



**Workforce Innovation and Opportunity Act  
(WIOA)  
Local Plan Two Year Modification  
Program Years 2023-2024**

**Local Workforce Development Area:**

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

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## **Executive Summary**

The Workforce Development Board of San Luis Obispo (WDBSLO) is a division within the Department of Social Services. This modification to the WDBSLO Local Plan is submitted in accordance with EDD Directive WSD22-05 issued on October 27, 2022 as required under the Workforce Innovation and Opportunity Act (WIOA), and guides the Program Years 2022-24.

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

This modification to the WDBSLO Local Plan both reviews and updates the local operational systems and processes stemming from the vision outlined in the Regional Plan. The Local Plan for 2021-2024 covered a range of topics, with an emphasis on CalFresh Employment and Training services; coordination with Local Child Support Agencies (LCSAs); alignment of the Comprehensive Integrated Employment (CIE) Blueprint and serving those with developmental and intellectual disabilities; supporting frontline staff in digital fluency, distance learning, and cultural competencies; Rapid Response and Layoff Aversion Activities.

In the early days of the COVID shutdown, blanket waivers were granted to public assistance recipients temporarily suspending requirements to participate in work programs. As the economy has opened up, the unemployment rate in San Luis Obispo County has returned to very low levels. Once again, public assistance recipients are over-represented in WIOA Title I programs. As these waivers begin to expire, the America's Job Center of CA (AJCC) is expecting participation rates to increase and the collaboration with the Department of Social Services will continue to innovate in response.

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

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

## WIOA Core and Required Partner Coordination

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

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

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

A new partner was officially added to the 2022 revision of the local WIOA MOU, the Southern California American Indian Resource Center. This organization had been participating in the quarterly AJCC partners meetings and engaging with AJCC and partner staff for the prior year and now have signed on as an official MOU partner.

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

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

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

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

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

The AJCC has made notable strides in providing virtual services. While this was largely catapulted by the COVID-19 pandemic, requiring an abrupt shift to online and virtual services, the AJCC had previously established several mechanisms to provide access to services. Before the pandemic, access to services through webinars and video conferencing was available through the AJCC technology in the training room. This allowed staff to conduct workshops that others could join virtually from external locations. More recently the AJCC has transitioned several monthly workshops to happen online through live video conferencing or hybrid options for in-person or virtual attendance options. Career coaching sessions can also happen virtually in small groups or one-on-one sessions with AJCC staff. The AJCC service provider also has a YouTube channel with a variety of recorded seminars, workshops, and resources available to view. With the reopening of the economy, a hybrid service model has been adopted. Customers can attend in person or receive instruction remotely per their choice.

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

Through a Regional Plan Implementation Grant, the South Central Coast region launched a basic computer skills training that is available through adult education partners throughout the County at no cost to customers. These digital literacy efforts will continue through RPI 5.0.

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

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

How the Local Board and AJCC partners will comply with WIOA Section 188 and applicable provisions of the Americans with Disabilities Act of 1190 regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, as outlined in Nondiscrimination and Equal Opportunity Procedures (WSD17-01)

The WDBSLO complies with the WIOA Section 188 and applicable provisions of the ADA. For example, the AJCC offers wheelchair accessible desks, technology for the visually impaired, and a TTY machine. Compliance is monitored locally on an annual basis in order to ensure that all facilities and programs meet or exceed the accessibility guidelines. Additionally, a close partnership with DOR enables any customer who requires accommodation to leverage the resources of that agency in order to receive training.

## State Strategic Partner Coordination

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

The WDBSLO, CalFresh, and CalWORKs are all programs under the umbrella of the Department of Social Services (DSS). Under this structure, collaboration across programs is relatively easy as staff all belong to the same department. CalWORKs and WIOA programs currently share a Memorandum of Understanding (MOU) that outlines organizational cooperation and responsibilities. A TANF representative staff of DSS is co-located at the AJCC to provide access to all TANF services, including CalFresh and CalWORKs. Additionally, the CalWORKs Expanded Subsidized Employment (ESE) program is also co-located at the AJCC. A recent increase in enrollment in the CalWORKs ESE program has led to an increase in WIOA co-enrollments with DSS. Co-enrollments from CalWORKs ESE into WIOA continue to On-the-Job Training (OJT), classroom training and/or unsubsidized employment.

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

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

Following a year-long planning process, the CalWORKs Expanded Subsidized Employment (ESE) program was moved under the management of the Workforce Development unit in fiscal year

2020-21. This unit oversees the WIOA programs in an effort to further align CalWORKs and WIOA service delivery. This transition has encouraged more frequent engagement of the CalWORKs and WIOA staff who all work under the auspices of DSS.

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

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

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

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

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



County is situated within the DOR Santa Barbara District, which has one office in the county located in the city of San Luis Obispo.

The WDBSLO and DOR share an MOU and refer clients across providers. The DOR and TCRC also work together, often helping customers move from one to the other as needed. Both parties are conducting Competitive Integrated Employment (CIE) projects to help employers better prepare to onboard workers with intellectual or developmental disabilities. While DOR is focusing on group-supported employment opportunities, TCRC has developed a subsidized paid-internship program as well as a system for customizing employer partnerships.

DOR staff regularly participate in AJCC system partner meetings and are onsite weekly at the AJCC. Communication between case managers to support co-case management is strongly encouraged, so that all parties may continuously improve the processes and awareness of services or needs is ongoing. A DOR manager holds a seat on the WDBSLO and was integral in the committee work of creating the Workforce Services Resource Guide. DOR often held in-person staff time at the AJCC providing information to customers about DOR services as well as training to AJCC system staff on disability awareness.

LPA meetings allow partners and stakeholders to discuss ideas and collaboration opportunities. These events also help staff train for cross-referrals, coordinate job and resource fairs, and launch original events like workforce disability conferences or employer recognition ceremonies.

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

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

Cuesta College’s main campus is in the City of San Luis Obispo, though the college has a second location in Paso Robles, satellite locations in the south county region and offers courses at local high schools as well. In 2019, Cuesta College started a pilot program that provides a multi-level ESL class that serves as an on-ramp to regular ESL programs and students in those courses are then given priority access to regular ESL programs. Cuesta College is also piloting an ESL course with materials centered around U.S. culture and resources available to students. This course has the dual purpose of providing an ESL education while also helping students from diverse cultures learn about campus resources. As this pilot program wore on, faculty noticed that

there was great interest in healthcare professions and curriculum. Since its launch, the program now includes information on various healthcare professions and pathways, along with opportunities at Cuesta College to enter these programs.

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

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

An important component of all of these resources is communication between different parties and stakeholders, and opportunities for customers and the community to provide feedback. After all, the ESL programs at Cuesta College that help introduce students to healthcare professions and pathways while also learning English may never have been developed without the feedback from students. WDBSLO and its partners are committed to greater cooperation and increased feedback. The WDB Director and/or Program Manager regularly attend the Adult Education Consortium meetings in addition to the AJCC service provider maintaining regular engagement with Adult Education stakeholders. This has promoted an open dialogue and discussion with local partners.

## **WIOA Title I Coordination**

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

The WDBSLO has sought out resources on timely training topics, such as digital fluency and distance learning, from a variety of sources. Online training has been provided through Dynamic Works, a service provided through Regional training funds to WDBSLO and frontline WIOA service provider staff. Workforce GPS is another resource often used in the local area to learn best practices and training topics through webinars. Additionally, WIOA Title I programs

utilize Career Edge software that provides not only career readiness training to WIOA participants, but also has curriculum and resources for staff that support digital access to career services. We will continue to look to these resources as well as those made available through the CA Workforce Association and other specialized training providers who may be addressing these topics.

Frontline staff have received substantial training to improved digital fluency and increase distance learning. The WDBSLO's contracted WIOA service provider, Eckerd, has offered staff training through an online portal, Eckerd U, which offers a vast array of topics from onboarding, to yearly required trainings. This portal allows for distance learning for all staff. Trainings were provided on the use of Zoom, WebEx, and Adobe Connects. Staff have been trained to set up a digital classroom and are able to easily replicate a classroom incorporating polls, videos, interactive boards, and other tools to engage job seekers. Staff have successfully conducted virtual job fairs and work one-on-one with jobseekers using a platform of the client's choosing to ensure they are comfortable with the chosen format. Eckerd offers basic skill remediation, career exploration, GED/HISET preparation, and Skills for the 21<sup>st</sup> Century Workplace through EBSCO online for job seekers.

WIOA service provider staff—both AJCC and Youth—have transitioned quickly and effectively to utilizing CalJOBS to provide virtual and fully online WIOA eligibility, enrollment, and service provision. WDBSLO provided training and ongoing technical support on CalJOBS when transitioning to virtual services. WIOA service providers also ensure ongoing training is available to staff so that they may remain current on efficient use of software programs, including the Microsoft Office Suite products and video conferencing platforms. The Regional Plan Implementation 4.0 grant to the South Coast Region includes a project to implement digital literacy training opportunities through Adult Education partners which is open to the community and available to staff as well.

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

Since the WDBSLO operates through the Department of Social Services (DSS), staff are familiar with operating through a trauma-informed lens to deliver services. The WDBSLO will continue to engage customers through a trauma-informed lens and look to the Trauma Informed Care training curriculum that is provided to DSS staff. We continue to work with community partners who provide training that is specific to the populations they serve, such as disability awareness trainings, provided through the Department of Rehabilitation. Ascend has also been accessed to provide trainings that address the trauma experiences of the justice involved population, trainings on generational poverty, and trainings on the impacts of trauma experienced by those in poverty or experiencing homelessness.

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

The WDBSLO contracted WIOA Adult and Dislocated Worker service provider, Eckerd, ensures all staff are assigned yearly trainings to support continuous professional development. Utilizing Eckerd U, staff are provided with yearly training assignments on topics such as harassment, cultural sensitivity and awareness, trauma informed care, and other topics relevant to their job classification. In addition to assigned trainings, staff have the ability to voluntarily complete additional courses from the Eckerd U catalog to enhance their professional development. Staff are also provided opportunities to attend live online trainings and "Lunch & Learn" opportunities on topics such as motivational interviewing, human resources, and program development.

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

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

During the early stages of the pandemic, virtual Rapid Response presentations were being offered twice a month to provide information and resources to affected workers. Partner programs such as EDD, AJCC, and CalWORKs/CalFRESH staff representatives also participated in these sessions to share information about services in the community. These virtual orientations were not in response to a specific closure or layoff but were open to any affected worker

seeking information. This was a new practice developed out of the numerous closures and layoffs happening during the ongoing COVID-19 pandemic in an attempt to expand the reach of Rapid Response services more broadly throughout the community and get information to individuals in a timely manner.

As the pandemic ebbed and the economy began to recover, provision of Rapid Response services returned to the original model of assisting individual employers one at a time. The partners all reengaged in the process and coordination of efforts is in place. Service to individual dislocated workers follows the usual hybrid model of that allows individuals to choose online or in person service delivery.

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

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

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

Other factors influence the ratio of services to public assistance recipients including the low unemployment rate, mentioned above, that results in the vast majority of enrollees being from this group. Additionally, the WDBSLO operates withing the County Department of Social

Services and holds a contract for CalWORKs Expanded Subsidized Employment ensuring the smooth transition of job ready candidates to WIOA funded programs.

Employment and training activities in the Local Area include the following:

- Orientation – A regularly scheduled overview of services and information on how to access AJCC and other community resources.
- Assessment – Assessments are used to define customers' skills, interests, and experience, in order to help set career goals. Assessments also help identify barriers to employment that need to be addressed.
- Eligibility Determination – Assists in determining an individual's eligibility and suitability for workforce programs and supportive services.
- Information and Referrals – Customers are provided with information on services in the greater workforce system, including supportive services and employment opportunities. Information on labor market conditions and training opportunities (including the ETPL) is also available.
- Individual Case Management – Staff work with individual participants to develop Individual Employment Plans that address their employment goals, any barriers to their success, supportive services needed, and the sequence of services. Individual case management also assists participants with identifying potential career paths within their chosen industry.
- Individual Training Accounts – WIOA funds of up to \$8,000 per participant are available to assist with the costs of in-demand occupational skills training. Training may include vocational training; English as a Second language courses; adult education and literacy activities; skills upgrades and retraining;
- On-the-Job training – WIOA funds subsidized employment opportunities, subsidizing up to 90% of employer wages during a set period of employer provided training as determined by assessment of job-seeker skills gaps.
- Supportive Services – As described previously, supportive services help participants to successfully participate in and complete workforce and training services. Supportive services are available through WIOA as well as many partner organizations, and may include transportation support, childcare, licensing and testing fees, and work-related expenses.
- Job Search Support – These services include (but are not limited to) workshops in resumes, interviews, job applications, and others; computer, telephone and printer access; individualized counseling; employment leads onsite hiring events and career fairs.
- Follow Up Services – Staff continue to communicate regularly with enrolled participants for up to 12 months, to assist with any barriers that may have arisen with new employment.

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

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

The County Office of Education was selected as the WIOA Youth Service Provider during the most recent procurement cycle, beginning services just recently in June 2022. Some traction was lost, as is usual, in the transition to a provider who is new to WIOA and direct participant services such as a paid work experience have slowed down. Technical assistance is being provided and the performance is being closely monitored and evaluated. The services described here were included in the Request for Proposal and the new service provider contract.

The WIOA Youth services provider has access to local labor market information to align training and career coaching for the youth participants with in-demand jobs in the local area and works closely with partners to provide access to all WIOA Youth program elements. Referrals are made to Adult Education programs for youth who have not yet received their high school diploma or equivalent and the youth participant continues to work with their career coach to create and then begin implementing their career plan while completing their high school diploma or equivalency.

Access to digital literacy training and provision of services to youth with disabilities is described previously. The partnership of the WIOA Youth program with the Department of Rehabilitation (DOR) will continue to grow as the DOR has a focus on youth services. Co-enrollment and co-case management of WIOA eligible youth with disabilities ensures funds are most effectively used through the various funding streams to support the full scope of needs the individual may have.

WIOA Youth staff have access to co-locate at the AJCC and provide services County-wide through a model of career coaches who are equipped with necessary technology to provide

services remotely and meet youth where they can most easily access services. Individualized training opportunities including classroom training or worksite training, such as paid work experience, is also available based on skill and interest of each youth participant. Similar to the Adult and Dislocated Worker programs, there are limited training opportunities available to Youth program participants in the local area as well. With limited in-person classroom training options, the Youth program is encouraged to provide earn and learn opportunities where youth are placed in a paid work experience at a work site that aligns with the training they may be participating in, or that aligns with their career interests/aptitudes. This process is functional because many of the trainings tend to be available online through virtual classroom settings and not necessarily in the local area.

The entity responsible for the disbursement of grant funds as determined by the Chief Elected Official (CEO) or the Governor and the competitive process that will be used to award the sub-grants and contracts for WIOA Title I activities.

The entity responsible for the disbursement of grant funds is San Luis Obispo County as determined by the Board of Supervisors (CEO). The Department of Social Services is the fiscal agent and all procurement activity meets the strictest guidelines of the department, county, state or federal government. Procurement for the AJCC WIOA Adult and Dislocated Worker services is currently underway for the 2023-24 program year.

A description about how the AJCC Operator and/or the Career Services Provider roles are fulfilled with the Local Area as outlined in Selection of AJCC Operators and Career Services Providers (WSD19-13). This includes the name(s) and role(s) of all entities.

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



A competitive procurement process through an RFP takes place for both the AJCC Operator and Career Services provider at least every three years. Currently, for the 2022-23 fiscal year, the WDB contracts with Eckerd, a non-profit community services organization, as the AJCC service provider and AJCC Operator. The current WIOA Youth services provider, recently procured, is the County Office of Education. The AJCC and Youth services are under separate contracts and procurements are on different cycles. The AJCC Operator duties and funding available are clearly specified in the RFP. The AJCC Operator duties are included as part of the AJCC contract, however, the AJCC Operator has its own specified scope of work and line item funding. All WDB and BOS meetings where WIOA contracts are on the agenda are public meetings allowing for community input. The procurement is run through County Purchasing which ensures compliance with all applicable Federal, State, and Local requirements. A selection committee is created to review and score proposals received in response to RFPs issued.

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## Signature Page

Instructions – The local CEO and Local Board chair must sign and date this form.

By signing below, the local CEO and Local Board chair request approval of San Luis Obispo County Workforce Development Board’s 2023-24 Local Plan Modification.

Local Workforce Development Board Chair

Local Chief Elected Official

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Signature

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Signature

Isiah Gomer

John Peschong

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Name

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Name

Chairperson, Workforce Development Board  
of San Luis Obispo County

Chairperson, San Luis Obispo County  
Board of Supervisors

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Title

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Title

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Date

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Date