



**North Central
Counties
Consortium**

**Workforce Innovation
Opportunity Act (WIOA)**

Local Strategic Workforce
Development Plan

2017- 2020

VISION – STRATEGIC PLANNING AND IMPLEMENTATION (3A and 3B)

A. Provide a cohesive statement pertaining to the vision, goals, and strategy of the ND its partners, including the following:

- i. A description of the Local Board’s strategic vision to support regional economic growth and economic self-sufficiency. This must include goals for preparing an educated and skilled workforce (including youth and individuals with barriers to employment), and goals relating to the performance accountability measures based on WIOA performance indicators described in 20 Code of Federal Regulations Notice of Proposed Rulemaking 677.155(a)(1). Vision, goals, and strategy must be linked to the analytical background information.**

The vision of the North Central Counties Consortium (NCCC) is to support economic vitality in the consortium by meeting the workforce needs of high demand sectors of the regional economy while assuring that employment and training needs of working adults and youth are met.

North Central Counties Consortium (NCCC) is made up of the rural and semi-rural counties of Colusa, Glenn, Sutter and Yuba. The total population for the NCCC region is approximately 222,269 (CA Department of Finance). These counties have unique demographic sets and unique economic climates. The NCCC Workforce Development Board (WDB), taking into account their uniqueness, strategizes to bring the highest level of workforce development services to each of the NCCC counties through the AJCC service delivery system.

NCCC WDB vision is to build a stronger workforce by increasing access to employment, education, training and support services to all job seekers in the region. To build a stronger workforce the WDB is working with education, human resource services, economic development, core partners and agencies serving the underserved. Formalized relationships through a Memorandum of Understanding (MOU) is increasing communication and aligning services, coordinating and integrating blended services. Part of the strategy is to promote stronger alignment of the workforce system, to deliver comprehensive services without duplication of effort and to understand the regional economy.

NCCC see their role as facilitator and aligner of all the expertise on the board and partners, to understand and foster demand-driven skill attainment and to assure mobility into self-sufficiency through quality jobs for all individuals. Part of this alignment is bringing together those working with individuals with barriers to employment to determine strategies to help them overcome their barriers through education, remedial education, literacy, English language acquisition and to braid services to help all individuals participate in training, job acquisition and retention.

NCCC is also committed to having this integrated workforce system equally focus on the needs of businesses and economic development. Business and industry engagement is integral to the success of programs, participants and the economy. The goal is to provide direction to the system to understand the economy and business needs and to align services around what the businesses need.

To support the goal of understanding the local economy the NCCC Local Board has contracted studies to identify industries that should have priority when funding training and providing resources. The most recent analysis conducted by the LMI department of EDD identifies the growth of sectors in the Regional Planning Unit of the Capitol Region and in the four counties of NCCC. This analysis looked at how some sectors are recovering/not recovering from the recession of 2010.

To focus NCCC's efforts to provide training and services in appropriate industries an Industry Cluster of Opportunity analysis was conducted by EDD for the Regional Planning Unit and for NCCC. The analysis looked at the annual growth, 2015 employment concentration and the 2015 employment size of the following industries: Agribusiness, Food and Beverage Production; Healthcare and Social Assistance; Arts, Entertainment and Recreation; Building and Systems Construction; Business Management and Support; Transportation, Warehousing and Logistics; Investment Support; General Manufacturing and Information Technology/Telecommunications.

This analysis assists the NCCC Local Board and partners understand what industries are growing and emerging to focus resources, including training dollars and outreach concentration. Not surprising the NCCC analysis sees Agribusiness/Food Production Industry growing (2.1% annual growth [AG]), and within this industry cluster Food and Beverage Manufacturing has a 7.1% AG. Transportation and Warehousing industry has the largest AG at 3.1%. The Healthcare & Social Assistance industries shows no AG, but is still an industry with a large number of jobs in the area and within the industry cluster there is growth (Outpatient Care Centers have an AG of 7.6%). The NCCC WDB, AJCCs and partners use this information to develop outreach efforts to industry employers and to design career pathways and career training to better prepare the workforce. NCCC will continue to strategize with all partners in understanding the regional economy to better serve businesses and individuals.

The WDB also used real-time job openings to determine trends in the region. The AJCC staffs have been trained on using information from the labor exchange module of CalJOBS, current job openings by employer/industry and Help Wanted On-Line to indicate the current labor market/occupational demand and trends. Next steps after studying the regional analysis and job openings are to determine the educational/training needs to fill these jobs and service the employers' needs. The WDB and AJCCs work closely with education to relay the results of regional analysis to help them develop training that will be relevant to the economy. The AJCCs have successful relationships

with employers and economic development entities to align trainings with the workforce training needs of the jobs. These collaborations are working towards a system to support the current and future needs of businesses and job seekers moving toward innovative practices to foster economic prosperity and stability.

NCCC has negotiated performance goals with the California Workforce Development Board (CWDB) and has agreed to the State's goals for WIOA performance measures with the exception of the Adult and Dislocated Worker programs Median Earnings in the 2nd quarter after exit. NCCC has negotiated these two goals lower than the States goals for these measures. NCCC WDB contracts with providers of WIOA Title I services in each county, a yearly contract includes plan service levels, percent of individuals who will receive training, and associated performance goals. The WDB staff track performance throughout the year, offers technical assistance when a need arises and reports quarterly to the WDB. At this time the State has not set any formalized business performance goals, but the WDB includes in the yearly contract expectations for provision of Rapid Response services, business outreach and services, and the use of the CalJOBS system to track such services through the Customer Relationship Management module and through the labor exchange component.

ii. Taking into account analyses described above, provide a strategy to work with the entities that carry out the core programs and other required partners to align resources available to the local area, to achieve the strategic vision of the local plan.

The NCCC WDB supports a workforce system through AJCCs in each of NCCC's four counties. Each county is unique in the partners co-located in the county and at the AJCC. Through the 2016 WIOA MOU process each partner and relationship was formalized in the executed MOUs. The strategy is to ensure access to workforce partner services to employers and job seekers at the AJCCs or through a referral to services. Services available at the AJCCs for job seekers include: labor exchange activities, case management, training, supportive services, job placement and counseling. Priority is given to veterans, low income, basic skills deficient, those with barriers to employment and those dislocated from employment.

The AJCC system provides comprehensive services to employers through labor exchange on the CalJOBS system, services to screen and test job applicants, arrange training for the workforce, matching job seeker skills to the job and providing business services to employers through all phases of the business's growth.

NCCC's strategy is to build and expand partnerships with core partners with a dual-focus that addresses both the employment need and the skills and resource needs of NCCC's region and businesses. To continue to partner with other workforce areas to

build and strengthen regional collaboration and adapt to the changing demand driven job market.

B. Required detail on local program alignment to implement State Plan policy strategies.

i. Provide a description of the workforce development system in the local area that identifies programs included in the system.

NCCC has been providing workforce services in the area since 1983. In 1998 NCCC was designated by the Governor of the State of California to be a Local Workforce Investment Area under the WIA act. NCCC's Local Workforce Development system is formed around a Joint Exercise of Powers Agreement between the counties of Colusa, Glenn, Sutter and Yuba. The purpose of the agreement is to create a separate public entity that will exercise its power to operate a four-county workforce development system. The CWDB approved the request and certified the NCCC WDB for the period of July 1, 2016, through June 30, 2018 under the WIOA and California Unemployment Insurance Code.

NCCC is overseen by a Governing Board, which includes an elected official from each of the member counties, and by a Workforce Development Board (WDB) comprised of individuals representing private business (in a majority), labor organizations; adult education and literacy under WIOA Title II; economic and community development entities; Wagner-Peyser Act and vocational rehabilitation under WIOA Title IV. These Boards act as the WIOA grant recipient, fiscal agent and designate the WIOA service providers and program operators in NCCC.

The NCCC Boards maintain a firewall between the operations of the WIOA Title I Adult, Dislocated Worker and Youth programs in the area. Through a competitive process NCCC WDB procures the operations of the AJCC system and the service provision of WIOA Title I Adult, Dislocated Worker and Youth services in Colusa, Glenn, Sutter and Yuba Counties. This process was completed in May 2016 with the NCCC Boards awarding contracts to: Colusa County One-Stop Partnership, Glenn County Health and Human Services Agency, Sutter County Superintendent of Schools, Yuba County Office of Education, and CSU, Chico Upward Bound.

The task of the WDB and the operators is to establish the workforce system to deliver services to job seekers and businesses. As the Federal Register states "the one-stop delivery system brings together workforce development, educational, and other human resource services in a seamless customer-focused service delivery network that enhances access to the programs' services and improves long-term employment outcomes for individuals receiving assistance. One-stop partners administer separately funded programs, as a set of integrated streamlined services to customers".

The WDB and the above AJCC operators have in place the NCCC 2016 Memorandum of Understanding (MOU) that identifies partners to the system, system services and partner responsibilities throughout the workforce system. Programs party to the MOUs are:

WIOA Title I, Adult, Dislocated Worker and Youth Service Providers
WIOA Title I, Section 166 and 167
WIOA Title II, Adult Education and Literacy
WIOA Title III, Wagner-Peyser
WIOA Title IV, Vocational Rehabilitation
Carl D. Perkins Career and Technical Education
Title V Older American Act
Trade Act (TAA)
Veterans Program (EDD)
Community Service Block Grant
HUD Employment and Training Program
Unemployment Insurance (EDD)
Temporary Assistance to Needy Families

- ii. Identify how the Local Board will support the seven policies identified in the State Plan and will work with the entities carrying out core programs and other workforce development programs, including programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.) to support service alignment and implement the policy strategies emphasized in the State Plan (the seven strategies are sector strategies, career pathways, organizing regionally, earn and learn, supportive services, building cross system data capacity, integrating services and braiding resources).**

Sector Strategy

- Industry research conducted and shared with partners
- Career Pathways Trust is exploring sector strategies

Career Pathways

- Pre-Apprenticeship program for Construction Trades
- Allied Health Care pathways including an Introduction to Health Careers
- Information, Communications and Technology
- Industrial Careers including Welding, Manufacturing and Truck Driving

Organizing Regionally

- Working closely with RPU to develop funding opportunities, aligning policies and procedures
- Working on regional planning through the NEG Sector Partnership project
- Working on the SlingShot grant

Earn and Learn

- AJCC business service representatives are working with local employers to identify their staffing needs and opportunities for earn and learn activities that will benefit job seekers and the employers which include OJT, Transitional Jobs and Work Experience
- NCCC has been instrumental in bringing together labor organizations to implement the only pre-apprenticeship training program in our four-county area that has resulted in a 75% placement rate. This relationship is growing and referrals of participants for apprenticeship programs are increasing.
- Three of NCCC's AJCCs also operate CalWORKs Subsidized Employment. Core partners also conduct Workability I and II. Glenn County Office of Education Title II also operates a Retail Store where disabled students work and earn a wage.

Supportive Services

- NCCC's AJCCs offer a comprehensive list of supportive services for participants who are participating in WIOA activities. Policies and guidelines are in place for the provision of supportive services to participants. This system includes research and referrals to other providers of support, including the limited community based organizations in the consortium.

Building Cross System Data Capacity

- NCCC AJCCs, EDD Wagner Peyser, TAA, and CHD are utilizing CalJOBS. In addition CalWORKs is utilizing CalJOBS for job search, resumes, etc.

Integrated Service Delivery and Braiding Resources

- One of the NCCC AJCCs (Sutter) also operates Adult Ed and has a contract with DOR to conduct job placement services
- One of the NCCC AJCCs (Glenn) is operated by Health and Human Services which conducts TANF/CalWORKs
- Two of the NCCC AJCCs have co-located EDD staff (Wagner Peyser, TAA & Jobs for Veterans and UI)
- Two of NCCC AJCCs (Sutter and Yuba) operate CTE programs and Workability
- Three of the NCCC AJCCs (Colusa, Sutter and Yuba) also have contracts with Health and Human Services CalWORKs
- All four AJCCs co-fund training and supportive services with CHD (MSFWs), DOR, CalWORKs, and TAA.
- NCCC AJCCs are also working with local construction trades on a Pre-Apprenticeship Construction Program

SERVICES AND SERVICE DELIVERY STRATEGIES IN THE NCCC WORKFORCE REGION (3C)

C. Required detail on specified services and service delivery strategies

- i. Provide a description of the ways the Local Board will work with entities carrying out core programs to expand access to employment, training, education, and supportive services for eligible individuals, particularly eligible individuals with barriers to employment. Target populations include those listed in WIOA Section 24(A)-(M)***

The NCCC WDB and Governing Board have successfully negotiated MOUs with core partners that are present in each county. The MOU outlines the workforce delivery system and the network of partners who will, where possible, coordinate and connect education, training, workforce development and related services that comprehensively serve job seekers and employers.

WIOA program operators are contracted by the NCCC Boards to maintain an infrastructure to house or electronically connect those offering services. Partners in the AJCC are responsible to participants, cross training and building partnerships in the AJCC and in the workforce area. NCCC's Boards are committed to have the resources at the AJCCs provide comprehensive services to individuals with barriers to employment including:

Displaced Homemakers – this population is provided services through the Dislocated Worker program and also TANF/CalWORKs. Training needed for this population to successfully enter or re-enter the workforce is provided through comprehensive case management, exploration of careers and career pathways, training options and provision of work experience.

Low-Income Individual – NCCC has set a priority to service this population through Title I youth and adult programs. Collaboration and case sharing takes place with partners who serve this population including TANF/CalWorks/CalFresh.

Those Eligible for Section 166 – beginning dialog with California Manpower Consortium to identify and co-enroll to offer AJCC services.

Individuals with Disabilities – NCCC is currently operating two special projects for this identified population. The Disability Employment Accelerator and the Disability Employment Initiative are available in the consortium. In addition to training and services afforded under Title I Adult, Dislocated Worker and Youth Programs, NCCC also has a 15%/25% Veterans Employment-Related Assistance Program. NCCC

AJCCs also coordinate with Workability I for Youth, Transitional Partnership Program and Title IV DOR.

Older Individuals – NCCC AJCCs work with Area 4 Agency on Aging to refer individuals to Title I Adult programs.

Homeless Individuals – NCCC AJCCs work with Salvation Army, TANF/CalWORKs and the Homeless Veterans Program to refer and assist homeless individuals needing services.

Youth Aged out of Foster Care – NCCC AJCCs work with the Independent Living Programs which serve foster children in their associated counties and continue to work with those that have aged out of the system.

English Language Learners – NCCC AJCCs work with Title II Adult Education and Adult Literacy to provide English as a Second Language (ESL) instruction to participants. In addition, NCCC has a close relationship with the CHD Anthony Soto Employment and Training Center to provide Vocational ESL for Welding and truck driving courses.

Eligible Migrant and Seasonal Farmworkers – NCCC AJCCs work with CHD and EDD Wagner-Peyser to coordinate training and supportive services to this population. To offer full inclusion into the AJCC services bi-lingual staff is present when needed.

TANF – NCCC AJCC Title I providers are all under MOU or contract with TANF. Three of NCCC's AJCCs have contracts with TANF/CalWORKs to provide employment services to individuals served under TANF. The NCCC AJCC in Glenn County is operated by the local Department of Social Services and all services are immersed at the AJCC .

Single Parents – are provided services through the AJCCs with a multitude of funding sources, i.e. Title I Adult, Dislocated Worker and Youth funds, TANF/CalWORKs and Title IV DOR.

Long-Term Unemployed are provided services through the AJCCs with Dislocated Worker formula funds.

ii. *Provide a description of the way the Local Board will facilitate the development of career pathways and co-enrollment, as appropriate, in core programs.*

The WDB is strategizing how to advance career pathways and alignment with education to build career pathways to develop a labor exchange pipeline for industries. The development of career pathways is designed based upon labor market information,

employer engagement and clients' identified career interests. The WDB is working with the North Far North Regional Consortium that represents eight community colleges, WIOA Title II programs, and others to develop pathways that will begin at the AJCC.

A step towards this facilitation is the WIOA MOU that outlines coordination with core programs. Co-enrollment of participants is taking place including co-sponsored participant training with partners including: WIOA & Wagner Peyser; CHDC (Title I, Section 167); DOR (Title IV); EDD/Wagner Peyser (Title III); EDD/TAA, EDD/Veterans Program; EDD/UI; Adult Ed and Literacy (Title I); Carl Perkins & Career Technical Ed; Title V/Older American Act; HUD, and TANF.

iii. Provide a description of the way the Local Board will improve access to activities leading to a recognized post-secondary credential, including a credential that is an industry-recognized certificate or certification, portable, and stackable.

The NCCC WDB contracts with program operators to run the AJCCs in each of the four counties. Contracts outline the requirement to provide WIOA-supported career and approved training services to enrolled participants. NCCC limits post-secondary training activities to vendors that 1) are on the Eligible Training Provider List (ETPL) and 2) at completion the participant will receive a **recognized credential or industry-recognized certificate**.

The service providers accomplish dissemination of information on post-secondary training opportunities in multiple ways:

- The ETPL on the CalJOBS system is available at AJCC sites for individuals to research.
- During assessment and intake all participants are informed of training opportunities through WIOA that match their career interests and goals.
- NCCC policy requires 30% of funding must be spent on training.
- NCCC employs a full-time staff member housed at Yuba Community College, and hosts a computer lab along with support for WIOA-sponsored students in addition to recruitment and outreach to students.
- Public service announcements and flyers of training opportunities are released by the AJCCs.
- Specific outreach to targeted populations – disabled, low income, veterans, dislocated workers and youth – occurs within the consortium.

Sutter County Superintendent of Schools operates one of NCCC's AJCCs and is funded with Title I WIOA and Title II Adult Education, Career Technical Education and Carl Perkins. This AJCC provides Introduction to Health Careers, Licensed Vocational

Training, Medical Assisting, Certified Nursing Assistant Training, Phlebotomy Training, Medical Office, EKG Monitor.

Yuba County Office of Education operates the AJCC in Yuba County and provides Certified Nursing Assistant Training onsite.

Glenn County Health and Human Services operates the Glenn County AJCC and works with the Glenn County Office of Education to sponsor WIOA participants in Medical Assistant Training.

Colusa One-Stop Partnership (a joint powers agency) operates the Colusa AJCC and works with the Colusa County Office of Education to sponsor WIOA participants in Firefighting, Clerical and Medical careers.

iv. Provide a description of the way Local Boards and their partners will facilitate engagement of employers in workforce development programs, including small employers and employers in in-demand industry sectors and occupations.

- The Career Pathways Trust Grant in both Sutter County (serving Sutter, Yuba, Colusa and Yolo counties) and Butte County (provides services in Glenn County) is engaging local employers through committees to enhance services to youth.
- NCCC AJCCs operate a very successful labor exchange with employers providing recruitment, screening and referral utilizing the CalJOBS system to accomplish these services.
- Outreach to employers to assist in identifying workforce needs, employee skills, earn and learn opportunities which include WIOA and core partner sponsored OJT, Transitional Jobs and Work Experience.
- Employer job fairs targeting high demand jobs with openings.
- Work Readiness Certificate with partners.
- All NCCC AJCCs coordinate actions in their counties for hiring events, job fairs.

v. Provide a description of the way Local Boards and their partners will support a local workforce development system that meets the needs of businesses in the local area.

The NCCC WDB is committed to fostering a business engagement strategy at all contracted AJCCs. All AJCCs have designated staff that provide a menu of business services that include interview and meeting facilities; human resource information; business to business referrals; labor market information; earn and learn training options, linkages to business funding opportunities and comprehensive labor exchange activities. To make business engagement relevant many of these services must be in coordination with partner programs that also work with businesses. Business

engagement and services are offered at each of the NCCC AJCCs in collaboration with partners to maximize the benefits to employers, while utilizing partner expertise.

Partners include local economic development entities, chambers of commerce, small business loan agencies and other partners as needed. Some specific best practices in NCCC are below:

Formalized collaboration in Yuba and Sutter Counties is the Yuba-Sutter Business Consortium (YSBC). This group is made up of partners from the Small Business Development Center, EDD, community colleges, Chamber of Commerce, economic development entities, Community Service Block Grants (CSBG), Title II Adult Education and Literacy, Title I Adult and Dislocated Worker programs and the NCCC WDB. This group addresses business needs in a systematic method. Twice yearly this collaboration conducts in person business needs assessments in the area. Groups of collaborating partners visit businesses to survey and collect data on the needs of the businesses. Survey results are immediately discussed and comprehensive plans to address the needs are carried out by the relevant partners. Progress and completion of the strategy is shared with all, and may be shared with local officials to help with the impact of the identified problem.

The AJCC in Glenn County engages partners through the county-wide Strike Team/Navigator process. The partnering agencies are County of Glenn, CSBG, Title I programs, CSBG Micro-Enterprise Programs. The AJCC and this team are the point of contact for businesses in Glenn County during all phases of the business cycle, including recruitment, earn and learning training, and job fairs.

All business services in NCCC are geared towards understanding and meeting the needs of local businesses. In addition to the above all AJCCs participate in: workshops geared to businesses of all sizes; information on loan programs for business expansion and retention; entrepreneurial training; labor law and Cal OSHA updates. Other offerings are sexual harassment prevention information and working with and hiring the population of those with disabilities. AJCC and partner staffs of Wagner-Peyser also do the business recruiting and job listing on the CalJOBS system for local employers.

vi. *Provide a description of the way Local Boards and their partners will better coordinate workforce development programs and economic development.*

The NCCC WDB is committed to working with economic development partners to foster an environment of collaboration and alignment to better understand the economy and the needs of the business community for a prepared workforce for both current and emerging businesses. This collaboration is enhanced through the following coordination of EDC and workforce programs in our area:

The Yuba-Sutter Economic Development Corporation sits on the NCCC WDB to provide guidance and insight into the regional economy and workforce needs of local businesses.

NCCC is a member of the Yuba-Sutter Business Consortium; group members include WIOA Title I, Adult, Dislocated Worker and Youth service providers, Yuba City Economic Development, Yuba College, Yuba-Sutter Chamber of Commerce, Yuba-Sutter Economic Development Corporation and the Yuba-Sutter Small Business Development Center. This group meets monthly to discuss business needs, workforce strategies to meet business needs, business resources, regional economic/industry analysis and how to align services to successfully conduct business engagement and train the workforce.

NCCC staff is also active in the BEAR Essentials (Business Expansion & Retention) Program that brings together the workforce community, public, private, economic development and other resources to present to businesses in the local area.

All NCCC operators and Title I Adult, Dislocated Worker and Youth service providers work closely with the economic development entities in their local county to align services.

- Yuba and Sutter operators/service providers are members of the above groups.
- Colusa County operator/service provider works closely with the Chamber of Commerce, city and county entities for business attraction and runs the Colusa County Intermediary Relending Program (IRP)
- Glenn County operator/service provider is an integral part of the Cities and County Economic Development Steering Committee Strike Team for businesses seeking to start up, expand or relocate to Glenn County. This process identifies a single point of contact that refers and coordinates all economic questions and concerns.

vii. *Provide a description of the way Local Boards and their partners will strengthen linkages between the one-stop delivery system and unemployment insurance programs.*

It is the goal of the NCCC WDB to increase the linkage and provide better understanding of both programs to the benefit of participant and business. Through the MOU process the WDB and Unemployment Insurance (UI) programs have agreed to cross training. This continuing and expanding cooperation is integral to services at the AJCC and include: UI documentation, an eligibility criterion for some partner programs; UI support, in many cases is the only income/support some customer receive; UI information shared with employers as a business engagement tool.

Some linkages that are currently in place:

EDD partners have placed two UI Navigators on site at AJCCs. WIOA and UI Navigators provide comprehensive services to individuals seeking services.

NCCC's WIOA Dislocated Workers program depends on communication and coordination with the UI Program. Documentation of UI eligibility (or exhausted entitlement to UI) must be documented for individuals who have been terminated or laid-off from employment. WIOA uses the procedure set out in the EDD Directive WSD16-08, Release of Confidential UI Information, to request this information from UI staff through the Data Consent Authorization Forms (EDAF).

WIOA and EDD staffs coordinate helping individuals using the UI Online site to apply for benefits. All AJCCs have designated phone lines for individuals to use to apply for UI, or get assistance with any problems with their account. AJCC staffs help many people with these calls, including individuals with low English speaking skills and those who are challenged with the process.

For individuals accessing the AJCC, Title I service provider staff can answer minimal questions regarding UI questions. Coordination through the Single Point of Contact (SPOC) phone line to get direct help from a UI staff person is taking place, making a more integrated approach to serving people. In some cases the UI program has a given telephone number to help with large numbers of seasonal farmworkers needing services.

AJCC staffs have a meaningful collaboration and communication with the California Training Benefits (CTB) program. Communication between CTB/UI programs and AJCC staff is efficient and timely.

AJCC Title I and EDD staffs coordinate and collaborate on individuals profiled by UI to attend job seeking workshops. PJSA and RESA workshops are held at Sutter and Yuba County AJCCs and co-mingled staff participate in the information shared with those profiled individuals.

NCCC AMERICA'S JOB CENTERS OF CALIFORNIA (3D)

D. Required Information Pertaining to America's Job Centers of CaliforniaSM (AJCC), including the following State Plan requirements for local plans:

- i. Provide a description of the way the Local Board will ensure the continuous improvement of eligible providers of services through the system and that such providers will meet the employment needs of local employers, workers, and jobseekers.***

NCCC service providers are held to local planned performance levels for workforce development services that are updated annually. Performance calculations and review are conducted at least quarterly in each program year. These calculations are analyzed by the Local Board and NCCC staff to assure that each service provider meets or exceeds their contracted performance levels. If it is determined that performance is a concern NCCC administrative staff conducts in-depth research to determine the problem and to provide strategies to the AJCC to improve.

To assure continuous improvement NCCC administrative staff conducts several trainings, meetings and workshops a year to provide information on program strategies, performance indicators, partner services, and the rules, regulations and requirements of WIOA. If specific problems arise staff immediately intervenes and offers support to the service providers.

The NCCC Workforce Development and Governing Boards recognize that business services are interdependent with job seekers' services. In order to generate employment opportunities NCCC must have a stable and prosperous business community. To support this philosophy business services are expected of all AJCC program operators and service providers.

Service providers are contracted to have a robust menu of business services through the AJCC system. NCCC's Business Services Plan is in the process of being updated to focus on business engagement, layoff aversion, and support during all phases of the business cycle. NCCC uses the CalJOBS to track all business services and is focusing on the expanded use of the Customer Relationship Management module.

The goals for business services is to continue to engage and target businesses regarding services at the AJCC, work closer with industry organizations and labor representatives, and cross training the partners at the AJCC on the importance and function of business services.

ii. Provide a description of the way the Local Board will facilitate access to services provided through the AJCC delivery system, including in remote areas, through the use of technology and other means.

The NCCC WDB contracts with WIOA operators in each of NCCC's four counties to operate a workforce system in the area. The AJCC operators must provide a physical location where job seekers and employers have access to programs, services and activities offered by partners. The AJCCs must offer all levels of WIOA Title I approved career and training services for Adult and Dislocated Worker programs and must incorporate WIOA Youth services into the AJCC system.

The AJCC service design is driven by the local economy, job seekers and employer needs. The AJCC service design must emphasize an understanding of the population to

be served, coordinate with available partners, local government, and CBOs. The AJCC must be open to the public and conduct outreach to all segments of the population.

The WDB is continuing to meet with partners to agree on a comprehensive strategy to serve the job seeker and the employer population. This strategy includes cross training and referrals to assure the service that is needed is made available. Each AJCC and partners have a referral process in place if the partner is not co-located at the AJCC. The WDB and WIOA Title I AJCC operators are committed to continue the work started with the MOU Phase I process to map workforce and partner services through the service delivery area and to educate all partners to the goals and strategies of the WDB.

- iii. Provide a description of the way entities within the AJCC delivery system, including AJCC operators and the AJCC partners, will comply with WIOA Section 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities**

The AJCCs and service providers are required to follow all NCCC policies and procedures on nondiscrimination/equal opportunity and grievance/complaints. Individuals entering all NCCC AJCCs are educated through postings and by staff on their rights. All participants are given the grievance summary form that is signed and a copy is maintained in the files. All NCCC contracts for work-based activities state individual's rights and the employer or worksite must comply with such laws.

The AJCCs and service providers complete a Disability Biennial Assessment that addresses all the physical and programmatic accessibility of facilities, programs and services, technology and materials for individuals with disabilities. Review of this document along with monitoring reviews is conducted by NCCC administrative office staff and state staff.

- iv. Provide a description of the roles and resource contributions of the AJCC partners.**

In April of 2016 NCCC Workforce Development Board staff began meeting regarding the NCCC Workforce Innovation and Opportunity Act Service Area 2016 Memorandum of Understanding (MOU), and how to develop a comprehensive one-stop delivery system bringing together workforce development, education and human resource services in a seamless customer-focused network of partners.

The NCCC MOU, Phase I, had three parts, the body of the MOU, Signature Page, Attachment B, NCCC WIOA Service Area Partners and Attachment C, NCCC WIOA System Services matrix (see appendix A – D). The attachments to the MOU show the

physical location of partners at the AJCC and the career services they offered. In Phase II the infrastructure cost sharing will be negotiated and the partners cost for the career services will be identified.

Phase II of the MOU process has been released. The NCCC Administrative Office and the NCCC AJCC Operators are negotiating the shared infrastructure costs for collocated partners. The Infrastructure Funding Agreements (IFA) will be completed by August 2017 and submitted to the State no later than September 1, 2017. The Other System Costs with collocated and non-collocated partners cost calculations will also be completed and submitted to the State (see appendix E – F).

Each partner to the MOU has agreed to participate in joint planning; partnership building; responsiveness to local economic conditions, including employer needs; make services available to customers through the system; participate in capacity building and staff development activities; move towards a common data collection and reporting system.

- v. *Include an appendix in each local plan of copies of executed MOUs and cooperative agreements that are in process and copies of executed cooperative agreements which define how all local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local AJCC system. This includes cooperative agreements (as defined in WIOA Section 107(d)(11)) between the Local Board or other local entities described in WIOA Section 101(a)(11)(B) of the Rehabilitation Act of 1973 (29 U.S.C. 721(a)(11)(B)) and the local office of a designated State agency or designated State unit administering programs carried out under Title I of such Act (29 U.S.C. 720 et seq.) (other than Section 112 or part C of that Title (29 U.S.C. 732, 741) and subject to Section 121(f) in accordance with Section 101(a)(11) of such Act (29 U.S.C. 721(a)(11)) with respect to efforts that will enhance the provision of services to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination.***

Please see attachment appendix A – F for copies of the MOUs and documents.

- Appendix A - NCCC Workforce Innovation and Opportunity Act Service Area 2016 Memorandum of Understanding (MOU)
- Appendix B - NCCC MOU Attachment A, Signature Pages
- Appendix C - NCCC MOU Attachment Attachment B, NCCC WIOA Service Area Partners
- Appendix D – NCCC MOU Attachment C, NCCC WIOA System Services matrix
- Appendix E - NCCC MOU Addendum Infrastructure Funding Agreement (IFA)

Appendix F - NCCC MOU Addendum Other System Cost Agreement

- vi. Provide detail specifying how Local Boards will work with WIOA Section 166 grantees to include in their local plans their strategies to provide Indian and Native Americans equal access to AJCC services.**

A MOU was successfully completed and signed between NCCC and the California Indian Manpower Consortium, Inc. The relationship is growing, but at this time, no services are physically located in any of the NCCC AJCCs. Plans to cross train staff and have a service presence in NCCC will be continuing in the next year.

- vii. Provide detail specifying how Local Boards will work with WIOA Section 167 grantees to include in their local plans their strategies to provide eligible Migrant Seasonal Farmworkers equal access to AJCC services.**

The AJCCs work successfully with California Human Development (CHD), the recipient of WIOA National Farmworker Jobs Program grant. This collaborative relationship includes co-enrollment and co-management of participants. Eligible participants are enrolled into both programs to align services, leverage funding and develop comprehensive employment and training plans.

CHD representatives have been on NCCC Workforce Development Boards for an extended period. This representation helps with the service delivery design of NCCC. CHD has a physical presence at two of the NCCC AJCCs and this collocated presence increases all of the NCCC service area development strategies and options to serve participants.

To assure successful career pathways AJCCs have a strong relationship with the CHD Anthony Soto Employment and Training site in Marysville. Cross referrals take place. Strategies to provided equal access to the NCCC AJCCs for this population include staff cross training and bi-lingual staff to assist limited English speaking customers.

- viii. Provide detail specifying how AJCCs will serve as an on-ramp for the regional Sector pathways emphasized in the corresponding regional plan.**

For many individuals in the area the NCCC AJCCs serve as the only local resources for job search and training. Individuals seeking services at the AJCCs are exposed to a variety of services to help them choose a career and how to access pathways to achieve their goals. Staff is training to help individuals develop strategies to align their training needs to educational opportunities to begin or continue their careers. Individuals who seek services at the NCCC AJCCs represent many levels of skills, education, job experience and training. At any level individuals may enter the “on-ramp”

approach for career preparation and with staff guidance build on additional skills to advance in their careers.

Some of the resources include WIOA Title I Adult, Dislocated and Youth programs and service options, labor market trends, job boards, training providers and career options.

Pathways service strategies may include:

Assessment of skills and interests

Research of the labor market

Development of comprehensive plans, with incremental steps to meet goals

Referrals to training options

Development of earn and learn options

Training may include:

Pre-apprenticeship programs

Apprenticeship

Work Experience

On-the-Job Training

Transitional Jobs

Vocational training leading to licenses or certification

The service delivery system in NCCC is focused on helping individuals bridge the gap between career goals and skills to attain the goals. The system also helps individuals align their service needs with all core programs and partners. The service delivery system also helps align the needs of businesses, the local economy, training providers and participant to assure a trained prepared workforce.

The NCCC WDB and AJCCs work closely with secondary schools, adult education, community colleges and business to expand opportunities for the sector pathways identified in the regional plan. The sectors of Health Care, Construction, Transportation and Agriculture are growing and some jobs in these sectors are emerging in the area. There is an alignment with partners providing training on these sectors and service plans of individuals to assure successful training that leads to employment.

NCCC SPECIFIC PROGRAMS, POPULATIONS AND PARTNERS (3E)

E. Required Information Pertaining to Specific Programs, Populations, and Partners

- i. Describe how the Local Board will coordinate local workforce investment activities with regional economic development activities that are carried out in the local area and how the Local Board will promote entrepreneurial skills training and microenterprise services.***

The Capitol Region RPU is soliciting a Request for Proposal (RFP) under the SlingShot Initiative for Business Mentorship and MakerSpace/Incubator. The purpose of this RFP is to solicit, from qualified applicants, proposals designed to strengthen the Capital Region's innovation ecosystem by increasing the region's capacity to innovate and improve access to opportunity in the innovation economy for the region's residents. The services solicited place a high priority on strengthening startup resources, accelerating entrepreneurial learning and increasing the intersection of ideas.

Local workforce investment activities are coordinated with regional economic development activities through the Yuba-Sutter Business Consortium, Yuba-Sutter Economic Development, Yuba-Sutter Chamber of Commerce & Yuba-Sutter (YS) BizWorks, Colusa Chamber of Commerce, Colusa AJCC and Glenn County.

The YS BizWorks is the first of its kind small business eco-system and development hub in the Yuba-Sutter area. Operated by the Yuba-Sutter Chamber of Commerce and developed through a partnership between local cities, counties and private industry, YS BizWorks is dedicated to helping small and aspiring businesses with innovative ideas get off the ground, as well as supporting a thriving and growing workforce through education and training.

The Colusa AJCC has two USDA Rural Development grant programs:

- Intermediary Relending Program (IRP) – These loans are to help business and to create jobs.
- Rural Micro-entrepreneur Assistance Program (RMAP) – This funding is to offer technical assistance for small businesses at any point of their business cycle and some funding for loans.

Glenn County AJCC is part of the Cities and County Economic Development Steering Committee Strike Team for businesses seeking to start up, expand or relocate to Glenn County.

ii. Provide a description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area.

NCCC has a successful WIOA Title I Adult and Dislocated worker program in each of the four counties. The allowable WIOA activities are provided in conjunction with Wagner-Peyser services and partner services and activities.

Adult and Dislocated Worker Employment and Training Services

Basic Career Services	Basic Individualized Services	Training Services
Staff assisted job search, job referral and career counseling	Comprehensive and specialized assessment such as diagnostic testing and interviewing	Occupational skills training
Staff-assisted assessment, job placement assistance and other services (such as testing and background checks)	Full development of an individual employment plan	On-the-job training
Staff-assisted job development (working with employers and job seekers)	Group counseling	Skill upgrading and retraining
Staff-assisted workshops and job clubs	Individual counseling and career planning	Entrepreneurial training
Follow-up services	Case management	Job readiness training
	Short-term pre-vocational services	Adult education and literacy activities in combination with training
	Work Experience (WEX)	Transitional Jobs

iii. Provide a description of how the Local Board will coordinate rapid response activities carried out in the local area.

The NCCC Board contracts Rapid Response/Business Services to the AJCCs in the four counties. The AJCCs must provide all required Rapid Response activities through a planned delivery of services which enable dislocated workers to transition to new employment as quickly as possible. AJCC Rapid Response coordinators are required to immediately respond (no more than five days) after becoming aware of a layoff event or a closure of a business in their area.

NCCC has expanded the goal of Rapid Response to include all business engagement and Layoff Aversion Activities.

NCCC is integral in the coordination and the facilitation of the Northern California Rapid Response Roundtable meeting held quarterly. Best practices and communication about Rapid Response events is the cornerstone of this group.

iv. Provide a description and assessment of the type and availability of youth workforce development activities in the local area including activities for youth who are individuals with disabilities, which must include an identification of successful models of such activities.

Service provision to youth participants in NCCC has always been at a high level of comprehensive services. With the focus on out-of-school youth some adjustments have been made to move away from serving the majority of in-school youth to outreach to youth no longer in school with high needs. The AJCCs' youth programs include all elements outlined in the WIOA including assessment of skill and academic levels, developing of individual service strategies, activities to help attain secondary school diplomas, preparation for advanced education or employment. Youth service providers imbed youth services into the AJCC system, making effective connections to employers integral to the service plans. All youth entering the program receive assessments, counseling and develop individualized service plans with staff to provide the best services for the need of the youth. Service plans must address the career pathway for the youth to become self-sufficient. The AJCCs have excellent connections to services for youth who have barriers to employment.

Successful models of serving youth with barriers include:

The NCCC Disability Employment Accelerator project: this project is serving youth 18 years and up. The focus of the project is to develop work readiness skills for participants and then place in an earn and learn work experience. Partnering and co-plan development in this project are secondary school education; SARB (student review board); alternative education; special education, community college disabled student program services (DSPS); Workability I; Alta Regional.

The Transitional Partnership Program (TPP) is designed to enhance collaboration between the State Department of Rehabilitation (DOR) and Sutter County Superintendent of Schools/One-Stop and is established as a cooperative program between these two agencies. The goal of the program is to provide a blending of employment services to youth and adults who meet eligibility requirements. There are many projects operating statewide from a combined funding base provided through the State Department of Rehabilitation and local educational agencies. Our local program has been in operation since 1991. TPP provides coordinated services through a partnership with the Workforce Innovation & Opportunity Act (WIOA), Workability I, Adult Education Regional Occupational Programs (ROP), and the California Department of Rehabilitation (DOR) for youth & adults to reach self-sufficiency and attain employment. Follow-up services are also provided to ensure that a successful relationship exists between our agency and the employee, and the employer.

v. Describe how the Local Board will coordinate relevant secondary and post-secondary education programs and activities with education and workforce development activities to coordinate strategies, enhance services, and avoid duplication of services.

Secondary school services are coordinated as follows:

- The Career Pathways Trust Grant in our LWDA and with AJCCs.
- CSU, Chico/Upward Bound is a subcontractor Youth provider for NCCC and serves in-school youth for all four counties providing tutoring year round in the schools with the participants and provides a residential summer program which includes college preparation classes and work experience for disadvantaged youth.
- NCCC AJCCs are also WIOA Youth providers and provide services to both in-school and out of school youth.

Post-secondary school services are coordinated as follows:

- NCCC employs a full-time staff member housed at Yuba Community College, and hosts a computer lab along with support for WIOA-sponsored students in addition to recruitment and outreach to students.
- Yuba College representative is a member of the LWDB.
- Sutter County Superintendent of Schools presiding over CTE and Adult Education is a representative of the LWDB
- NCCC AJCCs sponsor approximately 300 new students annually in vocational education at Yuba College, Butte College and a multitude of other programs on the ETPL.
- Sutter County AJCC provides Adult Education and CTE.
- Glenn County Office of Education provides Adult Education and CTE.
- Yuba County AJCC provides CTE.
- Colusa County Office of Education provides CTE.

These programs all coordinate with each other, develop referral and support mechanisms, most are core partners and MOUs are in place, and co-enroll and co-sponsor participants in services and training.

vi. Describe how the Local Board will coordinate WIOA Title I workforce development activities with the provision of transportation and other appropriate supportive services in the local area.

During the process of intake, developing individual service plans and service delivery, the need for support, including transportation, is discussed. In order for WIOA Title I

Adult, Dislocated Worker or Youth programs to provide a WIOA funded supportive service the participant must be enrolled into an appropriate activity, have a financial need and have no other source to pay for the support. NCCC Title I service providers will work with partners to determine the appropriate mix of support for individuals' service plans and what services will be used. This coordination is ongoing and included partners from TANF, CHDS, DOR and Adult Education. Other none partner resources are also explored.

- vii. Provide any plans, assurances, and strategies for maximizing coordination, improving service delivery, and avoiding duplication of Wagner-Peyser Act (29 U.S.C. 49 et seq.) services and other services provided through the One-Stop delivery system.**

WIOA Title I Adult, Dislocated Worker and Youth service providers and the Wagner-Peyser Act program use the CalJOBS system to track co-enrolled individuals across WIOA. This system allows for viewing activities in both programs by AJCC staff.

It is the goal that all AJCC job seekers register onto CalJOBS, develop a resume and start the job-seeking process on this system. Where appropriate, WIOA staff will enroll into a Wagner-Peyser activity. Weekly RESA workshops are conducted in two of the NCCC counties with WIOA, Wagner-Peyser and Veteran staff participating. Communication on attendance and next steps is shared with these partners.

To improve service delivery the WDB has arranged information sessions with Wagner-Peyser and WIOA staff on Veteran services in both programs. Currently NCCC operates a VEAP program. Cross referrals are the key to this program's success. AJCC staff work very closely on referrals and communication through the CalJOBS system.

It is the goal of the NCCC WDB to expand Title I Adult, Dislocated Worker and Youth services with our partners providing Wagner-Peyser programs through cross referrals, training and continued integration of services.

- viii. Describe how the Local Board will coordinate WIOA Title I activities with adult education and literacy activities under WIOA Title II. This description must include how the Local Board will carry out the review of local applications submitted under Title II consistent with WIOA Sections 107(d)(11)(A) and (B)(i) and WIOA Section 232. This description must also specify how the Local Board will carry out the review of Title II grant applications to determine whether such applications are consistent with the local plan, and how Local Boards will make recommendations to the eligible agency to promote alignment with the local plan, as described in WIOA Sections 107(d)(11)(A) and (B)(i) and Section 232.**

The WDB is working with entities that are Title II funded programs in Sutter and Glenn counties (Colusa and Yuba counties have no funding under Title II). The Sutter County Title II provider is also the AJCC provider in Sutter County. NCCC will review WIOA Title II AEFLA grant applications for consistency with LWDB plans May 17-30, 2017.

- ix. Local plans affecting services in the counties listed below must provide a description of the services that will be provided to limited English proficient individuals. These services should be specifically detailed in any sections of the local plan that deal with the provision of services to individuals with basic skills challenges. Local plans must specify how basic skills programs in the local area will serve individuals from these communities. Counties that trigger this requirement include Imperial, Monterey, San Benito, Los Angeles, Tulare, Merced, Santa Clara, Madera, Fresno, Orange, San Joaquin, San Mateo, Santa Barbara, Kern, Kings, Alameda, San Francisco, Napa, Stanislaus, San Bernardino, Ventura, Riverside, San Diego, Yolo, Sutter, Contra Costa, and Sacramento.**

NCCC conducted an assessment through interviews with One-Stop staffs, analysis of the U.S. Census Bureau's Census of Population and data from the State Job Training Automation System of customers enrolled in the Workforce Investment Act regarding services to limited English speaking participants. Based on this assessment a determination was made that the highest number of limited English speaking customers speak Spanish as their primary language. There are however bilingual staff members who speak the following languages: Spanish, Punjabi and Hmong located at NCCC One-Stops. In addition to staff interpreters, customer family members are also utilized. CalJOBS.ca.gov which is utilized at each of NCCC's One-Stops translates all program information and services into Spanish. Customers are able to obtain program information, register for services, job search, complete and update resumes and apply for jobs using the system.

NCCC AJCC staffs are directed to provide no cost language assistance to LEP customers as needed, and in a manner that ensures these individuals meaningful access to the subrecipient's programs and activities.

Information is disseminated to LEP persons through the use of staff interpreters and the CalJOBS system located at each of NCCC's AJCCs.

NCCC will conduct monitoring and oversight of AJCC documentation and evidence to assure that LEP individuals were served in a manner equally consistent and effective as the manner in which non-LEP persons are served.

NCCC MANAGEMENT OF GRANTS AND ADMINISTRATION OF THE LOCAL BOARD (3F)

F. Relevant Information Pertaining To Grants and Grant Administration

- i. Identify the entity responsible for the disbursement of grant funds described in WIOA Section 107(d)(12)(B)(i)(III), as determined by the chief elected official or the Governor under WIOA Section 107(d)(12)(B)(i).***

NCCC WDB, Governing Board and the CEO distributes the grant funds for WIOA Title I programs and all special projects.

- ii. Describe the competitive process that will be used to award the sub-grants and contracts for WIOA Title I activities.***

NCCC WDB uses a competitive process to award the subgrants and contracts for WIOA Title I Adult, Dislocated Worker and Youth activities through the AJCC/One-Stop system in the consortium.

On February 24, 2016 a North Central Counties Request for Proposals (RFP) was released for the operations and service provision of the WIOA services for adults and youth in the counties of Colusa, Glenn, Sutter and Yuba. The release included public notice of the RFP. The process included electronic question/answer system and a mandatory notice of intent to submit proposals. Proposals were due to the NCCC administrative office on March 25, 2016, and formal review and scoring of the submitted proposals was conducted by outside reviewers and completed by April 15, 2016. At the May 18, 2016 NCCC WDB and Governing Board meeting successful bidders were approved.

The purpose of the RFP was to solicit proposals from qualified bidders to manage and operate the AJCC local area system; to provide comprehensive employment and training services to Adults, Dislocated Workers, In-School and Out-of-School Youth; provide comprehensive Rapid Response activities; and to conduct business services.

NCCC PERFORMANCE GOALS FOR WIOA PROGRAMS (3G)

G. Relevant information pertaining to performance goals

- i. The Local Plan should describe the levels of performance negotiated with the Governor and chief elected official consistent with WIOA Section 116(c), to be used to measure the performance of the local area and to be used by the Local Board for measuring the performance of the local fiscal agent (where appropriate), eligible providers under WIOA Title I subtitle B, and the AJCC delivery system in the local area.***

NCCC accepted the State goals with the exception of the Dislocated Worker Median Earnings 2nd Quarter as the projections are lower than the State goals.

PY 2016-17 Proposed Performance Goals				
	Adults	Dislocated Workers	Youth	
Employment Rate 2nd Quarter After Exit	65.0%	68.0%	62.4%	Employment or Placement Rate 2nd Quarter After Exit
Employment Rate 4th Quarter After Exit	62.5%	66.5%	64.2%	Employment or Placement Rate 4th Quarter After Exit
Median Earnings 2nd Quarter After Exit	\$4,957	\$6,800	BASELINE	Median Earnings
Credential Attainment within 4 Quarters After Exit	52.9%	60.0%	54.7%	Credential Attainment within 4 Quarters After Exit

PY 2017-18 Proposed Performance Goals				
	Adults	Dislocated Workers	Youth	
Employment Rate 2nd Quarter After Exit	68.0%	71.0%	65.4%	Employment or Placement Rate 2nd Quarter After Exit
Employment Rate 4th Quarter After Exit	65.5%	69.5%	67.2%	Employment or Placement Rate 4th Quarter After Exit
Median Earnings 2nd Quarter After Exit	\$5,157	\$6,900	BASELINE	Median Earnings
Credential Attainment within 4 Quarters After Exit	55.9%	63.0%	57.7%	Credential Attainment within 4 Quarters After Exit

HIGH PERFORMANCE BOARD EFFORT (3H)

H. Relevant information pertaining to federal High Performance Board (HPB) efforts

i. Identify how the Local Board will comply with state-issued AJCC policies specified in the following policy directives:

- **WSD15-14 - WIOA Adult Program Priority of Service**

NCCC WDB has developed an administrative policy that states “With respect to individualized career services and training services funded with WIOA Adult funds, priority of service must be given to recipients of public assistance, other low-income

individuals or individuals who are basic skills deficient”. Instructions for Adult program priority of service are also outlined in NCCC Administrative procedures. Guidelines, instructions and definitions in these documents must be followed by all NCCC WIOA service providers.

These documents also state that priority must also be given to Veterans and eligible spouses of Veterans for all WIOA funded programs in NCCC.

To assure compliance with these priority groups all yearly executed contracts with WIOA operators include language for priority group. NCCC WDB staff also runs reports off the CalJOBS system to track the enrollments of individuals with the priority group demographics.

- **WSD15-12 - WIOA Memorandums of Understanding Phase I**

WIOA Phase I MOUs were fully executed and submitted to the EDD Workforce Services in June of 2016. As stated in WSD15-12 the MOUs were developed to “act as a functional tool as well as visionary plan for how the WDB and AJCC partners will work together to create a unified service delivery system that best meets the needs of their shared customers”.

The NCCC WDB used both the identified methods for developing the MOU. An umbrella MOU between partners (see partners list in section B.i.) was developed and a separate MOU was developed with Title III Wagner-Peyser, TAA, and Veterans program through EDD and Unemployment Insurance.

Staff continues with this process by mapping service locations and will convene additional meetings in the future to discuss creating a workforce system to meet the needs of the local area.

- **WSDD-151 - WIOA Phase II Memorandums of Understanding**

NCCC WDB staff is working on this process and will have the agreement completed by the due date. Meetings have been held with partners and discussions and infrastructure costs are being determined.

I. Relevant information on training activities

NCCC has a strong history of linking our customers with financial support and appropriate training opportunities. Training is focused on high growth/high demand occupations identified in strategic research and labor market analysis. NCCC Title I service providers make available all WIOA training services outlined in Section 134(c)

(3)(D) of the Act. With the exception of On-the-Job (OJT) Training, Customized Training, Incumbent Worker Training and Transitional Jobs Training, NCCC utilizes an Individual Training Account (ITA) to formalize training agreements between all parties. NCCC has administrative policies and procedures that outline the development of ITAs, OJTs and Transitional Jobs.

To develop the participant's individual service plan customers are educated on their choices by working with AJCC staff who provide information on training options and labor market information, certification, credential, and licenses requirements for occupation choice. To assure an informed choice, customers are provided information on local and regional labor markets, job opportunities, industry and occupation wages, employment opportunities, career ladders/building blocks, and the results of their assessments to determine career direction. Customers are also educated on the different training options available including OJT and Transitional Jobs opportunities with our business partners. When vocational education is appropriate the customer is educated on the community college system, adult education, private training providers, vocational options, and community services and supportive service options to support the training. Customers are also encouraged to do self-research of private and public training providers.

- ***The local plan should describe how training services outlined in WIOA Section 134 will be provided through the use of individual training accounts. If contracts for training services will be used, the local plan must include how the use of such contracts will be coordinated with the use of individual training accounts, and how the Local Board will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided.***

The WDB has policies and procedures in place to guide the Title I Adult and Dislocated Worker service providers in the development of ITA to assure customer choice. The development of ITAs is not exclusive to training in the occupations identified by the NCCC WDB as growing in the area. It is a requirement in the development of a training plan that labor market research is completed to determine demand and job availability in the occupation. Customers are also given information on training options and encouraged to research schools and the types of certification/license/credentials required or occupation goal. The only contracted training that NCCC has planned to conduct is for a Construction Pre-Apprenticeship Program.

NCCC PUBLIC TRANSPARENCY, ACCESSIBILITY AND INCLUSIVITY INFORMATION (3J)

J. Public transparency, accessibility and inclusivity information

- i. The Local plan should describe the process used by the Local Board, consistent with WIOA 108(d), to provide a 30-day public comment period prior to submission of the plan. Information should specify how Local Boards complied with physical and programmatic accessibility requirement for individuals with disabilities. This section should describe local outreach efforts made to include stakeholders and CBOs representing the individuals from target populations characteristic of the demography of the region, including those groups who have experience serving or working with high-need and historically disadvantaged communities such as farmworkers, ex-offenders, those who are limited English proficient, out of school and/or disconnected and foster youth (including former foster youth). This description should note how and which groups (by name) were contacted and invited to participate in both planning efforts and the public comment process.***

The NCCC DRAFT 2016 WIOA Strategic Plan was developed using input from employers, the program operators and partners. NCCC staff worked closely with local providers of WIOA Title II programs to make sure that plan goals were aligned in goals to serve targeted populations and services offered.

Starting in November of 2016 NCCC staff began discussions with local partners of the NCCC MOU regarding the components of the local plan. Draft copies were sent to the below partners for comment in January 2017.

WIOA Title I, Adult, Dislocated Worker and Youth Service Providers
WIOA Title I, Section 166 and 167
WIOA Title II, Adult Education and Literacy
WIOA Title III, Wagner-Peyser
WIOA Title IV, Vocational Rehabilitation
Carl D. Perkins Career and Technical Education
Title V Older American Act
Trade Act (TAA)
Veteran Program (EDD)
Community Service Block Grant
HUD Employment and Training Program
Unemployment Insurance (EDD)
Temporary Assistance to Needy Families
Others who have interest in the process and those parties include CBO/Agencies that work with targeted populations.

The NCCC Local Plan and the Capitol Area Regional Strategic Workforce Development Plans were made available for a 30-day comment period on January 24, 2017. Notice of this 30-day comment and review period was published in local news outlets in the

counties of Colusa, Glenn, Sutter and Yuba. The public was invited to the NCCC Workforce Development Board meeting on February 16, 2017 to discuss the plan or have any questions answered. The plans were available at each of the NCCC AJCCs, the WDB Administration Office and online at NCCC's webpage.

At the end of the 30 day comment period, February 23, 2017, there were no comments or questions regarding the plans submitted to NCCC by the public or our partners.

NCCC COMMON INTAKE AND CASE MANAGEMENT (3K)

K. Relevant information pertaining to common intake and case management efforts

- i. Describe how Local Boards currently handle intake and case management and whether their existing approach allows for the tracking of co-enrolled individuals across WIOA core programs and other programs party to the State Plan.***

Participant intake and case management are contracted to NCCC service providers in each of the NCCC counties. Each AJCC is unique in service populations but NCCC standardizes intake and case management requirements through policies and procedures. All participant actions are recorded on the CalJOBS system within 30 days of such action.

In addition to entry onto the CalJOBS system NCCC still requires pen and paper documentation of eligibility documents, case notes, contracts and all relevant documents that are a part of the participants' service plan.

The CalJOBS system is the only case management tracking system NCCC uses. Unfortunately this system is not used by partners other than EDD Wagner-Peyser, California Human Development and EDD TAA. NCCC has no plans to invest in a broader reaching tracking system.

MISCELLANEOUS INFORMATION REQUIREMENTS (3L)

L. Other miscellaneous information requirements

- i. Specify how Title II program applicants will be given access to local plans for purposes of reviewing the local plan and developing Title II applications for funding.***

The WDB is working closely with WIOA Title II programs in Glenn and Sutter counties (there are no Title II programs in Colusa or Yuba counties) to share information on the

development of each entity's local plan. NCCC will send a draft copy to the Title II programs and in turn will review their plans.

It is the goal that there is some commonality and shared goals in both plans to better serve this workforce area.

ii. Describe how the Local Board will meet the priority of service requirements in WIOA Section 134(c)(3)(E).

In respect to local funds for WIOA Adult employment and training activities, the WDB has policies and procedures in place to assure priority shall be given to eligible individuals who are low income, recipients of public assistance and/or those who are basic skills deficient.

To track this priority WDB staff runs quarterly reports to track the enrollment of individuals who have the characteristics of this priority. It is the plan to continue this tracking and educating AJCC staffs on the priority group and the importance in providing comprehensive services to overcome barriers and obstacles towards self-sufficiency.

iii. Identify the portions of the local plan that are being handled in the narrative content of the regional plan.

The Regional Planning Unit "Regional Plan" will address the A-H Plan Requirements and include:

- Establish regional service strategy
- Develop sector initiative
- Analysis of regional labor market data

ATTACHMENTS

1. *WDB Assurances*
2. *Comprehensive One-Stops and AJCC Partners in the Local Area*
3. *AJCC Memorandums of Understanding (MOU)*
4. *Local Area Grant Recipient Listing*
5. *WDB Bylaws*
6. *Program Administration Designee and Plan Signatures*
7. *Summary of Comments*

Appendix A - F