 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 26 Youth participants from PY 2023-24 will carryover to continue to receive services under the PY 2024-25 contract.

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 Career Academies and access to MC3 pre-

apprenticeship opportunities to meet the individualized needs of participants in the program and align with their career plans.

**BUDGET/FINANCIAL IMPACT:**

An estimated contract amount of \$700,000 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 2024-25 WIOA Youth allocation to the County and anticipated PY 2023-24 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 2024-25 which have not yet been noticed.

**STAFF COMMENTS:**

Following the WDB's approval, the PY 2024-25 WIOA Youth contract with Eckerd Youth Alternatives, Inc. will go before the Director of DSS for final approval and award of contract.

**EXHIBIT A**  
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, 2024, 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. The Contractor's staffing plan shall be identified in the budget narrative. Any changes to the agreed upon staffing plan must be submitted in writing and approved by County WDB staff prior to implementation.

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. Contractor must provide their policies and operating procedures within the first quarter of the program year.

- 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 defined in local policy 10-19b WIOA Youth Eligibility Requirements and Verifiable Documents.*

- 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 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 in case notes. 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 objective assessment of academic levels, skill levels, and service needs of each participant, which includes a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes, supportive service needs, and developmental needs. Contractor must identify and notify County WDB staff by August 1, 2024, of testing instruments to be used to assess each of these skill areas. If testing instruments to assess skills are not identified, an approved test form identified by the National Reporting System (NRS) for Adult Education as indicated in the current [Federal Register](#) must be used. Tests/assessments must be made available in English and Spanish. Computer delivery format of the tests/assessments is strongly encouraged. Testing results must be documented and used to develop the Individual Service Strategy (ISS)/Career Plan. Assessment results must coincide with and be applicable to the participant’s career plan.

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.

- 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 must 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. Participants must be contacted monthly, at a minimum, and recorded in case notes during program participation. Monthly contact/case notes are also required during the 90-day period between the last federally reported activity and exit to ensure the participant does not require further WIOA services, other than follow-up services, prior to exit. All youth must be provided with at least 12 months of documented follow-up services from the time of exit to assist the 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 SLO Cal Careers Center services (available to individuals 18+)
- 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)
- e) 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.
- f) Collaboration with the SLO Cal Careers Center programs is required to increase opportunities for paid work experience (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 SLO Cal Careers Center 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 Center to provide access to WIOA Youth services and information for 18-24-year-old individuals participating in services at the SLO Cal Careers Center who may benefit from WIOA Youth program services. A minimum of one Contractor staff will be based out of the SLO Cal Careers Center on a weekly basis.
  - g) Contractor shall ensure that all partners, vendors and/or subcontractors comply with all applicable WIOA rules and regulations.
  - h) 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.
  - i) All agreements with subcontractors and/or partners shall be in writing and must contain target measurable performance outcomes.
  - j) 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.

- k) 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. Contractor shall provide procedures and working documents on internal monitoring activities quarterly to ensure timely file and data entry review.
  - 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 in the quarterly Contract Performance Report. Surveys shall be collected at all points of contact for both participants and business customers. Contractor shall work on increasing survey responses to ensure service delivery is driven by customer feedback.
  - 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.
- l) Contractor shall maintain a case file in compliance with WIOA 188 (i.e. nondiscrimination and equal opportunity provisions) 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
- m) Contractor shall partner in the coordination of one (1) county-wide or two (2) regional job fairs annually and facilitate/host employer networking efforts at the SLO Cal Careers Center and/or other local

entities during the program year that will incorporate employers and community partners.

- n) Contractor shall offer Career Academies to prepare youth participants for employment in in-demand industries. The Career Academies shall offer the training, certificates/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.
- o) Contractor shall partner and refer eligible and suitable youth participants to existing Multi-Craft Core Curriculum (MC3) pre-apprenticeship programs to serve as a pipeline into the various trades' Registered Apprenticeship Program.
- p) 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<sup>SM</sup> network" or other branding as provided by the County WDB staff.

3. **Performance Objectives:**

- 1) Contractor will provide WIOA services to a minimum of 40 new WIOA enrolled Youth with approximately 36 additional carry overs Youth participants from prior fiscal year. Youth services are to be provided county-wide, serving all of San Luis Obispo County.
- 2) Contractor will complete assessment and individual service strategy development as appropriate to meet the needs of WIOA enrolled youth via access to the fourteen (14) WIOA Youth elements allowing for a customized approach for each individual to assist in meeting their established goals.
- 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 certificates 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 local pre-apprenticeship and apprenticeship training programs. Additional WIOA-funded opportunities for occupational skills training may be available through co-enrollment in SLO Cal Careers Center 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)

#### 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.

#### 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. If measuring educational functioning level (EFL) gains after program enrollment under the measurable skill gains indicator, the contractor must include a pre and post assessment of math and reading skill levels using an approved test form identified by the National Reporting System (NRS) for Adult Education as identified in the current [Federal Register](#).
- 6) Effectiveness in Serving Employers – Indicators for services to employers include retention with the same employer. This measure is different than other performance measures in that it is not calculated for each program individually, but rather all data from the core programs are aggregated to produce one State-level figure.



WIOA Youth FY 2024-25		
	Youth*	Total
<b>Personnel Costs</b>		
Salaries	\$ 273,458.28	\$ 273,458.28
Benefits	\$ 53,157.24	\$ 53,157.24
<b>Subtotal Personnel Costs</b>	<b>\$ 326,615.52</b>	<b>\$ 326,615.52</b>
<b>Operations Activities</b>		
Space/Rent	\$ 4,320.00	\$ 4,320.00
Telephone/Internet	\$ 899.31	\$ 899.31
Conference	\$ 5,000.00	\$ 5,000.00
Insurance	\$ 9,240.00	\$ 9,240.00
Travel/Mileage	\$ 21,160.00	\$ 21,160.00
Advertisement/Outreach	\$ 4,800.00	\$ 4,800.00
Office Supplies	\$ 3,000.00	\$ 3,000.00
Equipment Purchases (under \$5,000)	\$ 1,000.00	\$ 1,000.00
Equipment Rental/Maintenance/Support	\$ 1,274.96	\$ 1,274.96
Professional Memberships/Subscriptions	\$ 2,311.67	\$ 2,311.67
Staff Background Screening	\$ 345.61	\$ 345.61
Postage	\$ 444.00	\$ 444.00
Software Licensing Fees	\$ 562.07	\$ 562.07
<b>Subtotal Operating Costs</b>	<b>\$ 54,357.61</b>	<b>\$ 54,357.61</b>
<b>Participant Costs/Activites</b>		
Work Experience Wages & Fringe - Participant	\$ 197,370.00	\$ 197,370.00
Participant Training Materials	\$ 2,420.00	\$ 2,420.00
Supportive Services	\$ 12,600.00	\$ 12,600.00
Participant Incentives	\$ 16,890.00	\$ 16,890.00
Other Participant Program Costs	\$ 8,400.00	\$ 8,400.00
<b>Subtotal Participant Costs</b>	<b>\$ 237,680.00</b>	<b>\$ 237,680.00</b>
<b>Indirect Cost:</b>		
	\$ 81,346.87	\$ 81,346.87
<b>Profit:</b>		
<b>GRAND TOTAL (GT)</b>	<b>\$ 700,000.00</b>	<b>\$ 700,000.00</b>

**WORKFORCE DEVELOPMENT BOARD**  
**ACTION ITEM**  
**May 2, 2024**

**AGENDA ITEM NUMBER: 4.2**

**ITEM: Review and Approve Draft Scope of Work and Budget for the FY 24-25 SLO Cal Careers WIOA Adult/Dislocated Worker Contract with Eckerd**

**ACTION REQUIRED:** Approve Draft Scope of Work and Draft Budget for Fiscal Year 2024-25 SLO Cal Careers WIOA Title I Adult, Dislocated Worker, One-Stop Operator, and Rapid Response Services.

**SUMMARY NARRATIVE:**

Eckerd Youth Alternatives, Inc. was awarded the SLO Cal Careers WIOA Title I Adult/Dislocated Worker contract for PY 2023-24 through a competitive procurement process and Request for Proposal (RFP) issued on February 3, 2023. That procurement authorized an initial annual contract with an option to renew for a second and third year. The PY 2023-24 contract with Eckerd was the first year of this contract cycle and by exercising the option to renew for a second year, Eckerd will continue to be the provider of SLO Cal Careers WIOA Title I Adult, Dislocated Worker, and One-Stop Operator services in San Luis Obispo County.

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, ensuring the physical location, service delivery and policies allow individuals to have equitable access to services, and the addition of Rapid Response services throughout the County. Eckerd will provide these services through their continued operation of the comprehensive SLO Cal Career Center location in San Luis Obispo as well as via access points to services through partner locations.

The PY 2024-25 contract scope of services and budget includes the addition of WIOA Rapid Response funds to expand upon the partner services of Rapid Response which Eckerd provides to assist workers facing potential layoffs or plant closures. The expansion of Rapid Response Services is supported through an addition of \$80,000 to support staffing costs in the PY 2024-25 contract budget.

The PY 2024-25 contract budget also includes an increase of \$70,000 in the WIOA Adult budget for participant training to account for current and projected training enrollments. These training expenditure goals were determined to ensure the County meets the State required participant expenditure mandate and take into consideration training expenditures already obligated to PY 2024-25 of current individuals enrolled in training which will carryover and incur costs in PY 2024-25.

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, and the support of Eckerd's operations team and business engagement services and the WDB, it is projected Eckerd will broaden the impact of the successful employment outcomes being achieved.

**BUDGET/FINANCIAL IMPACT:**

An estimated contract amount of \$750,000 is anticipated to be awarded via contract to Eckerd Youth Alternatives, Inc. for the provision of WIOA Title I Adult, Dislocated Worker and Rapid Response services county-wide. This estimate is based on the anticipated PY 2024-25 WIOA Adult and Dislocated Worker allocation to the County and projected allowable PY 2023-24 carryover funds. The allocation is subject to change based on the final Department of Labor and California Employment Development Department PY 2024-25 allocations to San Luis Obispo County which have not yet been noticed.

**STAFF COMMENTS:**

Following the WDB's approval, the PY 2024-25 SLO Cal Careers adult services contract with Eckerd Youth Alternatives, Inc. will go before the Director of Social Services for final approval and award of contract.

## SCOPE OF SERVICES

### **A. SLOCal Careers Center Operation and Management**

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

WIOA Title I Adult, Dislocated Worker, and Rapid Response 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 SLOCal Careers Center facility (formerly 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 of San Luis Obispo County (WDB), WDB staff, 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 SLOCal Careers 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, Employer Services; and Rapid Response 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 WDB of San Luis Obispo County, 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 in 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 SLOCal Careers 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 SLOCal Careers 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 SLOCal 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 SLOCal Careers 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 WDB of San Luis Obispo County. 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. **SLOCal Careers Center Site/Services Management** to include, but not limited to:

- 1) Coordinate the assignment and functional use of occupant and common area space. As co-location of the WIOA Youth program at the SLOCal Careers Center is required, one staff cubicle space must be made 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:
  - i. 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.
  - ii. 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
  - iii. Appropriate referral to internal and external resources that will allow the customer to achieve their desired outcome.
  - iv. Labor exchange tools
  - v. Computer applications software, such as Microsoft Office Suite
  - vi. Résumé writing software
  - vii. Career exploration software/websites
  - viii. Job, career, and skill self-assessment tools
  - ix. Career, job, and labor market information
  - x. Career planning information
  - xi. Job search information

- xii. Interviewing information
  - xiii. Information on writing résumés and cover letters
  - xiv. Information on job retention
  - xv. Directories
  - xvi. Periodicals
- 4) Provide and maintain equipment necessary for the Resource Room including computers with internet access. 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 of 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 the co-located partner agreement, including written career center operational guidelines (such as hours of operation, holidays, etc.) that will outline the responsibilities and objectives of each of the WIOA one-stop partners and programs with a focus on 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 SLOCal Careers 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 WDB staff, maintain a current, accurate WIOA property/inventory log. All purchases of furniture and equipment must be reported to the WDB staff 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 WDB staff 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.

- 11) SLOCal Careers Center 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 SLOCal Careers Center 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 comprehensive SLOCal Careers 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:
  - i. Identifying and maintaining best practices for service delivery among system partners.
  - ii. Braiding and leveraging of services and funding to ensure unduplicated and responsive services are provided for jobseekers.
  - iii. Ongoing training to Contractor staff and system partners in order to reduce duplication of services delivered through



SLOCal Careers.

- iv. Continuous evaluation of service delivery processes and modifying as necessary to best support customer needs and effective service delivery.
  - v. 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 SLOCal 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 "SLOCal 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, Employer Services, and Rapid Response Service**

### 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) Participants must be contacted monthly, at a minimum, and contacts must be recorded in case notes during program participation. Monthly contact/case notes are also required during

the 90-day period between the last federally reported activity and exit to ensure the participant does not require further WIOA services, other than follow-up services, prior to closure.

- 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 SLOCal 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. Childcare, 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, 2024 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 the 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** - Participants shall not begin WIOA Training services nor shall training activities with an Actual Begin Date be

entered in CalJOBS prior to 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 WSD18-10. 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](#) 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 50% of the leverage goal for compliance with SB-734 as outlined in Exhibit B, by December 31, 2024. Failure to meet the allowable leverage goal by such date may result in a transfer of remaining funds from non-participant training budgeted line items to meet the participant training requirement and 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 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) Coordinate one (1) county-wide or two (2) regional job fairs annually and facilitate/host employer networking efforts with other local entities during the program year that will incorporate employers and community partners.
  - 5) Participate in resource/hiring community events to promote SLOCal Careers employer services.
  - 6) Preliminary basic skills and other assessments.
  - 7) Interview facilities at the SLOCal Careers sites.
  - 8) Access to labor market and related information.
  - 9) State and/or federally generated information on the Americans with Disabilities Act (ADA).
  - 10) Information regarding consultations on workplace accommodations for persons with disabilities.
  - 11) Information on and referral to business start-up, retention and expansion services.
  - 12) Information on and referrals to the appropriate sources for developing customized training programs.
  - 13) Information on career preparation activities.
  - 14) Information on Trade Adjustment Assistance (TAA) and certification.
  - 15) Information about On-the-Job Training (OJT) programs, based on worker eligibility.
  - 16) State and/or federally generated information on tax credits and other business incentives.
  - 17) Access to information and services through SLOCal Careers as well as electronically through the WDB's website.
  - 18) Access to various media addressing the employment and training needs of businesses.
  - 19) Retention services, including work-site assistance.
  - 20) 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.
  - 21) 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 San Luis Obispo County, priority industry clusters, 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 SLOCal 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 of business engagement strategies. This shall include establishing working partnerships with any other WIOA-funded providers/activities.
- e. **Rapid Response Services** to respond immediately to business closures and/or layoffs. Services will include the following:
1. Identifying and responding to all business closures and/or



employers laying off workers within 24 hours of notification of layoff. A minimum of five (5) outreach attempts per employer shall be documented in CalJOBS, unless business closure has occurred and contact is not possible.

2. Assess needs of employers and affected workers including:
  - i. Layoff plans and schedule of the employer
  - ii. Potential for averting layoff in consultation with State or local agencies
  - iii. Background and probable assistance needs of the laid off workers
  - iv. Re-employment prospects for workers in the local community
  - v. Available resources to meet the short and long-term assistance needs of the laid off workers
3. Scheduling and conducting Rapid Response Orientations with all required representatives for employees being affected by business closures and/or layoffs. In absence of required representatives, contractor staff will ensure information is disseminated for each partner program.
4. Collect sign-in sheet with names and contact information and surveys for all attendees present at Rapid Response Orientations and submit to County within 5 business days of Orientation.
5. Submit required reporting documentation to WDB Staff within 5 business days of layoff notifications received and Rapid Response Orientations conducted.
6. Create and distribute Rapid Response Information Packets to affected workers with printed material and ensure sufficient supply for potential layoff events. Packets must be approved by WDB staff.
7. Implement strategies to provide services to as many laid off workers as possible, including strategies for ensuring a minimum of 50% of laid off workers attend Rapid Response orientations.
8. Provide additional opportunities for laid off workers to access Rapid Response information, in addition to orientations.
9. Distribute, collect and encourage orientation attendees and employers to complete surveys at each Rapid Response orientation.
10. Coordinate Rapid Response and SLOCal Careers Center services to ensure maximum participation and engagement of affected workers in WIOA Dislocated Worker services.
11. Attend Regional Business Engagement Roundtables
12. Rapid Response Reporting Requirements: Contractor will submit to the WDB staff, the required documentation necessary to complete the EDD Rapid Response 121 Report. When Rapid Response services are provided, the following data is required to

be submitted in response to each layoff (reporting document(s) to be provided by (WDB staff). Required data includes information deemed necessary by the WDB staff for reporting purposes and in accordance with Employment Development Department Workforce Service Directive 16-04 and/or any subsequent guidance issued from EDD.

3. Reporting Requirements

- a. A quarterly Contract Performance Report, including data on career center activities, WIOA customer and activities, and WIOA performance shall be submitted to the WDB staff on or before the 20<sup>th</sup> of October, January, April and July. When the due date falls on a weekend or holiday, the report shall be submitted on the last business day prior to the due date. The format of the report will be developed in consultation with the Contractor.
  - 1) A corrective action plan shall be submitted when there is a 10% or more deviation between planned and actual performance. The corrective action plan shall include actionable goals to remedy the deficiencies.
- b. The Contract Performance report shall include an unduplicated count of services to adults and dislocated workers, utilizing CalJOBS data, 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
- c. The Contract Performance reports shall include the Contractor's analysis of data relating to SLOCal Careers Center services including but not limited to data on career center and WIOA customers, WIOA activities, and performance. The analysis must include any recommendations for process improvement, identification of trends and new service needs and corrective action when warranted. Data collected may be subject to change as new requirements are identified by Federal, State, or local entities.

4. Performance Objectives:

- 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, not including the projected 65 carryover participants. New enrollments shall include a combination of Adults and Dislocated Workers

sufficient to meet the target.

- 3) Of the 80 new 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 a sufficient number of job seekers in Training services to meet the participant training expenditure requirement and fully expend the Training allocation as identified in the contact budget by the end of the program year. Training enrollments may include any training identified as allowable and applicable to SB 734. WIOA Training enrollments may be Adult or Dislocated Worker depending on the need and eligibility of the jobseekers.
- 5) 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.

e. **Program Year 2024-25 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, WDB staff 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 Dislocated Worker 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 Employer Services

- 1) Collect and track indicators for services to employers. This includes retention with the same employer. This measure is different than other performance measures in that it is not calculated for each program individually, but rather all data from the core programs are aggregated to produce one State-level figure.

Contractor will meet quarterly with WDB staff to collaboratively monitor and analyze Performance Measures. Corrective action shall occur when actual rate is 10% or more below performance goal.

### Compensation and Billing

1. Compensation: County shall pay to Contractor as compensation in full for all services performed by Contractor pursuant to this contract, the following sums in the following manner:
  - a. The total payable under the terms of this contract shall not exceed seven hundred fifty thousand dollars (\$750,000.00) of the program year funds pursuant to the project budget outlined in Exhibit B-1, which is incorporated herein by reference. Funds are allocated to programs as follows:
    - 1) For SLOCal Careers Center WIOA Adult Programs, not to exceed three hundred seventy thousand dollars (\$370,000.00).
    - 2) For SLOCal Careers Center WIOA Dislocated Worker Programs, not to exceed three hundred thousand dollars (\$300,000.00).
    - 3) For SLOCal Careers Center Rapid Response Program, not to exceed eighty thousand dollars (\$80,000.00).
  - b. Contractor shall be reimbursed for all necessary and reasonable costs incurred on behalf of the County within the limits obligated by the contract and established by the budget and budget narrative, Exhibit B-1. Any costs incurred by the Contractor over and above the sums obligated by the contract or set out in the budget shall be at the sole risk and expense of the Contractor.
  - c. Contractor shall submit to the WDB staff, by the 15<sup>th</sup> of each month an itemized statement/invoice of services performed during that preceding period. The invoice shall include a monthly total and itemization of all costs in the format established below and aligned with the line-item budget included in Exhibit B-1. In addition, the invoice shall also include all costs in a second format that will facilitate the processing and reporting of WIOA financial data as required by Federal and State expenditure reporting requirements. Final June invoices shall be received no later than the 5<sup>th</sup> business day of July in order to meet County fiscal year-end deadlines.

Contractor shall submit to WDB staff all billing in a format to be provided by WDB staff. The format required for WIOA billing may include, but not be limited to, identification of any of the following WIOA expenditures:

- 1) Grant Type – Adult, Dislocated Worker, or Rapid Response.
- 2) Administrative v. Program Expenditures including Cash Expenditures and Accrued Expenditures.
- 3) All Adult and Dislocated Worker program related expenditures must be identified within the following categories:
  - a) Career Services – Basic
  - b) Career Services - Individual
  - c) Training Payments
  - d) Supportive Services
- 4) Submission of supporting documentation that verifies costs being claimed.

**Please use the last date of the service period as the invoice date.**

All fiscal reports and billing shall be submitted to Diana Marin, Department of Social Services, P.O. Box 8119, San Luis Obispo CA 93403-8119 or via email to [dmarin@co.slo.ca.us](mailto:dmarin@co.slo.ca.us)

- d. The compensation shall be paid within thirty (30) days after the receipt of an itemized statement from Contractor.

2. Amendment to Compensation:

- a. The Parties acknowledge that the Compensation as agreed upon herein is based on funding allocations established by the State, which may be adjusted during the program year. The program year coincides with the County's fiscal year.
- b. The Board of Supervisors expressly grants to the Director of Social Services (Director) the authority to amend this contract to approve additional Compensation and corresponding expansion in the Scope of Services. The Director may exercise his/her discretion in awarding additional funds, provided funds are used in accordance with WIOA statutes and regulations.

3. Budget Adjustments:

- a. Contractor agrees to adhere to this budget. Requests for budget adjustments to reallocate funds among budget line items or among budget categories contained in Exhibit B-1 shall be requested in advance, in writing, with a showing of good cause that advances the

overall purpose of the Contract. The Director of Social Services (Director) or designee shall, in advance and in writing, approve and execute budget adjustments before Contractor may render any services pursuant to said budget adjustment. Services rendered pursuant to any budget adjustment that has not first been requested in writing, and approved by the Director or designee in writing, shall not be payable under this Contract or any later Contract amendment.

- b. The Board of Supervisors expressly grants to the Director or designee the authority to approve said budget adjustments and execute written amendments for those adjustments provided the change does not increase the maximum compensation under this contract or impose any other burden on the County under this contract.
- c. Subject to prior review and approval of the Director or designee, line item or budget category shifts of up to fifteen percent (15%) are allowed, so long as the annual Contract total neither increases or decreases. Line-item shifts meeting criterion shall not require a formal Contract amendment. Line-item shifts not meeting criterion shall require a formal Contract amendment.
- d. The County has opted to use leveraged resources to meet the SB-734 minimum training expenditure requirement:
  - i. Contractor is required to include a contract total of two hundred twelve thousand dollars (\$212,000) identified for participant training, to support achievement of the required PY 24-25 WIOA subgrant Adult and Dislocated Worker participant training expenditure requirements.
  - ii. Contractor goal in allowable leveraged training funds is forty-six thousand six hundred dollars (\$46,600) to support meeting the participant training expenditure mandate. Leveraged training funds in excess of the goal may be allowable depending on actual training expenditures.
  - iii. Contractor must achieve a minimum of twenty-three thousand three hundred dollars (\$23,300) in leveraged training funds expended on WIOA enrolled Adults and Dislocated Workers by December 31, 2024. This represents 50% of the total anticipated leverage stated above.
  - iv. Contractor shall submit to the WDB staff, by the 15<sup>th</sup> of each month an itemized leveraged resources report for the preceding period. The report shall include a monthly total and itemization of all costs in the format established below. In addition, the report shall also include all costs in a second format that will



facilitate the reporting of leveraged resources financial data as required by Federal and State expenditure reporting requirements.

- v. Contractor shall submit all leveraged resources to WDB staff in a format to be provided by WDB staff.
  - vi. Submission of supporting documentation that verifies leveraged resources being claimed.

DRAFT

SLO Cal Careers WIOA Adult/DW/RR FY 2024-25				
	Adult	DW	Rapid Response	Total
<b>Personnel Costs</b>				
Salaries	\$ 130,832.86	\$ 132,863.19	\$ 53,250.73	\$ 316,946.77
Benefits	\$ 33,343.91	\$ 33,990.43	\$ 13,157.21	\$ 80,491.54
<b>Subtotal Personnel Costs</b>	<b>\$ 164,176.77</b>	<b>\$ 166,853.62</b>	<b>\$ 66,407.94</b>	<b>\$ 397,438.32</b>
<b>Operations Activities</b>				
Telephone/Internet	\$ 794.00	\$ 794.00	\$ -	\$ 1,588.00
Conference	\$ 2,000.00	\$ 2,000.00	\$ -	\$ 4,000.00
Insurance	\$ 4,884.00	\$ 3,960.00	\$ 1,056.00	\$ 9,900.00
Travel/Mileage	\$ 13,310.00	\$ 13,310.00	\$ 1,500.00	\$ 28,120.00
Duplicating/Printing	\$ -	\$ -	\$ -	\$ -
Advertisement/Outreach	\$ 2,700.00	\$ 2,700.00	\$ 400.00	\$ 5,800.00
Office Supplies	\$ 3,300.00	\$ 3,300.00	\$ -	\$ 6,600.00
Equipment Rental/Maintenance/Support	\$ 2,204.96	\$ 2,204.96	\$ -	\$ 4,409.91
Professional Memberships/Subscriptions	\$ 711.67	\$ 711.67	\$ 750.00	\$ 2,173.33
Staff Background Screening	\$ 122.50	\$ 122.50	\$ -	\$ 245.00
Postage	\$ 300.00	\$ 300.00	\$ -	\$ 600.00
Software Licensing Fees	\$ 220.00	\$ 220.00	\$ -	\$ 440.00
<b>Subtotal Operating Costs</b>	<b>\$ 30,547.12</b>	<b>\$ 29,623.12</b>	<b>\$ 3,706.00</b>	<b>\$ 63,876.25</b>
<b>Participant Costs/Activites</b>				
Participant Training costs	\$ 120,000.00	\$ 48,000.00	\$ -	\$ 168,000.00
Supportive Services	\$ 1,500.00	\$ 1,500.00	\$ -	\$ 3,000.00
On-the-Job Training	\$ 22,800.00	\$ 22,800.00	\$ -	\$ 45,600.00
Other Participant Program Costs	\$ 540.00	\$ 540.00	\$ -	\$ 1,080.00
<b>Subtotal Participant Costs</b>	<b>\$ 144,840.00</b>	<b>\$ 72,840.00</b>	<b>\$ -</b>	<b>\$ 217,680.00</b>
<b>Indirect Cost:</b>				
	\$ 30,436.11	\$ 30,683.26	\$ 9,886.06	\$ 71,005.43
<b>Profit:</b>				
<b>GRAND TOTAL (GT)</b>	<b>\$ 370,000.00</b>	<b>\$ 300,000.00</b>	<b>\$ 80,000.00</b>	<b>\$ 750,000.00</b>

**WORKFORCE DEVELOPMENT BOARD**  
**ACTION ITEM**  
**May 02, 2024**

**AGENDA ITEM NUMBER: 4.3**

**ITEM: Review and Approve Draft Scope of Work and Budget for FY 2024-25 WIOA Layoff Aversion Services Contract with the Atascadero Chamber**

**ACTION REQUIRED:** Approve Draft Scope of Work and Draft Budget for Fiscal Year 2024-25 WIOA Layoff Aversion/Business Retention Services contract with the Atascadero Chamber

**SUMMARY NARRATIVE:**

An open, competitive procurement process was conducted through a Request for Quote (RFQ) issued in October 2022 with a contract start date of January 2023. This procurement authorized an initial annual contract with an option to renew for a second fiscal year (FY) (2023-24) and third FY (2024-25). This fiscal year 2024-25 contract with the Atascadero Chamber exercise that option for the second year renewal.

Under this contract, the Atascadero Chamber will continue to provide WIOA Layoff Aversion Services county-wide. These services include business engagement aimed at identifying business that may be struggling and conducting business needs assessments to identify resources that can assist with avoiding worker layoffs and/or business closures. These services are the pro-active side of complementing the WIOA Rapid Response services provided in the County. These Layoff Aversion/Business Retention services with the Atascadero Chamber are also aimed at connecting businesses with resources provided by Eckerd through the SLO Cal Careers Center. Businesses identified as having hiring needs are directly referred to the Eckerd team at the SLO Cal Careers center to assist with workforce needs. Atascadero Chamber staff also research and provide additional business resources to address identified needs that are impacting a business' vitality.

The contract also includes the role of the Atascadero Chamber in convening county-wide chamber, business and economic development leaders to share information on trends, needs and successes of local employers. This is aimed at strengthening a collective approach to supporting the business of SLO County and reducing duplication of business engagement amongst partners. Services provided are entered in CalJOBS to further support the alignment of business services of the WDB and Eckerd/SLO Cal Careers through mutual sharing of information.

The FY 2024-25 contract maintains the \$100,000 annual contract budget. This budget funds staffing and operations costs for Atascadero Chamber business services staff to conduct in-person business engagement throughout the County.

The proposed DRAFT contract Scope of Work and DRAFT Budget are included as Item 4.3a.

**BUDGET/FINANCIAL IMPACT:**

An estimated contract amount of \$100,000 is anticipated to be awarded via contract with the Atascadero Chamber for the provision of WIOA Layoff Aversion services. This estimate is based on the anticipated PY 2024-25 WIOA allocation to the County. Decreases in the County's allocation of WIOA Rapid Response/Layoff Aversion funds may lead to a change in funding of this contract. The allocation is subject to change based on the final Department of Labor and California Employment Development Department FY 2024-25 allocations to San Luis Obispo County which have not yet been noticed

**STAFF COMMENTS:**

Following the WDB's approval, the FY 2024-25 WIOA Layoff Aversion Services contract with the Atascadero Chamber will be executed following allocation of WIOA funds to the County.

Atascadero Chamber of Commerce  
WIOA Business Retention/Layoff Aversion Services

WIOA Contract# 24-25 XX

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CONTRACT BETWEEN  
ATASCADERO CHAMBER OF COMMERCE  
AND  
COUNTY OF SAN LUIS OBISPO DEPARTMENT OF SOCIAL SERVICES  
WORKFORCE DEVELOPMENT BOARD

**EXHIBIT A**

SCOPE OF SERVICES

**A. WIOA Business Retention/Layoff Aversion Services**

**I. BACKGROUND:**

The Workforce Development Board of San Luis Obispo County (WDBSLO), a division within the County Department of Social Services, administers the county's public workforce system through federal Workforce Innovation and Opportunity Act (WIOA) funding allocated to the county. Direct services to job seekers and employers are provided through the SLO Cal Careers system through contracted services with Eckerd Connects. A portion of WIOA funds allocated to the County are for provision of layoff aversion/Rapid Response and business retention activities. The primary purpose of Rapid Response as stated in federal guidance is to enable affected workers to return to work as quickly as possible following a layoff, or to prevent layoffs altogether. To accomplish this, the workforce development system must be coordinated, comprehensive, and proactive in communicating with business. This includes providing labor market and workforce information, integrating industry requirements into training strategies and career pathways, brokering relationships and job connections, making services efficient and easy to access, and coordinating with regional partners to reduce duplication.

A sound business engagement infrastructure should include early warning systems, which are necessary to ensure a timely response to worker dislocations. Early indicators can be recognized in a variety of ways, including through close communication with employer representatives, industry groups, organized labor, utilities, or through local media. The WDBSLO seeks to strengthen these early warning signs and business retention activities through this partnership with the Atascadero Chamber of Commerce to provide layoff aversion services. Through working collaboratively with the WDB Rapid Response Coordinator and referrals/access to services available through SLO Cal Careers, it is the aim of the WDBSLO to provide timely and effective business services that support the vitality of our local economy and workforce.

**II. DUTIES AND RESPONSIBILITIES**

Workforce Innovation and Opportunity Act (WIOA) funds available to Atascadero Chamber of Commerce: \$100,000

Funding for this project is available from the County's allocation of WIOA Title I funds. The Atascadero Chamber of Commerce/Contractor will be considered a subrecipient of prime federal funds per 2 CFR 200 and subject to pass-through terms and conditions.

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This contract will not exceed \$100,000. This is a cost-reimbursable contract. The Contractor will be reimbursed monthly in arrears for approved and allowable contract costs incurred and paid in accordance with a detailed line-item budget approved by the County. All activities must be allowable under the provisions of WIOA Public Law 113-128 and in compliance with applicable WIOA regulations and any other requirements identified by the State, County or Federal governments. All business retention and layoff aversion activities must comply with WIOA guidelines and EDD Directive [WSD 16-04](#) "Rapid Response and Layoff Aversion Activities."

Contractor, with the support of the identified Chamber partners, commits to leveraging local funds and/or in-kind supports/services from county-wide chambers (as identified in the proposal submitted in response to procurement of these services) to further support implementation of the federally funded services outlined in this contract. This additional funding may include but is not limited to: program materials (printing/outreach); staff travel/mileage; and additional staffing/personnel time as may be needed.

## I. Scope of Services

- A. CONTRACTOR, as a representative of the collective San Luis obispo County Chambers of Commerce, shall provide business retention and layoff aversion services throughout San Luis Obispo County in an effort to mitigate job loss and save jobs including activities that:
  1. Promote awareness of the Workforce Development Board of San Luis Obispo (WDBSLO) and its job seeker and business services available through the SLO Cal Careers system as trusted and dependable partners addressing the talent and service needs of businesses;
  2. Are specialized in and focused on meeting the needs of businesses;
  3. Build long-term relationships to better understand and address business needs;
  4. Provide outreach and services to ensure that businesses and business owners in historically underserved communities have the opportunity to engage in Rapid Response and Layoff Aversion programs and services through SLO Cal Careers;
  5. Refer businesses to a network of services to support human resource development and business growth;
  6. Contribute to designing and implementing county-wide, industry-driven sector strategies;
  7. Reflect deep understanding of the needs of local employers; and
  8. Establish linkages between employers and workforce services by coordinating closely with the WDBSLO Rapid Response Coordinator and services available through SLO Cal Careers.

WIOA services for businesses in San Luis Obispo County are also delivered by the WDB Rapid Response Coordinator and Eckerd staff operating the SLO Cal Careers system. The contracted business services of this contract focus on business retention and layoff aversion activities and go beyond existing SLO Cal Careers business services to address the needs of specific industry sectors or other identified regional workforce challenges. These activities will complement and support the region's workforce development system. These services may include, but are not limited to, the following:

### Business Retention Activities

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- Build relationships with national, state, regional and local business services providers to link business customers to available resources and services (i.e., business start-up assistance, loans, industry roundtables, human resources assistance, etc.);
- Refer businesses to SLO Cal Careers and other applicable services and supports, through required and recommended partnerships;
- Refer and connect businesses to appropriate work-based learning strategies, including incumbent worker training;
- Convene industry sector working groups to align and leverage county-wide workforce investment to meet the needs of employers;
- Collaborate with WDBSLO staff to develop and implement an effective outreach and marketing plan to engage employers.

#### Layoff Aversion Activities

Contractor will deliver comprehensive layoff aversion strategies and activities for transitioning businesses to prevent or minimize unemployment. These services may include:

- Ongoing engagement, partnership, and relationship-building activities with businesses to create an environment for successful layoff aversion efforts;
- Help employers in managing reductions in workforce, which may include early identification of firms at risk of layoffs and assessment of the needs of and options for at-risk firms;
- Utilize data provided by the WDB to identify at-risk businesses;
- Convene service partners, such as SLO Cal Careers, to deliver services to affected businesses and workers;
- Connect businesses to resources such as loans, business assistance programs, market analyses and economic development activities to address needs and prevent layoffs;
- Work with WDBSLO staff to develop systems and processes for identifying and gathering information for early warnings of potential layoffs or opportunities for layoff aversion;
- Analyze and act upon data and information on dislocations and other economic activity in the state, region, and local area;
- Work with the WDBSLO and WDBSLO staff to analyze reports and data on San Luis Obispo County labor market information to identify trends, patterns, statistics, and figures that help WDBSLO develop strategies to retain, attract and expand jobs;
- Develop and maintain partnerships with other Federal, State, and local agencies and officials, business associations, technical councils, industry councils, labor organizations, economic development organizations, and other public and private organizations, as applicable;
- Provide updates and presentations to the Workforce Development Board on services provided.

Business services activities described in this contract will be provided through Contractor staff operating out of the Atascadero Chamber to serve the entire county of San Luis Obispo. Contractor will serve as the lead agency to recruit, hire, train, and manage county-wide staff positions.

#### **Performance Outcomes**

Contractor will document business activities in CalJOBS, the state data reporting and case management system mandated for use in delivering WIOA services. WDBSLO staff will provide staff accounts for



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contractor staff and conduct initial training and ongoing technical assistance to contractor staff on the CalJOBS Customer Relationship Management (CRM) module. **Activities and case notes shall be entered in CalJOBS within 7 days of the business service being delivered.** Data entry in CalJOBS will allow for WDBSLO staff to run reports on performance metrics including the following:

- Number of businesses served;
- Number and type of business activities provided;
- Number of jobs retained;
- Number of workers rapidly reemployed;
- Number of referrals provided to other WIOA programs, partners, and service providers;

Contractor staff shall document and complete business needs assessments that track outcomes of actions taken as a result of what was identified in the assessment. The top three needs identified in the business needs assessment shall be linked to action taken to address the need. Actions may include referrals to SLO Cal Careers; the Small Business Development Center; Chamber services, or other relevant business resources including provision of information such as funding/grant opportunities.

Contractor will attend and provide service updates at quarterly WDB meetings to provide contract performance reports on program outcomes. Contract performance reports are due quarterly, on the 15<sup>th</sup> of the month following the close of the quarter (Q1: October; Q2 January; Q3 April; Q4 July). Performance report template will be mutually agreed upon by Contractor and WDBSLO and submitted via email to WDB Director. Contract performance reports shall include an analysis of the actions taken as stated above in response to business needs assessments, as well as information/data on the impact of business services based on the key performance indicators below:

- Number of employees retained/jobs saved
- Number of business needs assessments conducted
- Quarterly analysis of business needs assessments (to identify any trends; needs; strategies to address, etc.)
- Trends in identified business needs and/or in interventions or services provided.
- Outcomes of business engagement services (action taken on business needs assessments conducted)

Contractor shall establish, and share in quarterly contract performance reports, measurable goals that intentionally direct business engagement on areas of need. Examples of such goals include, but are not limited to:

- Contacting XX number of new business per week/month
- Contacting XX number of small business per week/month
- Contacting XX number of specific industry sector businesses per week/month (based on identified need in said industry)
- Contacting XX number of businesses in a certain region per week/month (based on an identified regional business need)

Supplemental data may be requested to be provided to WDBSLO staff on above items to support accurate data reporting to the State Employment Development Department (EDD). For example, in the case of reporting layoff aversion activities that result in number of jobs retained or number of workers rapidly re-

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employed, additional data supporting CalJOBS data entry for these activities would be needed. WDBSLO Rapid Response Coordinator staff will maintain responsibility for data reporting to the State/EDD and will be a primary point of contact for Contractor staff.

Contractor staff will facilitate meeting(s), at minimum of once per quarter, with county-wide chamber executives, business services staff employed under this contract, and WDBSLO staff as a means of communicating county-wide employer services and needs identified through the scope of these services.

Contractor may be asked to attend and/or provide written updates to be shared at Monthly WDB Executive Committee meetings in addition to the quarterly WDB meetings.

Contractor will be provided local labor market information by WDBSLO as well as business data to identify businesses/industry sectors demonstrating potential need for business retention/layoff aversion services. Additionally, Contractor will have the opportunity to work collaboratively with WDBSLO staff to request customized local labor market information reports to meet specific needs or support outreach and provision of services. Data provided by WDBSLO staff will also support alignment with industries identified by WDBSLO Rapid Response Coordinator staff as being in high distress.

### **Invoicing and Reporting**

Invoice template will be provided with management memo which will include details for executing this contract. Invoices will be due monthly, on the 15<sup>th</sup> of the following month for the prior month's expenses.

Atascadero Chamber of Commerce  
WIOA Business Retention/Layoff Aversion Services

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**Exhibit B-1**

<b>Atascadero Chamber of Commerce Program Budget</b>	
	Total \$
<b>Personnel Costs</b>	
Staff Salaries (includes taxes and benefits)	\$ 78,700
<b>Subtotal Personnel Costs</b>	<b>\$ 78,700</b>
<b>Operations Costs</b>	
Office Supplies and Postage	\$ 1,500
Printing/Publishing	\$ 1,500
Outreach	\$ 3,400
Software	\$ 500
Office Equipment (under \$5,000)	\$ 5,000
Cell Phone Reimb.	\$ 900
Mileage	\$ 8,000
Staff Training/Conferences	\$ 500
<b>Subtotal Operations Costs</b>	<b>\$ 21,300</b>
<b>GRAND TOTAL (GT)</b>	<b>\$ 100,000</b>

**Workforce Development Board  
ACTION ITEM  
May 02, 2024**

**AGENDA ITEM NO: 4.4**

**SUBJECT: Review and Approve Revisions to the WDB Bylaws**

**ACTION REQUIRED:** It is requested that the Workforce Development Board (WDB) review and approve updates to the bylaws of the WDB to reflect the clarification of WDB member composition as outlined in the Workforce Innovation and Opportunity Act (WIOA).

**SUMMARY NARRATIVE**

The Administrative Entity is recommending updates to the Workforce Development Board (WDB) bylaws to clarify the required WDB member composition.

Upon approval of the revised bylaws by the WDB and the Board of Supervisors, the WDB Composition outlined in Article III Item 3.1 will no longer include specific numbers for business members or Workforce Representative seat categories. Rather these seat requirements will be stated as percentages as outlined in the Workforce Innovation and Opportunity Act (WIOA). The stated composition in the revised bylaws adheres to the WIOA requirements and will allow local flexibility in WDB composition without having to edit bylaws in the future should the number of total seats on the WDB of San Luis Obispo County change.

Any necessary changes from County Counsel for legal form and effect will be incorporated as needed prior to submission to the Board of Supervisors (BOS) for final approval of the amended bylaws.

Below is a summary of the updates to the bylaws:

Article III section 3.1 Composition:

- Business Representatives – removed the number eleven (11) from the narrative, maintaining the statement regarding this seat must comprise the “majority” of the membership.
- Workforce Representatives - removed the number five (5) from the narrative, maintaining this seat must comprise “not less than 20%” of the membership.

The amended bylaws are included as attachment 4.4a

**BUDGET/FINANCIAL IMPACT**

No current fiscal impact.

**STAFF COMMENTS**

Upon approval, the amended bylaws (attachment 4.4a) will be submitted to the County Board of Supervisors for approval.

## WORKFORCE DEVELOPMENT BOARD OF SAN LUIS OBISPO COUNTY

### BYLAWS

These Bylaws are hereby created by the Workforce Development Board of San Luis Obispo County.

#### ARTICLE I

##### Background, Name and Definitions

- 1.1 **Statutory Authority:** The State of California, pursuant to the Workforce Innovation and Opportunity Act of 2014 ("the Act") has designated the county of San Luis Obispo and the cities within the county of San Luis Obispo as a local area for the system building and delivery of workforce development programs at the local level, and provides funding thereto. Federal and state rules and regulations, promulgated pursuant to the Act, provide for program activities and require that Chairperson of the San Luis Obispo County Board of Supervisors, as Chief Local Elected Official ("CLEO") for the WIOA, to appoint a local Workforce Development Board ("WDB").
- 1.2 **Name:** The name of the local workforce development board created by the San Luis Obispo County Board of Supervisors (BOS) is the Workforce Development Board of San Luis Obispo County ("WDB").
- 1.3 **Board:** The term "Board" or "Board of Directors," as used herein, refers to the local Workforce Development Board of San Luis Obispo County.
- 1.4 **Member:** The term "Member," as used herein, refers to voting members of the Board, duly appointed by the County of San Luis Obispo Board of Supervisors.

#### ARTICLE II

##### Purpose and Function

- 2.1 **Status:** The WDB is an unincorporated association created pursuant to the Act to act as an advisory body to the chief elected official of the Local Area.
- 2.2 **Mission:** The WDB is a demand driven organization appointed by the County Board of Supervisors to create and maintain an attractive workforce system with a growing employment market and an appropriately skilled workforce that results in healthy and prosperous economic development for our community.
- 2.3 **Purpose:** The WDB is and shall exercise the powers and responsibilities of the LWDB as defined by the Act.

- a. **Local Plan:** local board, in partnership with the chief local elected official (County Board of Supervisors) shall develop and submit a local plan to the Governor that meets the requirements outlined in Section 108.
- b. **Regional Plan:** local board, in partnership with the chief local elected official, as part of the South Central Coast regional planning unit, shall develop and submit a regional plan to the Governor that meets the requirements outlined in Section 106.
- c. **Negotiation of Local Performance Accountability:** local board, the chief elected official, and the Governor shall negotiate and reach agreement on local performance accountability measures.
- d. **Budget and Administration:**
  - Develop a budget for the activities of the local board, with approval of the chief elected official, consistent with local plan.
  - Assist in administration of grant funds.
  - Negotiate with chief elected official and required partners on the methods for funding the infrastructure costs of one-stop centers.
- e. **Workforce Research and Regional Labor Market Analysis:** In order to assist in the development and implementation of the local plan, the local board shall:
  - Carry out analyses of the economic conditions in the region.
  - Assist Governor with developing statewide LMI system specifically in the collection, analysis and utilization of workforce and labor market information for the region.
  - Conduct such other research data collection, and analysis related to the workforce needs of the regional economy that the board deems necessary.
- f. **Convening, Brokering, and Leveraging:** local board shall convene local workforce development system stakeholders to assist in the development of the regional and local plan and in carrying out its other functions to leverage support for workforce development activities.
- g. **Employer Engagement:** local board shall lead efforts to engage with a diverse range of employers and with entities in the region:
  - Promote business representation on the board.
  - Develop linkages with employers.
  - Ensure activities meet needs of employers.
  - Develop and implement proven and promising strategies to meet employment and skill needs of employers and workers.
- h. **Program Oversight:**
  - Conduct oversight of local youth, employment and training and adult workforce investment activities.
  - Ensure appropriate use and management of funds.

- i. **Selection of Operators and Providers:** local board, in compliance with applicable procurement policies shall:
- Select one-stop operators, subject to the approval of the BOS.
  - Select youth providers, subject to the approval of the BOS.
  - Identify eligible providers of training services in compliance with WIOA sec. 122.
  - Identify eligible providers of career services, if one-stop operator does not provide such services.
  - Certify one-stop centers.
- j. **Career Pathways Development:** local board, with representatives of secondary and post-secondary education programs, shall lead efforts in the local area to develop and implement career pathways by aligning the employment, training, education and supportive services need by adults and youth, particularly individuals with barriers to employment.
- k. **Proven and Promising Practices:**
- Identify and promote proven and promising strategies for meeting needs of employers and job seekers.
  - Identify and disseminate information on proven and promising practices.
- l. **Technology:** Enhance accessibility and effectiveness of services by:
- Facilitating connections among the intake and case management information systems.
  - Facilitating access to services including in remote areas.
  - Identifying strategies for better meeting needs of persons with barriers to employment.
  - Leveraging resources for services for individuals with barriers to employment.
- m. **Coordination with education providers:**
- Coordinate activities with education and training providers.
  - Review the applications to provide adult educational and literacy activities under title II for consistency with local plans.
  - Replicate cooperative agreements to enhance provision of services to individuals with disabilities and others.
- n. **Accessibility for individuals with Disabilities:** The local board shall annually assess the physical and programmatic accessibility in accordance with the provision of the American with Disabilities Act of 1990 of all one-stop centers in the local area.
- o. To perform other duties as assigned by the Workforce Innovation and Opportunity Act, successor legislation or amendments thereto, by the Federal Congress, State of California or the Board of Supervisors.



## ARTICLE III Board of Directors

**3.1 Composition:** Each Member of WDB shall be a natural person of majority age and resident of or have his or her place of employment or business in San Luis Obispo County. Selection of Board Members shall conform to all requirements of the WIOA, any revisions and/or amendments of the Act and any state law establishing requirements for Board composition, with a minimum of nineteen (19) required members. The local WDB shall include: ~~be composed of twenty one (21) members, including, but not limited to:~~

- Business Representatives:

The majority of the membership of the Board of Directors ~~eleven (11) members,~~ must be representatives of business in the local area and meet the following requirements:

- Be an owner, chief executive officer, chief operating officer, or other individual with optimum policy-making or hiring authority; and
- Provide employment opportunities in in-demand industry sectors or occupations, as defined by WIOA.
- At a minimum, two (2) members must represent small business as defined by the U.S. Small Business Administration.

- Education and Training Representatives:

At least one (1) representative of eligible providers administering adult education and literacy activities under WIOA Title II; and

At least one (1) representative of institutions of higher education providing workforce investment activities, including community colleges.

A single individual may represent multiple entities.

- Workforce Representatives:

Not less than 20% ~~or five (5)~~ of the members shall be representatives of the workforce in the local area who include:

- A minimum of two (2) representatives of labor organizations. Should labor organizations not exist, representatives must be selected from other employee representatives.
- A minimum of one (1) representative of a joint labor-management or union affiliated, registered apprenticeship program. If no union affiliated registered programs exist, a representative of a registered apprenticeship program with no union affiliation must be appointed, if one exists.
- At least fifteen percent (15%) of the Board shall be representatives of labor organizations unless the local labor federation fails to nominate enough members. If this occurs, then at least ten percent (10%) of the Board shall be representatives of labor organizations.
- The remaining Workforce Representative members may include representatives of community based organizations that have demonstrated experience and expertise in addressing the employment needs of individuals with barriers to employment, including veterans, individuals with disabilities; and/or representatives of organizations that have demonstrated experience and expertise in addressing the employment, training or

education needs of eligible youth, including representatives of organizations that serve out-of-school youth.

- **Governmental, Economic and Community Development Representatives:**

At least one (1) representative from each of the following entities:

- Economic and community development entities.
- State Employment Service office under the Wagner-Peyser Act (29 U.S.C. 49 *et. seq.*) serving the local area.
- Programs carried out under Title I of the Rehabilitation Act of 1973, other than sec. 112 or part C of that title.
- Other appropriate individuals may be appointed as determined by the chief local elected official.

A single individual, when qualified to do so, may be allowed to represent multiple entities. Members who represent organizations, agencies or other entities must be individuals with optimum policy making authority within the entities they represent. Changes to the initial structure shall maintain a majority business representation. Addition or replacement of members shall be accomplished in the same manner as the original appointment.

- 3.2 **Number and Term of Office:** The Board of Directors shall consist of a majority business representatives. WDB members shall serve for fixed and staggered terms. Half of the WDB members' terms shall begin upon appointment of a given year. The second half of the WDB members shall have terms beginning in the year following the appointment of the first half of the members. All appointments and reappointments to the WDB shall be effective from the July 1<sup>st</sup> immediately preceding the appointment date and shall expire on the June 30<sup>th</sup> four years later.
- 3.3 **Resignations:** Any WDB member may resign by submitting written notice to the WDB Chairperson or Secretary. Such resignation shall take effect on the date of receipt of such notice or any later time specified therein and, unless otherwise specified therein, the acceptance of such resignation shall not be necessary to make it effective. Any Member shall be deemed to have offered his or her resignation if: (1) the organization he or she represents no longer represents one of the groups specified in Section 2.1; (2) He or she ceases to represent the group for whom that Member was elected as a representative; (3) there is a change of the employment or status of a Member that substantially alters the Member's qualifications considered in making their initial appointment; or (4) the Member is absent from a significant number of meetings of the Board of Directors.
- 3.4 **Appointments.** All Members are appointed by the County Board of Supervisors, upon the recommendation of the WDB, arrived at in compliance with the Act and any other rules and regulations promulgated there under. Members appointed to fill a vacancy shall serve the remaining unexpired term of the Member whose position was vacated and shall thereafter be eligible to serve an additional term upon re-appointment.

- 3.5 **Removal:** Any Member may be removed by the majority of Members then in office with or without cause. A Member who is so removed shall not be granted any rights to a hearing or the right to appeal the removal.
- 3.6 **Officers:** The presiding officers of the WDB shall be called Chairperson and Vice Chairperson and shall have two year terms of office beginning July 1<sup>st</sup> and ending on June 30<sup>th</sup>, two years later.
- 3.7 **Place of Meeting:** Meetings of the Board of Directors may be held at such place within the County of San Luis Obispo as the Board of Directors may from time to time appoint, or as may be designated in the notice of the meeting.
- 3.8 **Conduct of Meeting:** The Chairperson shall preside over all WDB Board of Directors meetings. In the absence of the Chairperson, the elected Vice Chairperson shall serve as the presiding officer. In the absence of both the Chairperson and Vice Chairperson, the WDB shall, at the beginning of its meeting, designate by majority vote, a Chairperson Pro-Tem to serve as presiding officer of that meeting. A staff person, if any or other designee of the WDB shall serve as Secretary of the WDB and shall be an ex-officio non-voting party to all meetings of the WDB. The Chairperson and the WDB designee shall have the responsibility of preparing the agenda for WDB meetings and the management or business of the WDB. All meetings of the WDB shall be called and conducted in conformity with provisions of the Ralph M. Brown Act of the State of California (the "Brown Act") (CA Government Code §54950, *et seq.*), as amended. Any conflict between these Bylaws and the Brown Act shall be resolved in favor of the latter.
- 3.9 **Annual Meeting; Election of Officers:** The WDB shall elect, by a majority vote from its membership, its Chairperson and Vice Chairperson. Election shall occur prior to June 30<sup>th</sup> of each two-year office. The WDB Chairperson and Vice Chairperson shall be from its business representatives, and they may succeed themselves if so re-elected.
- 3.10 **Regular Meetings:** The WDB shall meet four (4) times annually on a calendar basis, unless a majority of the Board of Directors decides to meet at a greater or lesser frequency due to other demands during the calendar year. Regular meetings of the Board of Directors shall be held at such time and place as shall be designated from time to time by resolution of the Board of Directors. At such meetings, the Members shall transact such business as may properly be brought before the meeting. An agenda for a regular meeting must be posted 72 hours in advance in a location freely accessible to members of the public, and shall state the meeting time and place and contain a brief description of each item of business to be transacted or discussed at the meeting, including items to be discussed in closed session.
- 3.11 **Special Meetings:** Special meetings of the WDB may be called by the WDB Chairperson or by a simple majority of WDB members. Special meetings and notice thereof shall be conducted in accordance with the Brown Act.

- 3.12 **Quorum and Manner of Acting:** A quorum to conduct business of the regular WDB shall be a simple majority of the WDB membership, excluding vacancies. Members may conduct business and vote on agenda items when a quorum is present. A meeting at which a quorum is initially established may not continue to transact business if the quorum is not maintained due to the withdrawal or departure of members.

A quorum may be established by the attendance of a majority of the WDB membership either in person or by teleconference. If teleconferencing, there is a requirement that a majority of WDB members be in the jurisdiction of the agency. Such telephonic participation must comply with the applicable provisions of the Brown Act.

When less than a quorum of the WDB appears at a noticed meeting, the WDB may continue to meet for discussion purposes.

Each Member of the WDB shall have one (1) vote. Action may be taken by a simple majority of those present and voting, providing that a quorum is attained. Proxy voting is prohibited at meetings of the WDB or its committees.

A meeting may be adjourned, in accordance with the Brown Act, to a time and place specified in the order of adjournment.

The WDB in all its actions and meetings shall be governed by Roberts Rules of Order, Newly Revised, in all cases to which they are applicable and to the extent in which they are not inconsistent with, or in conflict, these Bylaws.

- 3.13 **Compensation:** The Board of Directors shall not be compensated for their services as such. Refreshments, meals and reimbursement for travel expenses shall not constitute compensation.
- 3.14 **Attendance:** Unless otherwise excused, all Members shall be required to attend a minimum of three quarters (75%) of all Board of Directors meetings and a minimum of three quarters (75%) of all committee meetings to which the Member is assigned during the course of a full fiscal year to maintain Membership in good standing. Failure to comply with this attendance provision can result in removal from the Board of Directors.
- 3.15 **Powers; Liability Insurance:** The Board of Directors shall have full power to establish and direct the policies governing the business and affairs of the WDB; and all powers of the WDB, except those specifically reserved or granted by statute or by these by-laws or other governing documents, are hereby granted to and vested in the Board of Directors. The County of San Luis Obispo provides general liability coverage for the WDB and its members for acts and/or omissions arising out of membership on the WDB.

## ARTICLE IV Committees

- 4.1 **Committee Formation:** The WDB Chairperson, with the approval of the WDB, shall create committees of the WDB. The WDB Chairperson shall appoint committee chairpersons from the WDB membership.
- 4.2 **Committee Membership:** Executive Committee members, shall be appointed by the WDB Chairperson. Committees shall include non-WDB members when required, with relevant knowledge and experience, and as deemed appropriate by the WDB Chairperson with the approval of the WDB.
- 4.3 **Committee Meetings:** Notice and conduct of meetings of all WDB Committees are subject to the Brown Act, with the exception of any advisory committee, task force, or ad hoc committee created under subsection 4.9 hereto which has neither a continuing subject matter jurisdiction nor a fixed meeting schedule.
- 4.4 **Committee Action:** Action may be taken by a WDB committee by a simple majority of those present and voting. All actions of a WDB committee shall be advisory to the full WDB.
- When appropriate, the WDB may empower a committee to take action on behalf of the WDB for a specific purpose or purposes if at least a two thirds (2/3) majority of a quorum of the WDB vote to approve the empowering of a committee to take such action. Members who are not on such a committee may attend and vote on any delegated action item. WDB committees empowered to take action on behalf of the WDB shall have a quorum requirement of fifty percent (50%), plus one (1), of the authorized Committee members.
- 4.5 **Standing Committees:** The WDB shall have one (1) standing committee: the Executive Committee.
- 4.6 **Executive Committee:** The Executive Committee shall have and may exercise all of the powers and responsibilities of the full WDB when the WDB is not in session, and shall meet at such time as the Chairperson shall prescribe. The Executive Committee shall review funding, budgets and service outcomes, and recommend actions for the accountability of the WDB expenditures of funds for the Local Workforce Development Activities in San Luis Obispo county. All actions of the Executive Committee shall be reported at the next regularly scheduled meeting of the WDB. The Executive Committee shall consist of the WDB Chairperson, Vice Chairperson, and five (5) additional WDB Members, at least three (3) of which must be from the business sector representatives. The term of membership on the Executive Committee shall be the same as the chairmanship of the appointing Chairperson.
- 4.7 **Task Forces and Ad Hoc Committees:** The WDB Chairperson, with the consent of the WDB, shall create and appoint task forces or ad hoc committees, which shall serve on a short term basis, as needed, to further the attainment of the organization's mission.

## **ARTICLE V Staffing and Support**

- 5.1 **Offices**: The WDB and Administrative Entity share material support necessary for both to properly discharge their responsibilities under the Workforce Innovation and Opportunity Act and other relevant federal and state legislation.
- 5.2 **Support Staff**: Administrative Entity shall provide support staff to the WDB to assist the WDB in discharging its obligations under the law. Support staff may include, as necessary, clerical, administrative, and legal staff. Administrative Entity will consult and cooperate with the WDB in determining the type and number of staff necessary to support the WDB.
- 5.3 **Program Administration**: The WDB shall not operate any programs itself.

## **ARTICLE VI Conflict of Interest**

- 6.1 **Voting Restriction**: No member of the WDB shall cast a vote or participate in the discussion of any matter which has a direct bearing on services to be provided by that member or his/her immediate family or his/her agent, or any organization which such member directly represents, or on any matter which would financially benefit such member or his/her immediate family member or any organization such member represents. Members must declare their conflicts for the official record. However, members of the WDB may vote on the Local or Regional Strategic Plan.
- 6.2 **Actual or Perceived Conflict**: WDB members shall avoid organizational conflict of interest, and they and their personnel, employees, or agents shall avoid personal conflict of interest or appearance of conflict of interest in awarding financial assistance, and in the conduct of procurement activities involving funds under the Act.
- 6.3 **Disclosure Obligation**: Members of the WDB shall comply with the intent of the California Political Reform Act of 1979 (commencing with Section 87300 of Chapter 7, Title IX, of the California Government Code) and any other conflicts of interest or financial disclosure requirements the state may require.

**ARTICLE VII**  
**Miscellaneous**

- 7.1 **Effective Date:** These Bylaws shall become effective upon approval by the Board of Supervisors of the County of San Luis Obispo following adoption by a majority vote of the WDB membership and shall remain in effect, as amended, until dissolution of the WDB.
- 7.2 **Amendments:** Amendments to these Bylaws may be approved by a two-thirds (2/3) affirmative vote of the WDB members present at any regular meeting of the WDB. Amendments proposed to these Bylaws must be received by the WDB membership no less than five (5) working days prior to their consideration by the WDB. The WDB may make amendments to these Bylaws without approval by the Board of Supervisors as necessary to conform to current laws, regulations, state mandates, and customary regional practices.
- 7.3 **Construction:** In the event any conflict arises between these Bylaws and the provision of the Act, applicable State law, and or other implementing regulations, the legal provisions of law and regulations shall prevail, except as the Bylaws represent allowable discretion by the Board of Supervisors of the County of San Luis Obispo and WDB in interpretation and implementation of law and regulation.

Adopted by the Workforce Development Board of San Luis Obispo County on \_\_\_\_\_, 2020.

WORKFORCE DEVELOPMENT BOARD OF SAN LUIS OBISPO COUNTY

By \_\_\_\_\_

Name: \_\_\_\_\_

Title: Chairperson

Approved by the County Board of Supervisors on \_\_\_\_\_, 2020.

COUNTY OF SAN LUIS OBISPO  
A public entity in the State of California

By: \_\_\_\_\_  
Chair, Board of Supervisors

Dated: \_\_\_\_\_

ATTEST

By: \_\_\_\_\_  
County Clerk and Ex-Officio Clerk  
of the Board of Supervisors

Dated: \_\_\_\_\_

APPROVED AS TO FORM AND LEGAL EFFECT:

COUNTY COUNSEL  
Rita Neal

By: \_\_\_\_\_  
Deputy County Counsel

Dated: \_\_\_\_\_





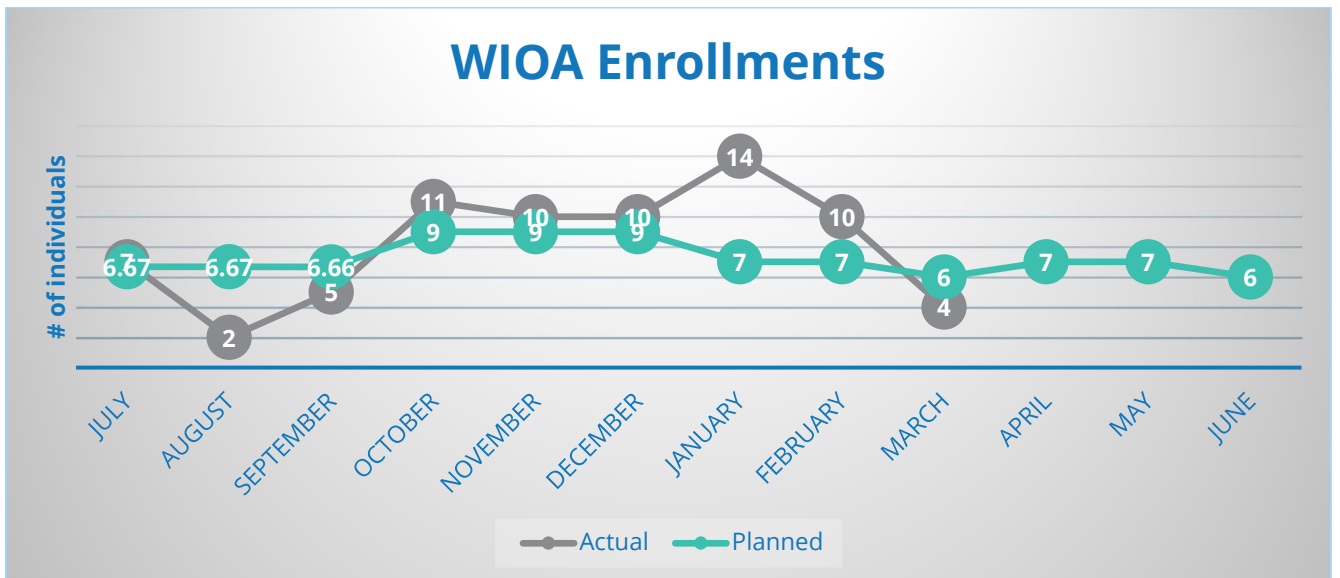
**COUNTY OF SAN LUIS OBISPO**  
**DEPARTMENT OF SOCIAL SERVICES**  
**WORKFORCE DEVELOPMENT BOARD**  
**Devin Drake** *Department of Social Services Director*  
**Dawn Boulanger** *Workforce Development Board Director*

## Program Year 2023-2024, Third Quarter Adult Services/Career Center Contract Performance Report

### In-person customer visits to SLOCal Careers Center



### WIOA Enrollments



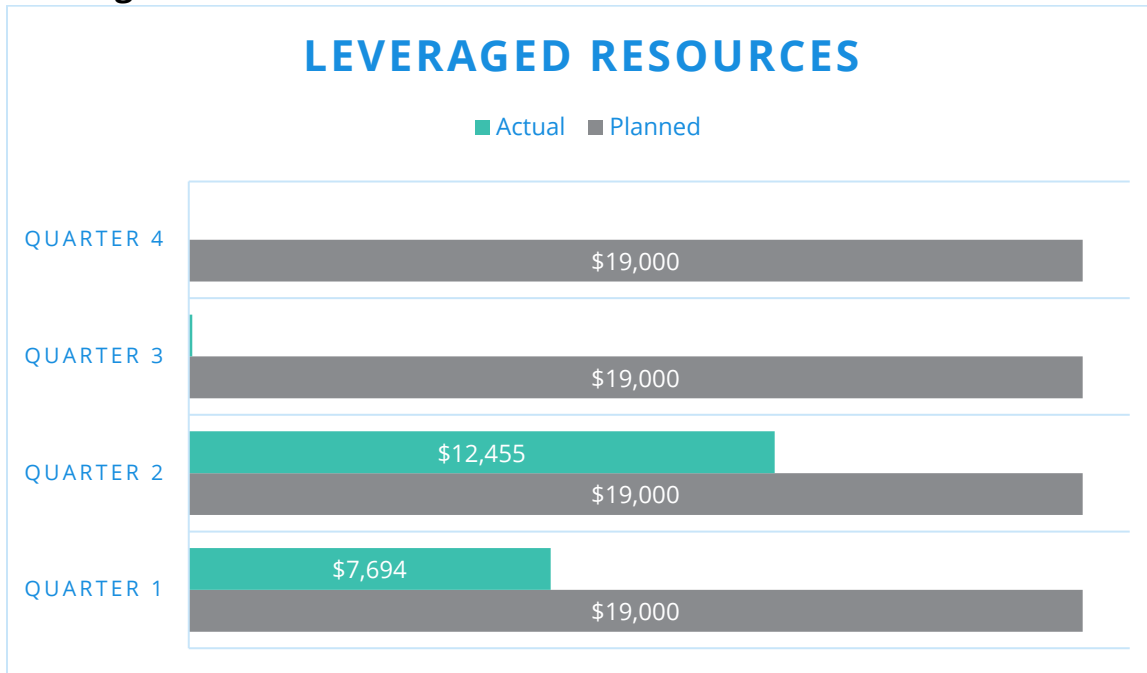
A total contract goal of 80 new career service enrollments was planned for PY 2023-24.

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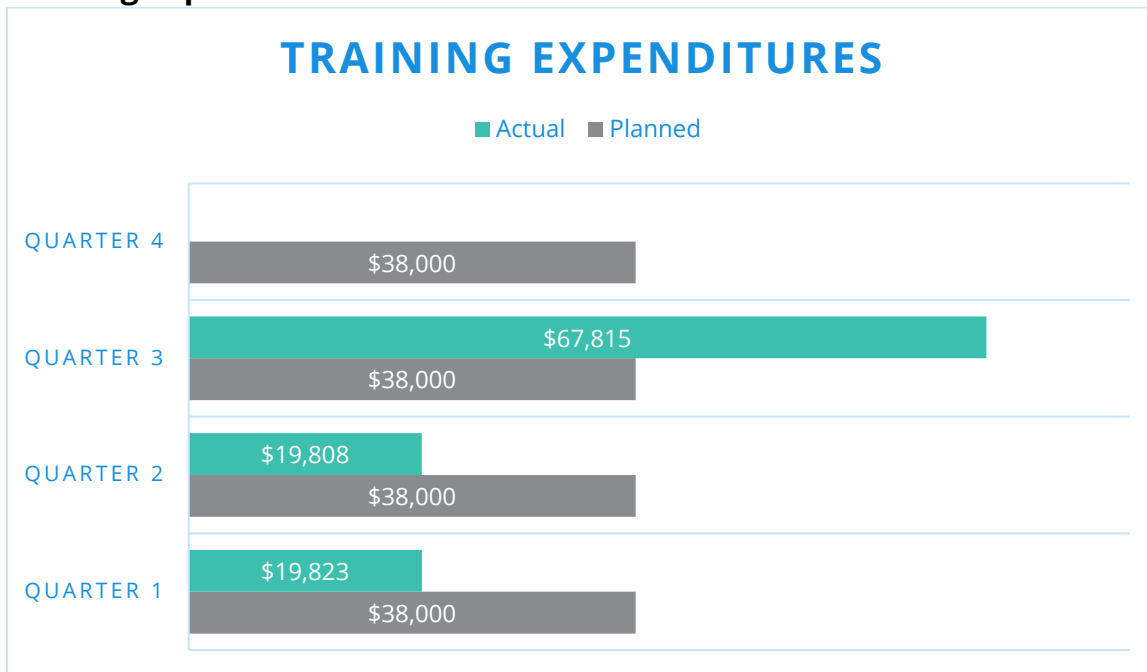
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### Leveraged Resources



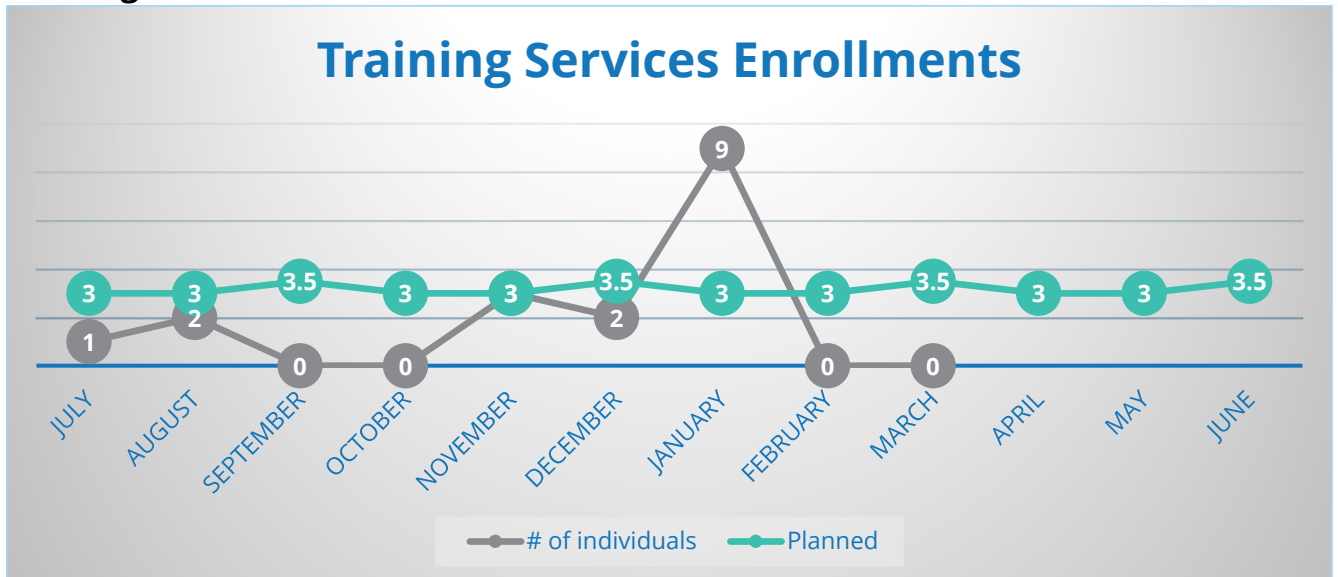
PY 2023-24 leveraged resources contract goal is \$76,000.

### Training Expenditures



Training Expenditures reflect actual invoiced participant training costs. PY 2023-24 Training Expenditures contract goal is \$152,000.

### Training Services Enrollments



The numbers in *Planned* and *Actual* represent totals from both Adult and Dislocated Worker programs. PY 2023-24 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
Omni Design, Inc	Land Surveyor I	\$25.00

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

Training Provider	Program	Cost
University of San Diego, Professional & Continuing Education	Coding Bootcamp	\$13,495
University of San Diego, Professional & Continuing Education	Coding Bootcamp	\$13,495
University of San Diego, Professional & Continuing Education	Coding Bootcamp	\$13,495
University of San Diego, Professional & Continuing Education	Coding Bootcamp	\$13,495
University of San Diego, Professional & Continuing Education	Coding Bootcamp	\$13,495
University of San Diego, Professional & Continuing Education	Coding Bootcamp	\$13,495
Truck Driver Institute	Truck Driver Class A	\$7,475
Truck Driver Institute	Truck Driver Class A	\$7,475

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**SLOCal Careers Center Outreach –*****SLOCal Careers Center Outreach – Participant and Business***

During Q3 the SLOCal Careers team continued to participate in a variety of partner and community events and meetings including PROM and PACT meetings targeting justice-involved individuals, monthly visits to the libraries throughout the county to share information about SLOCal Careers services, and self-sufficiency planning meetings. The team also distributed marketing materials to promote workshops and orientations. During the third quarter, the Business Services team continued to engage with the local business community to share information about potential partnerships and identify On-the-job training opportunities. They also attended various Chamber events, job developer's meetings, EAC meetings, and HRCC events. The team worked with representatives from the US Army serving Fort Hunter Liggett & Parks Reserve to host a civilian jobs hiring event at the career center.



Lai was referred by the Reemployment Services and Eligibility Assessment (RESEA) program through the Employment Development Department (EDD). He attended Workforce Innovation Opportunity Act (WIOA) orientation at the SLOCal Careers Center in 2023 and got connected to WIOA services. Lai had previous experience in car sales and finance management and was eager to find his next opportunity. He began working with a WIOA Career Coach with a goal of finding employment in a management position.

Lai always came into the career center with a positive attitude and took advantage of the career services available to him. He completed career assessments, attended workshops, worked with his Career Coach to revise his resume and print it on quality resume paper. Lai regularly met with his Career Coach and was receptive to the advice and feedback that he received. He spent time in the center's computer resource room, conducted interview preparation with Eckerd's business services staff and attended a hiring fair.

Lai was eager to find employment and was open to many possibilities. Through his efforts and the support of the SLOCal Careers team, Lai got a job with Enterprise Rent-A-Car in a Management Trainee position. The entire SLOCal Careers team is very proud of Lai!

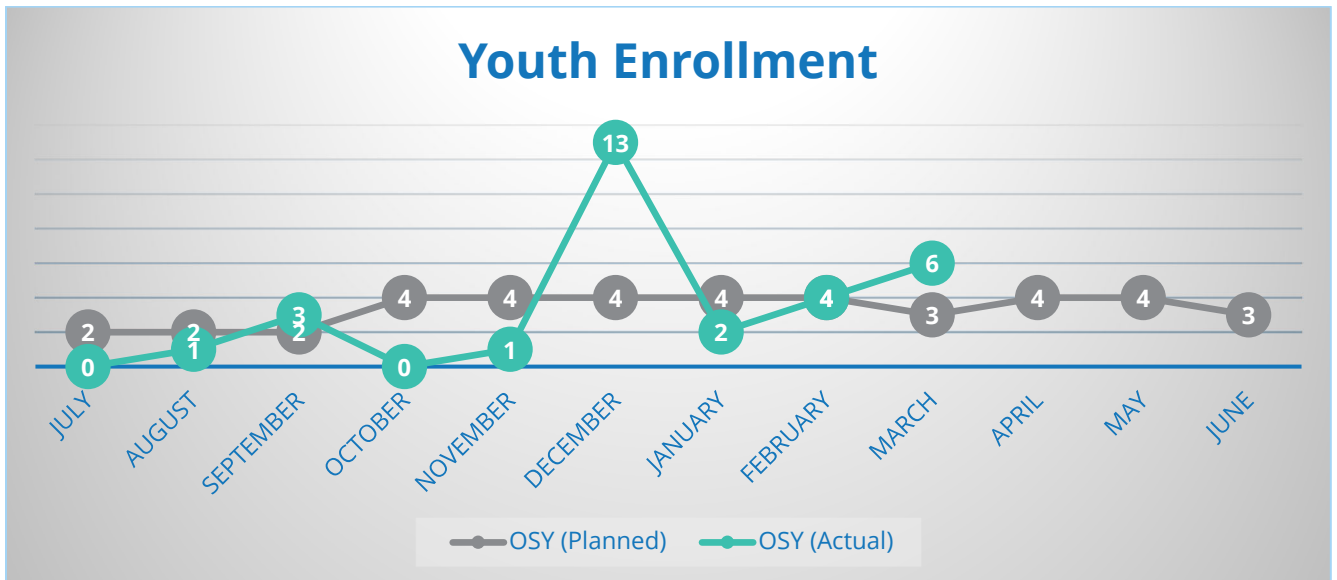




**COUNTY OF SAN LUIS OBISPO**  
**DEPARTMENT OF SOCIAL SERVICES**  
**WORKFORCE DEVELOPMENT BOARD**  
**Devin Drake** *Department of Social Services Director*  
**Dawn Boulanger** *Workforce Development Board Director*

## Program Year 2023-2024, Third Quarter WIOA Youth Contract Performance Report

### Youth Enrollment



A total contract goal of 40 new youth enrollments was planned for PY 2023-24.

### Youth Outreach

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

During the past quarter, the Eckerd team continued to conduct outreach to the community among partners and youth-serving agencies. The Eckerd Outreach and Recruitment Specialist visited libraries, coffee shops, laundry mats, and other locations that youth tend to frequent. The team provided presentations to partnering agencies such as CAPSLO, Probation, Department of Rehabilitation (DOR), and local high schools and Adult Ed programs. Newly created postcards and other outreach materials were disbursed to the community and partnering agencies.

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

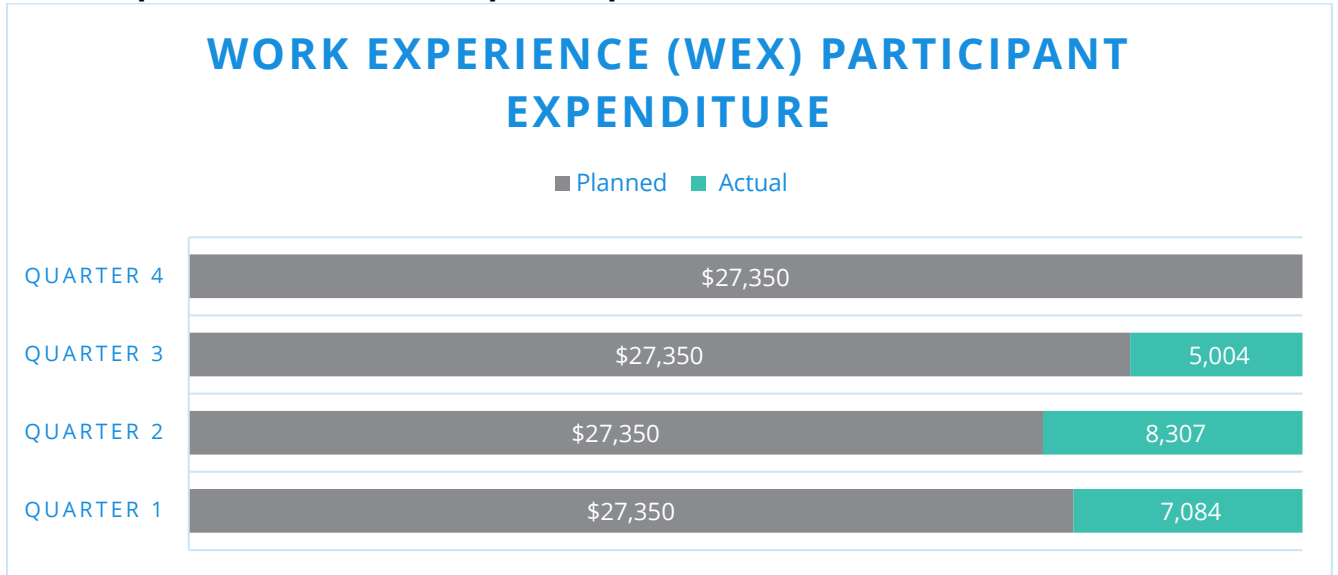
The Eckerd Business Services team continued to attend various community meetings, chamber events, HRCC events, EAC meetings, and job developer’s meetings in Q3 to discuss business services and identify potential Work Experience placements for WIOA Youth participants. The Business Services Team also connected with individual businesses and community agencies to discuss any support needed and find ways to partner.

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### Work Experience (WEX) Participant Expenditure

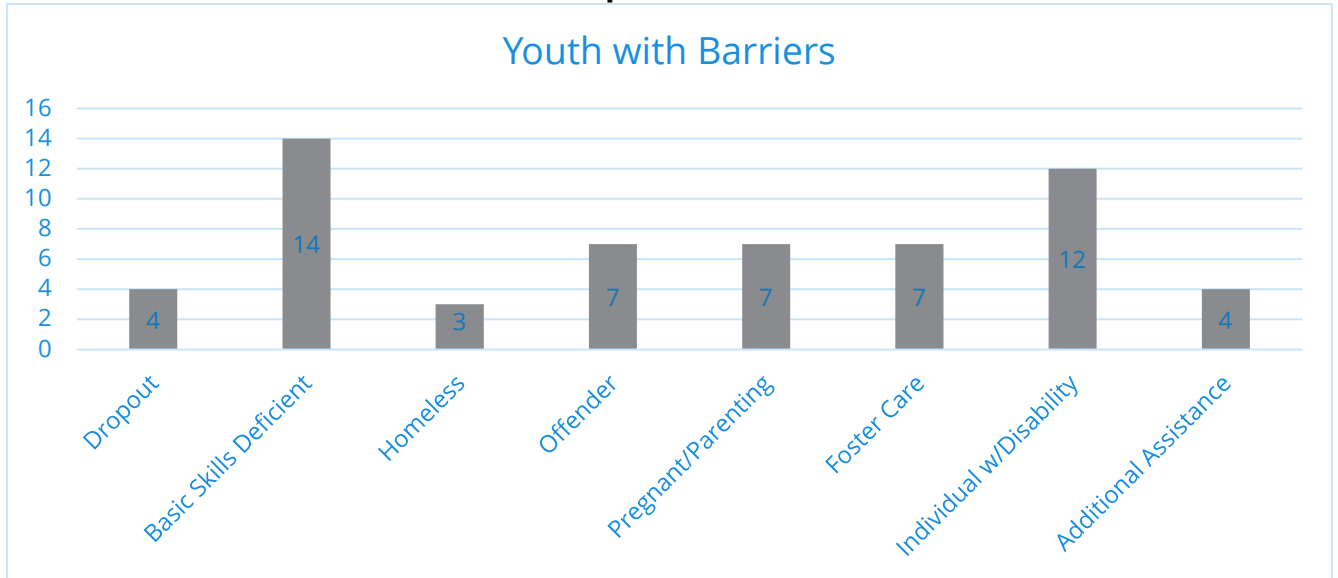


Total WEX includes staff and participant costs. The WEX expenditure goal was to meet a minimum of \$109,400 for PY 2023-24.

### Third Quarter Work Experience Placements

Employers	Occupation	Hourly Rate
Just Baked	Baker's Helper	\$16.50

**PY 2023-24 Enrolled Youth Barriers Report**



As of the close of the third quarter of PY 2023-24, 59 barriers were reported for youth enrolled in the program. The majority fall under Basic Skills Deficient, followed by Individual with a Disability, Pregnant/Parenting, Offender, Foster Care, Dropout, youth requiring Additional Assistance to enter or complete an educational program or to secure or hold employment, and lastly Homeless youth.

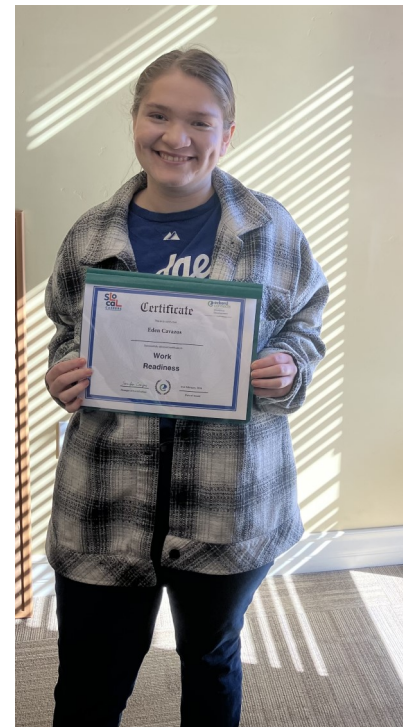


## EDEN'S SUCCESS STORY

As a result of her hard work and dedication, Eden landed a paid internship at Just Baked! Prior to joining the WIOA Youth program Eden lacked work experience and needed assistance in securing employment. Upon joining the program, she actively participated in workshops, engaged in bi-weekly meetings with her career coach to enhance her resume and cover letter, and she pursued career readiness certifications on-line through Alison.com.

Despite facing challenges as a 20-year-old with no prior work history, Eden, with the guidance of her career coach, decided to explore a career in baking. She knew she had a passion for the occupation based on her volunteer and prior personal experiences. While working in collaboration with the SLOCal Careers business services team and her career coach, a work experience opportunity was identified at Just Baked in Paso Robles. Eden is thoroughly enjoying her time there, showcasing her baking skills by sharing homemade cookies with her career coach, while also gaining valuable customer service and commercial kitchen skills. Through the WIOA Youth program she has gained job readiness skills, obtained a completion certificate, and mastered the art of crafting tailored cover letters and resumes. Eden is enthusiastic about incorporating her newly gained skills and experience into her resume and pursuing a career in the the baking industry.

*“Thank you for encouraging me to keep striving for the best and helping me see that I can do anything!...” -Eden*





## SLOCal Careers Business Retention Services: Q3 Summary (Jan 1 – March 31, 2024)

### Program Overview

The Atascadero and South County Chambers of Commerce have partnered with the Workforce Development Board to deliver WIOA business retention services via the SLO Cal Career Center. In essence, Eryk Nappi and Kim Wybenga visit businesses and address workforce challenges that they may be facing. The Workforce Development team provides businesses with essential resources, including business mentorship, small business grants, access to a no cost HR Hotline, and facilitates connections with the SLO CAL Career Center to recruit qualified employees, thereby strengthening the SLO County workforce.

### Q3 WIOA Services

North County – Eryk Nappi

- Business Assessments conducted for 82 Businesses spanning from San Miguel, Shandon, Paso Robles, Atascadero, Templeton, Santa Margarita, San Luis Obispo, Morro Bay, and Cayucos.

South County – Kim Wybenga

- Business Assessments were conducted for 44 Businesses spanning from Nipomo, Grover Beach, Oceano, Arroyo Grande, Avila Beach and Pismo Beach.
- Kim was employed on February 13, 2024, and initiated her CalJobs entries on February 26, 2024.

### Key Trends and Challenges

- Small businesses are facing challenges due to inflation, reduced consumer spending and downtown SLO parking rates.
- Most small businesses lack a dedicated HR specialist, so they are delighted to discover the County's no cost HR Hotline.
- Restaurants are facing difficulties due to rising food expenses.
- Some retail owners are witnessing a decrease in sales. They believe that individuals have reduced disposable income for spending on clothing and goods, attributing it to the cost of gas, food, housing, and other essential expenses.
- Additionally, retail and business owners are noting that we are currently in the tourism off season, impacting sales.

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**Atascadero**  
CHAMBER OF COMMERCE



- Some specialized, hobby and service businesses are thriving. Such as:
  1. Truly Gifted Corporate Gift Supplier.
  2. Susannah Brown Business & Data Consulting.
  3. Bubbles and Tea Coffeehouse.
  4. Malcolm De Mille Trophy.
  5. Captain Nemos and Cheap Thrills.
  6. Hobby Head Quarters.
  7. Rudy's Rock and Espresso Bar.
- Targeting residents through marketing initiatives and increasing visibility during the County's tourism off season.
- Numerous businesses have expressed interest in obtaining details about SLO Cal Career's Work Experience program, OJT program, and overall services, particularly when demand for employment increases.
- Small businesses desire grant information to assist with expansion and cover overhead costs.
- Small business owners are intrigued by what the SBDC (Small Business Development Center) has to offer them.
- Finding suitable candidates for hire continues to be a challenge.
- Excessive simultaneous construction projects are negatively impacting foot traffic for some businesses in various areas in San Luis Obispo County (SLO, Atascadero, Paso Robles).
- Challenges with employee retention stem from:
  1. SLO County's high cost of living
  2. Scarcity of jobs offering economic advancement
  3. Scarcity of technology companies in SLO County
  4. The parking rates in downtown SLO and overall parking are dissuading both employees and patrons
  5. The homeless population in different parts of SLO County is growing in size and assertiveness, prompting employees to explore alternative employment options (SLO, Atascadero, Paso Robles)
  6. The tourism-centric culture of SLO County contributes to a lack of diverse business opportunities

### Outcomes

- A total of 126 businesses were visited across SLO County.
- Twelve businesses were surveyed regarding their assessment requirements during our Business Walk in Downtown San Luis Obispo.
- Aided a business with the EDD Work Share program, preserving one employee's position.
- Aided one business in recruiting a staff member via the WEX program facilitated through the SLO Cal Career Center.
- Several employers verbally reported to the Workforce Development Team that they are utilizing the HR Hotline on a regular basis.

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### Additional Work Activities

- Grant resources via e-newsletters.
- Grant resources are accessible on the Atascadero Chamber of Commerce website, disseminated across to Chambers across the state.
- A downtown SLO business survey was conducted on March 18, 2024 to gather a small sample of factors impacting businesses in the immediate vicinity.
- Featured speakers at the South County Chamber of Commerce Business Luncheon and delivered a presentation on business retention services (March 20, 2024).

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## SLO Cal Careers Services Addressing Barriers to Employment



Program/Grant	Provider	Budget	Outcomes	Notes
High Road Construction Careers: Resilient Workforce Fund (HRCC: RWF)	Eckerd	On track	On track	SLO, Santa Barbara & Ventura 29% into contract term Pre-apprenticeship training in building & construction trades
Regional Plan Implementation 5.0 (RPI 5.0)	WDB SLO	On Track	On Track	SLO & Santa Barbara 61% into contract term Regional Staff Development Training
Prison to Employment	Eckerd	To be implemented May 2024	TBD	SLO & Santa Barbara Expanded career services to justice involved individuals
Regional Equity and Recovery Partnerships (RERP)	<ul style="list-style-type: none"> <li>i. Eckerd</li> <li>i. TBD – Digital Literacy Training Provider</li> </ul>	To be implemented May 2024	TBD	SLO & Santa Barbara  <ul style="list-style-type: none"> <li>i. Enhance system alignment with WDBs and Community Colleges</li> <li>ii. Digital Literacy Training</li> </ul>



**WDB FY 23/24 Budget & Expenditures**  
Fiscal Year 2023-2024

YTD Expense thru 03/31/24

9 month(s) elapsed

		See TABs for details			
	Budget Narrative	Budget*	YTD Actuals	Percent Expended	Balance
<b>DSS/WDB Staff 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 WDB Director, Program Manager, two program staff and a percentage of Fiscal Manager.	\$ 495,806	\$ 391,648.12	78.99%	\$ 104,158
<b>DSS/WIOA Operating</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. Career Center facility rent is also included here.	\$ 560,656	\$ 271,162	48.37%	\$ 289,494
<b>Eckerd- WIOA Youth</b> <i>WIOA Youth Employment and Training Services.</i>	WIOA Title I Youth services, staffing, operations and facility costs.	\$ 600,000	\$ 357,902	59.65%	\$ 242,098
<b>Eckerd - WIOA Adult, Dislocated Worker and SLO Cal Career Center Operator</b> <i>WIOA Adult, Dislocated Worker &amp; Business Services</i>	WIOA Title I Adult & Dislocated Worker services, staffing and operations costs.	\$ 702,555	\$ 421,265	59.96%	\$ 281,290
<b>WDB Set-Aside</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	\$ 4,488	48.01%	\$ 4,862
<b>Regional Plan Implementation 5.0 (RPI 5.0)</b>	Regional Plan Implementation - Staff Development to support implementation of the Regional Plan Framework for the South Central Coast Regional Planning Unit	\$ 14,500	\$ 6,223	42.92%	\$ 8,277
<b>High Road Construction Careers: Resilient Workforce Fund (HRCC:RWF) Non-WIOA Special Grant</b>	High Road Construction Careers: Resilient Workforce Fund Program staff, direct services and participant costs.	\$ 442,063	\$ 7,133	1.61%	\$ 434,930
<b>Prison to Employment (P2E) Non-WIOA Special Grant</b>	Expanded career services to justice involved individuals	\$ 157,599	\$ -	0.00%	\$ 157,599
<b>Regional Equity and Recovery Partnerships (RERP) Non-WIOA Special Grant</b>	Supporting alignment of job seekers with community college training	\$ 477,500	\$ -	0.00%	\$ 477,500

**TOTAL:**

<b>\$ 3,460,029</b>	<b>\$ 1,459,822</b>	<b>42.19%</b>	<b>\$ 2,000,207</b>
<i>Target thru</i>	<i>03/31/24</i>	<i>75.00%</i>	<i>month(s) elapsed</i>

**Operating Expenditure Budget**

Fiscal Year 2023-2024

	MONTHLY EXPENDITURES														
	Budget	YTD Actuals	Remaining	July	August	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Travel - (WDB staff)	\$ 27,000	\$ 14,574	\$ 12,425.67	\$ 93.01	\$ 423.98	\$ 1,757.24	\$ 2,399.56	\$ 5,079.20	\$ 1,270.98	\$ 538.87	\$ 173.17	\$ 2,838.32			
Registrations for conferences, workshops, seminars	\$ 9,000	\$ 32,314	\$ (23,314.11)	\$ 2,555.00	\$ 7,689.00	\$ 819.00	\$ 4,428.50	\$ 3,356.62	\$ 8,790.60	\$ 479.00	\$ 886.40	\$ 3,309.99			
Auditing (County Auditor)	\$ 22,200	\$ -	\$ 22,200.00												
Office Supplies	\$ 6,000	\$ 1,914	\$ 4,085.93					\$ 310.35	\$ 269.35			\$ 1,334.37			
Other Program (legal notices, publications, etc.)	\$ 1,600	\$ 2,383	\$ (782.95)			\$ 752.46			\$ 877.87			\$ 752.62			
<b>Total:</b>	<b>\$ 65,800</b>	<b>\$ 51,185</b>	<b>\$ 14,614.54</b>	<b>\$ 2,648.01</b>	<b>\$ 8,112.98</b>	<b>\$ 3,328.70</b>	<b>\$ 6,828.06</b>	<b>\$ 8,746.17</b>	<b>\$ 11,208.80</b>	<b>\$ 1,017.87</b>	<b>\$ 1,059.57</b>	<b>\$ 8,235.30</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>

	Budget	YTD Actuals	Remaining	July	August	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
<b>Services &amp; Systems Purchase Orders</b>															
County Property Services (Career Center Facility Rent)	\$ 69,843	\$ 54,378	\$ 15,464.90		\$ 11,917.03	\$ 5,848.73	\$ 5,833.02	\$ 5,972.78	\$ 5,606.66	\$ 7,600.80	\$ 5,730.84	\$ 5,868.24			
Charter (internet/phone); PG&E; So Cal Gas (Career Center Utility Costs)	\$ 12,825	\$ 7,613	\$ 5,212.20		\$ 1,055.28	\$ 1,091.22	\$ 1,085.28	\$ 945.33	\$ 870.21	\$ 346.27	\$ 1,307.19	\$ 912.02			
Career Center Janitorial	\$ 7,843	\$ 3,899	\$ 3,944.37		\$ 699.86	\$ 511.61	\$ 326.73	\$ 334.98		\$ 1,121.33	\$ 298.16	\$ 605.96			
LinkedIn/Carahsoft - LMI & Recruiter tools	\$ 17,370	\$ 17,370	\$ 0.38				\$ 17,369.62								
CA Employers Association - HR Hotline	\$ 22,980	\$ 22,980	\$ -				\$ 22,980.00								
Youth Career Fairs/Community Engagement	\$ 100,000	\$ -	\$ 100,000.00												
Digital Outreach/Recruitment	\$ 66,016	\$ 13,353	\$ 52,663.00		\$ 9,248.06		\$ 4,104.94								
Chmura - LMI Subscription	\$ 7,979	\$ 7,978	\$ 0.92			\$ 7,978.08									
Atascadero Chamber - WIOA Business Retention/Layoff Aversion Services Contract	\$ 100,000	\$ 49,606	\$ 50,393.68			\$ 4,901.81	\$ 5,699.32	\$ 13,264.26		\$ 12,604.12	\$ 5,547.01	\$ 7,589.80			
WIOA Youth Technical Assistance Consultant Contract	\$ 45,000	\$ 32,800	\$ 12,199.97			\$ 3,000.00		\$ 19,281.28	\$ 1,195.31	\$ 2,250.00	\$ 3,960.94	\$ 3,112.50			
Mid State Fair - Construction Career Fair	\$ 5,000	\$ 5,000	\$ -									\$ 5,000.00			
WIOA Staff Development Training - Contractor Staff	\$ 40,000	\$ 5,000	\$ 35,000.00							\$ 5,000.00					
<b>Total:</b>	<b>\$ 494,856</b>	<b>\$ 219,977</b>	<b>\$ 274,879.42</b>	<b>\$ -</b>	<b>\$ 22,920.23</b>	<b>\$ 23,331.45</b>	<b>\$ 57,398.91</b>	<b>\$ 39,798.63</b>	<b>\$ 7,672.18</b>	<b>\$ 28,922.52</b>	<b>\$ 16,844.14</b>	<b>\$ 23,088.52</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>

<b>DSS Operating Expense Grand Total</b>	<b>\$ 560,656</b>	<b>\$ 271,162.04</b>	<b>\$ 289,493.96</b>	<b>\$ 2,648.01</b>	<b>\$ 31,033.21</b>	<b>\$ 26,660.15</b>	<b>\$ 64,226.97</b>	<b>\$ 48,544.80</b>	<b>\$ 18,880.98</b>	<b>\$ 29,940.39</b>	<b>\$ 17,903.71</b>	<b>\$ 31,323.82</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
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\*Salary and Benefits included on Summary Tab

**Eckerd - WIOA Youth Services**

Fiscal Year 2023-2024

Expenditures

IN AND OUT OF SCHOOL	Budget	YTD Actuals	Remaining	MONTHLY EXPENDITURES												
				Copier	June & July SLO COE Invoice	Jun. July & Aug	Sept. Invoice	Oct. Invoice	Nov. Invoice	Dec. Invoice	Jan. Invoice	Feb. Invoice	April	May	June	
				July	August*	September	October	November	December	January	February	March				
Salaries & Benefits	\$ 323,523.00	\$ 282,330	\$ 41,193.11		\$ 60,910.48	\$ 50,671.99	\$ 29,424.70	\$ 26,137.13	\$ 27,490.44	\$ 37,532.62	\$ 26,019.18	\$ 24,143.35				
Operations	\$ 62,091.00	\$ 29,073	\$ 33,018.29	\$ 118.84	\$ 703.13	\$ 9,660.83	\$ 3,339.99	\$ 2,594.88	\$ 3,445.70	\$ 4,470.18	\$ 2,786.97	\$ 1,952.19				
Participant Costs	\$ 147,482.00	\$ 5,922	\$ 141,560.39		\$ 856.77	\$ 2,399.81	\$ 1,202.59			\$ 1,256.94	\$ 39.10	\$ 166.40				
Indirect	\$ 66,904.00	\$ 40,578	\$ 26,326.23		\$ 6,222.04	\$ 8,531.63	\$ 4,619.55	\$ 3,907.55	\$ 4,165.42	\$ 5,840.26	\$ 3,827.75	\$ 3,463.57				
<b>Total:</b>	<b>\$ 600,000.00</b>	<b>\$ 357,902</b>	<b>\$ 242,098.02</b>	<b>\$ 118.84</b>	<b>\$ 68,692.42</b>	<b>\$ 71,264.26</b>	<b>\$ 38,586.83</b>	<b>\$ 32,639.56</b>	<b>\$ 35,101.56</b>	<b>\$ 49,100.00</b>	<b>\$ 32,673.00</b>	<b>\$ 29,725.51</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<i>Work Experience (included in total)*</i>		<b>\$ 9,909.67</b>														



**Eckerd - WIOA Adult, Dislocated Worker, Business Services & Career Center Operator**  
 Fiscal Year 2023-2024

**Adult**

	Budget	YTD Actuals	Remaining	MONTHLY EXPENDITURES												
				June Inv.	August	July & Aug Inv.	Sep Inv	Oct Inv	Nov. Inv.	Dec. Inv	Jan. Inv	Feb. Inv	April	May	June	Final June
				July	September	October	November	December	January	February	March	April	May	June	Final June	
Salaries & Benefits	\$ 171,331.42	\$ 124,464.53	\$ 46,866.89	\$ 8,620.97		\$ 27,980.88	\$ 11,283.59	\$ 13,976.39	\$ 15,471.34	\$ 18,864.47	\$ 17,363.32	\$ 10,903.57				
Operations	\$ 23,623.31	\$ 24,661.15	\$ (1,037.84)	\$ 13,105.45		\$ 2,714.38	\$ 942.19	\$ 818.18	\$ 2,578.86	\$ 1,386.46	\$ 2,086.60	\$ 1,029.03				
Participant Training	\$ 176,000.00	\$ 46,270.86	\$ 129,729.14	\$ 23,209.05		\$ 9,495.05	\$ 4,702.46			\$ 6,333.30	\$ 2,531.00					
Participant Supportive Services	\$ 1,540.25	\$ 573.93	\$ 966.32	\$ 433.68							\$ 140.25					
Indirect	\$ 30,060.02	\$ 22,030.54	\$ 8,029.48	\$ 3,806.95		\$ 4,506.50	\$ 2,302.24	\$ 2,012.06	\$ 2,413.15	\$ 2,736.02	\$ 2,645.19	\$ 1,608.43				
<b>Total:</b>	<b>\$ 402,555.00</b>	<b>\$ 218,001.01</b>	<b>\$ 184,553.99</b>	<b>\$ 49,176.10</b>	<b>\$ -</b>	<b>\$ 44,696.81</b>	<b>\$ 19,230.48</b>	<b>\$ 16,806.63</b>	<b>\$ 20,463.35</b>	<b>\$ 29,320.25</b>	<b>\$ 24,766.36</b>	<b>\$ 13,541.03</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>

**DW**

	Budget	YTD Actuals	Remaining	MONTHLY EXPENDITURES												
				June Invoice	August	July & Aug Inv.	Sep Inv	Oct Inv	Nov. Inv.	Dec. Inv	Jan. Inv	Feb. Inv	April	May	June	Final June
				July	September	October	November	December	January	February	March	April	May	June	Final June	
Salaries & Benefits	\$ 170,329.79	\$ 120,379.83	\$ 49,949.96	\$ 21,906.73		\$ 22,531.28	\$ 10,109.43	\$ 13,168.03	\$ 13,119.65	\$ 16,187.63	\$ 12,719.95	\$ 10,637.13				
Operations	\$ 24,782.08	\$ 21,764.19	\$ 3,017.89	\$ 12,366.31		\$ 2,038.73	\$ 507.82	\$ 437.12	\$ 2,462.04	\$ 1,085.04	\$ 1,902.32	\$ 964.81				
Participant Training	\$ 76,000.00	\$ 39,283.50	\$ 36,716.50	\$ 7,506.00		\$ 5,625.00		\$ 6,000.00		\$ 7,475.00	\$ 13,627.50	\$ (950.00)				
Participant Supportive Services	\$ 1,755.83	\$ 2,883.68	\$ (1,127.85)	\$ 1,933.68							\$ 950.00					
Indirect	\$ 27,132.30	\$ 18,953.02	\$ 8,179.28	\$ 4,408.53		\$ 3,289.74	\$ 1,443.95	\$ 1,850.30	\$ 2,077.43	\$ 2,330.98	\$ 1,988.63	\$ 1,563.46				
<b>Total:</b>	<b>\$ 300,000.00</b>	<b>\$ 203,264.22</b>	<b>\$ 96,735.78</b>	<b>\$ 48,121.25</b>	<b>\$ -</b>	<b>\$ 33,484.75</b>	<b>\$ 12,061.20</b>	<b>\$ 21,455.45</b>	<b>\$ 17,659.12</b>	<b>\$ 27,078.65</b>	<b>\$ 30,238.40</b>	<b>\$ 13,165.40</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>

TOTAL AJCC - One Stop	Budget	YTD Actuals	Remaining															
Adult	\$ 402,555.00	\$ 218,001.01	\$ 184,553.99	\$	49,176.10	\$	-	\$ 44,696.81	\$ 19,230.48	\$ 16,806.63	\$ 20,463.35	\$ 29,320.25	\$ 24,766.36	\$ 13,541.03	\$	\$	\$ -	\$ -
DW	\$ 300,000.00	\$ 203,264.22	\$ 96,735.78	\$	48,121.25	\$	-	\$ 33,484.75	\$ 12,061.20	\$ 21,455.45	\$ 17,659.12	\$ 27,078.65	\$ 30,238.40	\$ 13,165.40	\$	\$	\$ -	\$ -
<b>Total:</b>	<b>\$ 702,555.00</b>	<b>\$ 421,265.23</b>	<b>\$ 281,289.77</b>	<b>\$</b>	<b>97,297.35</b>	<b>\$</b>	<b>-</b>	<b>\$ 78,181.56</b>	<b>\$ 31,291.68</b>	<b>\$ 38,262.08</b>	<b>\$ 38,122.47</b>	<b>\$ 56,398.90</b>	<b>\$ 55,004.76</b>	<b>\$ 26,706.43</b>	<b>\$</b>	<b>\$</b>	<b>\$ -</b>	<b>\$ -</b>

**WIOA WDB Set-Aside**

Fiscal Year 2023-2024

	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	819	\$ 2,181			\$ 819.00									
Membership Renewals/Sponsorships <i>Chambers/CWA</i>	\$ 5,750	3,669	\$ 2,081				\$3,669.48								
WDB Member Recognition	\$ 600	0	\$ 600												
<b>Total:</b>	<b>\$ 9,350</b>	<b>\$ 4,488</b>	<b>\$ 4,862</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 819.00</b>	<b>\$3,669.48</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>

**Regional Plan Implementation 5.0 (RPI 5.0)**

Fiscal Year 2023-2024

	MONTHLY EXPENDITURES															
	Budget	YTD Actuals	Remaining	July	August	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Final June
RPI 5.0 - Staff Development	\$14,500.00	\$ 6,223	\$ 8,277.14							\$4,486.00	\$1,724.86	\$ 12.00				
<b>Total:</b>	<b>\$14,500.00</b>	<b>\$ 6,223</b>	<b>\$ 8,277.14</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$4,486.00</b>	<b>\$1,724.86</b>	<b>\$ 12.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>

**High Road Construction Careers: Resilient Workforce Fund (HRCC: RWF)**

Non-WIOA Special Grant

	MONTHLY EXPENDITURES															
	Budget	YTD Actuals	Remaining	Dec, Jan, Feb Invoices												June
				July	August	September	October	November	December	January	February	March	April	May		
WDB Staff Salaries & Benefits	\$ 17,373.00		\$ 17,373.00													
Eckerd - Salaries & Benefits	\$163,821.00	\$ 7,059	\$156,761.87									\$ 7,059.13				
Eckerd Contract - Participant Costs	\$238,589.00	\$ -	\$238,589.00													
Eckerd - Indirect Costs	\$ 22,280.00	\$ 74	\$ 22,206.11									\$ 73.89				
<b>Grant Total:</b>	<b>\$442,063.00</b>	<b>\$ 7,133</b>	<b>\$434,929.98</b>	<b>\$-</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 7,133.02</b>	<b>\$ -</b>	<b>\$-</b>	<b>\$ -</b>	<b>\$ -</b>

Direct Services Subcontracted to  
 Eckerd: Eckerd  
 Contract Total: \$424,690

**Prison to Employment (P2E)**  
 Non-WIOA Special Grant  
 Direct Services Contract with Eckerd

	MONTHLY EXPENDITURES															
	Budget	YTD Actuals	Remaining	July	August	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Final June
Personnel Costs	\$ 50,514.00															
Operations	\$ 7,731.00															
Participant Costs	\$ 81,923.00															
Indirect Costs	\$ 17,431.00															
			\$ -													
<b>Total:</b>	<b>\$ 157,599.00</b>	<b>\$ -</b>	<b>\$ 157,599.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>

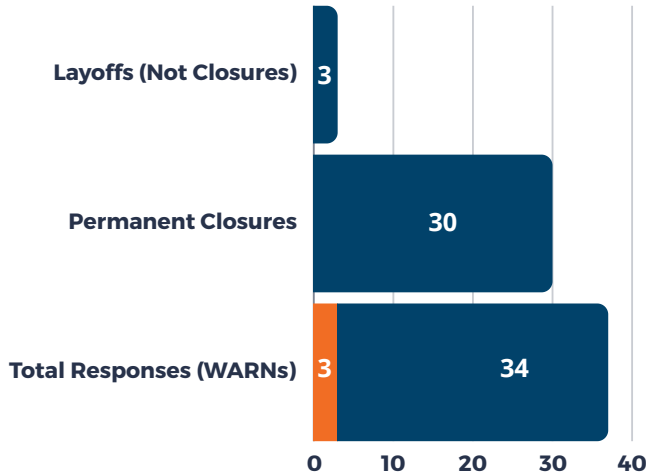
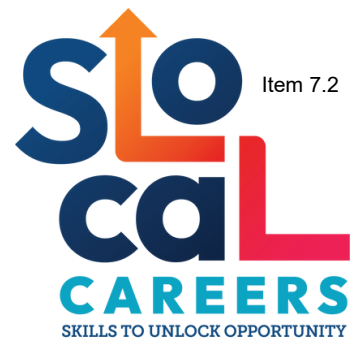
**Regional Equity and Recovery Partnerships (RERP)**

Non-WIOA Special Grant

*DRAFT BUDGET	Budget	YTD		MONTHLY EXPENDITURES											
		Actuals	Remaining	July	August	September	October	November	December	January	February	March	April	May	June
WDB Staff Salaries & Benefits	\$ 47,704.00	\$ -	\$ 47,704.00												
Digital Literacy Training	\$ 50,000.00	\$ -	\$ 50,000.00												
Eckerd -Direct Services Contra	\$379,796.00	\$ -	\$379,796.00												
	\$ -	\$ -	\$ -												
<b>Total:</b>	<b>\$477,500.00</b>	<b>\$ -</b>	<b>\$477,500.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>

# Rapid Response

PROGRAM YEAR 2023-2024



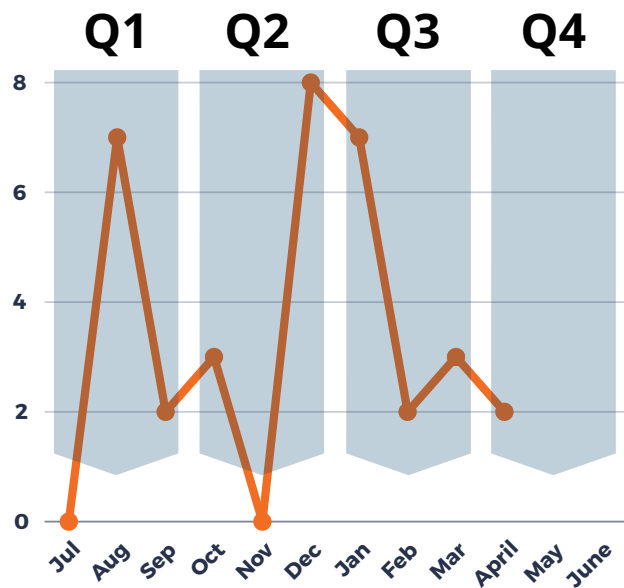
## PROGRAM YEAR 2023-24 RAPID RESPONSE SUMMARY

In the current program year of 2023-24 there have been a total of thirty-four Rapid Responses conducted throughout San Luis Obispo County. All thirty-four of the Rapid Responses conducted resulted in either some layoffs or a closure. Fifteen were received via staff sources and sixteen were reported via media. Three of the responses were received via WARN notices.

### RAPID RESPONSES BY QUARTER

During the 1st Quarter of the 2023-24 Program Year there were a total of nine Rapid Responses conducted throughout San Luis Obispo County. In Q2 (Oct-Dec), there were a total of eleven Rapid Responses.

During Q3 there were a total of 12 rapid responses conducted in San Luis Obispo County. So far during Q4 there have been 2 rapid responses conducted. All thirty-four businesses affected during the 2023-24 Program year have resulted in employee layoffs or a business closure.



**5,400**

Unemployed civilians in San Luis Obispo County in March 2024

**4%**

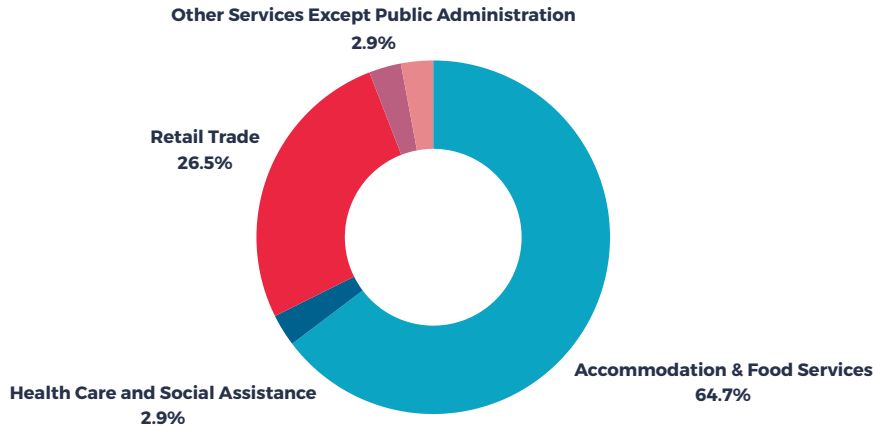
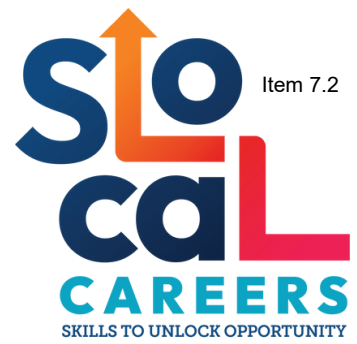
Latest Unemployment Rate in San Luis Obispo County

**#5**

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

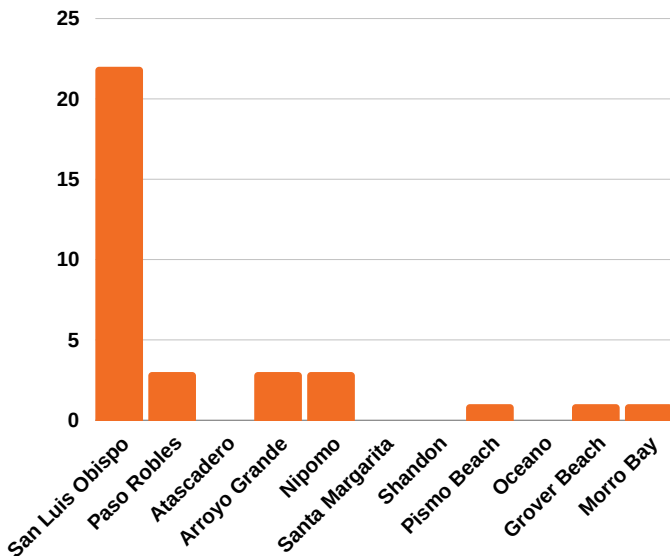
# Rapid Response

PROGRAM YEAR 2023-2024



## RAPID RESPONSE DATA BY INDUSTRY

The Rapid Response data recorded shows that the *Accommodation & Food Services* industry is currently the most affected industry of the 2023-24 program year. This sector accounts for 64.7% or twenty-two of the thirty-four Rapid Responses conducted in San Luis Obispo County. The *Retail Trade* industry accounted for 26.5% of the Rapid Responses, with nine responses conducted. The *Other Services Except Public Administration* and *Health Care and Social Assistance* industries each accounted for 2.9% of the total percentage, with one response. The *Arts, Entertainment and Recreation* industry also tallied 2.9% of the total percentage, with one Rapid Response.



## RAPID RESPONSE DATA BY LOCATION

Most of the Rapid Responses that have been conducted during the 2023-24 program year so far are for businesses located in the city of SLO. There were a total of twenty-two responses that took place in SLO. There was three responses conducted in each of the neighboring towns of Nipomo, Arroyo Grande and Paso Robles. The coastal communities of Morro Bay, Grover Beach, and Pismo Beach all had one rapid response conducted there.

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)