

**POLICY BOARD  
MEETING**

**April 19, 2022  
Tuesday**

**12:00 Noon**

## AGENDA

### A Meeting of the SELACO Workforce Development Policy Board

Progress Park Plaza  
15500 Downey Avenue  
Paramount, California

OR via Zoom

<https://us06web.zoom.us/j/81511272039>

Meeting ID: 815 1127 2039

Passcode: 084857

**12:00 noon, Tuesday, April 19, 2022**

1. Call to Order
2. Pledge of Allegiance
3. Roll Call

Member Rene Trevino, Councilmember, City of Artesia  
Member Naresh Solanki, Councilmember, City of Cerritos  
Member Blanca Pacheco, Mayor, City of Downey  
Member Jesse Alvarado, Council Member, City of Hawaiian Gardens  
Member Rick Ramirez, Mayor, City of Norwalk  
Member Peggy Lemons, Councilmember, City of Paramount  
Vice Chairman Sonny Santa Ines, Mayor Pro Tem, City of Bellflower  
Chairman Jeff Wood, Mayor, City of Lakewood

4. Self-Introduction of Guests
5. Public Comments
6. Consent Calendar

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# SELACO Workforce Development Policy Board Agenda

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**SELACO Workforce Development Policy Board Agenda**

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9. Interesting Correspondence
  - A. Success Stories 255
10. Items from Staff
11. Board Member Comments
12. Closed Session
  - A. Conference with Legal Counsel –Pending Litigation  
(Government Code Section 54956.9(d)(1))  
  
*Ramoso v. SELACO, et. al.*
  - B. Public Employment (Government Code Section 54957)  
Title: Deputy Director
13. Adjournment to June 21, 2022, in the City of Norwalk

IN COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT, IF YOU NEED SPECIAL ASSISTANCE TO PARTICIPATE IN THIS MEETING, PLEASE CONTACT THE SELACO WDB AT (562) 402-9336. NOTIFICATION OF AT LEAST 48 HOURS PRIOR TO THE MEETING WILL ENABLE STAFF TO MAKE REASONABLE ARRANGEMENTS TO ENSURE ACCESSIBILITY TO THIS MEETING. ASSISTIVE LISTENING DEVICES ARE AVAILABLE FOR THIS MEETING. PLEASE ADVISE STAFF IF YOU DESIRE TO USE THIS DEVICE.

RESOLUTION NO. 2021-1B

A RESOLUTION OF THE POLICY BOARD OF THE SOUTHEAST LOS ANGELES COUNTY WORKFORCE DEVELOPMENT BOARD AUTHORIZING REMOTE TELECONFERENCE MEETINGS OF THE SOUTHEAST LOS ANGELES COUNTY WORKFORCE DEVELOPMENT BOARD PURSUANT TO GOVERNMENT CODE SECTION 54953(e)

WHEREAS, Government Code section 54953(e), as amended by Assembly Bill No. 361, allows legislative bodies to hold open meetings by teleconference without reference to otherwise applicable requirements in Government Code section 54953(b)(3), so long as the legislative body complies with certain requirements, there exists a declared state of emergency, and one of the following circumstances is met:

1. State or local officials have imposed or recommended measures to promote social distancing.
2. The legislative body is holding the meeting for the purpose of determining whether as a result of the emergency, meeting in person would present imminent risks to the health or safety of attendees.
3. The legislative body has determined that, as a result of the emergency, meeting in person would present imminent risks to the health or safety of attendees.

WHEREAS, the Governor of California proclaimed a state of emergency pursuant to Government Code section 8625 on March 4, 2020; and

WHEREAS, the Policy Board of the Southeast Los Angeles County Workforce Development Board previously adopted Resolution No. [2021-1] finding that the requisite conditions exist for the Southeast Los Angeles County Workforce Development Board to conduct teleconference meetings under California Government Code section 54953(e); and

WHEREAS, more than thirty days have passed since Resolution No. [2021-1] was adopted and the Policy Board of the Southeast Los Angeles County Workforce Development Board has not met since Resolution No. [2021-1] has passed; and

WHEREAS, the Policy Board of the Southeast Los Angeles County Workforce Development Board desires to hold and continue holding its public meetings by teleconference consistent with Government Code section 54953(e).

NOW, THEREFORE, THE POLICY BOARD OF THE SOUTHEAST LOS ANGELES COUNTY WORKFORCE DEVELOPMENT BOARD DOES HEREBY RESOLVE AS FOLLOWS:

Section 1. Recitals. The Recitals set forth above are true and correct and are incorporated into this Resolution by this reference.

Section 2. Conditions for Initial Teleconferencing Meeting are Met. The Policy Board of the Southeast Los Angeles County Workforce Development Board found on the 14<sup>th</sup> day of December 2021 and hereby finds and declares the following, as required by Government Code section 54953(e)(3):

1. The Governor of California proclaimed a state of emergency on March 4, 2020, pursuant to Government Code section 8625, which remains in effect.
2. State or local officials have imposed or recommended measures to promote social distancing.

Section 2. Conditions for Continued Teleconferencing Meeting are Met. Although more than thirty days have passed since Resolution No. [2021-1] was adopted, this Resolution is adopted in the spirit of continuing the findings made in Resolution No. [2021-1]. In keeping with Resolution No. [2021-1] and Section 2 above, the Policy Board of the Southeast Los Angeles County Workforce Development Board hereby finds and declares the following, as required by Government Code section 54953(e)(3):

1. The Policy Board of the Southeast Los Angeles County Workforce Development Board has reconsidered the circumstances of the state of emergency declared by the Governor pursuant to his or her authority under Government Code section 8625;
2. The state of emergency continues to directly impact the ability of members of the Policy Board of the Southeast Los Angeles County Workforce Development Board to meet safely in person; and
3. State and local officials have imposed or recommended measures to promote social distancing.

PASSED AND ADOPTED by the Policy Board of the Southeast Los Angeles County Workforce Development Board, this 19th day of April 2022, by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

# MINUTES

## A MEETING OF THE WORKFORCE DEVELOPMENT POLICY BOARD OF SOUTHEAST LOS ANGELES COUNTY

February 15, 2022

12:00 noon

Columbia Memorial  
Space Center  
12400 Columbia Way  
Downey, CA

### **CALL TO ORDER**

The Policy Board Meeting was called to order by Chairman Jeff Wood at 12:07 p.m.

### **PLEDGE OF ALLEGIANCE**

The Pledge of Allegiance was led by Member Pacheco.

### **ROLL CALL**

POLICY BOARD MEMBERS PRESENT: Jeff Wood, Lakewood, Chairman; Sonny Santa Ines, Bellflower, Vice Chairman; Rene Trevino, Artesia; Blanca Pacheco, Downey; Jesse Alvarado, Hawaiian Gardens; Rick Ramirez, Norwalk; Peggy Lemons, Paramount.

POLICY BOARD MEMBERS ABSENT: Naresh Solanki, Cerritos.

OTHERS PRESENT: Jack Joseph, Policy Board Administrator/Policy Director; Yolanda Castro, SELACO WDB Executive Director; Carol Davis, SELACO WDB Human Resources Administrator; Kay Ford, SELACO WDB Deputy Executive Director; Chau Diep, SELACO WDB Director of Finance; Sandra Michel, SELACO WDB Director of Policy, Compliance, and Strategic Planning; Ben Sandoval, SELACO WDB Manager of Business Services; Rick Rodriguez, former Downey Council Member and SELACO Policy Board Member.

Chairman Wood welcomed Norwalk Mayor Rick Ramirez as Norwalk's new representative to the Policy Board.

### **PUBLIC COMMENTS**

There were no public comments.

## **CONSENT CALENDAR**

### **A. RESOLUTION NO. 2021-1A**

**A RESOLUTION OF THE POLICY BOARD OF THE SOUTHEAST LOS ANGELES COUNTY WORKFORCE DEVELOPMENT BOARD AUTHORIZING REMOTE TELECONFERENCE MEETINGS OF THE POLICY BOARD OF THE SOUTHEAST LOS ANGELES COUNTY WORKFORCE DEVELOPMENT BOARD PURSUANT TO GOVERNMENT CODE SECTION 54953(e)**

### **B. Approval of the Minutes of the Policy Board Meeting of December 14, 2021**

### **C. WDB Attendance Roster**

### **D. Program Report for 07/01/21-12/31/21**

It was moved by Member Ramirez, seconded by Vice Chairman Santa Ines, to approve the consent calendar. The motion was approved unanimously, with Member Lemons abstaining on the minutes.

## **BUSINESS SESSION**

### **A. Report from the WDB Executive Director**

WDB Executive Director Yolanda Castro introduced Rick Rodriguez, former Downey Council Member and Policy Board Member, who has worked with SELACO staff to create a dedicated Veterans Center.

Mr. Rodriguez gave background on the efforts to create a program for veterans. He described Operation Reboot, a 21-day intensive course for veterans intended to transition them into civilian life. He said that a group which includes Boeing and Operation Reboot has been created to put together a program and has entered an MOU with the City of Downey to have the program housed in a portion of the Downey Library. He said 21 non-profit organizations now meet once a month and have staffed a one-stop shop for veterans.

Mr. Rodriguez said they had approached the Downey Chamber of Commerce and received office space for the program. He said the program really puts a dent into the homeless problem among veterans.

Ms. Castro said she is looking to the potential of having SELACO staff do outreach at their centers.

Ms. Castro said the Gateway Cities Council of Governments has partnered with Magellan Advisors to create a region-wide Broadband Master Plan. She said she



encourages all SELACO cities to respond to a survey recently sent out by the Gateway Cities COG.

Responding to a request from Member Trevino to have a discussion on a regional job fair, Ms. Castro said that for now SELACO is committed to having two job fairs a year because they are very staff intensive. She shared a PowerPoint presentation on regional job fairs and reviewed what cities can do to help in order to host an event. It was the consensus of the Policy Board to have further discussion on job fairs at the next meeting.

**B. Consideration of Appointments to the WDB to Fill Current Vacancies**

There was no action taken on this item.

**C. SELACO WDB Annual Audit Report for Fiscal Year 2020-2021**

The Executive Director reviewed the annual audit for Fiscal Year 2020-21, which reported no findings or questioned costs. The year-end positive “net assets” balance was \$553,920.

It was moved by Vice Chairman Santa Ines, seconded by Member Ramirez, to approve the Annual Audit Report for Fiscal Year 2020-2021. The motion was approved unanimously.

**D. Request for Proposal: Single Auditing Services Results**

The Executive Director reviewed the responses to the Request for Proposals to conduct single auditing services for the SELACO WDB. She said a total of five proposals had been received and that a review of the proposals had been completed by a panel of four members. She said the panel’s recommendation was to award a contract to the firm of Moss, Levy and Harzheim. The most important factors leading to the recommendation were recent experience and cost. She said the contract recommendation is a one-year contract in the amount of \$26,485, with an option to extend the contract for an additional three years based upon contract performance.

It was moved by Member Ramirez, seconded by Member Alvarado, to approve the recommendation to award the contract for single audit services to Moss, Levy and Harzheim. The motion was approved unanimously.

**INFORMATION ITEMS**

There were no items presented.

## **INTERESTING CORRESPONDENCE**

### **A. Success Stories**

The Executive Director shared recent success stories involving program participants from Norwalk, Lakewood, and Bellflower.

## **ITEMS FROM STAFF**

There were no items presented.

## **BOARD MEMBER COMMENTS**

Member Trevino reported that the City of Artesia had retained Mike Egan as Interim City Manager. He said he is excited about the possibility of hosting a job fair. He said next week would be opening of the city's baseball season and that a Mariachi event would be held in March.

Vice Chairman Santa Ines thanked Member Pacheco for hosting today's meeting at the Columbia Memorial Space Center and thanked Member Ramirez for Norwalk's hosting of yesterday's job fair.

Member Ramirez thanked SELACO on the partnership for yesterday's job fair and thanked Member Pacheco for hosting today's meeting. He said Norwalk would host the June meeting of the Policy Board.

## **ADJOURNMENT**

The meeting was adjourned at 1:21 p.m. to a meeting to be held in the City of Paramount on April 19, 2022.



**SELACO WDB Board of Directors  
Attendance Roster – PY 21/22**

Board Members	7/22 2021	9/23 2021	10/28 2021	1/27 2022	3/24 2022	5/26 2022					
<b>1. Chan, Connie</b> Public Employment Service	Approved by Policy Board 10/19/21	X	X	X	X						
<b>2. Crespo, Leonard</b> Business Representative City of Paramount	X	A	X	X	A						
<b>3. Dameron, Mark</b> Chair Business Representative – City of Lakewood	X	X	X	X	X						
<b>4. Dertthick, Joseph</b> Business Representative – City of Norwalk	X	X	X	A	AE						
<b>5. Drake, Aaron</b> Vice Chair Business Representative – City of Bellflower	X	X	X	X	AE						
<b>6. Espitia, Ben</b> Secretary/Treasurer Labor Organization	X	AE	AE	X	X						
<b>7. Gomez, Belle</b> Education Entity	A	X	X	X	X						
<b>8. Gutierrez, Liza Marie</b> Business Representative - City of Hawaiian Gardens	A	A	A	AE	A						
<b>9. Kucera, Kevin</b> Labor Organization	AE	AE	AE	AE	AE						
<b>10. Levine, Barbara</b> Economic Development	X	X	AE	X	X						
<b>11. McGehee, Shannon</b> Business Representative City of Paramount	X	A	X	X	X						

Board Members	7/23 2020	9/24 2020	10/22 2020	1/27 2021	3/24 2021	5/26 2021				
<b>12. Nam, Leila</b> Business Representative City of Artesia	X	A	X	X	X					
<b>13. Patel, Vijay</b> Business Representative – City of Downey	X	AE	A	X	X					
<b>14. Polley, Tracy</b> Business Representative – City of Norwalk	X	X	X	X	X					
<b>15. Rapue, Judith</b> Labor Organization	A	A	A	A	A					
<b>16. Ryder, Tim</b> Business Representative – City of Hawaiian Gardens	X	X	AE	X	A					
<b>17. Saucedo-Garcia, Cristina</b> Business Representative – City of Downey	AE	AE	X	AE	X					
<b>18. Segura, Michael</b> Business Representative – City of Lakewood	Approved by Policy Board 10/19/21		X	X	X					
<b>19. Shah, Jawahar</b> Business Representative City of Cerritos	X	X	X	AE	X					
<b>20. Todd, Sharon</b> Education Entity	X	AE	X	X	X					
<b>21. Trivedi, Sanjay</b> Business Representative – City of Cerritos	X	A	X	AE	AE					
<b>22. Uttecht, Greg</b> Business Representative City of Artesia	A	X	X	AE	X					
<b>23. Wehage, Larry</b> Business Representative City of Bellflower	X	X	X	X	X					
<b>24. VACANT</b> Labor Organization										
<b>25. VACANT</b> Labor Organization										
<b>26. VACANT</b> Labor Organization										
<b>27. VACANT</b> Rehabilitation Organization										

**X = Present    A = Absent    AE = Absence Excused    SP = Special Meeting    ~ = No Meeting**



# Operations Report

EIGHTH REPORT

JULY 1, 2021 – FEBRUARY 28, 2022

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## PURPOSE

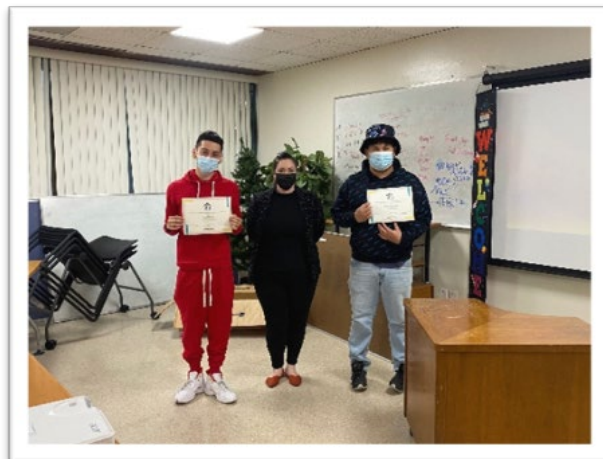
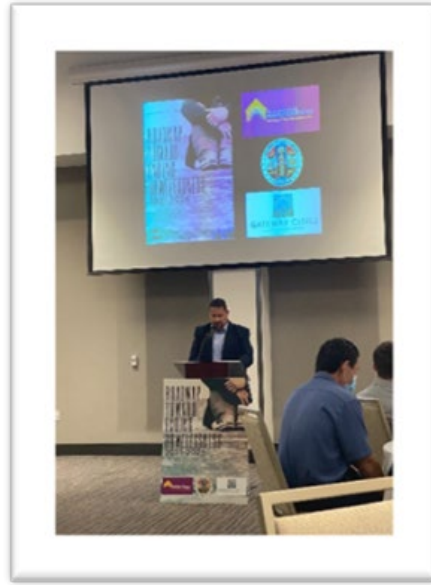
The Southeast Los Angeles County Workforce Development Board (SELACO WDB) respectfully submits the sixth Program Operations Report for the program year 2021-2022. This report reflects the various grants and services offered to our local job seekers and employers. This report includes information on America's Job Center of California Activity, Adult Programs, Youth Programs, Employer Services, Special and Regional Programs. The report will reflect performance and activity requirements of our funding entities.

## Event for Gateway Cities Council of Governments' (GCCOG) to promote solutions regarding homelessness in the Gateway Cities

A sub-regional approach to provide homeless solutions in the Gateway Cities. The event program focused on the vision and values statement and the prioritized goals specified in the plan.

The keynote speaker for the evening was California Assembly Speaker Anthony Rendon. The GCCOG is committed to partnering with its member cities to proactively address homelessness in the Gateway Region. The list of attendees included: elected officials, city managers, and community leaders to the launch of this plan and a call to action to join to end homelessness in our subregion.

<https://www.gatewaycog.org/initiatives-and-projects/housing-and-homelessness/homelessness>



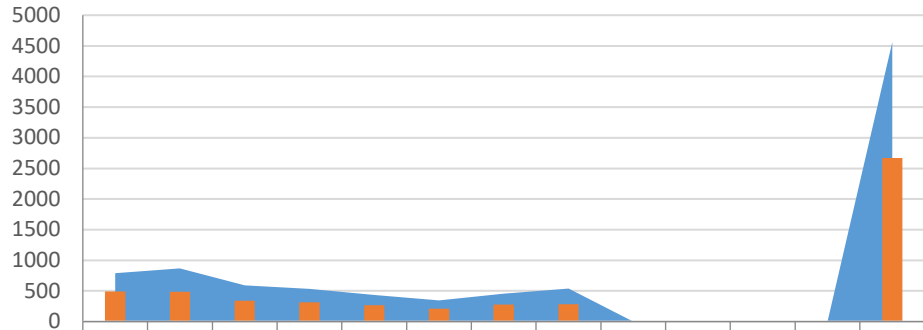


## IN-THE-KNOW WITH SELACO

“In-the-Know with SELACO” is the name of the SELACO WDB Constant Contact company newsletter. Our newsletter is published quarterly and features articles highlighting recent activities and events including board and community engagement, special programs and success stories. Constant Contact also allows SELACO to deliver mass emails to multiple groups all at the same time without affecting the company server. We use Constant Contact to promote job recruitments and announcements for events such as The Collaborative Community Network meetings and Disability Awareness Training as well as in-house to inform staff. The following link provides you access to our most recent publication of “In-the-Know with SELACO”: [In-The-Know](#)

CAREER SERVICES

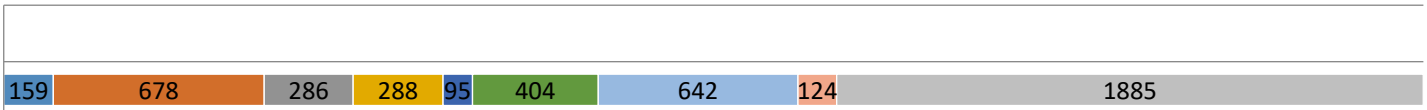
### Customer Visits to AJCC

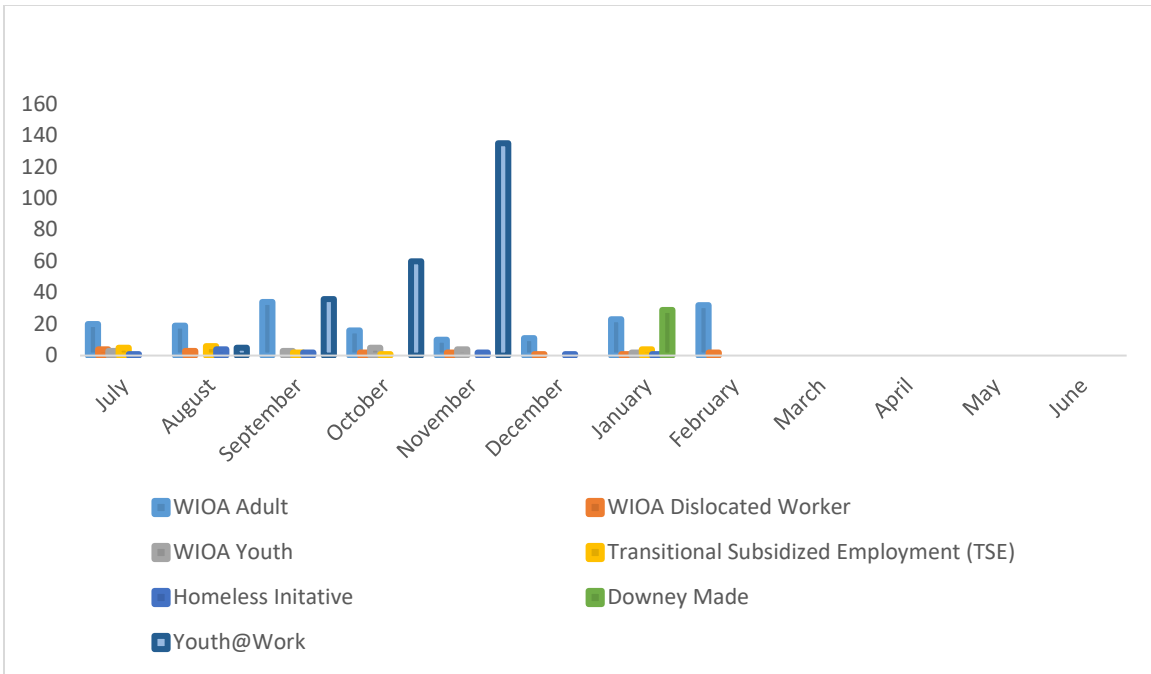


	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Year-to-Date
Total Visits	792	870	593	532	435	344	457	538					4561
Distinct Customers	493	487	343	315	266	210	276	281					2671

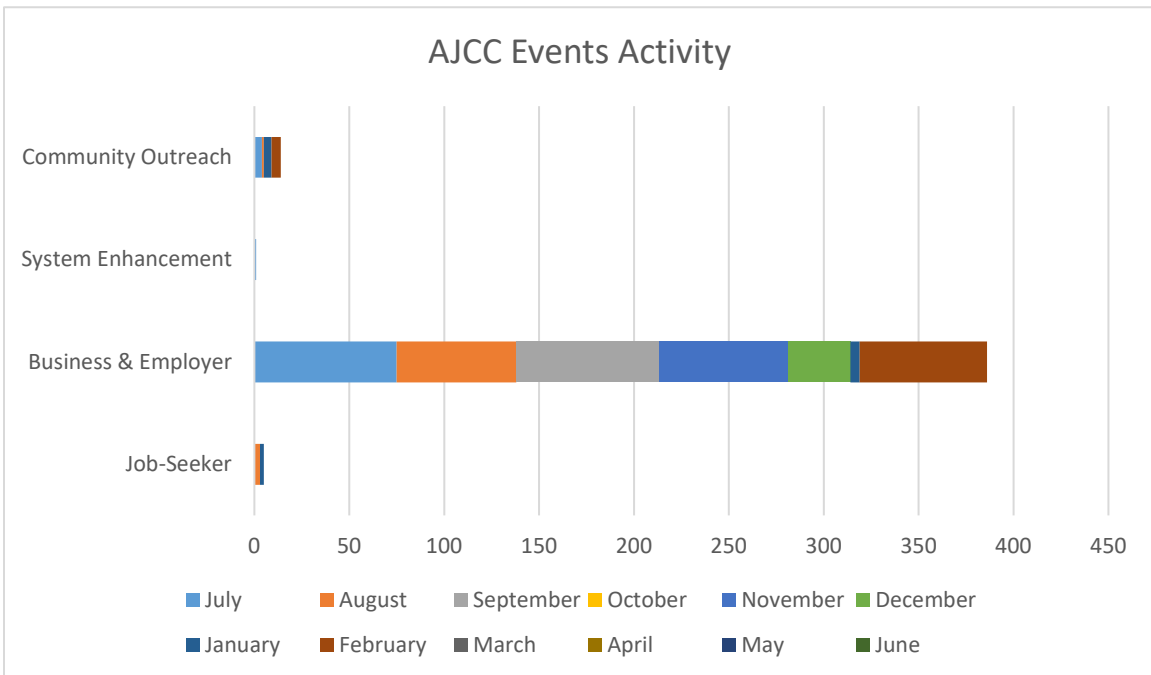
### Customer Visits by City

- Artesia
- Bellflower
- Cerritos
- Downey
- Hawaiian Gardens
- Lakewood
- Norwalk
- Paramount
- Other





## EVENTS



\*

## ADULT JOB SEEKER PROGRAMS

### EVENTS

<b>JOB SEEKER EVENTS</b>	<b>DESCRIPTION</b>
Virtual Job Club	Partnered with Microsoft to host a LinkedIn presentation
Virtual Youth Workshops	Virtual workshops for youth focused on job readiness, job preparation, interview skills, and resume building
Reemployment Services and Eligibility Assessment (RESEA)	EDD host a workshop to Review of job search activity and sharing of resource information.
Job Interview Preparation and Practice Workshop	It is the interview that lands the job offer, NOT the résumé. Ease those Job Interview jitters with preparation and practice.
Be a Super Star Employee Workshop	This workshop offers an opportunity to learn how to become the employee that you would be proud to be.
Career Academy for Targeted Sectors (CATS)	Virtual bootcamp for young adults, allowing them the opportunity to establish a career pathway.
<b>BUSINESS &amp; EMPLOYER EVENTS</b>	<b>DESCRIPTION</b>
CCN	The business community and service agencies meet and connect to promote self-reliance, life-long learning, and a healthy community.
<b>SYSTEM ENHANCEMENT EVENTS</b>	<b>DESCRIPTION</b>
<b>OUTREACH EVENTS</b>	<b>DESCRIPTION</b>
Hacienda La Puente Advisory meeting	The role of the Advisory Committee is to assist in coordinating school objectives and services with the needs of the businesses in our service area. The connection between education, industry and community is crucial to student success
Norwalk La Mirada Advisory	The role of the Advisory Committee is to assist in coordinating school objectives and services with the needs of the businesses in our service area. The connection between education, industry and community is crucial to student success

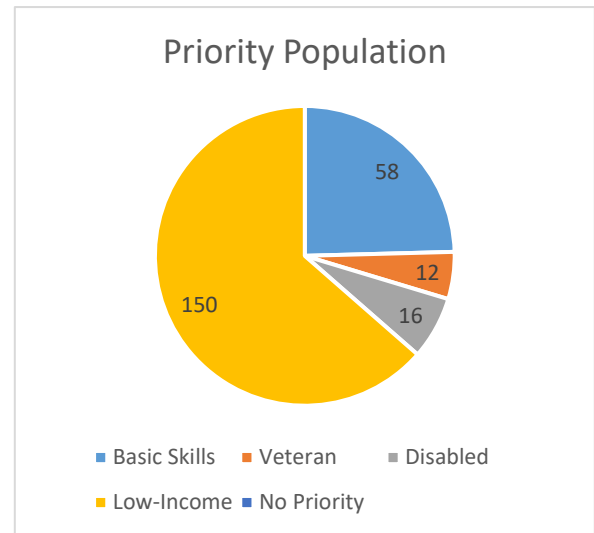
## WIOA ADULT

To prepare workers -- particularly individuals with barriers to employment -- for good jobs by providing job search assistance and training. The Adult Program provides an emphasis on serving public assistance recipients, other low-income individuals, and individuals who are low-skilled.

### WIOA PERFORMANCE INDICATORS PER QUARTER

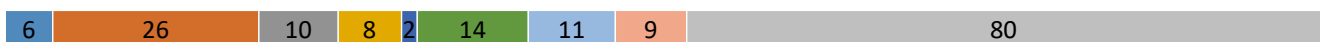
Performance Measure	Negotiated PY 21/22	Q1 PY 21/22	Q2 PY 21/22	Q3 PY 21-22
Employed 2 <sup>nd</sup> Quarter after Exit	72.9%	57.4%	72.7%	0.0%
Employed 4 <sup>th</sup> Quarter after Exit	71.4%	63.0%	64.7%	0.0%
Median Earnings	\$8,079	\$7,117.36	\$8,813.60	\$0.00
Credential Rate	40%	66.7%	40.0%	0.0%
Measurable Skill Gain (MSG)	52%	48.7%	38.5%	0.0%

Activity Breakdown	
Carryover	139
Enrollments	166
Exits	109
Employed at Closure	51
<b>Program Services</b>	
Occupational Skills Training	20
On the Job Training	10
Supportive Services	112



## WIOA Adult Enrollment by City

■ Artesia ■ Bellflower ■ Cerritos ■ Downey ■ Hawaiian Gardens ■ Lakewood ■ Norwalk ■ Paramount ■ Other



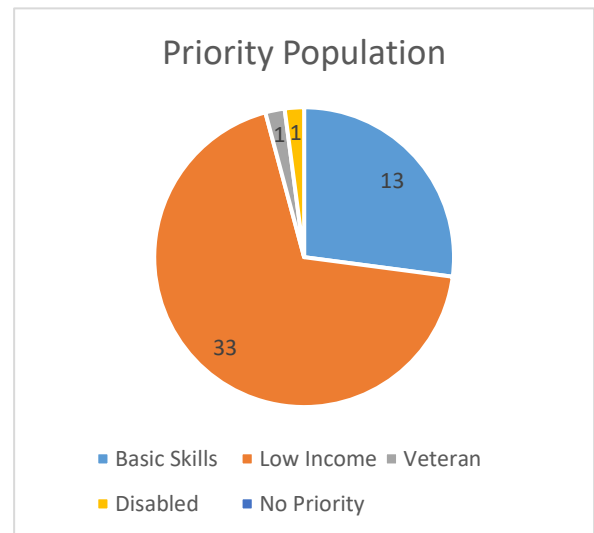
## WIOA DISLOCATED WORKER (DW)

To prepare workers -- particularly individuals recently separated from employment -- for good jobs by providing job search assistance and training. The Dislocated Worker Program provides an emphasis on serving transitioning veterans, homemakers, recently unemployed, and struggling independent business owners.

### WIOA PERFORMANCE INDICATORS PER QUARTER

Performance Measure	Negotiated PY 21/22	Q1 PY 21/22	Q2 PY 21/22	Q3 PY 21/22
Employed 2 <sup>nd</sup> Quarter after Exit	73.8%	41.8%	43.5%	0.0%
Employed 4 <sup>th</sup> Quarter after Exit	73.8%	58.8%	56.3%	0.0%
Median Earnings	\$8,546	\$3,616.60	\$5,980.16	\$0.00
Credential Rate	56.4%	88.9%	66.7%	0.0%
Measurable Skill Gain	50%	48.7%	34.8%	0.0%

Activity Breakdown	
Carryover	86
Enrollments	16
Exits	50
Employed at Closure	36
<b>Program Services</b>	
Occupational Skills Training	10
On the Job Training	0
Supportive Services	<b>24</b>



## WIOA Dislocated Worker Enrollment by City

■ Artesia ■ Bellflower ■ Cerritos ■ Downey ■ Hawaiian Gardens ■ Lakewood ■ Norwalk ■ Paramount ■ Other



## TRANSITIONAL SUBSIDIZED EMPLOYMENT (TSE)

The TSE program is a program in collaboration with the South Bay Workforce Development Board that provides individuals the opportunity to gain the skills and hands on experience needed to transition into their next job and/or career. The program also gives companies a chance to give back to the community and provide opportunities for individuals to gain access into the workforce. SELACO WDB's role in bridging the gap between both parties is to help meet employer's workforce needs by providing qualified, pre-screened applicants.

### TSE PERFORMANCE INDICATORS PER QUARTER

TSE Performance Measures PY 21/22	Goal	Actual
Enrollments	40	24
WEX Placements	40	14
WEX Completions	40	5
Employment Placement	40	5
Employment Retention-Follow-up	40	0

Carry-Over Performance Measures PY 20/21	Carryover Projection	Active/Actual
WEX Placements	20	20
WEX Completions	20	0
Employment Placement	43	0
Employment Retention-Follow-up	23	23

## TSE WEX PLACEMENT BY CITY

■ Artesia ■ Bellflower ■ Cerritos ■ Downey ■ Hawaiian Gardens ■ Lakewood ■ Norwalk ■ Paramount ■ Other



## HOMELESS INITIATIVE

The SELACO RISE project is designed to move individuals from homelessness to employment with a focus on individual assessment, job readiness, support services, skills training, earn and learn/on-the-job training, placement and retention in a job which pays a living wage. In order to end individual homelessness, job retention is crucial to the success of these individuals and will require the necessary supports to be provided by Mentored. Our overall objective is to meet the employment challenges facing homeless persons in their search for employment and to facilitate their assimilation into the workplace thereby enhancing the outcomes within the workforce.

### HOMELESS INITIATIVE PERFORMANCE INDICATORS PER QUARTER

Performance Measure	Planned	Actual
New Enrollment	15	11
WIOA Co-enrollments	15	9
Employed at Closure	15	7

Program Services	Planned	Actual
Transitional Jobs	15	8
On the Job Training	15	0
Supportive Services	15	15

## Homeless Initiative Enrollment by City

■ Artesia ■ Bellflower ■ Cerritos ■ Downey ■ Hawaiian Gardens ■ Lakewood ■ Norwalk ■ Paramount ■ Other





## WIOA YOUTH

To prepare youth (ages 14-24) with barriers to employment -- for good jobs by providing career exploration and training. The Youth Program provides an emphasis on serving public assistance recipients, other low-income individuals, basic skills deficient, pregnant or parenting young, foster youth, and youth with additional barriers to employment.

### WIOA PERFORMANCE INDICATORS PER QUARTER

Performance Measure	Negotiated PY 20/21	Q1 PY 21/22	Q2 PY 21/22	Q3 PY 21/22
Employed or Placed in Education 2 <sup>nd</sup> QT after Exit	62.9%	68.8%	87.5%	0.0%
Employed or Placed in Education 4 <sup>th</sup> QT after Exit	68.0%	72.2%	78.6%	0.0%
Median Wage	\$4,558.71	\$5,377.90	\$5,177.87	\$0
Credential Rate	40%	91.7%	86.4%	0.0%
Measurable Skills Gain	52%	20%	15.4%	0.0%

Out-of-School Activity Breakdown	Actual
Carryover	36
Enrollments	25
Exits	14
Employed at Closure	6
<b>Program Services</b>	
Occupational Skills Training	6
Enrolled in Alternative Secondary Education	10
Work Experience	14
Supportive Services	31

## WIOA Youth Enrollment By City

■ Artesia 
 ■ Bellflower 
 ■ Cerritos 
 ■ Downey 
 ■ Hawaiian Gardens 
 ■ Lakewood 
 ■ Norwalk 
 ■ Paramount 
 ■ Other



## YOUTH@WORK

The Youth@Work program designed to provide work-based learning to Los Angeles County's youth ages 14-21. The goal of the program is to introduce young people to the workplace, gain valuable employment skills and earn an income. Through this process, youth receives up to 20 hours of paid Personal Enrichment and Work Readiness Training (PET) to help them acquire some of the basic "soft skills" necessary to succeed in the workplace. Youth also work on average of 100 hours of work experience after the completion of the PET for a total of 120 hours of combined work preparation and work experience. Youth will also receive a monthly performance evaluation to better gage their individual strengths and weakness. Upon completion of the program, youth receive a certificate of Work Readiness.

### YOUTH@WORK ENROLLMENT GOALS

Agency	CalWORKs		Foster		JJCPA		Other Under Served Youth (OUSY)		System Involved Youth (SIY)		TOTAL	
	Planned	Actual	Planned	Actual	Planned	Actual	Planned	Actual	Planned	Actual	Planned	Actual
City of Hawaiian Gardens	28	13	0	0	0	0	26	22	26	17	80	52
SELACO	0	1	23	18	12	13	0	0	0	1	35	33
ABCUSD	92	16	0	0	0	0	124	80	17	15	233	111

Progress	CalWORKS	Foster	JJCPA	OUSY	SIY	Total
Enrollments	30	18	13	100	33	194
Exits	1	5	4	24	3	37

*\*Due to the inability to access the States CalJobs system and the County's Reporting System the information is an internal estimate on performance to date. The data will be updated and validated with the next report.*

## BRIDGE TO WORK

The Bridge-to-Work-Foster program works with foster youth that are eligible to enroll in the Independent Living Program (ILP) and aims to get them started on a path to a high wage career.

### BRIDGE TO WORK PERFORMANCE INDICATORS PER QUARTER

B2W Project Goals			
	Planned Enrollments	Actual Enrollments	Completions
WEX Placements	15	7	0
WEX Completions	15	5	0
Exits	15	5	

### Bridge to Work Enrollment by City

■ Artesia ■ Bellflower ■ Cerritos ■ Downey ■ Hawaiian Gardens ■ Lakewood ■ Norwalk ■ Paramount ■ Other

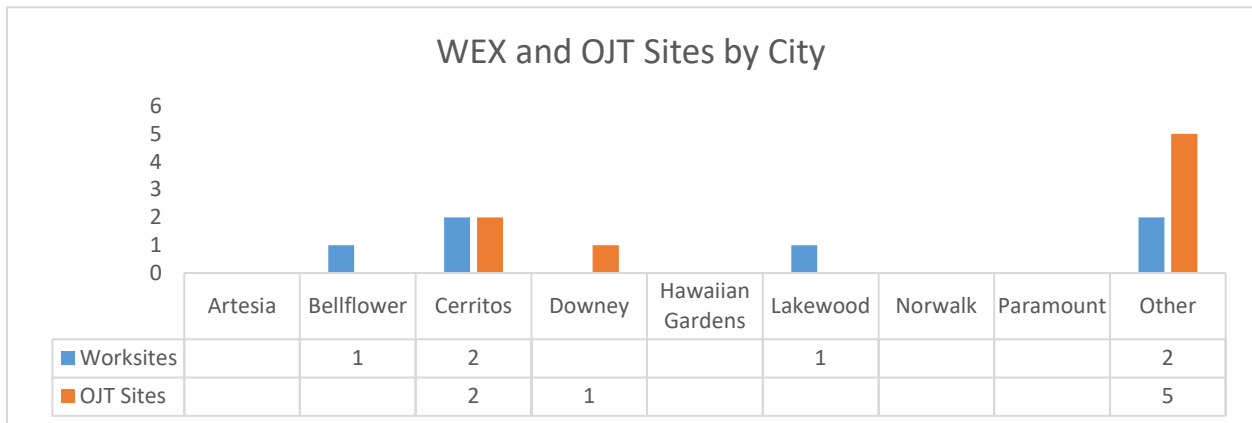


## BUSINESS SERVICES

Business services engage with a diverse range of employers to promote business representation on the local board and develop effective linkages with employers to support local workforce investment activities. Develop and deliver innovative workforce investment services and strategies for employers, which may include career pathways, skills upgrading, skill standard development and certification for recognized postsecondary credential or other employer use, apprenticeship, and other effective initiatives for meeting the workforce investment needs of area employers and workers.

Offer appropriate recruitment and other business services on behalf of employers, including small employers, which may include services such as providing information and referral to specialized business and services not traditionally offered through the one-stop delivery system. Provide assistance to employers in managing reductions in force in coordination with rapid response activities and strategies for the aversion of layoffs, which strategies may include early identification of firms at risk of layoffs, use of feasibility studies to assess the needs of and options for at-risk firms, and the delivery of employment and training activities to address risk factors.

Activity Breakdown	
Job Fairs	1
Job Development	386
Special Recruitments	27
Rapid Response	2
Lay-off Aversion	0
Total	416



**EMPLOYER TRAINING PANEL (ETP)**

SELACO WDB is a prime contractor for the State’s Employment Training Panel (ETP) enterprise, a performance-based initiative supporting job creation and retention, through customized skills training. ETP is funded by a special California corporate tax and differs from other workforce development programs whose emphasis is on pre-employment training. SELACO WDB, with ETP funds, fulfills its mission by reimbursing the cost of employer-driven training for incumbent workers. Overall, the ETP program helps to ensure that California businesses will have the skilled workers they need to remain competitive. Employers must be able to effectively train workers in response to changing business and industry needs. While the need for workforce training is critical, businesses generally reserve capacity-building dollars for highly technical and professional occupations – Limiting investment in training for frontline workers who produce goods and deliver services. ETP helps to fill this gap by funding training that is targeted to the frontline workers.

<b>Eligible Training Panel (ETP)</b>		
ET-20-0219 (Contract Term: 2019-2021)		
	Planned	Actual
Enrollments	1,019	1,177
Completions	1,019	1,019
Retention	940	940

<b>Eligible Training Panel (ETP)</b>		
ET-21-0333 (Contract Term: 2021-2023)		
	Planned	Actual
Enrollments	521	107
Completions	521	0
Retention	521	0

SPECIAL AND REGIONAL PROGRAMS

CHILD DEVELOPMENT PROGRAM REGIONAL SUPPORTIVE SERVICES 3.0

Facilities	Planned Enrollments	Actual Enrollments
<b>A. J. Padelford Child Development Center</b> 11922 169 <sup>th</sup> Street, Artesia, CA 90701 Center Director: Liz Quintanilla Phone Number: (562) 926-2427	88	86
<b>Artesia Child Development Center</b> 18730 Clarkdale Avenue, Artesia, CA 90701 Center Director: Malajat Raja Phone Number: (562) 653-0290	77	109
<b>Bellflower Child Development Center</b> 447 Flower Street, Bellflower, CA 90706 Center Director: Regina Mayo Phone Number: (562) 804-7990	88	147
<b>Bellflower II Child Development Center</b> 14523 Bellflower Blvd., Bellflower, CA 90706 Phone Number: (562) 867-8399	96	123
<b>Lakewood Child Development Center</b> 5225-A Hayter Avenue, Lakewood, CA 90712 Center Director: Maria Navarro Phone Number: (562) 531-9440	94	116
<b>Maywood Child Development Center</b> 4803 58 <sup>th</sup> Street, Maywood, CA 90270 Center Director: Silvia Guzman Phone Number: (323) 560-5656	96	141
<b>Norwalk Child Development Center</b> 14000 San Antonio Drive, Norwalk, CA 90650 Center Director: Silvia Guzman Phone Number: (562) 864-1958	40	66
<b>Total</b>	<b>579</b>	<b>788</b>

## COUNCIL OF GOVERNMENTS (COG) - HOMELESS EMPLOYMENT PROGRAM

In collaboration with Gateway Cities Council of Government, SELACO WDB, SHARE and HUB cities, the Homeless Employment Program is designed to provide immediate shelter for the homeless within the Gateway region, followed by employment and training services. The overall goal of the project is to support homeless candidates secure permanent housing, long term employment and self-sufficiency.

The role of each partner:

**Gateway Cities:** will serve as the project administrator and provide oversight/guidance to the selected providers.

**SHARE! Collaborative Housing:** will provide affordable permanent supportive housing in single-family houses throughout Los Angeles County and assist candidates in addressing issues that hinder their ability to secure full time employment. Once barriers to employment have been addressed, SHARE will refer candidates to the workforce partners for training and employment services.

**SELACO WDB and HUB Cities:** each agency will support 50 candidates. Services will include:

- Co-enrollment into WIOA
- Career planning
- Development of Individual Employment Plans that may include paid work experience, vocational training, On-the-Job training, and/or placement into full time employment
- Ongoing Case Management
- Follow-Up services for one year after exit

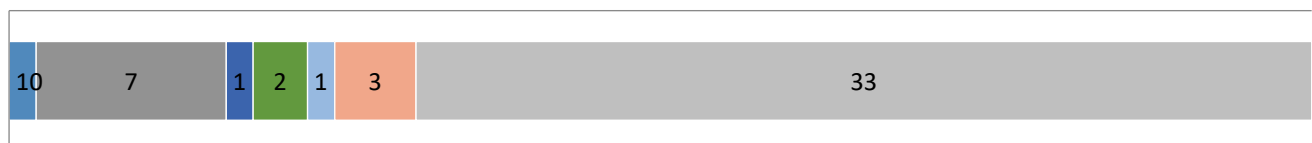
REFERRAL ACTIVITY	
Referrals to SHARE	48
Referrals from SHARE	56
Enrollments resulting from SHARE referrals	48

ENROLLMENT ACTIVITY	
Transitional Jobs	1
On-the-Job Training (OJT)	0
Completed STEPS	27
Paired with a Mentor	25
Occupational Skills Training	1
Employment Placement	20
Housing Placement	40
Supportive Services	6
Exits	19

*\*Due to the inability to access the States CalJobs system and the County's Reporting System the information is an internal estimate on performance to date. The data will be updated and validated with the next report.*

### COG Home Enrollment by City

■ Artesia ■ Bellflower ■ Cerritos ■ Downey ■ Hawaiian Gardens ■ Lakewood ■ Norwalk ■ Paramount ■ Other



## ACCELERATOR GRANT 9.0

SELACO WDB in partnership with South Bay Workforce Investment Board, Health Impact, HASC (Hospital Association of Southern California) and Downey Adult School have been awarded funding under the State’s Accelerator Grant WAF.90 for the development of a Specialty Nursing Training and Apprenticeship Project. The WAF9.0 will focus on establishing an apprenticeship model that will allow access to high demand and high wage positions in the specialty nursing sector.

The project goal is to enroll 15 to 20 eligible candidates into the Specialty Nursing Apprenticeship, 25 to 30 eligible candidates into a CNA/Phlebotomy training program and 25 to 30 eligible candidates into a Clinical Laboratory Scientist training program.

Accelerator Project Goals				
	Planned Enrollments	Actual Enrollments	Completions	Placements
Specialty Nursing Apprenticeship	20	0		
CNA/Phlebotomy training program	30	18		
Clinical Laboratory Scientist training program	30	0		

*\*Due to the inability to access the States CalJobs system and the County’s Reporting System the information is an internal estimate on performance to date. The data will be updated and validated with the next report.*

### Accelerator Enrollment by City

■ Artesia ■ Bellflower ■ Cerritos ■ Downey ■ Hawaiian Gardens ■ Lakewood ■ Norwalk ■ Paramount ■ Other

0



## AB1111

SELACO WDB in partnership with California Workforce Development Board has taken on Breaking barriers to construction employment. The goal of the AB1111 is to Target the underserved population and provide job search tools that participants may acquire to obtain employment. Examples are establishing an Individual Employment Plan strategy to identify the participant's goals, interviewing techniques, basic skills, supportive services. Mentorship, and the opportunity to p[articipate in training that'll lead to a certificate of completion, with the overall goal of obtaining employment. Once the participant has completed time in the program follow-up services will be provided to ensure retention.

AB1111 Project Goals		
	Planned	Actual
Enrollments	80	43
Target Population	80	0
Exited	0	19
In follow-up	0	18
Completed One or More WIOA Individualized Career Services	64	-
Compete Training with Certificate	64	-
Begin Training Related Employment	51	-
Participants in Mentoring	-	-
Co-enrollments with WIOA	-	-

*Due to the inability to access the States CalJobs system and the County's Reporting System the information is an internal estimate on performance to date. The data will be updated and validated with the next report.*

## GLOSSARY OF TERMS


AJCC:	American Job Center of California
ASE:	Academic Skills Enhancement
CalJOBS:	California Job Services
CWDB	California Workforce Development Board
DEI:	Disability Employment Initiative
EDD:	Employment Development Department
ETP:	Employment Training Panel
GED:	General Education Development
LMI:	Labor Market Information
PJSA:	Personalized Job Search Assistance
SELACO WDB:	Southeast Los Angeles County Workforce Development Board
STEPS:	Steps to Economic and Personal Success Workshop
TSE:	Transitional Subsidized Employment
WDB:	Workforce Development Board
WIOA:	Workforce Innovation and Opportunity Act



## MEMORANDUM

**DATE:** April 19, 2022

**TO:** SELACO Policy Board

**FROM:** Yolanda L. Castro, Executive Director 

**RE:** Approval of SELACO WDB Budget Modification for Program Year 2021-22

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On March 24, 2022, the SELACO WDB reviewed and approved the attached budget modification for Program Year 2021-2022.

This item comes to the Policy Board for your review and approval. Attached is the modified budget for program year 2021-2022.

Attached for your review and approval is SELACO WDB's modified budget for Program Year (PY) 2021-22. Coming into January 2022, it was unclear on how the rise in COVID would impact operations. Thus, the delay in the finalizing our budget modification. However, with the current decline and steady, but slow, increase in customer visit we have planned our budget on the presumption we will continue with "Business as Usual pre COVID," thus the proposed budget is presented based on full operation of services.

We have estimated adjustments to the best of our ability to both the Revenue and Expenditure budgets as followed:

### Revenues

Total Operating Revenue Budget for PY 2021-22 is increased by a net of \$288,467, approximately 2.6% compared to the budget approved on September 23, 2021.

Increases of \$542,085 to the revenue budget are as followed:

- 1) Increase of \$77,669 from adjustment to carry-over fund from PY 2020-21 Downey Made Project.
  - #2. Downey USD's MADE Career Initiative

- 2) Increase of \$30,000 from a new grant to continue services for the Homeless Employment Project, which is a collaboration between the Gateway Cities Council of Government, SELACO WDB, SHARE, and HUB Cities. It is designed to provide immediate shelter for the homeless, followed by employment and training services. SELACO WDB is awarded \$323,512 for an 18-month program, and we anticipate spending approximately \$30,000 in PY 2021-2022 and carrying the balance over into PY 2022-23.
  - #4. *Gateway Cities Homeless Employment (H2E) Program*
  
- 3) Additional funding in the amount of \$58,882 received from the Los Angeles County to continue conducting administrative services for managing contracting procurement, invoicing and payments for contractors designated specifically to meet the needs of the LA County Workforce Services.
  - #7. *LA County – Probation Investment*
  
- 4) Additional funding in the amount of \$22,999 received from the Foothill Workforce Development Board for the participation in the Regional Plan Implementation 3.0 Project. The regional project was designed to support planning and development of “out of the norm” support services practices that can assist target populations succeed with training and employment plans. Funding was allocated for staff participation in planning/discussion meetings and piloting services/seminars that assist our job seekers.
  - #8. *Regional Plan Implementation 3.0*
  
- 5) Total increases of \$343,301 for two stipend allocations received from the Department of Education, both of which are used to support state preschool programs with pandemic relief and, in the case of decreased enrollment or closures, to support state preschool programs in remaining open or reopening.
  - #9. *Preschool Grant*
  
- 6) Total increase of \$9,234 due to revised estimates of One-Stop Partners’ shares of infrastructure costs, including rent, telephone, internet, security guard, and some repair/maintenance costs:
  - #26. *Other Revenues – Shared Infrastructure Costs from One-Stop Partners*

Decreases of \$253,618 from the revenue budget are as followed:

- 1) A decrease of \$80,000 is from projected unused fund for the AB11111 Initiative which is to be completed on March 31, 2022. The three-year grant was severely impacted by the on-site of COVID. After several project redesigns staff was successful in hitting most of the project goals. The greatest impact was on our grant partner Field of Dreams which experienced several organizational challenges during the term of the grant.
  - #1. *AB11111 Initiative: Breaking Barriers to Employment*
  
- 2) A decrease of \$86,936 is from the Employment Training Panel (ETP) grant. SELACO WDB is in the first year of the two-year grant term. Due to changes to enrollment plans,

the continuation of the COVID-19 crisis, and hiring challenges, most of the program activities have been shifted to the next program year.

- #3. *Employment Training Panel-ETP*

3) Total decrease of \$2,265 are from adjustments to carry-overs from the following grants:

- #10. *Prison to Employment-P2E (- \$406)*
- #11. *Transitional Subsidized Employment (TSE) - Carry Over (- \$842)*
- #13. *Bridge To Work Youth - Carry Over (- \$1,017)*

4) Total net decrease of \$84,417 is from reduction in WIOA formulas and special project carried-over funds from PY2020-21 due to reconciliation of year-end estimates to actuals:

- #16. *WIOA Adult-Carry Over (- \$35,683)*
- #18. *WIOA Dislocated Workers-Carry Over (- \$24,634)*
- #20. *WIOA Youth-Carry Over (- \$19,005)*
- #22. *WIOA Rapid Response-Carry Over (- \$4,688)*
- #25. *WIOA SP Covid-19 Response (- \$407)*

A transfer request of \$404,800 from the second round of WIOA Dislocated Worker allocation to WIOA Adult will enable SELACO to better align resources to the jobseekers using our AJCC. It is a common, and allowable, practice at this time of the year to reassess our customer base and determine if a transfer of funds will enhance our ability to serve the customer seeking assistance with their employment and training goals. For this current program year, a majority of customers enrolled in intensive programs are eligible under the adult criteria rather than dislocated worker. This transfer will allow SELACO WDB to adjust the allocation to reflect the actual customer base we are currently serving and provide us flexibility to address job seekers enrollment needs.

- #17. *WIOA Adult (+ \$404,800)*
- #19. *WIOA Dislocated Workers (- \$404,800)*

See attached Projected Revenue Budget for explanations on each budget line item that resulted in an increase or decrease in all funding allocations.

### **Expenditures**

Total Expenditure Budget for PY 2021-22 is increased by a net of \$297,086, which is 3.0% more compared to the budget approved on September 23, 2021. Detail breakdown of net increase to total Expenditure Budget is as followed:

1) The overall personnel costs are decreased by \$98,121, a 3.3% reduction compared to the budget approved on September 23, 2021. The reduction is due to the net of annual step

increases, costs of unfilled positions, unanticipated medical leaves, and reimbursement of salaries from the CARES Act.

- 2) Non-personnel costs are decreased by a net of \$4,000, a .5% reduction compared to the budget approved on September 23, 2021. Due to the continued pandemic related restrictions, most of the budget line items have been reduced or adjusted to align with actual expenditures to-date and projected expenditures from March through June 2022. The net decrease is due to the followings:

- Decrease of \$5,000 to Mileage.
- Decrease of \$2,500 to Meetings.
- Decrease of \$1,000 to Furniture and Equipment
- Increase of \$4,500 to Subscriptions/Dues/Memberships, which includes price increases for various current subscriptions, the cost for the new PDF Enterprise Account, and estimated cost for moving the Automated Help Desk into the Cloud. Both of the PDF Enterprise Account and the Cloud version of the Automated Help Desk are necessary to enhance SELACO WDB's ability to deliver services virtually and support staff telework.

Overall, the total In-House Costs Budget is decreased by \$102,121, which is the total between the reduction of \$98,121 to total Personnel Costs and total reduction of \$4,000 to total non-Personnel Costs.

- 3) Total Training and Support Services is increased by \$399,207, a 6.5% increase compared to the budget approved on September 23, 2021. Majority of the increases is due to the additional funds received from the Department of Education for the stipend allocations to support state preschool programs with pandemic relief.

See notes section on the attached Expenditure Budget for explanation on each line-item change that resulted in an increase or decrease in funding.

### **Unobligated Balance**

With the projected revenues and proposed expenditures SELACO WDB will have an unobligated balance of \$1,197,400 which represents a reduction of \$8,620 compared to the budget approved on September 23, 2021.

### **Action Required:**

Support the SELACO WDB Board's approval to:

- 1) Approve budget modification for Program Year 2021-22 as submitted.
- 2) Authorize Executive Director to submit a request to the State to transfer funding for Dislocated Workers to Adult Services. Representing a total transfer of \$404,800 in funding.

**SELACO WDB  
PROJECTED REVENUE BUDGET  
FISCAL YEAR 2021-2022**

REVENUE SOURCES	REVENUES APPROVED ON 9/23/21	REVISED BUDGET	INCREASE / (DECREASE)	NOTES
1 AB1111 Initiative: Breaking Barriers to Employment	223,274	143,274	(80,000)	1
2 Downey USD's MADE Career Initiative	153,915	231,583	77,669	2,3
3 Employment Training Panel Grant	469,075	382,139	(86,936)	2
4 Gateway Cities Homeless Employment (H2E) Program	56,541	86,541	30,000	2
5 LA County - Youth @ Work	926,900	926,900	-	
6 LA County - Homeless (Measure H)	111,000	111,000	-	
7 LA County - Probation Investment	133,903	192,785	58,882	2
8 Regional Plan Implementation 3.0	-	22,999	22,999	2
9 Preschool Grant	3,062,637	3,405,938	343,301	2
10 Prison to Employment (P2E)	54,093	53,688	(406)	3
11 Transitional Subsidized Employment (TSE) - Carry Over	17,014	16,172	(842)	3
12 Transitional Subsidized Employment (TSE)	48,000	48,000	-	
13 Bridge To Work Youth - Carry Over	6,297	5,280	(1,017)	3
14 Bridge To Work Youth	15,600	15,600	-	
15 Workforce Accelerator Fund (WAF) 9.0	119,215	119,215	-	
16 WIOA Adult - Carry Over	439,660	403,977	(35,683)	3
17 WIOA Adult	1,250,378	1,655,178	404,800	4
18 WIOA Dislocated Workers - Carry Over	336,979	312,345	(24,634)	3
19 WIOA Dislocated Workers	999,946	595,146	(404,800)	4
20 WIOA Youth - Carry Over	794,650	775,645	(19,005)	3
21 WIOA Youth	1,302,102	1,302,102	-	
22 WIOA Rapid Response - Carry Over	62,061	57,373	(4,688)	3
23 WIOA Rapid Response	127,092	127,092	-	
24 WIOA Lay-Off Aversion	37,995	37,995	-	
25 WIOA SP Covid-19 Response	74,369	73,962	(407)	3
26 Other Revenues - Shared Infrastructure Costs from One-Stop Partners	67,976	77,209	9,234	2
<b>TOTAL OPERATING REVENUES</b>	<b>10,890,673</b>	<b>11,179,139</b>	<b>288,467</b>	
27 Non-WIOA Training Revenues	246,500	246,500	-	
<b>TOTAL REVENUES</b>	<b>11,137,173</b>	<b>11,425,639</b>	<b>288,467</b>	

**NOTES:**

- 1 Projected unused funds to return back to grantor.
- 2 Additional revenues/revenue adjustments received after submission of budget on September 23, 2021
- 3 Revised revenues reflect actual amount carried-in from FY2020-21.
- 4 Interfund transfers from WIOA Dislocated Worker funds to WIOA Adult funds.

**SELACO WDB  
PROJECTED EXPENDITURE BUDGET  
FISCAL YEAR 2021-2022**

LINE ITEM DESCRIPTION	APPROVED BUDGET ON 9/23/21	REVISED BUDGET	INCREASE / (DECREASE)	NOTES
<b>PERSONNEL COSTS</b>				
Salaries & Wages	2,174,541	2,071,918	(102,623)	
Payroll Taxes/Worker Compensation	202,556	195,382	(7,175)	
Employee Benefits	572,664	584,342	11,677	
<b>TOTAL PERSONNEL COSTS</b>	<b>2,949,762</b>	<b>2,851,642</b>	<b>(98,121)</b>	1
<b>NON-PERSONNEL COSTS</b>				
Mileage	10,000	5,000	(5,000)	2
Conferences/Staff Development	75,000	75,000	0	
Meeting Expenses	7,500	5,000	(2,500)	2
Rent	340,396	340,396	0	
Telephone	24,000	24,000	0	
Furniture & Equipment	20,000	19,000	(1,000)	3
Repair & Maintenance	17,000	17,000	0	
Outreach/Recruitment	15,000	15,000	0	
Supplies	55,000	55,000	0	
Subscriptions/Dues/Memberships	54,000	58,500	4,500	2
Insurance	34,000	34,000	0	
Professional Fees	150,000	150,000	0	
Legal Fees	25,000	25,000	0	
Bank Fees/Interest Expense	6,000	6,000	0	
<b>TOTAL NON-PERSONNEL COSTS</b>	<b>832,896</b>	<b>828,896</b>	<b>(4,000)</b>	
<b>TOTAL IN-HOUSE COSTS</b>	<b>3,782,658</b>	<b>3,680,538</b>	<b>(102,121)</b>	
<b>TRAINING &amp; SUPPORT SERVICES</b>				
Vendor Training Payments				
AB1111 Initiative: Breaking Barriers to Employment	51,088	21,403	(29,685)	4
Employment Training Panel (ETP)	261,333	219,459	(41,874)	2
LA County - Homeless Initiative (Measure H)	29,000	29,000	0	
Prison to Employment (P2E)	24,125	23,100	(1,025)	2
Workforce Accelerator Fund (WAF 9.0)	88,800	88,800	0	
WIOA Adult	359,655	522,423	162,768	2,5
WIOA Dislocated Workers	179,286	41,454	(137,833)	2,5
WIOA Youth	119,202	119,202	0	
WIOA SP Covid19 Response	56,935	56,701	(234)	2
Non-WIOA Training Expenditures	246,500	246,500	0	
Subtotal	1,415,924	1,368,041	(47,883)	




LINE ITEM DESCRIPTION	APPROVED BUDGET ON 9/23/21	REVISED BUDGET	INCREASE / (DECREASE)	NOTES
Cost Reimbursements / Contracted Services				
AB1111 Initiative: Breaking Barriers to Employment	25,218	25,218	-	
Day Care Pre-School / Renovation	2,832,939	3,176,240	343,301	6
Employment Training Panel (ETP)	15,000	15,000	-	
Gateway Cities' Homeless Employment Program	2,400	2,400	-	
LA County - Youth @ Work	755,915	755,915	-	
LA County - Homeless Initiative (Measure H)	10,000	10,000	-	
LA County - Prob Invest	120,050	175,820	55,770	6
Regional Plan Implementation 3.0	-	12,999	12,999	6
WIOA Youth	300,000	290,000	(10,000)	2
WIOA SP Covid19 Response	762	-	(762)	2
WIOA One-Stop Operator	40,000	40,000	-	
WIOA Security Guard	31,130	31,130	-	
Subtotal	4,133,414	4,534,722	401,308	
Work Experience / Skillz Menu				
Downey's USD MADE Career Initiative	136,271	194,869	58,598	2
LA County - Youth @ Work	70,850	70,850	-	
LA County - Homeless Initiative (Measure H)	25,500	25,500	-	
Prison to Employment (P2E)	10,686	12,011	1,325	2
WIOA Adult	30,000	25,826	(4,174)	2
WIOA Dislocated Workers	30,000	20,000	(10,000)	2
WIOA Youth	185,638	185,638	-	
Subtotal	488,945	534,694	45,749	
Training Supplies				
Prison to Employment (P2E)	845	845	0	
WIOA Adult	5,000	5,000	0	
WIOA Dislocated Workers	5,000	5,000	0	
WIOA Youth	2,000	2,000	0	
Subtotal	12,845	12,845	0	
Direct Support Payments				
AB1111 Initiative: Breaking Barriers to Employment	581	90	(491)	2
LA County - Youth @ Work	3,500	3,500	0	
LA County - Homeless Initiative (Measure H)	6,500	6,500	0	
Prison to Employment (P2E)	1,785	2,309	523	2
WIOA Adult	30,000	30,000	0	
WIOA Dislocated Workers	30,000	30,000	0	
WIOA Youth	25,000	25,000	0	
Subtotal	97,366	97,399	32	
<b>TOTAL TRAINING &amp; SUPPORT SERVICES</b>	<b>6,148,495</b>	<b>6,547,702</b>	<b>399,207</b>	
<b>GRAND TOTAL</b>	<b>9,931,153</b>	<b>10,228,239</b>	<b>297,086</b>	
<b>CURRENT UNOBLIGATED BALANCE</b>	<b>1,206,020</b>	<b>1,197,400</b>	<b>(8,620)</b>	

**Notes:**

- 1 Decrease is due to the net of annual step increases, costs of unfilled positions, unanticipated medical leaves, and reimbursement of salaries from the CARES Act.
- 2 Adjustments to original estimates due to the pandemic, revised enrollment / expenditure plan and/or revised carried-in funds from PY 2020-21.
- 3 Budget adjustment - moved projected costs originally budgeted under Furniture & Equipment line item to Subscription/Dues/Membership.
- 4 Unused fund to return to grantor.
- 5 Interfund transfers from WIOA Dislocated Worker funds to WIOA Adult funds.
- 6 Increase due to additional expenditures associated with new grant revenues received after submission of budget on September 23, 2021.



**MEMORANDUM**

**DATE:** April 19, 2022  
**TO:** SELACO Policy Board  
**FROM:** Yolanda L. Castro, Executive Director   
**RE:** Status of Partner Memorandums of Understanding and IFAs

On March 24, 2022, the SELACO WDB reviewed and approved the following MOU’s and IFA as presented. Today, the MOU’s and IFA comes before you for your review and approval.

To establish a high quality AJCC delivery system and enhance collaboration among partner programs, WIOA requires Local Boards to develop MOUs with all AJCC required partners within their Local Workforce Development Area (Local Area). These MOUs will serve as a functional tool to work together to create a unified service delivery system that best meets the needs of their shared customers.

On April 30, 2019, the State issued directive WSD-1812, which provided guidance for Local Areas in meeting the mandate of reviewing and updating their AJCC MOUs every three years and IFAs’ annually.

Per Directive WSD-18-12, the SELACO WDB initiated its MOU and IFA review/negotiation process with the required partners in the SELACO local area to meet the three-year MOU review requirement and annual IFA review. To allow for state monitoring and policy development, all MOUs shall be effective on the same three-year schedule; all MOUs have an effective date of July 1, 2022, through June 30, 2025. The SELACO WDB is utilizing existing MOU(s) as a foundation to negotiate the three major components: shared customers, shared services, and shared costs.

**Below is the status of the MOU review/negotiation progress as of March 9, 2022:**

CORE PARTNER	MOU Negotiation Meeting	Partner Approval	Board Approval & Signature	Partner Signature

Employment Development Department (EDD)	12/6/21 & 12/7/21	1/27/2022		
Department of Rehabilitation (DOR)	12/9/21	1/25/2022		
Partnership for Adult Academic & Career Education (PAACE)	12/6/21 & 12/7/21	1/25/2022		
Department of Public Social Services- Temporary Assistance for Needy Families (TANF)	In-person meeting was declined- negotiations will take place via email communication	3/2/2022		
Field of Dreams Learning, Norwalk Youth Build (FOD)	12/15/21	1/31/2022		
Norwalk Housing Authority (NHA)	01/19/22	3/9/2022		
Paramount Adult School (PAS)	12/15/21	3/1/2022		
United American Indian Institute (UAII)	12/15/21	2/28/2022		
Long Beach Community Job Corps	No response to request for a meeting- attempts will continue			

**Below is the status of the IFA review/negotiation progress as of March 9, 2022:**

<b>CORE PARTNER</b>	<b>MOU Negotiation Meeting</b>	<b>Partner Approval</b>	<b>Board Approval &amp; Signature</b>	<b>Partner Signature</b>
Employment Development Department (EDD)	2/16/2022	3/1/2022		
Department of Rehabilitation (DOR)	2/16/2022	3/2/2022		
Partnership for Adult Academic & Career Education (PAACE)	2/16/2022	2/28/2022		
Department of Public Social Services (DPSS)-Temporary Assistance for Needy Families (TANF)	2/16/2022	3/2/2022		
Field of Dreams Learning, Norwalk Youth Build (FODL)	2/16/2022	Pending		
Norwalk Housing Authority (NHA)	2/16/2022	3/9/2022		
Paramount Adult School (PAS)	2/16/2022	3/1/2022		
United American Indian Institute (UAII)	2/16/2022	2/28/2022		
Long Beach Community Job Corps	No Input or review provided			

	for the Shared IFA			
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**Action Required:**

Support the SELACO WDB’s review and approval to:

**Approve and sign the SELACO Memorandum of Understanding (MOU) with the WIOA partners listed below:**

- Employment Development Department (EDD)
- Department of Rehabilitation (DOR)
- Partnership for Adult Academic & Career Education (PAACE)
- Department of Public Social Services-Temporary Assistance for Needy Families (TANF)
- Field of Dreams Learning, Norwalk Youth Build (FOD)
- Norwalk Housing Authority (NHA)
- Paramount Adult School (PAS)
- United American Indian Institute (UAI)

**Approve the SELACO Shared Infrastructure Agreement (IFA)with the WIOA partners listed below:**

- Employment Development Department (EDD)
- Department of Rehabilitation (DOR)
- Partnership for Adult Academic & Career Education (PAACE)
- Department of Public Social Services-Temporary Assistance for Needy Families (TANF)
- Norwalk Housing Authority (NHA)
- Paramount Adult School (PAS)
- United American Indian Institute (UAI)

**Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding  
between  
Southeast Los Angeles County Workforce Development Board  
and  
California Employment Development Department**

**1. Purpose**

Pursuant to the federal Workforce Innovation and Opportunity Act (PL 113-128), this Memorandum of Understanding (MOU) is entered into between the Workforce Development Corporation of Southeast Los Angeles County, Inc. (dba Southeast Los Angeles County Workforce Development Board) and the California Employment Development Department ~~Los Angeles-Coastal Workforce Services Division, Eastern Los Angeles County Region.~~

**Commented [SM1]:** Removed "on behalf of its Norwalk office" and added Los Angeles-Coastal Workforce Services Division, Eastern Los Angeles County Region.

WIOA requires that an MOU be developed and executed between the Local Board and the America's Job Center of California (AJCC) partners to establish an agreement concerning the operations of the AJCC delivery system. The purpose of the MOU is to establish a cooperative working relationship between the parties and to define their respective roles and responsibilities in achieving policy and program objectives. The MOU also serves to establish the framework for providing services to businesses, employed individuals, job seekers and others needing workforce services.

**2. California's Vision for the One-Stop System**

California's one-stop delivery system, represented by the AJCCs, is locally-driven. It develops partnerships and provides programs and services to achieve three main policy objectives established by the California Workforce Development Strategic Plan, including the following:

- Foster demand-driven skills attainment
- Enable upward mobility for all Californians
- Align, coordinate and integrate programs and services

These objectives will be accomplished by ensuring access to high-quality AJCCs that provide the full range of services available in the community for all customers, who are:

- Looking to find a job;
- Building basic educational or occupational skills;
- Earning a postsecondary certificate or degree;
- Obtaining guidance on how to make career choices; or
- Seeking to identify and hire skilled workers.

**3. Local/Regional Vision Statement, Mission Statement, Principles and Goals**

Congress and the U.S. Department of Labor (DOL) envision three hallmarks of excellence, for the nation's workforce development delivery system under WIOA:

- The needs of businesses and workers drive workforce solutions and local boards are accountable to communities in which they are located;
- One-stop centers (the AJCCs) provide excellent customer service to jobseekers and employers and focus on continuous improvement; and
- The workforce system supports strong regional economies and plays an active role in community and workforce development.

To support these objectives, the SELACO WDB has established a service delivery system in cooperation with organizations operating WIOA-mandated AJCC partner programs, along with a wide range of other community stakeholders. The system is guided by the following vision, mission, principles and goals:

**Vision:** SELACO WDB's vision for meeting workforce development challenges within Southeast Los Angeles County is one centered on collaboration to address a wide range of stakeholders' interests, including those of business, labor, education, social services, philanthropy, and community organizations. Bringing this vision to fruition requires that stakeholders work together to address the skills development and training needs of priority sectors, while at the same time ensuring that workers have access to career pathway services and training to meet those needs.

**Mission:** SELACO WDB's mission is two-fold. Our AJCC system supports the needs of job seekers for career services and training, while providing services to promote the success of local businesses.

**Principles:** Our local AJCCs strive to meet the WIOA vision for an effective one-stop system, which is one that is designed to increase access to and opportunities for the employment, education, training, and support services that individuals need to succeed in the labor market, particularly those with barriers to employment. It aligns workforce development, education, and economic development programs with regional economic development strategies to meet the needs of local and regional employers, and provides a comprehensive, accessible and high-quality workforce development system. SELACO WDB's AJCC partners are committed to developing and maintaining a one-stop system that is:

Quality-Focused: Supporting the content and approaches used to deliver all services the system has to offer is a commitment to ensuring that each service adds value to the achievement of goals and objectives by job seekers and businesses using the AJCCs.

Business-Driven: Local companies' talent and skill needs dictate the content, scope, and intensity of services the SELACO WDB's one-stop system offers. The system is driven to respond to the needs of business by sourcing, training and delivering qualified candidates.

Customer-Centered: Leveraging a wide range of strategies within an integrated service delivery environment, the local AJCCs are intensively focused on evaluating and responding to the needs, preferences, desires and circumstances of all customers using the system.

Meets the Unique Needs of the Regional Economy: The SELACO WDB represents a unique sub-region of Los Angeles County – one that sits at the cross roads of various transportation corridors and on the border California’s two largest counties. Some of the State’s fastest growing and most dynamic industries are inside or within a reasonable commuting distance of SELACO WDB’s borders. The AJCCs are actively involved in working with businesses in priority sectors to ensure the system remains responsive to their needs.

**System Goals:** Broadly, the goals of the Board reflect those espoused by DOL, which commit the one-stop system to:

- Provide job seekers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages;
- Provide access and opportunities to all job seekers, including individuals with barriers to employment, such as individuals with disabilities, to prepare for, obtain, retain, and advance in high-quality jobs and high-demand careers;
- Enable businesses and employers to easily identify and hire skilled workers and access other supports, including education and training for their current workforce;
- Participate in rigorous evaluations that support continuous improvement of one-stop centers by identifying which strategies work better for different populations; and
- Ensure that high-quality integrated data inform decisions made by policy makers, employers, and job seekers.

Specific goals supporting one-stop system effectiveness that are part of SELACO WDB’s current Local Area Strategic Plan include the following:

- Successfully implement national models to build strong career pathway programs.
- Use the Sector Partnerships as the vehicle for the identification of career pathways and the development, re-tooling and alignment of courses/curricula to meet business needs.
- Working with partners, increase the numbers of workers who are able to access and take advantage of skills training geared to employment in priority sectors and other promising industries.
- Explore alternative basic education models to reduce the time spent in this activity by some learners.
- Refine existing approaches to rapid response and business services so that they are fully transformed into proactive business retention and layoff aversion programs.
- Expand the use of work-based learning models to create additional skills development and employment opportunities for all workers and align work-based learning strategies with career pathway strategies.
- Continue to build strong linkages to registered apprenticeship programs and fully integrate these programs in the one-stop and WIA Youth Program delivery systems.

Support from EDD and all other AJCC partners is critical to the system’s ability to achieve these goals.

#### **4. Parties**

The parties to this MOU are:

***Southeast Los Angeles County Workforce Development Board***

10900 East 183rd Street, Suite 392, Cerritos, CA 90703  
(562) 402-9336

***State of California Employment Development Department  
Workforce Services (WS)***

***Eastern Los Angeles County Region  
LA-Coastal Workforce Services Division***  
Connie Chan  
933 South Glendora Avenue, West Covina, CA 91790  
(626) 337-8378

***State of California Employment Development Department  
Unemployment Insurance (UI)***

***UI Center Buena Park***  
Maria Chuayiuoso  
7000 Village Drive, Suite 110, Buena Park, CA 90621  
(714) 279-7109

**5. One-Stop System and Services**

The one-stop system overseen by the SELACO WDB includes the following full service AJCC:

Cerritos AJCC  
10900 East 183rd St, Suite 350 Cerritos, CA 90703

***Attachment A*** to this MOU provides a summary of the basic career services, individualized career services, follow-up services, training services and businesses services provided by the system.

***Attachment B*** summarizes the specific shared services provided by EDD under an integrated workforce development service model that has developed in partnership with the SELACO WDB.

**6. Responsibility of AJCC Partners**

To promote the development and sustainability of a quality-focused system capable of meeting the full range of needs of its customers, EDD agrees to participate with SELACO WDB and other partners in joint planning, plan development, and system improvement activities to accomplish the following:

- Continuous partnership building.
- Continuous planning in response to state and federal requirements.
- Responsiveness to local and economic conditions, including employer needs.
- Adherence to common data collection and reporting needs.



In addition, EDD agrees to:

- Make its applicable service(s) available to customers through the one-stop delivery system.
- Participate in the operation of the one-stop system, consistent with the terms of the MOU and requirements of authorized laws.
- Participate in capacity building and staff development activities in order to ensure that all partners and staff are adequately cross-trained.
- Participate as an active member of the SELACO WDB's System Management Team.

#### **7. Funding of Services and Operating Costs**

By **June 30, 2022**, EDD agrees to negotiate and implement a cost sharing plan which will constitute Attachment C to this MOU. In accordance with this plan, EDD and all relevant parties to this MOU will agree to share in the operating costs of the AJCC system, either in cash or through in-kind services. The cost of services, operating costs, and infrastructure costs of the system will be funded by all AJCC partners through a separately negotiated cost sharing agreement based on an agreed upon formula or plan.

EDD will ensure that the shared costs are supported by accurate data, the shared costs are consistently applied over time, and the methodology used in determining the shared costs are reflected in a separate Cost Sharing Agreement that will be attached to this MOU.

**EDD will ensure that shared costs are reconciled and updated annually, according to State policy.**

#### **8. Methods for Referring Customers**

All AJCC system partners agree to support and mutually implement processes for the referral of customers to services not provided on-site.

EDD and system partners are committed to ensuring that intake and referral processes are customer-centered and provided by staff trained in effective customer service techniques. Partners will ensure that general information regarding AJCC programs, services, activities and resources are made available to all customers as appropriate. Customer referrals will be made through a variety of approaches, including verbally, via electronic media and by way of traditional correspondence. Through the co-location of EDD representatives, cross training of AJCC staff, and use of real-time technology, EDD agrees to provide other AJCC partner staff access to meaningful information on services needed by customers.

Attachment B provides a summary of how EDD will support shared service delivery, including referrals of customers.

#### **9. Access for Individuals with Barriers to Employment**

Along with other partners, EDD agrees to ensure access for individuals with barriers to employment. Under WIOA, the term “individual with a barrier to employment” means a member of 1 or more of the following populations –

- A. Displaced homemakers
- B. Low-income individuals
- C. Indians, Alaska Natives, and Native Hawaiians
- D. Individuals with disabilities, including youth who are individuals with disabilities
- E. Older individuals
- F. Ex-offenders
- G. Homeless individuals or homeless children and youths
- H. Youth who are in or have aged out of the foster care system
- I. Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers
- J. Eligible migrant and seasonal farm workers
- K. Individuals within 2 years of exhausting lifetime eligibility (for TANF)
- L. Single parents (including single pregnant women)
- M. Long-term unemployed individuals
- N. Such other groups as the Governor involved determines to have barriers to employment

As part of the AJCC system, EDD commits to offer priority for services to recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient when providing individualized career services and training services with WIOA adult funds. Furthermore, EDD will ensure its policies, procedures, programs, and services are in compliance with the *Americans with Disabilities Act of 1990* and its amendments, in order to provide equal access to all customers with disabilities.

#### **10. Shared Technology and System Security**

WIOA emphasizes technology as a critical tool for making all aspects of information exchange possible, including, but not limited to, client tracking, common case management, reporting, and data collection.

To support the use of technology, SELACO and EDD agrees to:

- Comply with the applicable provisions of WIOA, Welfare and Institutions Code, California Education Code, Rehabilitation Act, and any other appropriate statutes or requirements.
- Adhere to the principles of common reporting and shared information through electronic mechanisms, including shared technology.
- Commit to share information to the greatest extent allowable under its governing legislation and confidentiality requirements.
- Maintain all records of the AJCC customers or partners (e.g. applications, eligibility and referral records, or any other individual records related to services provided under this MOU) in the strictest confidence, and use them solely for purposes directly related to such services.
- Develop technological enhancements that allow interfaces of common information needs, as appropriate.

**Commented [SM2]:** Per EDD request, added SELACO and

- Acknowledge that system security provisions shall be agreed upon by all partners.

## **11. Confidentiality**

SELACO and EDD agrees to comply with the provisions of WIOA as well as the applicable sections of the Welfare and Institutions Code, the California Education Code, the Rehabilitation Act, and any other appropriate statute or requirement to assure the following:

**Commented [SM3]:** Per EDD request, added SELACO and

- All applications and individual records related to services provided under this MOU, including eligibility for services and enrollment and referral, shall be confidential and shall not be open to examination for any purpose not directly connected with the delivery of such services.
- No person will publish, disclose use, or permit, cause to be published, disclosed or used, any confidential information pertaining to AJCC applicants, participants, or customers overall unless a specific release is voluntarily signed by the participant or customer.
- The AJCC partner agrees to abide by the current confidentiality provisions of the respective statutes to which AJCC operators and other AJCC partners must adhere, and shall share information necessary for the administration of the program, as allowed under law and regulation. The AJCC partner, therefore, agrees to share client information necessary for the provision of services such as assessment, universal intake, program or training referral, job development or placement activities, and other services as needed for employment or program support purposes.
- Client information shall be shared solely for the purpose of enrollment, referral or provision of services. In carrying out their respective responsibilities, each party shall respect and abide by the confidentiality policies of the other parties.

## **12. Non-Discrimination and Equal Opportunity**

SELACO and EDD shall not unlawfully discriminate, harass or allow harassment against any employee, applicant for employment or AJCC applicant due to gender, race, color, ancestry, religion, national origin, veteran status, physical disability, mental disability, medical condition(s), age, sexual orientation or marital status. The AJCC partner agrees to comply with the provisions of the Fair Employment and Housing Act (Government Code Section 12990) and related, applicable regulations.

**Commented [SM4]:** Per EDD request, added SELACO and

The AJCC partner will assure compliance with the Americans with Disabilities Act of 1990 and its amendments, which prohibits discrimination on the basis of disability, as well as other applicable regulations and guidelines issued pursuant to the Americans with Disabilities Act.

## **13. Grievances and Complaints Procedure**

SELACO and EDD agrees to establish and maintain procedures for grievance and complaints as outlined in WIOA. The process for handling grievances and complaints is applicable to customers and partners. These procedures will allow customers or entities filing the complaint to exhaust every administrative level in receiving a fair and complete

**Commented [SM5]:** Per EDD request, added SELACO and

hearing and resolution of their grievance. EDD further agrees to communicate openly and directly to resolve any problems or disputes related to the provision of services in a cooperative manner and at the lowest level of intervention possible.

#### **14. American's with Disabilities Act and Amendments Compliance**

SELACO and EDD agrees to ensure that its policies and procedures, as well as the programs and services provided at the AJCC, are in compliance with the Americans with Disabilities Act and its amendments. Additionally, EDD agrees to fully comply with the provisions of WIOA, Title VII of the Civil Rights Act of 1964, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972, 29 CRF Part 37 and all other regulations implementing the aforementioned laws.

Commented [SM6]: Per EDD request, added SELACO and

#### **15. Effective Dates and Term of MOU**

This MOU shall be binding upon each party hereto upon execution by such party. The term of this MOU shall be three years, commencing on 7/1/2022, and expiring on 6/30/2025. The MOU will be reviewed every three years or more frequently to identify any substantial changes that have occurred.

#### **16. Modifications and Revisions**

This MOU constitutes the entire agreement between the parties and no oral understanding not incorporated herein shall be binding on any of the parties hereto. This MOU may be modified, altered, or revised, as necessary, by mutual consent of the parties, by the issuance of a written amendment, signed and dated by the parties.

#### **17. Termination**

The parties understand that implementation of the AJCC system is dependent on the good faith effort of every partner to work together to improve services to the community. The parties also agree that this is a project where different ways of working together and providing services are being tested and evaluated. In the event that it becomes necessary for one or more parties to cease being a part of this this MOU, said entity shall notify the other parties, in writing, 30 days in advance of that intention.

#### **18. Administrative and Operations Management Sections**

To support the effective administration and operation of the AJCC system, the parties agree to the following:

##### **License for Use**

During the term of this MOU, all parties shall have a license to use all of the space of the AJCCs for the sole purpose of conducting acceptable AJCC services as outlined herein.

##### **Supervision/Day to Day Operations**

The day-to-day supervision of staff assigned to the AJCCs will be the responsibility of the

site supervisor(s). The employer of staff assigned to the AJCCs will continue to set the priorities of its staff. Any change in work assignments or any problems at the worksite will be handled by the site supervisor(s) and the management of the staff's employer.

The office hours for the staff at the AJCCs will be established by the site supervisor(s) and the staff's employer. All staff members assigned to the AJCC will comply with the holiday schedule of their employer and will provide a copy of their holiday schedule to the operator and host agency at the beginning of each fiscal year.

Disciplinary actions may result in removal of co-located staff from the AJCCs and each party will take appropriate action.

Each party shall be solely liable and responsible for providing to, or on behalf of, its employee(s), all legally-required employee benefits. In addition, each party shall be solely responsible for and hold all other parties harmless from all matters relating to payment of each party's employee(s), including compliance with social security withholding, workers' compensation, and all other regulations governing such matters.

#### **Dispute Resolution**

The parties agree to attempt to resolve policy or practice disputes at the lowest level possible, starting with the site supervisor(s) and staff. If issues cannot be resolved at this level, they shall be referred to the management of the staff's employer and the operator for discussion and resolution.

#### **Press Releases and Communications**

All parties shall be included when communicating with the press, television, radio or any other form of media regarding its duties or performance under this MOU. Participation of each party in press/media presentations will be determined by each party's public relations policies. Unless otherwise directed by the other parties, in all communications, each party shall make specific reference to all other parties.

The parties agree to utilize the AJCC logo developed by the State of California and the Local Board on buildings and other items identified for AJCC usage. Such items include letterhead, envelopes, business cards, any written correspondence and fax transmittals, to the extent possible.

#### **Hold Harmless/Indemnification/Liability**

In accordance with provisions of Section 895.4 of the California Government Code, each party hereby agrees to indemnify, defend and hold harmless all other parties identified in this MOU from and against any and all claims, demands, damages and costs arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. In addition, except for Departments of the State of California which cannot provide for indemnification of court costs and attorney's fees under the indemnification policy of the State of California, all other parties to this MOU agree to indemnify, defend and hold harmless each other from and against all court costs and attorney's fees arising out of or resulting from any acts or

omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. It is understood and agreed that all indemnity provided herein shall survive the termination of this MOU.

**19. Attachments**

The following attachments are included in this MOU:

Attachment A: One-Stop System Services

Attachment B: Employment Development Department – Shared System Services

Attachment C: Cost Sharing Agreement

Attachment D: One-Stop System Map

Attachment E: WIOA AJCC Required Regional Partners/Roles of Providers per WIOA

**20. Authority and Signatures**

The individuals signing below have the authority to commit the party they represent to the terms of this MOU and do so commit by signing:

***Southeast Los Angeles County Workforce Development Board (SELACO WDB)***

Mark Dameron		
Name	Signature	Date

***SELACO WDB Policy Board of Elected Officials***

Jeff Wood		
Name	Signature	Date

***State of California Employment Development Department –Workforce Services, Eastern Los Angeles County Region-LA-Coastal Workforce Services Division***

Connie Chan		
Name	Signature	Date

***State of California Employment Development Department Unemployment Insurance***

Maria Chuayiuso		
Name	Signature	Date

## **Attachment A**

### **Workforce Innovation and Opportunity Act One-Stop Delivery System Memorandum of Understanding**

#### **One-Stop System Services**

WIOA establishes two levels of employment and training services for adults and dislocated workers: career services and training services. Following is general information on WIOA career, training and business services to guide the SELACO WDB AJCC system in the delivery of these services.

**Career Services:** Career services for adults and dislocated workers are available at both local AJCCs. U.S. DOL has identified three types of career services:

- Basic career services;
- Individualized career services; and
- Follow-up services

**Basic Career Services:** Basic career services must be made available and, at a minimum, must include the following services:

- Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs;
- Outreach, intake (including worker profiling), and orientation to information and other services available through the local workforce system;
- Initial assessment of skills levels, including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and support service needs;
- Labor exchange services, including:
  - job search and placement assistance, and, when needed by an individual, career counseling, including the provision of information on nontraditional employment and in-demand industry sectors and occupations; and
  - appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services not traditionally offered through the local workforce system;
- Provision of referrals to and coordination of activities with other programs and services, including programs and services within the local workforce system and, when appropriate, other workforce development programs;
- Provision of workforce and labor market employment statistics information, including information relating to local, regional, and national labor market areas;
- Provision of performance information and program cost information on eligible providers of training services by program and provider type;
- Provision of information, in usable and understandable formats and languages, about how the Board is performing on local performance accountability measures, as well as any additional performance information relating to the local workforce system;
- Provision of information, in usable and understandable formats and languages, relating to the availability of support services or assistance, and appropriate referrals



- to those services and assistance;
- Provision of information and assistance regarding filing claims for unemployment compensation, by which the Board must provide assistance to individuals seeking such assistance.
  - Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

**Individualized Career Services:** Individualized career services must be made available if determined to be appropriate in order for an individual to obtain or retain employment. These include the following services:

- Comprehensive and specialized assessments of the skills levels and service needs of adults and dislocated workers; Section 134(c)(2) and (c)(3) list the required local employment and training activities. To satisfy some of these requirements, the use of assessments is necessary. To avoid duplication of services, WIOA allows the use of previous assessments from another education or training program. The previous assessments must be determined to be appropriate by AJCC representatives and must have been completed within the previous six months
- Development of an individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including information regarding eligible training providers;
- Group counseling;
- Individual counseling;
- Career planning;
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training;
- Internships and work experience that are linked to careers;
- Workforce preparation activities;
- Financial literacy services as described in WIOA §129(b)(2)(D);
- Out-of-area job search and relocation assistance; and
- English language acquisition and integrated education and training programs.

**Follow-up Services:** These services must be made available, as appropriate (including counseling regarding the workplace) for participants in adult or dislocated worker activities that are placed in unsubsidized employment for a minimum of 12 months after the first day of employment.

**Training Services:** WIOA is designed to increase participant access to training services. Training services are provided to equip individuals to enter the workforce and retain employment. Examples of training services include:

- Occupational skills training, including training for nontraditional employment;
- On-the-job training (OJT), including registered apprenticeship;
- Incumbent worker training in accordance with WIOA §134(d)(4);
- Workplace training and cooperative education programs;

- Private sector training programs;
- Skills upgrading and retraining;
- Entrepreneurial training;
- Transitional jobs in accordance with WIOA §134(d)(5);
- Job readiness training provided in combination with other training described above;
- Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, in combination with training; and
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

WIOA clarifies that there is no sequence of service requirement in order to receive training. However, DOL has indicated that, at minimum, to be eligible for training, an individual must receive an interview, evaluation, or assessment and career planning or any other method through which the one-stop operator/partner can obtain enough information to make an eligibility determination for training services. Where appropriate, a recent interview, evaluation, or assessment may be used for the assessment purpose.

**Business Services:** SELACO WDB's AJCCs are part of a business-focused system. Examples of system services to serve business customers include:

- Customized screening and referral of qualified participants in training services to employers
- Customized employment-related services to employers, employer associations, or similar organizations on a fee-for-service basis that are in addition to labor exchange services available to employers under the Wagner-Peyser Act
- Work-based learning activities, including incumbent worker training, Registered Apprenticeship, transitional jobs, on-the-job training, and customized training.
- Activities to provide business services and strategies that meet the workforce investment needs of employers, as determined by the Board and consistent with the local plan.

**Attachment B**

**Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding**

**Employment Development Department – Shared System Services**

EDD is a co-located partner at SELACO WDB's AJCC overseen by the SELACO WDB, with a full complement of staff, which is the traditional local EDD field office. As a partner in the AJCC system, EDD provides job seekers and businesses access to the following WIOA-mandated one-stop partner programs:

- WIOA Title III Wagner-Peyser
- Veterans Employment Services: Jobs for Veterans State Grant(JVSG)
- Trade Adjustment Assistance Act (TAA)
- Unemployment Insurance (UI)

EDD and SELACO WDB have developed an Integrated Service Delivery (ISD) model that supports the objectives of the MOU. Under the model, Title I (WIOA) programs and Title III (Wagner Peyser) programs will be co-located at the Cerritos AJCC. Access to Veteran's programs/services, TAA and UI will also be available.

Commented [SM7]: Removed Norwalk office

The following information summarizes EDD's role within the AJCC system:

- Sharing System Design and Access:
- Sharing System Services
- Sharing Customers

**Sharing System Design and Access**

With regard to system design and access, EDD and SELACO WDB agreed to use of the following terms to characterize EDD's participation:

- "Bricks:" Achieved through co-location
- "Clicks: Providing direct linkages through use of various technology applications; and
- "Connect:" Cross training partner program staff to increase system capacity.

EDD-managed programs will be present and participate in the system in accordance with the following:

**1. Wagner Peyser**

- a. Bricks – Co-located in at least one Comprehensive AJCC. The facility must meet the State's requirements for seismic and ADA certifications.
- b. Clicks – through CalJOBS<sup>SM</sup>

**2. Unemployment Insurance (UI)**

- a. Bricks – UI phones at AJCC sites

- b. Clicks —Assistance with Unemployment Insurance services through UI Online.
- c. Connect – Cross-train AJCC staff (basic information)

### **3. TAA**

- a. Bricks – Co-located at each AJCC
- b. Connect – Pre-screening

### **4. Veterans (JVSG)**

- a. Bricks – Co-located at each AJCC
- b. Clicks – CalJOBS<sup>SM</sup> 24 hour Veteran hold on job postings

### **5. Labor Market Information (LMI)**

- a. Clicks – Self-service through EDD's LMI website
- b. Connect – Cross-train staff

### **6. Youth Employment Opportunity Program (YEOP)**

- a. Clicks – CalJOBS<sup>SM</sup>
- b. Connect – Cross-train on basic assessment

Training is a coordinated effort between EDD and SELACO WDB and relies on content experts from both agencies. If content experts do not exist within either organization, the agencies will identify resources to secure external experts to assist in training. EDD and SELACO WDB have agreed to the following training to increase AJCC staff capacity:

- Welcome Team - initial assessment, basic eligibility, co-enrollment
- Enhanced generic training
- Business services
- Supportive services
- Financial aid information/referral
- Targeted strategies for individuals with disabilities
- Local LMI

### **Sharing System Services**

EDD's role in the delivery of AJCC services is summarized within the descriptions below.

#### **1. Initial Assessment**

SELACO WDB's collaboration with EDD to design and implement an Integrated Service Delivery (ISD) system has resulted in the establishment of a frontline Welcome and Assessment team. The team includes representatives from EDD, SELACO WDB and other committed partner organizations, all of which support the initial assessment of customers seeking assistance. The objective is to assess interests and to determine an initial point of service. The initial assessment process ensures all customers have a CalJOBS<sup>SM</sup> Profile for adequate tracking of all referral activity, as agreed to by both

management teams. Following initial assessment and identifying an appropriate point of service, the targeted agency/partner will manage enrollment, as appropriate.

## **2. Labor Market Information (LMI)**

Given the agency's statewide role in collecting, analyzing and publishing labor market information, EDD staff often takes the lead in working with customers seeking such information. EDD is committed to cross-train staff to be onsite trainers and will provide qualified partner staff access to occupational guides/profiles and to its live website.

## **3. Unemployment Insurance (UI)**

EDD will provide customers with meaningful assistance and information on filing claims for unemployment compensation through various methods utilizing the eApply4UI or UI Online applications. UI will continue to ensure that the AJCC offers direct phone connection to UI representatives through Public Service Program (PSP) after all in-person attempts by cross-trained AJCC staff/UI Navigators have been exhausted.

## **4. Labor Exchange Services CalJOBS<sup>SM</sup>**

Operating under the Integrated Service Delivery System, the partnership has established positive and effective business relationships with a wide range of companies in the region. The AJCC system, including EDD, will support:

- The process of having all system customers (job seekers and employers) registered in the job bank; and.
- Enter vetted employers and their job listing in CalJOBS<sup>SM</sup>.

Expert staff from both agencies will train appropriate partner staff in job matching, job referral standards and related protocols, including the process of identifying proper activity codes, case noting, job coaching, and career counseling.

## **5. Business Services**

The Business Services Team, consisting of staff from both EDD and SELACO WDB, will work collaboratively to address the need of companies seeking assistance. Business accessing the AJCC will be greeted by members of the Welcome Team, who will immediately assess interest and initiate a referral to appropriate business services experts. CalJOBS<sup>SM</sup> will be used as the primary system for managing services and providing employers immediate access to talent.

Rapid Response services will continue to be a coordinated effort among the Business and Career Services Teams. All business services activity will be monitored, to the greatest extent possible, using CalJOBS<sup>SM</sup>. Reports will be generated each month to assess business services and outcomes.

## **6. Performance and Cost Information**

The partnership, including EDD, will continue to support the development of monthly

Program Operations Reports that highlight:

- Total customer referrals
- Enrollments by program and target populations
- Enrollments into basic career services, individualized career services and training
- Outcomes of business outreach activities
- Business and job seeker success stories

### **7. Supportive Services Information**

Center staff provides supportive service information to all customers via a video (general information) and one-on-one discussions. SELACO WDB will provide training to EDD representatives and staff from other partner agencies about WIOA-funded support services and leveraged resources available through community partners.

### **8. Financial Aid Information**

Within the local system, job seekers receive information and guidance on how to complete a Free Application for Federal Student Aid (FAFSA) form or are referred to an adult education partner that is able to assist them in completing the application form. Center staff is required to determine if non-WIOA financial aid is available before committing WIOA training dollars. EDD staff will participate in this process by providing general information on financial aid and referring customers, as appropriate, to adult education partners for assistance with the FAFSA form.

### **9. Orientation**

Partners, including EDD, are responsible for co-facilitating center and system orientation, which occurs in a number of ways, including:

- Universal video
- Welcome/Assessment Team individual and group communications
- Individually by cross-informed staff
- Shared scripts : PowerPoint presentations and videos

### **10. Intake**

EDD contributes to the AJCCs' intake process through use of a shared data system and staff support for system registration and seamless co-enrollment.

### **Sharing Customers**

EDD and SELACO WDB staff will be co-located in at least one primary comprehensive AJCC, and co-enrollment will be achieved as follows:

#### **Referrals:**

Under the Integrated Service Delivery system design, the centers maintain a Welcome and Assessment Team, including EDD representatives, that greets customers and assesses appropriate points of service delivery. Expert staff will assess suitability for enrollment in WIOA and/or Wagner-Peyser. Staff will be trained in the process of enrolling customers with the objective of enrolling suitable, eligible individuals in both programs. Referrals will be made based on the Team's assessment of a customer's interests and needs. For example, veterans entering the center will immediately be referred to the Veteran Services Navigator (VSN) on site, who will conduct assessment and support enrollment in all relevant programs. The number of referrals per program will be determined based on daily traffic. Referrals will be tracked and reported on monthly basis to assess outcome, and effectiveness of services.

**Co-Enrollment:** Under the Integrated Service Delivery model, it is anticipated that EDD and other partner agency staff will be trained in and capable of enrolling customers in all relevant career service programs. At a minimum, all customers will be registered in CalJOBS<sup>SM</sup>, ~~complete a Generic Application~~ and be co-enrolled in Wagner-Peyser and WIOA Basic Career Services.

*Attachment C*

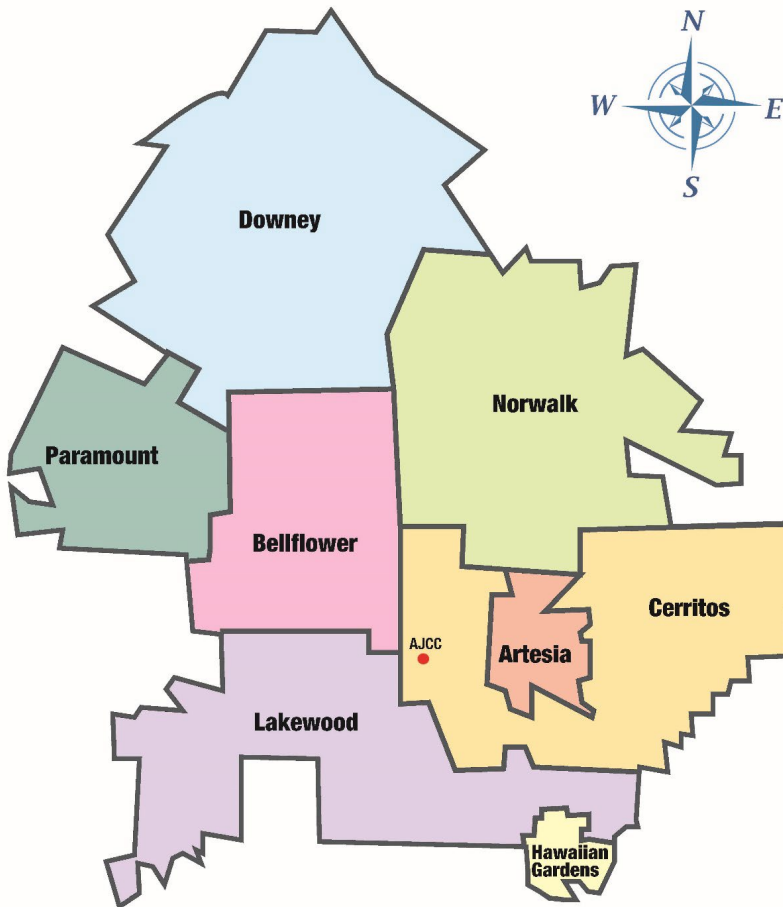
**Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding**

**Cost Sharing Agreement**

As indicated in section 7 of the MOU, EDD agrees to negotiate and implement a cost sharing plan by **June 30, 2022**.



**Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding  
One-Stop System Map**



**Southeast Los Angeles County Workforce Development Board  
America's Job Center of California (AJCC)**

Serving the following eight cities:

Artesia, Bellflower, Cerritos, Downey, Hawaiian Gardens, Lakewood, Norwalk and Paramount

Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding

WIOA AJCC Required Regional Partners:  
Roles of Providers of Career Services System per WIOA

	WIOA Title I Adult	WIOA Title I DW	WIOA Title I Youth	WIOA Title II Adult PAAACE/PARAMOUNT ADULT SCHOOL	WIOA Title III Wagner Peyser	WIOA Title IV DOR	WIOA Title V Older Americans	Carl Perkins Career Technical Education	Native American Programs	Veterans	Youth Build	Trade Adjustment Assistance	Housing	UI	TANF/ CalWORKS
Assess skills and needs; Eligibility; Intake; Orientation	X	X	X	X	X	X	X	X	X	X	X	X	X		X
Assist w/ Tuition/Fees	X	X	X					X			X		X		
Develop Curriculum/ Programs	X	X	X	X		X		X	X		X		X		X
Deliver	X	X	X	X		X		X	X		X				X



Provide Supportive Services	X					X						X										X			
Provide Work-Based Learning Opportunities	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Recruit & make Referrals	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

**Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding  
between  
Southeast Los Angeles County Workforce Development Board  
And  
California Department of Rehabilitation**

**1. Purpose**

Pursuant to the federal Workforce Innovation and Opportunity Act (PL 113-128), this Memorandum of Understanding (MOU) is entered into between the Workforce Development Corporation of Southeast Los Angeles County, Inc. (dba Southeast Los Angeles County Workforce Development Board) and the California Department of Rehabilitation (DOR), the state's principal employment and independent living resources for people with disabilities.

WIOA requires that an MOU be developed and executed between the Local Board and the America's Job Center of California<sup>SM</sup> (AJCC) partners to establish an agreement concerning the operations of the AJCC delivery system. The purpose of the MOU is to establish a cooperative working relationship between the parties and to define their respective roles and responsibilities in achieving policy and program objectives. The MOU also serves to establish the framework for providing services to businesses, employed individuals, job seekers and others needing workforce services.

**2. California's Vision for the One-Stop System**

California's one-stop delivery system, represented by the AJCCs, is locally-driven. It develops partnerships and provides programs and services to achieve three main policy objectives established by the California Workforce Development Strategic Plan, including the following:

- Foster demand-driven skills attainment
- Enable upward mobility for all Californians
- Align, coordinate and integrate programs and services

These objectives will be accomplished by ensuring access to high-quality AJCCs that provide the full range of services available in the community for all customers, who are:

- Looking to find a job;
- Building basic educational or occupational skills;
- Earning a postsecondary certificate or degree;
- Obtaining guidance on how to make career choices; or
- Seeking to identify and hire skilled workers.

**3. Local/Regional Vision Statement, Mission Statement, Principles and Goals**

Congress and the U.S. Department of Labor (DOL) envision three hallmarks of excellence, for the nation's workforce development delivery system under WIOA:

- The needs of businesses and workers drive workforce solutions and local boards are accountable to communities in which they are located;
- One-stop centers (the AJCCs) provide excellent customer service to jobseekers and employers and focus on continuous improvement; and
- The workforce system supports strong regional economies and plays an active role in community and workforce development.

To support these objectives, the SELACO WDB has established a service delivery system in cooperation with organizations operating WIOA-mandated AJCC partner programs, along with a wide range of other community stakeholders. The system is guided by the following vision, mission, principles and goals:

***Vision:*** SELACO WDB's vision for meeting workforce development challenges within Southeast Los Angeles County is one centered on collaboration to address a wide range of stakeholders' interests, including those of business, labor, education, social services, philanthropy and community organizations. Bringing this vision to fruition requires that stakeholders work together to address the skills development and training needs of priority sectors, while at the same time ensuring that workers have access to career pathway services and training to meet those needs.

***Mission:*** SELACO WDB's mission is two-fold. Our AJCC system supports the needs of job seekers for career services and training, while providing services to promote the success of local businesses.

***Principles:*** Our local AJCCs strive to meet the WIOA vision for an effective one-stop system, which is one that is designed to increase access to and opportunities for the employment, education, training, and support services that individuals need to succeed in the labor market, particularly those with barriers to employment. It aligns workforce development, education, and economic development programs with regional economic development strategies to meet the needs of local and regional employers, and provides a comprehensive, accessible and high-quality workforce development system. SELACO WDB's AJCC partners are committed to developing and maintaining a one-stop system that is:

**Quality-Focused:** Supporting the content and approaches used to deliver all services the system has to offer is a commitment to ensuring that each service adds value to the achievement of goals and objectives by job seekers and businesses using the AJCCs.

**Business-Driven:** Local companies' talent and skill needs dictate the content, scope, and intensity of services the SELACO WDB's one-stop system offers. The system is driven to respond to the needs of business by sourcing, training and delivering qualified candidates.

**Customer-Centered:** Leveraging a wide range of strategies within an integrated service

delivery environment, the local AJCCs are intensively focused on evaluating and responding to the needs, preferences, desires and circumstances of all customers using the system.

Meets the Unique Needs of the Regional Economy: The SELACO WDB represents a unique sub-region of Los Angeles County – one that sits at the cross roads of various transportation corridors and on the border California’s two largest counties. Some of the State’s fastest growing and most dynamic industries are inside or within a reasonable commuting distance of SELACO WDB’s borders. The AJCCs are actively involved in working with businesses in priority sectors to ensure the system remains responsive to their needs.

**System Goals:** Broadly, the goals of the Board reflect those espoused by DOL, which commit the one-stop system to:

- Provide job seekers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages;
- Provide access and opportunities to all job seekers, including individuals with barriers to employment, such as individuals with disabilities, to prepare for, obtain, retain, and advance in high-quality jobs and high-demand careers;
- Enable businesses and employers to easily identify and hire skilled workers and access other supports, including education and training for their current workforce;
- Participate in rigorous evaluations that support continuous improvement of one-stop centers by identifying which strategies work better for different populations; and
- Ensure that high-quality integrated data inform decisions made by policy makers, employers, and job seekers.

Specific goals supporting one-stop system effectiveness that are part of SELACO WDB’s current Local Area Strategic Plan include the following:

- Successfully implement national models to build strong career pathway programs.
- Use the Sector Partnerships as the vehicle for the identification of career pathways and the development, re-tooling and alignment of courses/curricula to meet business needs.
- Working with partners, increase the numbers of workers who are able to access and take advantage of skills training geared to employment in priority sectors and other promising industries.
- Explore alternative basic education models to reduce the time spent in this activity by some learners.
- Refine existing approaches to rapid response and business services so that they are fully transformed into proactive business retention and layoff aversion programs.
- Expand the use of work-based learning models to create additional skills development and employment opportunities for all workers and align work-based learning strategies with career pathway strategies.
- Continue to build strong linkages to registered apprenticeship programs and fully integrate these programs in the one-stop and WIA Youth Program delivery systems.

Support from DOR and all other AJCC partners is critical to the system's ability to achieve these goals.

#### **4. Parties**

The parties to this MOU are:

***Southeast Los Angeles County Workforce Development Board***

10900 East 183rd Street, Suite 392, Cerritos, CA 90703  
(562) 402-9336

***California Department of Rehabilitation***

12501 E. Imperial Highway, Norwalk Ca 90650  
562-864-8521

#### **5. One-Stop System and Services**

The one-stop system overseen by the SELACO WDB includes the following full service AJCC:

Cerritos AJCC  
10900 East 183rd St, Suite 350 Cerritos, CA 90703

***Attachment A*** to this MOU provides a summary of the basic career services, individualized career services, follow-up services, training services and businesses services provided by the system.

***Attachment B*** summarizes the specific shared services provided by DOR in partnership with the SELACO WDB and the full range of AJCC partners.

#### **6. Responsibility of AJCC Partners**

To promote the development and sustainability of a quality-focused system capable of meeting the full range of needs of its customers, DOR agrees to participate with SELACO WDB and other partners in joint planning, plan development, and system improvement activities to accomplish the following:

- Continuous partnership building.
- Continuous planning in response to state and federal requirements.
- Responsiveness to local and economic conditions, including employer needs.
- Adherence to common data collection and reporting needs.

In addition, DOR agrees to:



- Make information about its service(s) available to customers through the one-stop delivery system.
- Participate in the operation of the one-stop system, consistent with the terms of the MOU and requirements of authorized laws.
- Participate in applicable capacity building and staff development activities in order to ensure that all partners and staff are adequately cross-trained.
- [Participate as an active member of the SELACO WDB's System Management Team.](#)

## **7. Funding of Services and Operating Costs**

By June 30, 2022, DOR agrees to negotiate and implement a cost sharing plan, which will constitute Attachment C to this MOU. In accordance with this plan, DOR and all relevant parties to this MOU will agree to share in the operating costs of the AJCC system, either in cash or through in-kind services. The cost of services, operating costs, and infrastructure costs of the system will be funded by all AJCC partners through a separately negotiated cost sharing agreement based on an agreed upon formula or plan.

DOR will ensure that the shared costs are supported by accurate data, the shared costs are consistently applied over time, and the methodology used in determining the shared costs are reflected in a separate Cost Sharing Agreement that will be attached to this MOU.

[DOR will ensure that shared costs are reconciled and updated annually, according to State policy.](#)

## **8. Methods for Referring Customers**

All AJCC system partners agree to support and mutually implement processes for the referral of customers to services not provided on-site.

DOR and system partners are committed to ensuring that intake and referral processes are customer-centered and provided by staff trained in effective customer service techniques. Partners will ensure that general information regarding AJCC programs, services, activities and resources are made available to all customers as appropriate. Customer referrals will be made through a variety of approaches, including verbally, via electronic media, and by way of traditional correspondence. Through cross training of AJCC staff and use of real-time technology, DOR agrees to provide other AJCC partner staff access to meaningful information on services needed by customers, as allowable under federal and state laws.

Attachment B provides a summary of how DOR will support shared service delivery, including referrals of customers.

## **9. Access for Individuals with Barriers to Employment**

Along with other partners, DOR agrees to ensure access for individuals with barriers to employment. Under WIOA, the term “individual with a barrier to employment” means a member of 1 or more of the following populations –

- A. Displaced homemakers
- B. Low-income individuals
- C. Indians, Alaska Natives, and Native Hawaiians
- D. Individuals with disabilities, including youth who are individuals with disabilities
- E. Older individuals
- F. Ex-offenders
- G. Homeless individuals or homeless children and youths
- H. Youth who are in or have aged out of the foster care system
- I. Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers
- J. Eligible migrant and seasonal farm workers
- K. Individuals within 2 years of exhausting lifetime eligibility (for DOR)
- L. Single parents (including single pregnant women)
- M. Long-term unemployed individuals
- N. Such other groups as the Governor involved determines to have barriers to employment

As part of the AJCC system, DOR recognizes the system’s commitment to offer priority for services to recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient when providing individualized career services and training services with WIOA adult funds. Furthermore, DOR will ensure its policies, procedures, programs, and services are in compliance with the *Americans with Disabilities Act of 1990* and its amendments, in order to provide equal access to all customers with disabilities.

## **10. Shared Technology and System Security**

WIOA emphasizes technology as a critical tool for making all aspects of information exchange possible, including, but not limited to, client tracking, common case management, reporting, and data collection.

To support the use of technology, DOR agrees to:

- Comply with the applicable provisions of WIOA, Welfare and Institutions Code, California Education Code, Rehabilitation Act, and any other appropriate statutes or requirements.
- Adhere to the principles of common reporting and, as permissible, shared information through electronic mechanisms, including shared technology.
- Commit to share information to the greatest extent allowable under its governing legislation and confidentiality requirements.
- Maintain all records of the AJCC customers or partners (e.g. applications, eligibility and referral records, or any other individual records related to services provided under this MOU) in the strictest confidence, and use them solely for purposes directly related

to such services.

- Develop technological enhancements in partnership with SELACO WDB that allow interfaces of common information needs, as allowable and appropriate.
- Acknowledge that system security provisions shall be agreed upon by all partners.

## **11. Confidentiality**

DOR agrees to comply with the provisions of WIOA as well as the applicable sections of the Welfare and Institutions Code, the California Education Code, the Rehabilitation Act, and any other appropriate statute, or requirement to assure the following:

- All applications and individual records related to services provided under this MOU, including eligibility for services and enrollment and referral, shall be confidential and shall not be open to examination for any purpose not directly connected with the delivery of such services.
- No person will publish, disclose, use, or permit, cause to be published, disclosed or used, any confidential information pertaining to AJCC applicants, participants, or customers overall unless a specific release is voluntarily signed by the participant or customer.
- The AJCC partner agrees to abide by the current confidentiality provisions of the respective statutes to which AJCC operators and other AJCC partners must adhere, and shall share information necessary for the administration of the program, as allowed under law and regulation. The AJCC partner, therefore, agrees to share, as permissible, client information necessary for the provision of services such as assessment, universal intake, program or training referral, job development or placement activities, and other services as needed for employment or program support purposes.
- Client information shall be shared solely for the purpose of enrollment, referral or provision of services. In carrying out their respective responsibilities, each party shall respect and abide by the confidentiality policies of the other parties.

## **12. Non-Discrimination and Equal Opportunity**

DOR shall not unlawfully discriminate, harass or allow harassment against any employee, applicant for employment or AJCC applicant due to gender, race, color, ancestry, religion, national origin, veteran status, physical disability, mental disability, medical condition(s), age, sexual orientation or marital status. The AJCC partner agrees to comply with the provisions of the Fair Employment and Housing Act (Government Code Section 12990) and related, applicable regulations.

The AJCC partner will assure compliance with the Americans with Disabilities Act of 1990 and its amendments, which prohibits discrimination on the basis of disability, as well as other applicable regulations and guidelines issued pursuant to the Americans with Disabilities Act.

## **13. Grievances and Complaints Procedure**

DOR agrees to establish and maintain procedures for grievance and complaints as outlined in WIOA and other federal and state laws to which it is subject. The process for handling grievances and complaints is applicable to customers and partners. These procedures will allow customers or entities filing the complaint to exhaust every administrative level in receiving a fair and complete hearing and resolution of their grievance. DOR further agrees to communicate openly and directly to resolve any problems or disputes related to the provision of services in a cooperative manner and at the lowest level of intervention possible.

#### **14. American's with Disabilities Act and Amendments Compliance**

DOR agrees to ensure that its policies and procedures, as well as the programs and services provided at the AJCC, are in compliance with the Americans with Disabilities Act and its amendments. Additionally, DOR agrees to fully comply with the provisions of WIOA, Title VII of the Civil Rights Act of 1964, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972, 29 CFR Part 37 and all other regulations implementing the aforementioned laws.

#### **15. Effective Dates and Term of MOU**

This MOU shall be binding upon each party hereto upon execution by such party. The term of this MOU shall be three years, commencing on 7/1/2022, and expiring on 6/30/2025. The MOU will be reviewed every three years or more frequently to identify any substantial changes that have occurred.

#### **16. Modifications and Revisions**

This MOU constitutes the entire agreement between the parties and no oral understanding not incorporated herein shall be binding on any of the parties hereto. This MOU may be modified, altered, or revised, as necessary, by mutual consent of the parties, by the issuance of a written amendment, signed and dated by the parties.

#### **17. Termination**

The parties understand that implementation of the AJCC system is dependent on the good faith effort of every partner to work together to improve services to the community. The parties also agree that this is a project where different ways of working together and providing services are being tested and evaluated. In the event that it becomes necessary for one or more parties to cease being a part of this this MOU, said entity shall notify the other parties, in writing, 30 days in advance of that intention.

#### **18. Administrative and Operations Management Sections**

To support the effective administration and operation of the AJCC system, the parties agree to the following:

##### **License for Use**

During the term of this MOU, all parties shall have a license to use all space of the AJCCs for the sole purpose of conducting acceptable AJCC services as outlined herein.

### **Supervision/Day to Day Operations**

The day-to-day supervision of staff assigned to the AJCCs will be the responsibility of the site supervisor(s). The employer of staff assigned to the AJCCs will continue to set the priorities of its staff. Any change in work assignments or any problems at the worksite will be handled by the site supervisor(s) and the management of the staff's employer.

The office hours for the staff at the AJCCs will be established by the site supervisor(s) and the staff's employer. All staff members assigned to the AJCC will comply with the holiday schedule of their employer and will provide a copy of their holiday schedule to the operator and host agency at the beginning of each fiscal year.

Disciplinary actions may result in removal of co-located staff from the AJCCs and each party will take appropriate action.

Each party shall be solely liable and responsible for providing to, or on behalf of, its employee(s), all legally-required employee benefits. In addition, each party shall be solely responsible for and hold all other parties harmless from all matters relating to payment of each party's employee(s), including compliance with social security withholding, workers' compensation, and all other regulations governing such matters.

### **Dispute Resolution**

The parties agree to attempt to resolve policy or practice disputes at the lowest level possible, starting with the site supervisor(s) and staff. If issues cannot be resolved at this level, they shall be referred to the management of the staff's employer and the operator for discussion and resolution.

### **Press Releases and Communications**

All parties shall be included when communicating with the press, television, radio or any other form of media regarding its duties or performance under this MOU. Participation of each party in press/media presentations will be determined by each party's public relations policies. Unless otherwise directed by the other parties, in all communications, each party shall make specific reference to all other parties.

The parties agree to utilize the AJCC logo developed by the State of California and the Local Board on buildings and other items identified for AJCC usage. Such items include letterhead, envelopes, business cards, any written correspondence and fax transmittals.

### **Hold Harmless/Indemnification/Liability**

In accordance with provisions of Section 895.4 of the California Government Code, each

party hereby agrees to indemnify, defend and hold harmless all other parties identified in this MOU from and against any and all claims, demands, damages and costs arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. In addition, except for Departments of the State of California which cannot provide for indemnification of court costs and attorney's fees under the indemnification policy of the State of California, all other parties to this MOU agree to indemnify, defend and hold harmless each other from and against all court costs and attorney's fees arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. It is understood and agreed that all indemnity provided herein shall survive the termination of this MOU.

**19. Attachments**

The following attachments are included in this MOU:

Attachment A: One-Stop System Services

Attachment B: DOR – Shared System Services

Attachment C: Cost Sharing Agreement

Attachment D: One-Stop System Map

Attachment E: WIOA AJCC Required Regional Partners: Roles of Providers per WIOA

**20. Authority and Signatures**

The individuals signing below have the authority to commit the party they represent to the terms of this MOU and do so commit by signing:

***Southeast Los Angeles County Workforce Development Board (SELACO WDB)***

<a href="#">Mark Dameron</a> <a href="#">Aaron Drake</a>		
Name	Signature	Date

***SELACO WDB Policy Board of Elected Officials***

Jeff Wood		
Name	Signature	Date

***California Department of Rehabilitation (DOR)***

<a href="#">Maria Turrubiar</a> <a href="#">Candy Williams</a>		
Name	Signature	Date

**Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding**

**One-Stop System Services**

WIOA establishes two levels of employment and training services for adults and dislocated workers: career services and training services. Following is general information on WIOA career, training and business services to guide the SELACO WDB AJCC system in the delivery of these services.

**Career Services:** Career services for adults and dislocated workers are available at both local AJCCs. U.S. DOL has identified three types of career services:

- Basic career services;
- Individualized career services; and
- Follow-up services

**Basic Career Services:** Basic career services must be made available and, at a minimum, must include the following services:

- Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs;
- Outreach, intake (including worker profiling), and orientation to information and other services available through the local workforce system;
- Initial assessment of skills levels, including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and support service needs;
- Labor exchange services, including:
  - job search and placement assistance, and, when needed by an individual, career counseling, including the provision of information on nontraditional employment and in-demand industry sectors and occupations; and
  - appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services not traditionally offered through the local workforce system;
- Provision of referrals to and coordination of activities with other programs and services, including programs and services within the local workforce system and, when appropriate, other workforce development programs;
- Provision of workforce and labor market employment statistics information, including information relating to local, regional, and national labor market areas;
- Provision of performance information and program cost information on eligible providers of training services by program and provider type;
- Provision of information, in usable and understandable formats and languages, about how the Board is performing on local performance accountability measures, as well as any additional performance information relating to the local workforce system;

- Provision of information, in usable and understandable formats and languages, relating to the availability of support services or assistance, and appropriate referrals to those services and assistance;
- Provision of information and assistance regarding filing claims for unemployment compensation, by which the Board must provide assistance to individuals seeking such assistance.
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

**Individualized Career Services:** Individualized career services must be made available if determined to be appropriate in order for an individual to obtain or retain employment. These include the following services:

- Comprehensive and specialized assessments of the skills levels and service needs of adults and dislocated workers; Section 134(c)(2) and (c)(3) list the required local employment and training activities. To satisfy some of these requirements, the use of assessments is necessary. To avoid duplication of services, WIOA allows the use of previous assessments from another education or training program. The previous assessments must be determined to be appropriate by AJCC representatives and must have been completed within the previous six months
- Development of an individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including information regarding eligible training providers;
- Group counseling;
- Individual counseling;
- Career planning;
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training;
- Internships and work experience that are linked to careers;
- Workforce preparation activities;
- Financial literacy services as described in WIOA §129(b)(2)(D);
- Out-of-area job search and relocation assistance; and
- English language acquisition and integrated education and training programs.

**Follow-up Services:** These services must be made available, as appropriate (including counseling regarding the workplace) for participants in adult or dislocated worker activities that are placed in unsubsidized employment for a minimum of 12 months after the first day of employment.

**Training Services:** WIOA is designed to increase participant access to training services. Training services are provided to equip individuals to enter the workforce and retain employment. Examples of training services include:



- Occupational skills training, including training for nontraditional employment;
- On-the-job training (OJT), including registered apprenticeship;
- Incumbent worker training in accordance with WIOA §134(d)(4);
- Workplace training and cooperative education programs;
- Private sector training programs;
- Skills upgrading and retraining;
- Entrepreneurial training;
- Transitional jobs in accordance with WIOA §134(d)(5);
- Job readiness training provided in combination with other training described above;
- Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, in combination with training; and
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

WIOA clarifies that there is no sequence of service requirement in order to receive training. However, DOL has indicated that, at minimum, to be eligible for training, an individual must receive an interview, evaluation, or assessment and career planning or any other method through which the one-stop operator/partner can obtain enough information to make an eligibility determination for training services. Where appropriate, a recent interview, evaluation, or assessment may be used for the assessment purpose.

**Business Services:** SELACO WDB's AJCCs are part of a business-focused system. Examples of system services to serve business customers include:

- Customized screening and referral of qualified participants in training services to employers
- Customized employment-related services to employers, employer associations, or similar organizations on a fee-for-service basis that are in addition to labor exchange services available to employers under the Wagner-Peyser Act
- Work-based learning activities, including incumbent worker training, Registered Apprenticeship, transitional jobs, on-the-job training, and customized training.
- Activities to provide business services and strategies that meet the workforce investment needs of employers, as determined by the Board and consistent with the local plan.

**Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding**

**California Department of Rehabilitation - Shared System Services**

The administers the largest vocational rehabilitation program in the nation. The agency has a three-pronged approach to provide services and advocacy to assist people with disabilities to live independently, become employed and have equality in the communities in which they live and work. DOR provides consultation, counseling and vocational rehabilitation, and works with community partners to assist the consumers it serves.

SELACO WDB has adopted an Integrated Service Delivery (ISD) model that supports the objectives of the MOU. With the implementation of WIOA, Title II partners will generally support and/or deliver the activities listed in Attachment E, "AJCC Required Regional Partners: Roles of Providers of Career Services."

The following information summarizes DOR's role within the AJCC system:

- Sharing System Design and Access
- Sharing System Services
- Sharing Customers

**Sharing System Design and Access**

With regard to system design and access, DOR and SELACO WDB agreed to use of the following terms to characterize the participation of DOR within the local AJCC system:

- "Bricks:" Achieved through co-location:
- "Clicks: Providing direct linkages through use of various technology applications; and
- "Connect:" Cross training partner program staff to increase system capacity.

DOR will contribute to the system through Bricks, Clicks and Connect ". Under the concept of "Bricks" DOL staff will be present at one of the two SELACO WDB sponsored AJCC centers one day a week. Staff assigned will provide assistance in ~~y-include~~ one or more of the following:

- Assess Skills and Needs; Eligibility; Intake; Orientation
- Develop Curriculum/Programs
- Deliver Training
- Engage Employers
- Provide Counseling (Academic/Personal/Career)
- Provide Case Management
- Provide Informational Services
- Provide Job Search Assistance
- Provided Labor Market Information

- Provide Support Services
- Provide Work-Based Learning Opportunities
- Recruit and Make Referrals

In addition, DOR will be present and participate in the system through “Clicks” and “Connect”. “Clicks” participation will support the active training of DOR staff in the active use of CalJOBS system, which functions as the technology [referral](#) centerpiece and information sharing hub for the AJCC partners and its key customers.

DOR will “connect” with AJCC partners by providing [cross](#)-training on [the eligibility, services, and](#) the process of direct referral to DOR services.

## **Sharing System Services**

DOR’s role in the coordinated delivery of AJCC services will include the following services and participation.

### **1. Outreach**

To broaden community awareness and utilization of the one-stop career center system, and the programs and services of other AJCC partners, SELACO WDB and the DOR program when feasible will support the linking of websites, thereby providing those seeking information about jobs or training access to many sources at once. In addition, DOR has agreed to explore opportunities for unified messaging through the development of a welcome video that will promote the partnership.

### **2. Intake**

As a system partner, DOR acknowledges that CalJOBS is the state-recognized system for intake, registration and enrollment into AJCC services. SELACO WDB and DOR have agreed to provide cross-training in CalJOBS and educational intake/registration processes and systems, including those used for adult basic career services. Training of DOR staff will allow for immediate access of information on all DOR customers co-enrolled into the AJCC WIOA services.

### **3. Orientation**

SELACO WDB and the DOR program have agreed to provide [annual](#) cross training to ensure that AJCC partner staff is knowledgeable of and promotes one another’s programs and services. In addition, there is agreement, when feasible, to develop: common marketing messages and materials that will promote the system, including all partners; a common orientation video that describes programs/services available; primary points of access and points of contact at each site operated by the partners; and a training protocol/system that will educate partners about each other’s orientation and enrollment processes.

### **4. Initial Assessment**

SELACO WDB and the DOR have agreed to share initial/basic assessment results (to the extent permissible without infringing upon client confidentiality) and to make the information available to other AJCC partners, considering co-enrollment of DOR participants, as needed and when allowable.

## **5. Use of Logo**

DOR agrees to allow the use of its logo in AJCC promotional materials, including the planned orientation video.

## **Sharing Customers**

DOR and SELACO WDB staff will be co-located on a part-time basis in at least one primary comprehensive AJCC, and co-enrollment will be achieved as follows:

### **Referrals:**

Under the Integrated Service Delivery system design, the centers maintain a Welcome and Assessment Team, that greets customers and assesses appropriate points of service delivery. Expert staff will assess suitability for enrollment in WIOA and/or Department of Rehabilitation Programs. Staff will be trained in the process of enrolling customers with the objective of enrolling suitable, eligible individuals in both programs. Referrals will be made based on the Team's assessment of a customer's interests and needs. The number of referrals per program will be determined based on daily traffic. Referrals will be tracked and reported on monthly basis to assess outcome, and effectiveness of services.

SELACO WDB and DOR have reached an agreement to utilize the "CalJOBS On-Ramp Referral Process" for making customer referrals. The DOR and SELACO per this MOU will continue an electronic referral process and implementation of consent forms. The parties to this MOU will follow a referral process where DOR refers to the AJCC through a shared online calendar hosted by the State's Labor Exchange System, CalJOBS. Through the SELACO WDB "CalJOBS on-ramp" DOR staff will be granted staff access to the CalJOBS system under "Partner Program privileges". DOR Staff will create an appointment for an AJCC orientation and intake appointment for their customers directly on the CalJOBS calendar. When making the appointment, they will identify customers to AJCC staff as Adult School participants. When a referred customer enrolls at the AJCC, center staff will document the outcome and workforce activities on the CalJOBS system. The DOR staff through their CalJOBS staff account will have access to information that communicates that the referred individual has registered or enrolled and the services he or she is participating in at the AJCC. The referral process includes a consent and release form signed by the participant. The referral process includes staff clearance through mandated confidentiality agreements, mandated access forms and mandated training. The "CalJOBS On-Ramp Referral Process" allows for referrals to and from the AJCC with on-site and offsite DOR staff.

**Co-Enrollment:** Under the Integrated Service Delivery model, it is anticipated that DOR and other partner agency staff will be trained in assessing and capable of referring customers for the purpose of co-enrolling customers in all relevant career service programs. At a minimum, all customers will be registered in CalJOBS<sup>SM</sup>, regardless of point of entry.

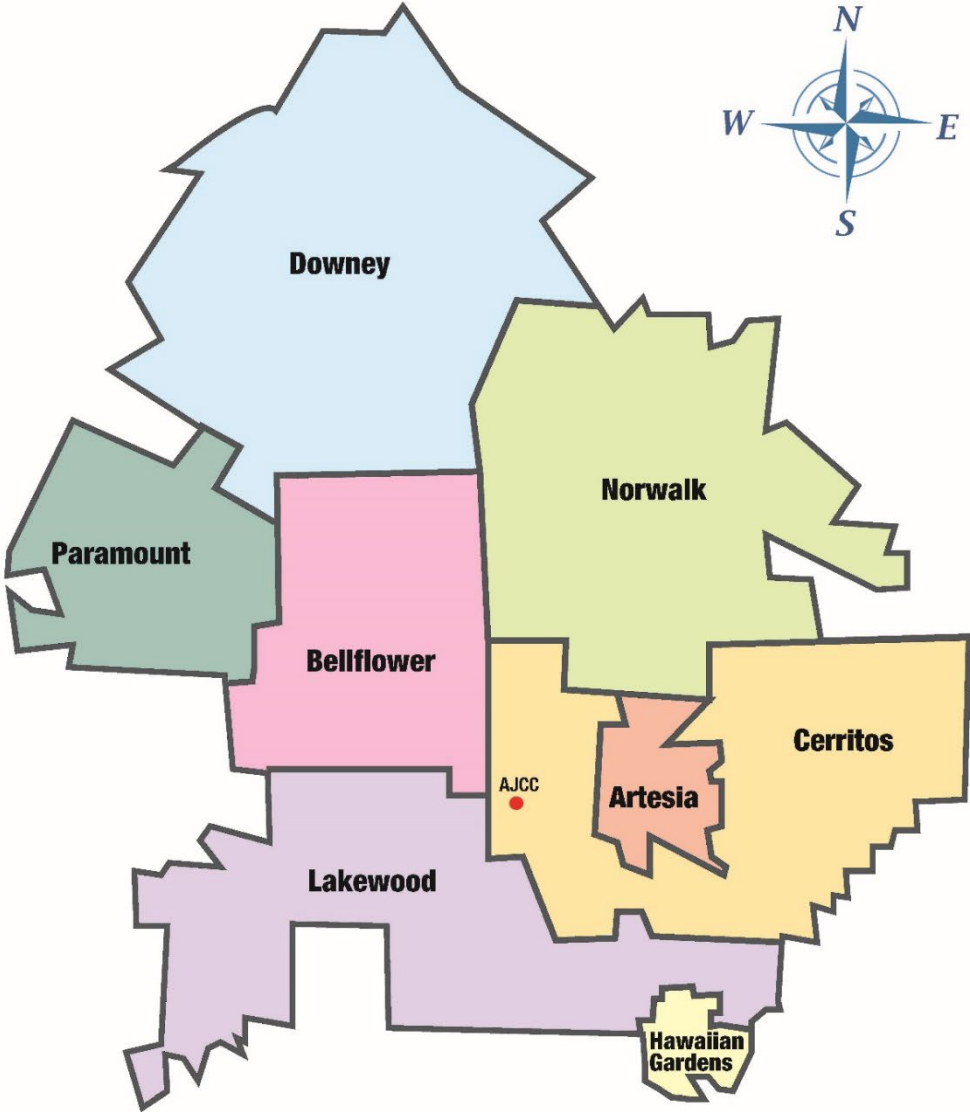
**Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding**

**Cost Sharing Agreement**

As indicated in section 7 of the MOU, DOR agrees to negotiate and implement a cost sharing plan by June 30, 2022.

**Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding**

**One-Stop System Map**



**Southeast Los Angeles County Workforce Development Board  
America’s Job Center of California (AJCC)**

Serving the following eight cities:

Artesia, Bellflower, Cerritos, Downey, Hawaiian Gardens, Lakewood, Norwalk and Paramount

Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding

WIOA AJCC Required Regional Partners:  
Roles of Providers of Career Services System per WIOA

	<u>WIOA Title I Adult</u>	<u>WIOA Title I DW</u>	<u>WIOA Title I Youth</u>	<u>WIOA Title II Adult</u> PAAACE/PARAMOUNT ADULT SCHOOL	<u>WIOA Title III Wagner Peysner</u>	<u>WIOA Title IV DOR</u>	<u>WIOA Title V Older Americans</u>	<u>Carl Perkins Career Technical Education</u>	<u>Native American Programs</u>	<u>Veterans</u>	<u>Youth Build</u>	<u>Trade Adjustment Assistance</u>	<u>Housing</u>	<u>UI</u>	<u>TANF/ CalWORKS</u>
<u>Assess skills and needs; Eligibility; Intake; Orientation</u>	X	X	X	X	X	X	X	X	X	X	X	X	X		X
<u>Assist w/ Tuition/Fees</u>	X	X	X					X			X		X		
<u>Develop Curriculum/</u>	X	X	X	X		X		X	X		X		X		X



<u>Programs</u>																									
<u>Deliver Training</u>	X								X						X										X
<u>Engage Employers</u>	X								X						X										X
<u>Identify Industry-Recognized Credentials</u>	X								X						X										
<u>Provide Counseling (academic/Personal/Career)</u>	X								X						X										X
<u>Provide Case Management</u>	X								X						X										X
<u>Provide Informational Services</u>	X								X						X										X
<u>Job Placement</u>	X								X						X										
<u>Job Search Assistance</u>	X								X						X										X

	WIOA Title I Adult	WIOA Title I Youth	WIOA Title II Adult Ed.	WIOA Title III Wagner-Peyser Act	Carid. Perkins	Title V Older Americans	L.A. Job Corps	Native American Programs	Veterans JWSG	Trade Adjustment Assistance	Community Services Block Grant	Housing and Urban Dev.	Unemploy. Comp.	Migrant Seasonal Farmworkers	Youth Build	Second Chance	TANF
<b>Provide Labor</b>	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
<b>Provide Supportive Services</b>	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
<b>Provide Work-based Learning Opportunities</b>	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
<b>Recruit &amp; make referrals</b>	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
<b>Additional</b>	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
<b>Assessment</b>	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
<b>Market</b>	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
<b>Services</b>	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
<b>Assessments</b>	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
<b>Referrals</b>	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

**Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding  
between  
Southeast Los Angeles County Workforce Development Board  
and  
Partnership for Adult Academic and Career Education Regional Consortium**

**1. Purpose**

Pursuant to the federal Workforce Innovation and Opportunity Act (PL 113-128), this Memorandum of Understanding (MOU) is entered into between the Workforce Development Corporation of Southeast Los Angeles County, Inc. (dba Southeast Los Angeles County Workforce Development Board) and the Partnership of Adult Academic and Career Education (PAACE) Regional Consortium, which include Cerritos College, ABC Unified School District and Downey Unified School District.

WIOA requires that an MOU be developed and executed between the Local Board and the America's Job Center of California<sup>SM</sup> (AJCC) partners to establish an agreement concerning the operations of the AJCC delivery system. The purpose of the MOU is to establish a cooperative working relationship between the parties and to define their respective roles and responsibilities in achieving policy and program objectives. The MOU also serves to establish the framework for providing services to businesses, employed individuals, job seekers and others needing workforce services.

**2. California's Vision for the One-Stop System**

California's one-stop delivery system, represented by the AJCCs, is locally-driven. It develops partnerships and provides programs and services to achieve three main policy objectives established by the California Workforce Development Strategic Plan, including the following:

- Foster demand-driven skills attainment
- Enable upward mobility for all Californians
- Align, coordinate and integrate programs and services

These objectives will be accomplished by ensuring access to high-quality AJCCs that provide the full range of services available in the community for all customers, who are:

- Looking to find a job;
- Building basic educational or occupational skills;
- Earning a postsecondary certificate or degree;
- Obtaining guidance on how to make career choices; or
- Seeking to identify and hire skilled workers.

**3. Local/Regional Vision Statement, Mission Statement, Principles and Goals**

Congress and the U.S. Department of Labor (DOL) envision three hallmarks of excellence, for the nation's workforce development delivery system under WIOA:

- The needs of businesses and workers drive workforce solutions and local boards are accountable to communities in which they are located;
- One-stop centers (the AJCCs) provide excellent customer service to jobseekers and employers and focus on continuous improvement; and
- The workforce system supports strong regional economies and plays an active role in community and workforce development.

To support these objectives, the SELACO WDB has established a service delivery system in cooperation with organizations operating WIOA-mandated AJCC partner programs, along with a wide range of other community stakeholders. The system is guided by the following vision, mission, principles and goals:

***Vision:*** SELACO WDB's vision for meeting workforce development challenges within Southeast Los Angeles County is one centered on collaboration to address a wide range of stakeholders' interests, including those of business, labor, education, social services, philanthropy and community organizations. Bringing this vision to fruition requires that stakeholders work together to address the skills development and training needs of priority sectors, while at the same time ensuring that workers have access to career pathway services and training to meet those needs.

***Mission:*** SELACO WDB's mission is two-fold. Our AJCC system supports the needs of job seekers for career services and training, while providing services to promote the success of local businesses.

***Principles:*** Our local AJCCs strive to meet the WIOA vision for an effective one-stop system, which is one that is designed to increase access to and opportunities for the employment, education, training, and support services that individuals need to succeed in the labor market, particularly those with barriers to employment. It aligns workforce development, education, and economic development programs with regional economic development strategies to meet the needs of local and regional employers, and provides a comprehensive, accessible and high-quality workforce development system. SELACO WDB's AJCC partners are committed to developing and maintaining a one-stop system that is:

**Quality-Focused:** Supporting the content and approaches used to deliver all services the system has to offer is a commitment to ensuring that each service adds value to the achievement of goals and objectives by job seekers and businesses using the AJCCs.

**Business-Driven:** Local companies' talent and skill needs dictate the content, scope, and intensity of services the SELACO WDB's one-stop system offers. The system is driven to respond to the needs of business by sourcing, training and delivering qualified candidates.

**Customer-Centered:** Leveraging a wide range of strategies within an integrated service delivery environment, the local AJCCs are intensively focused on evaluating

and responding to the needs, preferences, desires and circumstances of all customers using the system.

Meets the Unique Needs of the Regional Economy: The SELACO WDB represents a unique sub-region of Los Angeles County – one that sits at the cross roads of various transportation corridors and on the border California’s two largest counties. Some of the State’s fastest growing and most dynamic industries are inside or within a reasonable commuting distance of SELACO WDB’s borders. The AJCCs are actively involved in working with businesses in priority sectors to ensure the system remains responsive to their needs.

**System Goals:** Broadly, the goals of the Board reflect those espoused by DOL, which commit the one-stop system to:

- Provide job seekers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages;
- Provide access and opportunities to all job seekers, including individuals with barriers to employment, such as individuals with disabilities, to prepare for, obtain, retain, and advance in high-quality jobs and high-demand careers;
- Enable businesses and employers to easily identify and hire skilled workers and access other supports, including education and training for their current workforce;
- Participate in rigorous evaluations that support continuous improvement of one-stop centers by identifying which strategies work better for different populations; and
- Ensure that high-quality integrated data inform decisions made by policy makers, employers, and job seekers.

Specific goals supporting one-stop system effectiveness that are part of SELACO WDB’s current Local Area Strategic Plan include the following:

- Successfully implement national models to build strong career pathway programs.
- Use the Sector Partnerships as the vehicle for the identification of career pathways and the development, re-tooling and alignment of courses/curricula to meet business needs.
- Working with partners, increase the numbers of workers who are able to access and take advantage of skills training geared to employment in priority sectors and other promising industries.
- Explore alternative basic education models to reduce the time spent in this activity by some learners.
- Refine existing approaches to rapid response and business services so that they are fully transformed into proactive business retention and layoff aversion programs.
- Expand the use of work-based learning models to create additional skills development and employment opportunities for all workers and align work-based learning strategies with career pathway strategies.

- Continue to build strong linkages to registered apprenticeship programs and fully integrate these programs in the one-stop and WIOA Youth Program delivery systems.

Support from PAACE (Partnership for Adult Academic and Career Education) consortium and all other AJCC partners is critical to the system's ability to achieve these goals.

#### 4. **Parties**

The parties to this MOU are:

***Southeast Los Angeles County Workforce Development Board***  
10900 East 183rd Street, Suite 392, Cerritos, CA 90703  
(562) 402-9336

***Partnership for Adult Academic and Career Education (PAACE) Regional Consortium***  
c/o Cerritos College, 11110 Alondra Blvd., Norwalk, CA 90650  
Attn: Sherryl Carter, Ed.D  
Manager, Partnership for Adult Academic and Career Education (PAACE)

#### 5. **One-Stop System and Services**

The one-stop system overseen by the SELACO WDB includes the following full service AJCCs:

Cerritos AJCC  
10900 East 183rd St, Suite 350 Cerritos, CA 90703

***Attachment A*** to this MOU provides a summary of the basic career services, individualized career services, follow-up services, training services and businesses services provided by the system.

***Attachment B*** summarizes the specific shared services provided by PAACE in partnership with the SELACO WDB and the full range of AJCC partners.

#### 6. **Responsibility of AJCC Partners**

To promote the development and sustainability of a quality-focused system capable of meeting the full range of needs of its customers, PAACE agrees to participate with SELACO WDB and other partners in joint planning, plan development, and system improvement activities to accomplish the following:

- Continuous partnership building.
- Continuous planning in response to state and federal requirements.
- Responsiveness to local and economic conditions, including employer needs.
- Adherence to common data collection and reporting needs.

In addition, PAACE agrees to:

- Make its applicable service(s) available to customers through the one-stop delivery system.
- Participate in the operation of the one-stop system, consistent with the terms of the MOU and requirements of authorized laws.
- Participate in capacity building and staff development activities in order to ensure that all partners and staff are adequately cross-trained.
- Participate as an active member of the SELACO WDB's System Management Team.

## **7. Funding of Services and Operating Costs**

By June 30, 2022, PAACE agrees to negotiate and implement a cost sharing plan, which will constitute Attachment C to this MOU. In accordance with this plan, PAACE and all relevant parties to this MOU will agree to share in the operating costs of the AJCC system, either in cash or through in-kind services. The cost of services, operating costs, and infrastructure costs of the system will be funded by all AJCC partners through a separately negotiated cost sharing agreement based on an agreed upon formula or plan.

PAACE, SELACO WDB and all AJCC relevant parties will ensure that the shared costs are supported by accurate data, the shared costs are consistently applied over time, and the methodology used in determining the shared costs are reflected in a separate Cost Sharing Agreement that will be attached to this MOU.

PAACE will ensure that shared costs are reconciled and updated annually, according to State policy.

## **8. Methods for Referring Customers**

All AJCC system partners agree to support and mutually implement processes for the referral of customers to services not provided on-site.

PAACE, SELACO WDB and all AJCC system partners are committed to ensuring that intake and referral processes are provided. Partners will ensure that general information regarding PAACE and AJCC programs, services, activities and resources are made available to all customers as appropriate. Customer referrals will be made through a variety of approaches, including verbally, via electronic media, and by way of traditional correspondence. Through cross training of AJCC staff and use of real-time technology, PAACE and SELACO WDB agrees to provide other AJCC partner staff access to meaningful information on services needed by customers.

Attachment B provides a summary of how PAACE will support shared service delivery, including referrals of customers.

## **9. Access for Individuals with Barriers to Employment**

Along with other partners, PAACE agrees to ensure access for individuals with barriers to employment. Under WIOA, the term "individual with a barrier to employment" means a member of 1 or more of the following populations:

- A. Displaced homemakers
- B. Low-income individuals
- C. Indians, Alaska Natives, and Native Hawaiians
- D. Individuals with disabilities, including youth who are individuals with disabilities
- E. Older individuals
- F. Ex-offenders
- G. Homeless individuals or homeless children and youths
- H. Youth who are in or have aged out of the foster care system
- I. Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers
- J. Eligible migrant and seasonal farm workers
- K. Individuals within 2 years of exhausting lifetime eligibility (for TANF)
- L. Single parents (including single pregnant women)
- M. Long-term unemployed individuals
- N. Such other groups as the Governor involved determines to have barriers to employment

As part of the AJCC system, PAACE commits to offer priority for services to recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient when providing individualized career services and training services with WIOA adult funds. Furthermore, PAACE will ensure its policies, procedures, programs, and services are in compliance with the *Americans with Disabilities Act of 1990* and its amendments, in order to provide equal access to all customers with disabilities.

## **10. Shared Technology and System Security**

WIOA emphasizes technology as a critical tool for making all aspects of information exchange possible, including, but not limited to, client tracking, common case management, reporting, and data collection.

To support the use of technology, PAACE agrees to:

- Comply with the applicable provisions of WIOA, Welfare and Institutions Code, California Education Code, Rehabilitation Act, and any other appropriate statutes or requirements.
- Adhere to the principles of common reporting and shared information through electronic mechanisms, including shared technology.
- Commit to share information to the greatest extent allowable under its governing legislation and confidentiality requirements.
- Maintain all records of the AJCC customers or partners (e.g. applications, eligibility and referral records, or any other individual records related to services provided under this MOU) in the strictest confidence, and use them solely for purposes directly related to such services.
- Develop in partnership with SELACO WDB and all AJCC relevant parties technological enhancements that allow interfaces of common information needs, as appropriate.



- Acknowledge that system security provisions shall be agreed upon by all partners.

## **11. Confidentiality**

PAACE and SELACO WDB agrees to comply with the provisions of WIOA as well as the applicable sections of the Welfare and Institutions Code, the California Education Code, the Rehabilitation Act, and any other appropriate statute or requirement to assure the following:

- All applications and individual records related to services provided under this MOU, including eligibility for services and enrollment and referral, shall be confidential and shall not be open to examination for any purpose not directly connected with the delivery of such services.
- No person will publish, disclose use, or permit, cause to be published, disclosed or used, any confidential information pertaining to AJCC applicants, participants, or customers overall unless a specific release is voluntarily signed by the participant or customer.
- The AJCC partner agrees to abide by the current confidentiality provisions of the respective statutes to which AJCC operators and other AJCC partners must adhere, and shall share information necessary for the administration of the program, as allowed under law and regulation. The AJCC partner, therefore, agrees to share client information necessary for the provision of services such as assessment, universal intake, program or training referral, job development or placement activities, and other services as needed for employment or program support purposes.
- Client information shall be shared solely for the purpose of enrollment, referral or provision of services. In carrying out their respective responsibilities, each party shall respect and abide by the confidentiality policies of the other parties.

## **12. Non-Discrimination and Equal Opportunity**

PAACE, SELACO WDB and all AJCC relevant parties shall not unlawfully discriminate, harass or allow harassment against any employee, applicant for employment or AJCC applicant due to gender, race, color, ancestry, religion, national origin, veteran status, physical disability, mental disability, medical condition(s), age, sexual orientation or marital status. The AJCC partner agrees to comply with the provisions of the Fair Employment and Housing Act (Government Code Section 12990) and related, applicable regulations.

The AJCC partner will assure compliance with the Americans with Disabilities Act of 1990 and its amendments, which prohibits discrimination on the basis of disability, as well as other applicable regulations and guidelines issued pursuant to the Americans with Disabilities Act.

## **13. Grievances and Complaints Procedure**

PAACE and SELACO WDB agrees to establish and maintain procedures for grievance and complaints as outlined in WIOA. The process for handling grievances and complaints is applicable to customers and partners. These procedures will allow

customers or entities filing the complaint to exhaust every administrative level in receiving a fair and complete hearing and resolution of their grievance. PAACE further agrees to communicate openly and directly to resolve any problems or disputes related to the provision of services in a cooperative manner and at the lowest level of intervention possible.

#### **14. American's with Disabilities Act and Amendments Compliance**

PAACE agrees to ensure that its policies and procedures, as well as the programs and services provided at the AJCC, are in compliance with the Americans with Disabilities Act and its amendments. Additionally, PAACE agrees to fully comply with the provisions of WIOA, Title VII of the Civil Rights Act of 1964, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972, 29 CFR Part 37 and all other regulations implementing the aforementioned laws.

#### **15. Effective Dates and Term of MOU**

This MOU shall be binding upon each party hereto upon execution by such party. The term of this MOU shall be three years, commencing on 7/1/2022, and expiring on 6/30/2025. The MOU will be reviewed every three years or more frequently to identify any substantial changes that have occurred.

#### **16. Modifications and Revisions**

This MOU constitutes the entire agreement between the parties and no oral understanding not incorporated herein shall be binding on any of the parties hereto. This MOU may be modified, altered, or revised, as necessary, by mutual consent of the parties, by the issuance of a written amendment, signed and dated by the parties.

#### **17. Termination**

The parties understand that implementation of the AJCC system is dependent on the good faith effort of every partner to work together to improve services to the community. The parties also agree that this is a project where different ways of working together and providing services are being tested and evaluated. In the event that it becomes necessary for one or more parties to cease being a part of this this MOU, said entity shall notify the other parties, in writing, 30 days in advance of that intention.

#### **18. Administrative and Operations Management Sections**

To support the effective administration and operation of the AJCC system, the parties agree to the following:

##### **License for Use**

During the term of this MOU, all parties shall have a license to use all space of the AJCCs for the sole purpose of conducting acceptable AJCC services as outlined herein.

## **Supervision/Day to Day Operations**

The day-to-day supervision of staff assigned to the AJCCs will be the responsibility of the site supervisor(s). The employer of staff assigned to the AJCCs will continue to set the priorities of its staff. Any change in work assignments or any problems at the worksite will be handled by the site supervisor(s) and the management of the staff's employer.

The office hours for the staff at the AJCCs will be established by the site supervisor(s) and the staff's employer. All staff members assigned to the AJCC will comply with the holiday schedule of their employer and will provide a copy of their holiday schedule to the operator and host agency at the beginning of each fiscal year.

Disciplinary actions may result in removal of co-located staff from the AJCCs and each party will take appropriate action.

Each party shall be solely liable and responsible for providing to, or on behalf of, its employee(s), all legally-required employee benefits. In addition, each party shall be solely responsible for and hold all other parties harmless from all matters relating to payment of each party's employee(s), including compliance with social security withholding, workers' compensation, and all other regulations governing such matters.

## **Dispute Resolution**

The parties agree to attempt to resolve policy or practice disputes at the lowest level possible, starting with the site supervisor(s) and staff. If issues cannot be resolved at this level, they shall be referred to the management of the staff's employer and the operator for discussion and resolution.

## **Press Releases and Communications**

All parties shall be included when communicating with the press, television, radio or any other form of media regarding its duties or performance under this MOU. Participation of each party in press/media presentations will be determined by each party's public relations policies. Unless otherwise directed by the other parties, in all communications, each party shall make specific reference to all other parties.

The parties agree to utilize the AJCC logo developed by the State of California and the Local Board on buildings and other items identified for AJCC usage. Such items include letterhead, envelopes, business cards, any written correspondence and fax transmittals.

## **Hold Harmless/Indemnification/Liability**

In accordance with provisions of Section 895.4 of the California Government Code, each party hereby agrees to indemnify, defend and hold harmless all other parties identified in this MOU from and against any and all claims, demands, damages and costs arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. In

addition, except for Departments of the State of California which cannot provide for indemnification of court costs and attorney's fees under the indemnification policy of the State of California, all other parties to this MOU agree to indemnify, defend and hold harmless each other from and against all court costs and attorney's fees arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. It is understood and agreed that all indemnity provided herein shall survive the termination of this MOU.

## **19. Attachments**

The following attachments are included in this MOU:

Attachment A: One-Stop System Services

Attachment B: PAACE – Shared System Services

Attachment C: Cost Sharing Agreement

Attachment D: One-Stop System Map

Attachment E: AJCC Required Regional Partners: Roles of Providers of Career Services

**20. Authority and Signatures**

The individuals signing below have the authority to commit the party they represent to the terms of this MOU and do so commit by signing:

***Southeast Los Angeles County Workforce Development Board (SELACO WDB)***

Mark Dameron		
Name	Signature	Date

***SELACO WDB Policy Board of Elected Officials***

Jeff Wood		
Name	Signature	Date

***Partnership for Adult Education and Career Education (PAACE) Regional Consortium***

Sheryl Carter		
Name	Signature	Date

**Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding**

**One-Stop System Services**

WIOA establishes two levels of employment and training services for adults and dislocated workers: career services and training services. Following is general information on WIOA career, training and business services to guide the SELACO WDB AJCC system in the delivery of these services.

**Career Services:** Career services for adults and dislocated workers are available at both local AJCCs. U.S. DOL has identified three types of career services:

- Basic career services;
- Individualized career services; and
- Follow-up services

**Basic Career Services:** Basic career services must be made available and, at a minimum, must include the following services:

- Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs;
- Outreach, intake (including worker profiling), and orientation to information and other services available through the local workforce system;
- Initial assessment of skills levels, including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and support service needs;
- Labor exchange services, including:
  - job search and placement assistance, and, when needed by an individual, career counseling, including the provision of information on nontraditional employment and in-demand industry sectors and occupations; and
  - appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services not traditionally offered through the local workforce system;
- Provision of referrals to and coordination of activities with other programs and services, including programs and services within the local workforce system and, when appropriate, other workforce development programs;
- Provision of workforce and labor market employment statistics information, including information relating to local, regional, and national labor market areas;
- Provision of performance information and program cost information on eligible providers of training services by program and provider type;
- Provision of information, in usable and understandable formats and languages, about how the Board is performing on local performance accountability measures, as well as any additional performance information relating to the local workforce system;

- Provision of information, in usable and understandable formats and languages, relating to the availability of support services or assistance, and appropriate referrals to those services and assistance;
- Provision of information and assistance regarding filing claims for unemployment compensation, by which the Board must provide assistance to individuals seeking such assistance.
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

**Individualized Career Services:** Individualized career services must be made available if determined to be appropriate in order for an individual to obtain or retain employment. These include the following services:

- Comprehensive and specialized assessments of the skills levels and service needs of adults and dislocated workers; Section 134(c)(2) and (c)(3) list the required local employment and training activities. To satisfy some of these requirements, the use of assessments is necessary. To avoid duplication of services, WIOA allows the use of previous assessments from another education or training program. The previous assessments must be determined to be appropriate by AJCC representatives and must have been completed within the previous six months
- Development of an individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including information regarding eligible training providers;
- Group counseling;
- Individual counseling;
- Career planning;
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training;
- Internships and work experience that are linked to careers;
- Workforce preparation activities;
- Financial literacy services as described in WIOA §129(b)(2)(D);
- Out-of-area job search and relocation assistance; and
- English language acquisition and integrated education and training programs.

**Follow-up Services:** These services must be made available, as appropriate (including counseling regarding the workplace) for participants in adult or dislocated worker activities that are placed in unsubsidized employment for a minimum of 12 months after the first day of employment.

***Training Services:*** WIOA is designed to increase participant access to training services. Training services are provided to equip individuals to enter the workforce and retain employment. Examples of training services include:

- Occupational skills training, including training for nontraditional employment;
- On-the-job training (OJT), including registered apprenticeship;

- Incumbent worker training in accordance with WIOA §134(d)(4);
- Workplace training and cooperative education programs;
- Private sector training programs;
- Skills upgrading and retraining;
- Entrepreneurial training;
- Transitional jobs in accordance with WIOA §134(d)(5);
- Job readiness training provided in combination with other training described above;
- Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, in combination with training; and
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

WIOA clarifies that there is no sequence of service requirement in order to receive training. However, DOL has indicated that, at minimum, to be eligible for training, an individual must receive an interview, evaluation, or assessment and career planning or any other method through which the one-stop operator/partner can obtain enough information to make an eligibility determination for training services. Where appropriate, a recent interview, evaluation, or assessment may be used for the assessment purpose.

**Business Services:** SELACO WDB's AJCCs are part of a business-focused system. Examples of system services to serve business customers include:

- Customized screening and referral of qualified participants in training services to employers
- Customized employment-related services to employers, employer associations, or similar organizations on a fee-for-service basis that are in addition to labor exchange services available to employers under the Wagner-Peyser Act
- Work-based learning activities, including incumbent worker training, Registered Apprenticeship, transitional jobs, on-the-job training, and customized training.
- Activities to provide business services and strategies that meet the workforce investment needs of employers, as determined by the Board and consistent with the local plan.



**Workforce Innovation and Opportunity Act  
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**Partnership for Adult Academic and Career Education (PAACE) Regional Consortium- Shared System Services**

The Partnership for Adult Academic and Career Education (PAACE) represents five educational institutions serving the communities represented by the SELACO WDB. PAACE plays a role in the coordination of workforce services to students/job seekers served by the two AJCCs overseen by the SELACO WDB. As partners in the AJCC system, PAACE institutions are responsible for WIOA Title II adult education services.

SELACO WDB has adopted an Integrated Service Delivery (ISD) model that supports the objectives of the MOU. With the implementation of WIOA, Title II partners will generally support and/or deliver the activities listed in Attachment E, "AJCC Required Regional Partners: Roles of Providers of Career Services."

The following information summarizes PAACE's role within the AJCC system:

- Sharing System Design and Access
- Sharing System Services
- Sharing Customers

**Sharing System Design and Access**

With regard to system design and access, PAACE and SELACO WDB agreed to use of the following terms to characterize the participation of PAACE within the local AJCC system:

- "Bricks:" Achieved through co-location:
- "Clicks: Providing direct linkages through use of various technology applications; and
- "Connect:" Cross training partner program staff to increase system capacity.

PAACE institutions will be present and participate in the system through "Clicks" and "Connect". "Clicks" participation will support the active training of PAACE Institution staff in the active use of CalJOBS system, which functions as the technology centerpiece and information sharing hub for the AJCC partners and its key customers.

PAACE will "connect" with AJCC partners by providing training on the eligibility, services, and process of direct referral to PAACE Institutions.

In addition, PAACE institutions will principally be present and participate in the system through "clicks," including active use of the CalJOBS system, which functions as the technology centerpiece and information sharing hub for the AJCC partners and its key customers.

## **Sharing System Services**

PAACE's role in the coordinated delivery of AJCC services will include the following services and participation.

### **1. Outreach**

To broaden community awareness and utilization of the one-stop career center system, adult education programs and the programs and services of other AJCC partners, SELACO WDB and PAACE have agreed initially to create links among their websites, thereby providing those seeking information about jobs or training access to many sources at once. In addition, PAACE has agreed to explore opportunities for unified messaging through the development of a welcome video that will promote the partnership.

### **2. Intake**

As a system partner, PAACE acknowledges that CalJOBS is the state-recognized system for intake, registration and enrollment into AJCC services. SELACO WDB and PAACE have agreed to provide cross-training in CalJOBS and educational intake/registration processes and systems, including those used for adult basic career services.

### **3. Orientation**

SELACO WDB and PAACE have agreed to provide annual cross training to ensure that AJCC partner staff is knowledgeable of and promotes one another's programs and services. In addition, there is agreement to develop: common marketing messages and materials that will promote the system, including all partners: a common orientation video that describes programs/services available: primary points of access and points of contact at each site operated by the partners; and a training protocol/system that will educate partners about each other's orientation and enrollment processes.

### **4. Initial Assessment**

SELACO WDB and PAACE have agreed to share initial/basic assessment results (to the extent permissible without infringing upon client confidentiality) and to make the information available to other AJCC partners as needed and when allowable.

## **Sharing Customers**

SELACO WDB and PAACE have reached an agreement to utilize the "CalJOBS On-Ramp Referral Process" for making customer referrals. The PAACE and SELACO per this MOU will continue an electronic referral process and implementation of consent forms. The parties to this MOU will follow a referral process where PAACE refers to the AJCC through a shared online calendar hosted by the State's Labor Exchange System, CalJOBS. Through the SELACO WDB "CalJOBS on-ramp" PAACE staff will

be granted staff access to the CalJOBS system under “Partner Program privileges”. PAACE Staff will create an appointment for an AJCC orientation and intake appointment for their customers directly on the CalJOBS calendar. When making the appointment, they will identify customers to AJCC staff as Adult School participants. When a referred customer enrolls at the AJCC, center staff will document the outcome and workforce activities on the CalJOBS system. The PAACE staff through their CalJOBS staff account will have access to information that communicates that the referred individual has registered or enrolled and the services he or she is participating in at the AJCC. The referral process includes a consent and release form signed by the participant. The referral process includes staff clearance through mandated confidentiality agreements, mandated access forms and mandated training. The “CalJOBS On-Ramp Referral Process” allows for referrals to and from the AJCC with the Adult Schools of the PAACE Consortium.

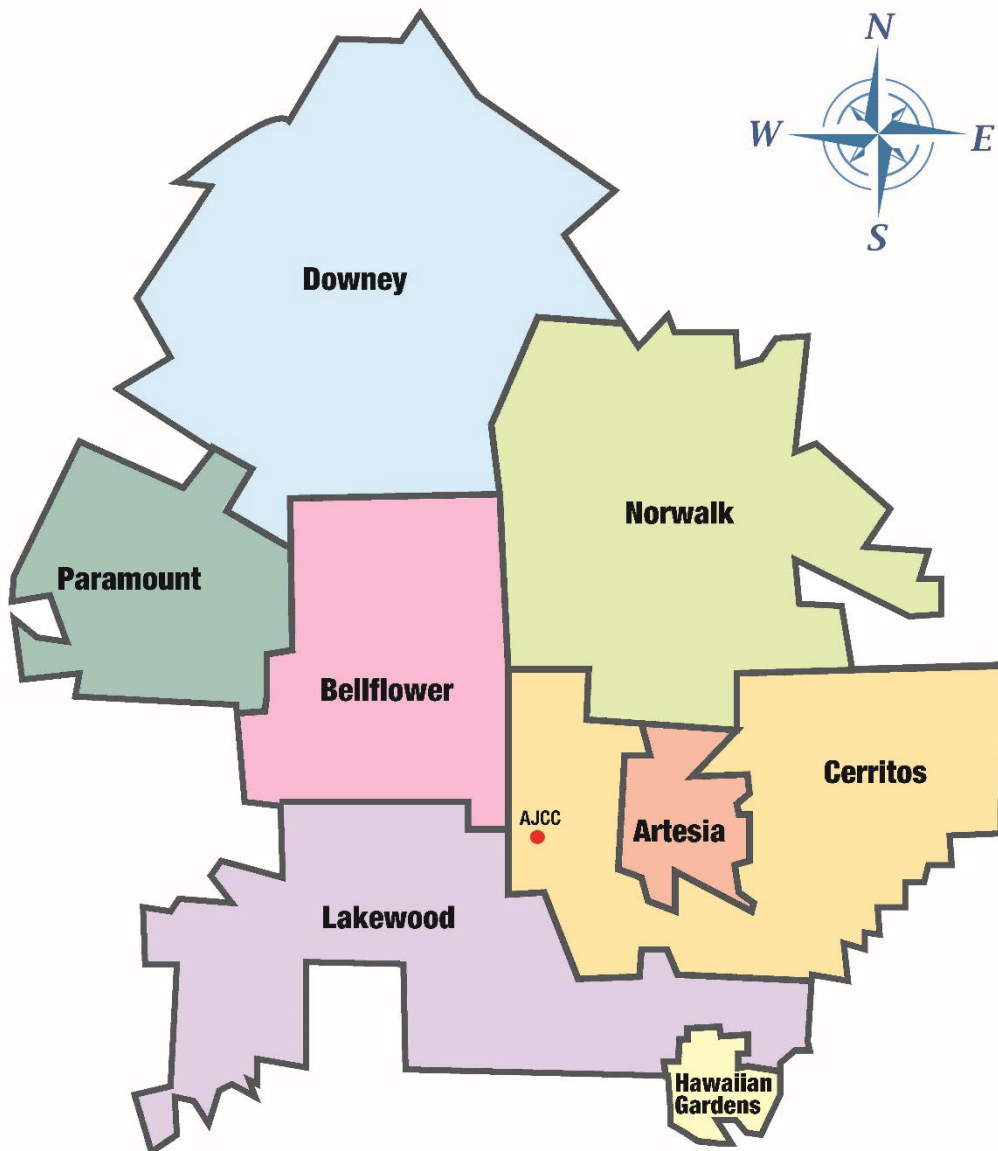
**Workforce Innovation and Opportunity Act  
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**Cost Sharing Agreement**

As indicated in section 7 of the MOU, the PAACE agrees to negotiate and implement a cost sharing plan by June 30, 2022.

**Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding**

**One-Stop System Map**



**Southeast Los Angeles County Workforce Development Board  
America's Job Center of California (AJCC)**

Serving the following eight cities:

Artesia, Bellflower, Cerritos, Downey, Hawaiian Gardens, Lakewood, Norwalk and Paramount

**Attachment E**

**Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding**

**AJCC Required Regional Partners:  
Roles of Providers of Career Services System**

	WIOA Title I Adult	WIOA Title I DW	WIOA Title I Youth	WIOA Title II Adult PAACE/PARAMOUNT ADULT SCHOOL	WIOA Title III Wagner Peyser	WIOA Title IV DOR	WIOA Title V Older Americans	Carl Perkins Career Technical Education	Native American Programs	Veterans	Youth Build	Trade Adjustment Assistance	Housing	UI	TANF/ CalWORKS
Assess skills and needs; Eligibility; Intake; Orientation	X	X	X	X	X	X	X	X	X	X	X	X	X		X
Assist w/ Tuition/Fees	X	X	X					X			X		X		
Develop Curriculum/ Programs	X	X	X	X		X		X	X		X		X		X
Deliver	X	X	X	X		X		X	X		X				X



<b>Information</b>																			
Provide Supportive Services	X															X			
Provide Work-Based Learning Opportunities	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			X
Recruit & make Referrals	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	



**Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding  
between  
Southeast Los Angeles County Workforce Development Board  
And  
Los Angeles County Department of Public Services –  
Temporary Assistance to Needy Families**

**1. Purpose**

Pursuant to the federal Workforce Innovation and Opportunity Act (PL 113-128), this Memorandum of Understanding (MOU) is entered into between the Workforce Development Corporation of Southeast Los Angeles County, Inc. (dba Southeast Los Angeles County Workforce Development Board) and the Los Angeles County Department of Public Social Services-Temporary Assistance to Needy Families (TANF) the state's principal source of income for families in need by providing a combination of financial assistance and work opportunities leading to self-sufficiency. .

WIOA requires that an MOU be developed and executed between the Local Board and the America's Job Center of California<sup>SM</sup> (AJCC) partners to establish an agreement concerning the operations of the AJCC delivery system. The purpose of the MOU is to establish a cooperative working relationship between the parties and to define their respective roles and responsibilities in achieving policy and program objectives. The MOU also serves to establish the framework for providing services to businesses, employed individuals, job seekers and others needing workforce services.

**2. California's Vision for the One-Stop System**

California's one-stop delivery system, represented by the AJCCs, is locally-driven. It develops partnerships and provides programs and services to achieve three main policy objectives established by the California Workforce Development Strategic Plan, including the following:

- Foster demand-driven skills attainment
- Enable upward mobility for all Californians
- Align, coordinate and integrate programs and services

These objectives will be accomplished by ensuring access to high-quality AJCCs that provide the full range of services available in the community for all customers, who are:

- Looking to find a job;
- Building basic educational or occupational skills;
- Earning a postsecondary certificate or degree;
- Obtaining guidance on how to make career choices; or
- Seeking to identify and hire skilled workers.

### 3. Local/Regional Vision Statement, Mission Statement, Principles and Goals

Congress and the U.S. Department of Labor (DOL) envision three hallmarks of excellence, for the nation's workforce development delivery system under WIOA:

- The needs of businesses and workers drive workforce solutions and local boards are accountable to communities in which they are located;
- One-stop centers (the AJCCs) provide excellent customer service to jobseekers and employers and focus on continuous improvement; and
- The workforce system supports strong regional economies and plays an active role in community and workforce development.

To support these objectives, the SELACO WDB has established a service delivery system in cooperation with organizations operating WIOA-mandated AJCC partner programs, along with a wide range of other community stakeholders. The system is guided by the following vision, mission, principles and goals:

***Vision:*** SELACO WDB's vision for meeting workforce development challenges within Southeast Los Angeles County is one centered on collaboration to address a wide range of stakeholders' interests, including those of business, labor, education, social services, philanthropy and community organizations. Bringing this vision to fruition requires that stakeholders work together to address the skills development and training needs of priority sectors, while at the same time ensuring that workers have access to career pathway services and training to meet those needs.

***Mission:*** SELACO WDB's mission is two-fold. Our AJCC system supports the needs of job seekers for career services and training, while providing services to promote the success of local businesses.

***Principles:*** Our local AJCCs strive to meet the WIOA vision for an effective one-stop system, which is one that is designed to increase access to and opportunities for the employment, education, training, and support services that individuals need to succeed in the labor market, particularly those with barriers to employment. It aligns workforce development, education, and economic development programs with regional economic development strategies to meet the needs of local and regional employers, and provides a comprehensive, accessible and high-quality workforce development system. SELACO WDB's AJCC partners are committed to developing and maintaining a one-stop system that is:

**Quality-Focused:** Supporting the content and approaches used to deliver all services the system has to offer is a commitment to ensuring that each service adds value to the achievement of goals and objectives by job seekers and businesses using the AJCCs.

**Business-Driven:** Local companies' talent and skill needs dictate the content, scope, and intensity of services the SELACO WDB's one-stop system offers. The system is driven to respond to the needs of business by sourcing, training and delivering qualified candidates.

Customer-Centered: Leveraging a wide range of strategies within an integrated service delivery environment, the local AJCCs are intensively focused on evaluating and responding to the needs, preferences, desires and circumstances of all customers using the system.

Meets the Unique Needs of the Regional Economy: The SELACO WDB represents a unique sub-region of Los Angeles County – one that sits at the cross roads of various transportation corridors and on the border of California’s two largest counties; Los Angeles County and Orange County. Some of the State’s fastest growing and most dynamic industries are inside or within a reasonable commuting distance of SELACO WDB’s borders. The AJCCs are actively involved in working with businesses in priority sectors to ensure the system remains responsive to their needs.

**System Goals**: Broadly, the goals of the Board reflect those espoused by DOL, which commit the one-stop system to:

- Provide job seekers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages;
- Provide access and opportunities to all job seekers, including individuals with barriers to employment, such as individuals with disabilities, to prepare for, obtain, retain, and advance in high-quality jobs and high-demand careers;
- Enable businesses and employers to easily identify and hire skilled workers and access other supports, including education and training for their current workforce;
- Participate in rigorous evaluations that support continuous improvement of one-stop centers by identifying which strategies work better for different populations; and
- Ensure that high-quality integrated data inform decisions made by policy makers, employers, and job seekers.

Specific goals supporting one-stop system effectiveness that are part of SELACO WDB’s current Local Area Strategic Plan include the following:

- Successfully implement national models to build strong career pathway programs.
- Use the Sector Partnerships as the vehicle for the identification of career pathways and the development, re-tooling and alignment of courses/curricula to meet business needs.
- Working with partners, increase the numbers of workers who are able to access and take advantage of skills training geared to employment in priority sectors and other promising industries.
- Explore alternative basic education models to reduce the time spent in this activity by some learners.
- Refine existing approaches to rapid response and business services so that they are fully transformed into proactive business retention and layoff aversion programs.
- Expand the use of work-based learning models to create additional skills development and employment opportunities for all workers and align work-based learning strategies with career pathway strategies.
- Continue to build strong linkages to registered apprenticeship programs and fully integrate these programs in the one-stop and WIA Youth Program delivery systems.

Support from TANF and all other AJCC partners is critical to the system's ability to achieve these goals.

#### **4. Parties**

The parties to this MOU are:

***Southeast Los Angeles County Workforce Development Board***

10900 East 183rd Street, Suite 392, Cerritos, CA 90703  
(562) 402-9336

***Los Angeles County Department of Public Services –  
Temporary Assistance to Needy Families***

12860 Crossway Parkway South, City of Industry, CA 91746

#### **5. One-Stop System and Services**

The one-stop system overseen by the SELACO WDB includes the following full service AJCC:

Cerritos AJCC  
10900 East 183rd St, Suite 350 Cerritos, CA 90703

**Attachment A** to this MOU provides a summary of the basic career services, individualized career services, follow-up services, training services and businesses services provided by the system.

**Attachment B** summarizes the specific shared services provided by TANF in partnership with the SELACO WDB and the full range of AJCC partners.

#### **6. Responsibility of AJCC Partners**

To promote the development and sustainability of a quality-focused system capable of meeting the full range of needs of its customers, TANF agrees to participate with SELACO WDB and other partners in joint planning, plan development, and system improvement activities to accomplish the following:

- Continuous partnership building.
- Continuous planning in response to state and federal requirements.
- Responsiveness to local and economic conditions, including employer needs.
- Identify and coordinate allowable collection, reporting and sharing of performance data.

In addition, TANF agrees to:

- Identify and coordinate applicable service(s) available to customers through the one-

stop delivery system.

- Participate in the operation of the one-stop system, consistent with the terms of the MOU and requirements of authorized laws.
- Participate in applicable capacity building and staff development activities in order to ensure that all partners and staff are adequately cross-trained.
- Participate as an active member of the SELACO WDB's System Management Team.

## **7. Funding of Services and Operating Costs**

The AJCC partner to this MOU agrees to explore a fair and equitable cost sharing formula prior to the June 30, 2022 deadline, which will constitute Attachment C to this MOU. In accordance with this formula, TANF and all relevant parties to this MOU will agree to share in the operating costs of the AJCC system, not excluding in-kind contributions. The cost of services, operating costs, and infrastructure costs of the system will be funded by all AJCC partners through a separately negotiated cost sharing agreement based on an agreed upon formula or plan.

TANF will ensure that the shared costs are supported by accurate data in accordance with local district and governing board policies, the shared costs are consistently applied over time, and the methodology used in determining the shared costs are reflected in a separate Cost Sharing Agreement that will be attached to this MOU.

TANF will ensure that shared costs are reconciled and updated annually, according to State policy.

## **8. Methods for Referring Customers**

All AJCC system partners agree to support and mutually implement processes for the referral of customers to services not provided on-site.

TANF and system partners are committed to ensuring that intake and referral processes are customer-centered and provided by staff trained in effective customer service techniques. Partners will ensure that general information regarding AJCC programs, services, activities and resources are made available to all customers as appropriate. Customer referrals may be made through a variety of approaches, including verbally, via electronic email, and by way of traditional correspondence. Through cross training of AJCC staff and/or use of real-time technology, TANF agrees to provide other AJCC partner staff access to meaningful information on services needed by customers, as allowable under federal and state laws.

Attachment B provides a summary of how TANF will support shared service delivery, including referrals of customers.

## **9. Access for Individuals with Barriers to Employment**

Along with other partners, TANF agrees to ensure access for individuals with barriers to employment. Under WIOA, the term "individual with a barrier to employment" means a member of 1 or more of the following populations –

- A. Displaced homemakers
- B. Low-income individuals
- C. Indians, Alaska Natives, and Native Hawaiians
- D. Individuals with disabilities, including youth who are individuals with disabilities
- E. Older individuals
- F. Ex-offenders
- G. Homeless individuals or homeless children and youths
- H. Youth who are in or have aged out of the foster care system
- I. Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers
- J. Eligible migrant and seasonal farm workers
- K. Individuals within 2 years of exhausting lifetime eligibility (for TANF)
- L. Single parents (including single pregnant women)
- M. Long-term unemployed individuals
- N. Such other groups as the Governor involved determines to have barriers to employment

As part of the AJCC system, TANF recognizes the system's commitment to offer priority for services to recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient when providing individualized career services and training services with WIOA adult funds. Furthermore, TANF will ensure its policies, procedures, programs, and services are in compliance with the *Americans with Disabilities Act of 1990* and its amendments, in order to provide equal access to all customers with disabilities.

## **10. Shared Technology and System Security**

WIOA emphasizes technology as a critical tool for making all aspects of information exchange possible, including, but not limited to, client tracking, common case management, reporting, and data collection.

To support the use of technology, TANF agrees to:

- Comply with the applicable provisions of WIOA, Welfare and Institutions Code, California Education Code, Rehabilitation Act, and any other appropriate statutes or requirements.
- Adhere to the principles of common reporting and, as permissible, shared information through electronic mechanisms, including shared technology.
- Commit to share information to the greatest extent allowable under its governing legislation and confidentiality requirements.
- Maintain all records of the AJCC customers or partners (e.g. applications, eligibility and referral records, or any other individual records related to services provided under this MOU) in the strictest confidence, and use them solely for purposes directly related to such services.
- Develop technological enhancements in partnership with SELACO WDB that allow interfaces of common information needs, as allowable and appropriate.
- Acknowledge that system security provisions shall be agreed upon by all partners.

## **11. Confidentiality**

TANF agrees to comply with the provisions of WIOA as well as the applicable sections of the Welfare and Institutions Code, the California Education Code, the Rehabilitation Act, and any other appropriate statute, or requirement to assure the following:

- All applications and individual records related to services provided under this MOU, including eligibility for services and enrollment and referral, shall be confidential and shall not be open to examination for any purpose not directly connected with the delivery of such services.
- No person will publish, disclose, use, or permit, cause to be published, disclosed or used, any confidential information pertaining to AJCC applicants, participants, or customers overall unless a specific release is voluntarily signed by the participant or customer.
- The AJCC partner agrees to abide by the current confidentiality provisions of the respective statutes to which AJCC operators and other AJCC partners must adhere, and shall share information necessary for the administration of the program, as allowed under law and regulation. The AJCC partner, therefore, agrees to share, as permissible, client information necessary for the provision of services such as assessment, universal intake, program or training referral, job development or placement activities, and other services as needed for employment or program support purposes.
- Client information shall be shared solely for the purpose of enrollment, referral or provision of services. In carrying out their respective responsibilities, each party shall respect and abide by the confidentiality policies of the other parties.

## **12. Non-Discrimination and Equal Opportunity**

TANF shall not unlawfully discriminate, harass or allow harassment against any employee, applicant for employment or AJCC applicant due to gender, race, color, ancestry, religion, national origin, veteran status, physical disability, mental disability, medical condition(s), age, sexual orientation or marital status. The AJCC partner agrees to comply with the provisions of the Fair Employment and Housing Act (Government Code Section 12990) and related, applicable regulations.

The AJCC partner will assure compliance with the Americans with Disabilities Act of 1990 and its amendments, which prohibits discrimination on the basis of disability, as well as other applicable regulations and guidelines issued pursuant to the Americans with Disabilities Act.

## **13. Grievances and Complaints Procedure**

TANF agrees to establish and maintain procedures for grievance and complaints as outlined in WIOA and other federal and state laws to which it is subject. The process for handling grievances and complaints is applicable to customers and partners. These procedures will allow customers or entities filing the complaint to exhaust every administrative level in receiving a fair and complete hearing and resolution of their grievance. TANF further agrees to communicate openly and directly to resolve any

problems or disputes related to the provision of services in a cooperative manner and at the lowest level of intervention possible.

#### **14. American's with Disabilities Act and Amendments Compliance**

TANF agrees to ensure that its policies and procedures, as well as the programs and services provided at the AJCC, are in compliance with the Americans with Disabilities Act and its amendments. Additionally, TANF agrees to fully comply with the provisions of WIOA, Title VII of the Civil Rights Act of 1964, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972, 29 CRF Part 37 and all other regulations implementing the aforementioned laws.

#### **15. Effective Dates and Term of MOU**

This MOU shall be binding upon each party hereto upon execution by such party. The term of this MOU shall be three years, commencing on 7/1/2022, and expiring on 6/30/2025. The MOU will be reviewed every three years or more frequently to identify any substantial changes that have occurred.

#### **16. Modifications and Revisions**

This MOU constitutes the entire agreement between the parties and no oral understanding not incorporated herein shall be binding on any of the parties hereto. This MOU may be modified, altered, or revised, as necessary, by mutual consent of the parties, by the issuance of a written amendment, signed and dated by the parties.

#### **17. Termination**

The parties understand that implementation of the AJCC system is dependent on the good faith effort of every partner to work together to improve services to the community. The parties also agree that this is a project where different ways of working together and providing services are being tested and evaluated. In the event that it becomes necessary for one or more parties to cease being a part of this this MOU, said entity shall notify the other parties, in writing, 30 days in advance of that intention.

#### **18. Administrative and Operations Management Sections**

To support the effective administration and operation of the AJCC system, the parties agree to the following:

##### **License for Use**

During the term of this MOU, all parties shall have a license to use all space of the AJCCs for the sole purpose of conducting acceptable AJCC services as outlined herein.

##### **Supervision/Day to Day Operations**

The day-to-day supervision of staff assigned to the AJCCs will be the responsibility of the



site supervisor(s). The employer of staff assigned to the AJCCs will continue to set the priorities of its staff. Any change in work assignments or any problems at the worksite will be handled by the site supervisor(s) and the management of the staff's employer.

The office hours for the staff at the AJCCs will be established by the site supervisor(s) and the staff's employer. All staff members assigned to the AJCC will comply with the holiday schedule of their employer and will provide a copy of their holiday schedule to the operator and host agency at the beginning of each fiscal year.

Disciplinary actions may result in removal of co-located staff from the AJCCs and each party will take appropriate action.

Each party shall be solely liable and responsible for providing to, or on behalf of, its employee(s), all legally-required employee benefits. In addition, each party shall be solely responsible for and hold all other parties harmless from all matters relating to payment of each party's employee(s), including compliance with social security withholding, workers' compensation, and all other regulations governing such matters.

### **Dispute Resolution**

The parties agree to attempt to resolve policy or practice disputes at the lowest level possible, starting with the site supervisor(s) and staff. If issues cannot be resolved at this level, they shall be referred to the management of the staff's employer and the operator for discussion and resolution.

### **Press Releases and Communications**

All parties shall be included when communicating with the press, television, radio or any other form of media regarding its duties or performance under this MOU. Participation of each party in press/media presentations will be determined by each party's public relations policies. Unless otherwise directed by the other parties, in all communications, each party shall make specific reference to all other parties.

The parties agree to utilize the AJCC logo developed by the State of California and the Local Board on buildings and other items identified for AJCC usage. Such items include letterhead, envelopes, business cards, any written correspondence and fax transmittals.

### **Hold Harmless/Indemnification/Liability**

In accordance with provisions of Section 895.4 of the California Government Code, each party hereby agrees to indemnify, defend and hold harmless all other parties identified in this MOU from and against any and all claims, demands, damages and costs arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. In addition, except for Departments of the State of California which cannot provide for indemnification of court costs and attorney's fees under the indemnification policy of the State of California, all other parties to this MOU agree to indemnify, defend and hold harmless each other from and against all court costs and attorney's fees arising out of or resulting from any acts or

omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. It is understood and agreed that all indemnity provided herein shall survive the termination of this MOU.

**19. Attachments**

The following attachments are included in this MOU:

Attachment A: One-Stop System Services

Attachment B: TANF – Shared System Services

Attachment C: Cost Sharing Agreement

Attachment D: One-Stop System Map

Attachment E: WIOA AJCC Required Regional Partners: Roles of Providers per WIOA

**20. Authority and Signatures**

The individuals signing below have the authority to commit the party they represent to the terms of this MOU and do so commit by signing:

***Southeast Los Angeles County Workforce Development Board (SELACO WDB)***

Mark Dameron		
Name	Signature	Date

***SELACO WDB Policy Board of Elected Officials***

Jeff Wood		
Name	Signature	Date

***Los Angeles County Department of Public Social Services-Temporary Assistance to Needy Families***

Antonia Jiménez		
Name	Signature	Date

**Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding**

**One-Stop System Services**

WIOA establishes two levels of employment and training services for adults and dislocated workers: career services and training services. Following is general information on WIOA career, training and business services to guide the SELACO WDB AJCC system in the delivery of these services.

**Career Services:** Career services for adults and dislocated workers are available at both local AJCCs. U.S. DOL has identified three types of career services:

- Basic career services;
- Individualized career services; and
- Follow-up services

**Basic Career Services:** Basic career services must be made available and, at a minimum, must include the following services:

- Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs;
- Outreach, intake (including worker profiling), and orientation to information and other services available through the local workforce system;
- Initial assessment of skills levels, including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and support service needs;
- Labor exchange services, including:
  - job search and placement assistance, and, when needed by an individual, career counseling, including the provision of information on nontraditional employment and in-demand industry sectors and occupations; and
  - appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services not traditionally offered through the local workforce system;
- Provision of referrals to and coordination of activities with other programs and services, including programs and services within the local workforce system and, when appropriate, other workforce development programs;
- Provision of workforce and labor market employment statistics information, including information relating to local, regional, and national labor market areas;
- Provision of performance information and program cost information on eligible providers of training services by program and provider type;
- Provision of information, in usable and understandable formats and languages, about how the Board is performing on local performance accountability measures, as well as any additional performance information relating to the local workforce system;

- Provision of information, in usable and understandable formats and languages, relating to the availability of support services or assistance, and appropriate referrals to those services and assistance;
- Provision of information and assistance regarding filing claims for unemployment compensation, by which the Board must provide assistance to individuals seeking such assistance.
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

**Individualized Career Services:** Individualized career services must be made available if determined to be appropriate in order for an individual to obtain or retain employment. These include the following services:

- Comprehensive and specialized assessments of the skills levels and service needs of adults and dislocated workers; Section 134(c)(2) and (c)(3) list the required local employment and training activities. To satisfy some of these requirements, the use of assessments is necessary. To avoid duplication of services, WIOA allows the use of previous assessments from another education or training program. The previous assessments must be determined to be appropriate by AJCC representatives and must have been completed within the previous six months
- Development of an individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including information regarding eligible training providers;
- Group counseling;
- Individual counseling;
- Career planning;
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training;
- Internships and work experience that are linked to careers;
- Workforce preparation activities;
- Financial literacy services as described in WIOA §129(b)(2)(D);
- Out-of-area job search and relocation assistance; and
- English language acquisition and integrated education and training programs.

**Follow-up Services:** These services must be made available, as appropriate (including counseling regarding the workplace) for participants in adult or dislocated worker activities that are placed in unsubsidized employment for a minimum of 12 months after the first day of employment.

**Training Services:** WIOA is designed to increase participant access to training services. Training services are provided to equip individuals to enter the workforce and retain employment. Examples of training services include:

- Occupational skills training, including training for nontraditional employment;

- On-the-job training (OJT), including registered apprenticeship;
- Incumbent worker training in accordance with WIOA §134(d)(4);
- Workplace training and cooperative education programs;
- Private sector training programs;
- Skills upgrading and retraining;
- Entrepreneurial training;
- Transitional jobs in accordance with WIOA §134(d)(5);
- Job readiness training provided in combination with other training described above;
- Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, in combination with training; and
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

WIOA clarifies that there is no sequence of service requirement in order to receive training. However, DOL has indicated that, at minimum, to be eligible for training, an individual must receive an interview, evaluation, or assessment and career planning or any other method through which the one-stop operator/partner can obtain enough information to make an eligibility determination for training services. Where appropriate, a recent interview, evaluation, or assessment may be used for the assessment purpose.

**Business Services:** SELACO WDB's AJCCs are part of a business-focused system. Examples of system services to serve business customers include:

- Customized screening and referral of qualified participants in training services to employers
- Customized employment-related services to employers, employer associations, or similar organizations on a fee-for-service basis that are in addition to labor exchange services available to employers under the Wagner-Peyser Act
- Work-based learning activities, including incumbent worker training, Registered Apprenticeship, transitional jobs, on-the-job training, and customized training.
- Activities to provide business services and strategies that meet the workforce investment needs of employers, as determined by the Board and consistent with the local plan.

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One-Stop Delivery System Memorandum of Understanding**

**Los Angeles County Department of Public Social Services-Temporary Assistance  
to Needy Families - Shared System Services**

The Los Angeles County Department of Public Social Services-Temporary Assistance to Needy Families administers cash aid benefits and provides employment-related services to needy families which assists in achieving self-sufficiency and independence.

SELACO WDB has adopted an Integrated Service Delivery (ISD) model that supports the objectives of the MOU. With the implementation of WIOA, Title II partners will generally support and/or deliver the activities listed in Attachment E, "AJCC Required Regional Partners: Roles of Providers of Career Services."

The following information summarizes TANF's role within the AJCC system:

- Sharing System Design and Access
- Sharing System Services
- Sharing Customers

**Sharing System Design and Access**

With regard to system design and access, SELACO WDB uses the following terms to characterize participation within the local AJCC system:

- "Bricks:" Achieved through co-location;
- "Clicks: Providing direct linkages through use of various technology applications; and
- "Connect:" Cross training partner program staff to increase system capacity.

TANF agrees to discuss with SELACO WDB possible contribution to the system through either "Clicks" and "Connect" offering support to the SELACO WDB sponsored AJCC center. Assistance may include one or more of the following:

- Assess Skills and Needs; Eligibility; Intake; Orientation
- Develop Curriculum/Programs
- Deliver Training
- Engage Employers
- Provide Counseling (Academic/Personal/Career)
- Provide Case Management
- Provide Informational Services
- Provide Job Search Assistance
- Provided Labor Market Information
- Provide Support Services
- Provide Work-Based Learning Opportunities
- Recruit and Make Referrals

## **Sharing System Services**

TANF's role in the coordinated delivery of AJCC services will include the following services and participation.

### **1. Outreach**

To broaden community awareness and utilization of the one-stop career center system, the programs and services of other AJCC partners, SELACO WDB and the TANF program may, via available points of contacts provide service delivery to customers. SELACO WDB and TANF agree to explore opportunities to link electronically in an effort to provide full access to resources and job placement support. The goal is to support the development of a comprehensive system designed to assist job seekers and employers.

### **2. Intake**

As a system partner, TANF acknowledges that CalJOBS is the state-recognized system for intake, registration and enrollment into AJCC services. SELACO WDB and TANF program agree to participate in capacity building and staff development activities in order to ensure that all partners and staff are adequately cross-trained.

### **3. Orientation**

SELACO WDB and the TANF program agree to promote their respective agency's applicable career services, if any, as defined under WIOA. In addition, there is agreement to discuss the development of: information on primary points of access and points of contact at each site operated by the partners; and a training protocol/system that will educate partners about each other's orientation and enrollment processes.

### **4. Initial Assessment**

SELACO WDB and the TANF program have agreed to share initial/basic assessment results (to the extent permissible without infringing upon client confidentiality) and to make the information available to other AJCC partners, considering co-enrollment of TANF participants, as needed and when allowable.

## **Sharing Customers**

SELACO WDB and TANF have successfully piloted and implemented an electronic referral process via the CalJOBS. The process is referred to as the "CalJOBS On-Ramp Referral Process" for making electronic customer referrals. The TANF and SELACO per this MOU will continue to implement an electronic referral process and collect all required consent forms. The parties to this MOU will continue the referral process where TANF refers to the AJCC through a shared online calendar hosted by the State's Labor Exchange System, CalJOBS. Through the SELACO WDB "CalJOBS on-ramp", TANF staff will be granted staff access to the CalJOBS system under "Partner Program privileges". TANF Staff will create an appointment for an AJCC orientation and intake appointment for their customers directly on the CalJOBS calendar. When making the appointment, they will identify customers to AJCC staff as TANF participants. When a

referred customer enrolls at the AJCC, center staff will document the outcome and workforce activities on the CalJOBS system. The TANF staff through their CalJOBS staff account will have access to information that communicates that the referred individual has registered or enrolled and the services he or she is participating in at the AJCC. The referral process includes a consent and release form signed by the participant. The referral process includes staff clearance through mandated confidentiality agreements, mandated access forms and mandated training. The “CalJOBS On-Ramp Referral Process” allows for referrals to and from the AJCC.

**Co-Enrollment:**

Under the Integrated Service Delivery model, it is anticipated that TANF and other partner agency staff will be trained in assessing and capable of referring customers for the purpose of co-enrolling customers in all relevant career service programs. At a minimum, all customers will be registered in CalJOBS<sup>SM</sup>, regardless of point of entry.



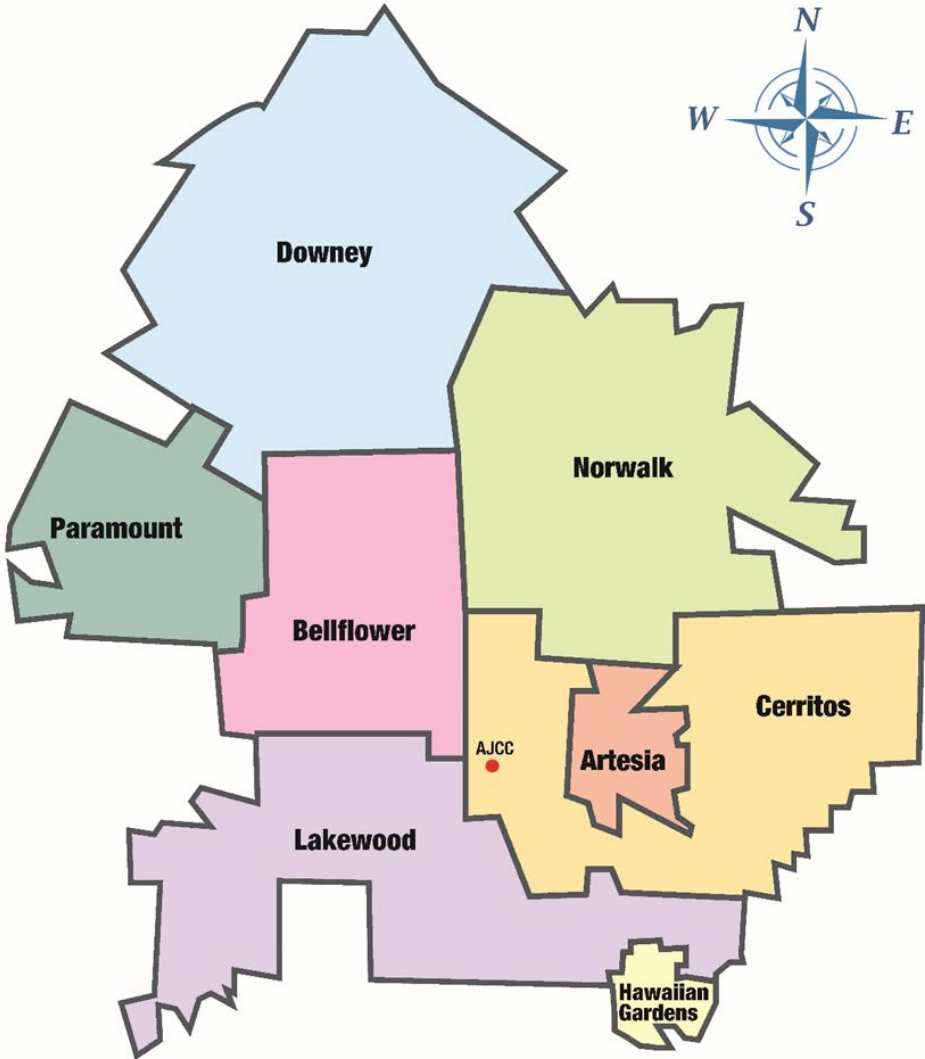
**Workforce Innovation and Opportunity Act  
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**Cost Sharing Agreement**

As indicated in section 7 of the MOU, TANF agrees to negotiate and implement a cost sharing formula/plan by **June 30, 2022.**

**Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding**

**One-Stop System Map**



**Southeast Los Angeles County Workforce Development Board  
America's Job Center of California (AJCC)**

Serving the following eight cities:  
Artesia, Bellflower, Cerritos, Downey, Hawaiian Gardens, Lakewood, Norwalk and Paramount

**Attachment E**

**Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding**

**AJCC Required Regional Partners:  
Roles of Providers of Career Services System**

	WIOA Title I Adult	WIOA Title I DW	WIOA Title I Youth	WIOA Title II Adult PAAACE/PARAMOUNT ADULT SCHOOL	WIOA Title III Wagner Peyser	WIOA Title IV DOR	WIOA Title V Older Americans	Carl Perkins Career Technical Education	Native American Programs	Veterans	Youth Build	Trade Adjustment Assistance	Housing	UI	TANF/ CaWORKS
Assess skills and needs; Eligibility; Intake; Orientation	X	X	X	X	X	X	X	X	X	X	X	X	X		X
Assist w/ Tuition/Fees	X	X	X					X			X		X		
Develop Curriculum/ Programs	X	X	X	X		X		X	X		X		X		X
Deliver	X	X	X	X		X		X	X		X				X

Engage Employers	X																	X
Identify Industry-Recognized Credentials	X	X																
Provide Counseling (academic/Personal/Career)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Provide Case Management	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Provide Informational Services	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Job Placement	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Job Search Assistance	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Provide Labor Market Information	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

<b>Provide Supportive Services</b>	X		X		X					X		X		X						X
	X		X		X					X		X		X						X
	X		X		X					X		X		X						X
	X		X		X					X		X		X						X
<b>Provide Work-Based Learning Opportunities</b>	X		X		X					X		X		X						X
	X		X		X					X		X		X						X
	X		X		X					X		X		X						X
	X		X		X					X		X		X						X
<b>Recruit &amp; make Referrals</b>	X		X		X					X		X		X						X
	X		X		X					X		X		X						X
	X		X		X					X		X		X						X
	X		X		X					X		X		X						X

**Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding  
between  
Southeast Los Angeles County Workforce Development Board  
and  
Field of Dreams Learning**

**1. Purpose**

Pursuant to the federal Workforce Innovation and Opportunity Act (PL 113-128), this Memorandum of Understanding (MOU) is entered into between the Workforce Development Corporation of Southeast Los Angeles County, Inc. (dba Southeast Los Angeles County Workforce Development Board) and Field of Dreams Learning.

WIOA requires that an MOU be developed and executed between the Local Board and the America's Job Center of California<sup>SM</sup> (AJCC) partners to establish an agreement concerning the operations of the AJCC delivery system. The purpose of the MOU is to establish a cooperative working relationship between the parties and to define their respective roles and responsibilities in achieving policy and program objectives. The MOU also serves to establish the framework for providing services to businesses, employed individuals, job seekers and others needing workforce services.

**2. California's Vision for the One-Stop System**

California's one-stop delivery system, represented by the AJCCs, is locally-driven. It develops partnerships and provides programs and services to achieve three main policy objectives established by the California Workforce Development Strategic Plan, including the following:

- Foster demand-driven skills attainment
- Enable upward mobility for all Californians
- Align, coordinate and integrate programs and services

These objectives will be accomplished by ensuring access to high-quality AJCCs that provide the full range of services available in the community for all customers, who are:

- Looking to find a job;
- Building basic educational or occupational skills;
- Earning a postsecondary certificate or degree;
- Obtaining guidance on how to make career choices; or
- Seeking to identify and hire skilled workers.

**3. Local/Regional Vision Statement, Mission Statement, Principles and Goals**

Congress and the U.S. Department of Labor (DOL) envision three hallmarks of excellence, for the nation's workforce development delivery system under WIOA:

- The needs of businesses and workers drive workforce solutions and local boards are accountable to communities in which they are located;
- One-stop centers (the AJCCs) provide excellent customer service to jobseekers and employers and focus on continuous improvement; and
- The workforce system supports strong regional economies and plays an active role in community and workforce development.

To support these objectives, the SELACO WDB has established a service delivery system in cooperation with organizations operating WIOA-mandated AJCC partner programs, along with a wide range of other community stakeholders. The system is guided by the following vision, mission, principles and goals:

***Vision:*** SELACO WDB’s vision for meeting workforce development challenges within Southeast Los Angeles County is one centered on collaboration to address a wide range of stakeholders’ interests, including those of business, labor, education, social services, philanthropy and community organizations. Bringing this vision to fruition requires that stakeholders work together to address the skills development and training needs of priority sectors, while at the same time ensuring that workers have access to career pathway services and training to meet those needs.

***Mission:*** SELACO WDB’s mission is two-fold. Our AJCC system supports the needs of job seekers for career services and training, while providing services to promote the success of local businesses.

***Principles:*** Our local AJCCs strive to meet the WIOA vision for an effective one-stop system, which is one that is designed to increase access to and opportunities for the employment, education, training, and support services that individuals need to succeed in the labor market, particularly those with barriers to employment. It aligns workforce development, education, and economic development programs with regional economic development strategies to meet the needs of local and regional employers, and provides a comprehensive, accessible and high-quality workforce development system. SELACO WDB’s AJCC partners are committed to developing and maintaining a one-stop system that is:

**Quality-Focused:** Supporting the content and approaches used to deliver all services the system has to offer is a commitment to ensuring that each service adds value to the achievement of goals and objectives by job seekers and businesses using the AJCCs.

**Business-Driven:** Local companies’ talent and skill needs dictate the content, scope, and intensity of services the SELACO WDB’s one-stop system offers. The system is driven to respond to the needs of business by sourcing, training and delivering qualified candidates.

**Customer-Centered:** Leveraging a wide range of strategies within an integrated service delivery environment, the local AJCCs are intensively focused on evaluating and

responding to the needs, preferences, desires and circumstances of all customers using the system.

Meets the Unique Needs of the Regional Economy: The SELACO WDB represents a unique sub-region of Los Angeles County – one that sits at the cross roads of various transportation corridors and on the border California's two largest counties. Some of the State's fastest growing and most dynamic industries are inside or within a reasonable commuting distance of SELACO WDB's borders. The AJCCs are actively involved in working with businesses in priority sectors to ensure the system remains responsive to their needs.

**System Goals:** Broadly, the goals of the Board reflect those espoused by DOL, which commit the one-stop system to:

- Provide job seekers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages;
- Provide access and opportunities to all job seekers, including individuals with barriers to employment, such as individuals with disabilities, to prepare for, obtain, retain, and advance in high-quality jobs and high-demand careers;
- Enable businesses and employers to easily identify and hire skilled workers and access other supports, including education and training for their current workforce;
- Participate in rigorous evaluations that support continuous improvement of one-stop centers by identifying which strategies work better for different populations; and
- Ensure that high-quality integrated data inform decisions made by policy makers, employers, and job seekers.

Specific goals supporting one-stop system effectiveness that are part of SELACO WDB's current Local Area Strategic Plan include the following:

- Successfully implement national models to build strong career pathway programs.
- Use the Sector Partnerships as the vehicle for the identification of career pathways and the development, re-tooling and alignment of courses/curricula to meet business needs.
- Working with partners, increase the numbers of workers who are able to access and take advantage of skills training geared to employment in priority sectors and other promising industries.
- Explore alternative basic education models to reduce the time spent in this activity by some learners.
- Refine existing approaches to rapid response and business services so that they are fully transformed into proactive business retention and layoff aversion programs.
- Expand the use of work-based learning models to create additional skills development and employment opportunities for all workers and align work-based learning strategies with career pathway strategies.



- Continue to build strong linkages to registered apprenticeship programs and fully integrate these programs in the one-stop and WIA Youth Program delivery systems.

Support from Field of Dreams Learning and all other AJCC partners is critical to the system's ability to achieve these goals.

#### **4. Parties**

The parties to this MOU are:

***Southeast Los Angeles County Workforce Development Board***  
10900 East 183rd Street, Suite 392, Cerritos, CA 90703  
(562) 402-9336

***Field of Dreams Learning***  
12440 Firestone Blvd., Suite 2001  
Norwalk, CA 90650  
(562) 409-5567

#### **5. One-Stop System and Services**

The one-stop system overseen by the SELACO WDB includes the following full service AJCCs:

Cerritos AJCC  
10900 East 183rd St, Suite 350 Cerritos, CA 90703

***Attachment A*** to this MOU provides a summary of the basic career services, individualized career services, follow-up services, training services and businesses services provided by the system.

***Attachment B*** summarizes the specific shared services provided by Field of Dreams Learning in partnership with the SELACO WDB and the full range of AJCC partners.

#### **6. Responsibility of AJCC Partners**

To promote the development and sustainability of a quality-focused system capable of meeting the full range of needs of its customers, Field of Dreams Learning agrees to participate with SELACO WDB and other partners in joint planning, plan development, and system improvement activities to accomplish the following:

- Continuous partnership building.
- Continuous planning in response to state and federal requirements.
- Responsiveness to local and economic conditions, including employer needs.
- Adherence to common data collection and reporting needs.

In addition, Field of Dreams Learning agrees to:

- Make its applicable service(s) available to customers through the one-stop delivery system.
- Participate in the operation of the one-stop system, consistent with the terms of the MOU and requirements of authorized laws.
- Participate in capacity building and staff development activities in order to ensure that all partners and staff are adequately cross-trained.
- Participate as an active member of the SELACO WDB's System Management Team.

## **7. Funding of Services and Operating Costs**

By June 30, 2022, Field of Dreams Learning agrees to negotiate and implement a cost sharing plan, which will constitute Attachment C to this MOU. In accordance with this plan, Field of Dreams Learning and all relevant parties to this MOU will agree to share in the operating costs of the AJCC system, either in cash or through in-kind services. The cost of services, operating costs, and infrastructure costs of the system will be funded by all AJCC partners through a separately negotiated cost sharing agreement based on an agreed upon formula or plan.

Field of Dreams Learning will ensure that the shared costs are supported by accurate data, the shared costs are consistently applied over time, and the methodology used in determining the shared costs are reflected in a separate Cost Sharing Agreement that will be attached to this MOU.

Field of Dreams Learning will ensure that shared costs are reconciled and updated annually, according to State policy.

## **8. Methods for Referring Customers**

All AJCC system partners agree to support and mutually implement processes for the referral of customers to services not provided on-site.

Field of Dreams Learning and system partners are committed to ensuring that intake and referral processes are customer-centered and provided by staff trained in effective customer service techniques. Partners will ensure that general information regarding AJCC programs, services, activities and resources are made available to all customers as appropriate. Customer referrals will be made through a variety of approaches, including verbally, via electronic media, and by way of traditional correspondence. Through cross training of AJCC staff and use of real-time technology, Field of Dreams Learning agrees to provide other AJCC partner staff access to meaningful information on services needed by customers.

Attachment B provides a summary of how Field of Dreams Learning will support shared service delivery, including referrals of customers.

## **9. Access for Individuals with Barriers to Employment**

Along with other partners, Field of Dreams Learning agrees to ensure access for individuals with barriers to employment. Under WIOA, the term “individual with a barrier to employment” means a member of 1 or more of the following populations:

- A. Displaced homemakers
- B. Low-income individuals
- C. Indians, Alaska Natives, and Native Hawaiians
- D. Individuals with disabilities, including youth who are individuals with disabilities
- E. Older individuals
- F. Ex-offenders
- G. Homeless individuals or homeless children and youths
- H. Youth who are in or have aged out of the foster care system
- I. Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers
- J. Eligible migrant and seasonal farm workers
- K. Individuals within 2 years of exhausting lifetime eligibility (for TANF)
- L. Single parents (including single pregnant women)
- M. Long-term unemployed individuals
- N. Such other groups as the Governor involved determines to have barriers to employment

As part of the AJCC system, Field of Dreams Learning commits to offer priority for services to recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient when providing individualized career services and training services with WIOA adult funds. Furthermore, Field of Dreams Learning will ensure its policies, procedures, programs, and services are in compliance with the *Americans with Disabilities Act of 1990* and its amendments, in order to provide equal access to all customers with disabilities.

## **10. Shared Technology and System Security**

WIOA emphasizes technology as a critical tool for making all aspects of information exchange possible, including, but not limited to, client tracking, common case management, reporting, and data collection.

To support the use of technology, Field of Dreams Learning agrees to:

- Comply with the applicable provisions of WIOA, Welfare and Institutions Code, California Education Code, Rehabilitation Act, and any other appropriate statutes or requirements.

- Adhere to the principles of common reporting and shared information through electronic mechanisms, including shared technology.
- Commit to share information to the greatest extent allowable under its governing legislation and confidentiality requirements.
- Maintain all records of the AJCC customers or partners (e.g. applications, eligibility and referral records, or any other individual records related to services provided under this MOU) in the strictest confidence, and use them solely for purposes directly related to such services.
- Develop technological enhancements that allow interfaces of common information needs, as appropriate.
- Acknowledge that system security provisions shall be agreed upon by all partners.

## **11. Confidentiality**

Field of Dreams Learning agrees to comply with the provisions of WIOA as well as the applicable sections of the Welfare and Institutions Code, the California Education Code, the Rehabilitation Act, and any other appropriate statute or requirement to assure the following:

- All applications and individual records related to services provided under this MOU, including eligibility for services and enrollment and referral, shall be confidential and shall not be open to examination for any purpose not directly connected with the delivery of such services.
- No person will publish, disclose use, or permit, cause to be published, disclosed or used, any confidential information pertaining to AJCC applicants, participants, or customers overall unless a specific release is voluntarily signed by the participant or customer.
- The AJCC partner agrees to abide by the current confidentiality provisions of the respective statutes to which AJCC operators and other AJCC partners must adhere, and shall share information necessary for the administration of the program, as allowed under law and regulation. The AJCC partner, therefore, agrees to share client information necessary for the provision of services such as assessment, universal intake, program or training referral, job development or placement activities, and other services as needed for employment or program support purposes.
- Client information shall be shared solely for the purpose of enrollment, referral or provision of services. In carrying out their respective responsibilities, each party shall respect and abide by the confidentiality policies of the other parties.

## **12. Non-Discrimination and Equal Opportunity**

Field of Dreams Learning shall not unlawfully discriminate, harass or allow harassment against any employee, applicant for employment or AJCC applicant due to gender, race, color, ancestry, religion, national origin, veteran status, physical disability, mental disability, medical condition(s), age, sexual orientation or marital status. The AJCC partner agrees to comply with the provisions of the Fair Employment and Housing Act

(Government Code Section 12990) and related, applicable regulations.

The AJCC partner will assure compliance with the Americans with Disabilities Act of 1990 and its amendments, which prohibits discrimination on the basis of disability, as well as other applicable regulations and guidelines issued pursuant to the Americans with Disabilities Act.

### **13. Grievances and Complaints Procedure**

Field of Dreams Learning agrees to establish and maintain procedures for grievance and complaints as outlined in WIOA. The process for handling grievances and complaints is applicable to customers and partners. These procedures will allow customers or entities filing the complaint to exhaust every administrative level in receiving a fair and complete hearing and resolution of their grievance. Field of Dreams Learning further agrees to communicate openly and directly to resolve any problems or disputes related to the provision of services in a cooperative manner and at the lowest level of intervention possible.

### **14. American's with Disabilities Act and Amendments Compliance**

Field of Dreams Learning agrees to ensure that its policies and procedures, as well as the programs and services provided at the AJCC, are in compliance with the Americans with Disabilities Act and its amendments. Additionally, Field of Dreams Learning agrees to fully comply with the provisions of WIOA, Title VII of the Civil Rights Act of 1964, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972, 29 CFR Part 37 and all other regulations implementing the aforementioned laws.

### **15. Effective Dates and Term of MOU**

This MOU shall be binding upon each party hereto upon execution by such party. The term of this MOU shall be three years, **commencing on 7/1/2022, and expiring on 6/30/2025**. The MOU will be reviewed every three years or more frequently to identify any substantial changes that have occurred.

### **16. Modifications and Revisions**

This MOU constitutes the entire agreement between the parties and no oral understanding not incorporated herein shall be binding on any of the parties hereto. This MOU may be modified, altered, or revised, as necessary, by mutual consent of the parties, by the issuance of a written amendment, signed and dated by the parties.

### **17. Termination**

The parties understand that implementation of the AJCC system is dependent on the good faith effort of every partner to work together to improve services to the community. The parties also agree that this is a project where different ways of working together and

providing services are being tested and evaluated. In the event that it becomes necessary for one or more parties to cease being a part of this this MOU, said entity shall notify the other parties, in writing, 30 days in advance of that intention.

## **18. Administrative and Operations Management Sections**

To support the effective administration and operation of the AJCC system, the parties agree to the following:

### **License for Use**

During the term of this MOU, all parties shall have a license to use all space of the AJCCs for the sole purpose of conducting acceptable AJCC services as outlined herein.

### **Supervision/Day to Day Operations**

The day-to-day supervision of staff assigned to the AJCCs will be the responsibility of the site supervisor(s). The employer of staff assigned to the AJCCs will continue to set the priorities of its staff. Any change in work assignments or any problems at the worksite will be handled by the site supervisor(s) and the management of the staff's employer.

The office hours for the staff at the AJCCs will be established by the site supervisor(s) and the staff's employer. All staff members assigned to the AJCC will comply with the holiday schedule of their employer and will provide a copy of their holiday schedule to the operator and host agency at the beginning of each fiscal year.

Disciplinary actions may result in removal of co-located staff from the AJCCs and each party will take appropriate action.

Each party shall be solely liable and responsible for providing to, or on behalf of, its employee(s), all legally-required employee benefits. In addition, each party shall be solely responsible for and hold all other parties harmless from all matters relating to payment of each party's employee(s), including compliance with social security withholding, workers' compensation, and all other regulations governing such matters.

### **Dispute Resolution**

The parties agree to attempt to resolve policy or practice disputes at the lowest level possible, starting with the site supervisor(s) and staff. If issues cannot be resolved at this level, they shall be referred to the management of the staff's employer and the operator for discussion and resolution.

### **Press Releases and Communications**

All parties shall be included when communicating with the press, television, radio or any other form of media regarding its duties or performance under this MOU. Participation of

each party in press/media presentations will be determined by each party's public relations policies. Unless otherwise directed by the other parties, in all communications, each party shall make specific reference to all other parties.

The parties agree to utilize the AJCC logo developed by the State of California and the Local Board on buildings and other items identified for AJCC usage. Such items include letterhead, envelopes, business cards, any written correspondence and fax transmittals.

### **Hold Harmless/Indemnification/Liability**

In accordance with provisions of Section 895.4 of the California Government Code, each party hereby agrees to indemnify, defend and hold harmless all other parties identified in this MOU from and against any and all claims, demands, damages and costs arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. In addition, except for Departments of the State of California which cannot provide for indemnification of court costs and attorney's fees under the indemnification policy of the State of California, all other parties to this MOU agree to indemnify, defend and hold harmless each other from and against all court costs and attorney's fees arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. It is understood and agreed that all indemnity provided herein shall survive the termination of this MOU.

### **19. Attachments**

The following attachments are included in this MOU:

Attachment A: One-Stop System Services

Attachment B: Field of Dreams Learning – Shared System Services

Attachment C: Cost Sharing Agreement

Attachment D: One-Stop System Map

Attachment E: WIOA AJCC Required Regional Partners: Roles of Providers per WIOA

**20. Authority and Signatures**

The individuals signing below have the authority to commit the party they represent to the terms of this MOU and do so commit by signing:

***Southeast Los Angeles County Workforce Development Board (SELACO WDB)***

Mark Dameron		
Name	Signature	Date

***SELACO WDB Policy Board of Elected Officials***

Jeff Wood		
Name	Signature	Date

***Field of Dreams Learning***

Terri Altmann		
Name	Signature	Date



**Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding**

**One-Stop System Services**

WIOA establishes two levels of employment and training services for adults and dislocated workers: career services and training services. Following is general information on WIOA career, training and business services to guide the SELACO WDB AJCC system in the delivery of these services.

**Career Services:** Career services for adults and dislocated workers are available at both local AJCCs. U.S. DOL has identified three types of career services:

- Basic career services;
- Individualized career services; and
- Follow-up services

**Basic Career Services:** Basic career services must be made available and, at a minimum, must include the following services:

- Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs;
- Outreach, intake (including worker profiling), and orientation to information and other services available through the local workforce system;
- Initial assessment of skills levels, including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and support service needs;
- Labor exchange services, including:
  - job search and placement assistance, and, when needed by an individual, career counseling, including the provision of information on nontraditional employment and in-demand industry sectors and occupations; and
  - appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services not traditionally offered through the local workforce system;
- Provision of referrals to and coordination of activities with other programs and services, including programs and services within the local workforce system and, when appropriate, other workforce development programs;
- Provision of workforce and labor market employment statistics information, including information relating to local, regional, and national labor market areas;
- Provision of performance information and program cost information on eligible providers of training services by program and provider type;
- Provision of information, in usable and understandable formats and languages, about how the Board is performing on local performance accountability measures,

as well as any additional performance information relating to the local workforce system;

- Provision of information, in usable and understandable formats and languages, relating to the availability of support services or assistance, and appropriate referrals to those services and assistance;
- Provision of information and assistance regarding filing claims for unemployment compensation, by which the Board must provide assistance to individuals seeking such assistance.
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

**Individualized Career Services:** Individualized career services must be made available if determined to be appropriate in order for an individual to obtain or retain employment. These include the following services:

- Comprehensive and specialized assessments of the skills levels and service needs of adults and dislocated workers; Section 134(c)(2) and (c)(3) list the required local employment and training activities. To satisfy some of these requirements, the use of assessments is necessary. To avoid duplication of services, WIOA allows the use of previous assessments from another education or training program. The previous assessments must be determined to be appropriate by AJCC representatives and must have been completed within the previous six months
- Development of an individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including information regarding eligible training providers;
- Group counseling;
- Individual counseling;
- Career planning;
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training;
- Internships and work experience that are linked to careers;
- Workforce preparation activities;
- Financial literacy services as described in WIOA §129(b)(2)(D);
- Out-of-area job search and relocation assistance; and
- English language acquisition and integrated education and training programs.

**Follow-up Services:** These services must be made available, as appropriate (including counseling regarding the workplace) for participants in adult or dislocated worker activities that are placed in unsubsidized employment for a minimum of 12 months after the first day of employment.

**Training Services:** WIOA is designed to increase participant access to training services.

Training services are provided to equip individuals to enter the workforce and retain employment. Examples of training services include:

- Occupational skills training, including training for nontraditional employment;
- On-the-job training (OJT), including registered apprenticeship;
- Incumbent worker training in accordance with WIOA §134(d)(4);
- Workplace training and cooperative education programs;
- Private sector training programs;
- Skills upgrading and retraining;
- Entrepreneurial training;
- **Transitional jobs in accordance with WIOA §134(d)(5);**
- Job readiness training provided in combination with other training described above;
- Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, in combination with training; and
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

WIOA clarifies that there is no sequence of service requirement in order to receive training. However, DOL has indicated that, at minimum, to be eligible for training, an individual must receive an interview, evaluation, or assessment and career planning or any other method through which the one-stop operator/partner can obtain enough information to make an eligibility determination for training services. Where appropriate, a recent interview, evaluation, or assessment may be used for the assessment purpose.

**Business Services:** SELACO WDB's AJCCs are part of a business-focused system. Examples of system services to serve business customers include:

- Customized screening and referral of qualified participants in training services to employers
- Customized employment-related services to employers, employer associations, or similar organizations on a fee-for-service basis that are in addition to labor exchange services available to employers under the Wagner-Peyser Act
- Work-based learning activities, including incumbent worker training, Registered Apprenticeship, transitional jobs, on-the-job training, and customized training.
- Activities to provide business services and strategies that meet the workforce investment needs of employers, as determined by the Board and consistent with the local plan.

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**Field of Dreams Learning - Shared System Services**

Field of Dreams Learning, Norwalk YouthBuild Program is an affiliate of YouthBuild USA and operated by Field of Dreams Learning. Norwalk YouthBuild is a youth leadership development program that focuses on Opportunity Youth, young adults ages 16-24, who are out of school, unemployed, and aspire to earn knowledge, training, and opportunities that lead to long-term professional and personal success.

Our program model includes Five Core Components:

- High School Diploma
- Vocational Training
- Leadership Development
- Support Services
- Alumni/Transition Services

As a partner with the AJCC system, Field of Dreams Learning agrees to sharing participants through the Youth@Work Earn and Learn program, co-enrolling through members of the CCN, and part of ongoing WIOA initiatives and grants.

SELACO WDB has adopted an Integrated Service Delivery (ISD) model that supports the objectives of the MOU. With the implementation of WIOA, Title II partners will generally support and/or deliver the activities listed in Attachment E, "AJCC Required Regional Partners: Roles of Providers of Career Services."

The following information summarizes Field of Dream Learning's role within the AJCC system:

- Sharing System Design and Access
- Sharing System Services
- Sharing Customers

**Sharing System Design and Access**

With regard to system design and access, Field of Dreams Learning and SELACO WDB agreed to use of the following terms to characterize the participation of Field of Dreams Learning within the local AJCC system:

- "Bricks:" Achieved through co-location:

- “Clicks: Providing direct linkages through use of various technology applications; and
- “Connect:” Cross training partner program staff to increase system capacity.

Field of Dreams Learning will be present and participate in the system through “Clicks” and “Connect”. “Clicks” participation will support the active training of Field of Dreams Learning staff in the active use of the CalJOBS system, which functions as the technology centerpiece and information sharing hub for the AJCC partners and its key customers. Field of Dreams will “connect” with AJCC partners by providing training on direct referral to the Norwalk YouthBuild program. Our participants will be co-enrolled in Norwalk YouthBuild and CalJOBS, accessing seamless service from both agencies. Field of Dreams will also “connect” by remaining an onsite worksite for the Youth@Work work experience program and by providing direct referrals to the SELACO WDB’s CATS program.

## Sharing System Services

Field of Dreams Learning’s role in the coordinated delivery of AJCC services will include the following services and participation.

### 1. *Outreach*

To broaden community awareness and utilization of the one-stop career center system, youth and **adult education** programs and the programs and services of other AJCC partners, SELACO WDB and Field of Dreams Learning have agreed initially to **create links among their websites**, thereby providing those seeking information about jobs or training access to many sources at once. In addition, Field of Dreams Learning has agreed to explore opportunities for unified messaging through the development of a welcome video that will promote the partnership.

### 2. *Intake*

As a system partner, Field of Dreams Learning acknowledges that CalJOBS is the state-recognized system for intake, registration and enrollment into AJCC services. SELACO WDB and Field of Dreams Learning have agreed to provide cross-training in CalJOBS and educational intake/registration processes and systems, including those used for youth and **adult** basic career services.

### 3. *Orientation*

SELACO WDB and Field of Dreams Learning have agreed to provide cross training to ensure that AJCC partner staff is knowledgeable of and promotes one another’s programs and services. In addition, there is agreement to develop: common marketing messages and materials that will promote the system, including all partners: a common orientation video that describes programs/services available: primary points of access and points of

contact at each site operated by the partners; and a training protocol/system that will educate partners about each other's orientation and enrollment processes.

#### **4. Initial Assessment**

SELACO WDB and Field of Dreams Learning have agreed to share initial/basic assessment results (to the extent permissible without infringing upon client confidentiality) and to make the information available to other AJCC partners as needed and when allowable.

#### **5. Use of Logo**

Field of Dreams Learning agrees to allow the use of its logo in AJCC promotional materials, including the planned orientation video.

### **Sharing Customers**

SELACO WDB and Field of Dreams Learning have reached an agreement to utilize the "CalJOBS On-Ramp Referral Process" for making customer referrals. The Field of Dreams Learning and SELACO per this MOU will continue an electronic referral process and implementation of consent forms. The parties to this MOU will follow a referral process where Field of Dreams Learning refers to the AJCC through a shared online calendar hosted by the State's Labor Exchange System, CalJOBS. Through the SELACO WDB "CalJOBS on-ramp" Field of Dreams Learning staff will be granted staff access to the CalJOBS system under "Partner Program privileges". Field of Dreams Learning Staff will create an appointment for an AJCC orientation and intake appointment for their customers directly on the CalJOBS calendar. When making the appointment, they will identify customers to AJCC staff as Adult School participants. When a referred customer enrolls at the AJCC, center staff will document the outcome and workforce activities on the CalJOBS system. The Field of Dreams Learning staff through their CalJOBS staff account will have access to information that communicates that the referred individual has registered or enrolled and the services he or she is participating in at the AJCC. The referral process includes a consent and release form signed by the participant. The referral process includes staff clearance through mandated confidentiality agreements, mandated access forms and mandated training. The "CalJOBS On-Ramp Referral Process" allows for referrals to and from the AJCC with on-site and offsite Field of Dreams Learning staff.

#### **Co-Enrollment:**

Under the Integrated Service Delivery model, it is anticipated that Field of Dreams Learning and other partner agency staff will be trained in assessing and capable of referring customers for the purpose of co-enrolling customers in all relevant career service programs. At a minimum, all customers will be registered in CalJOBS<sup>SM</sup>, regardless of point of entry.

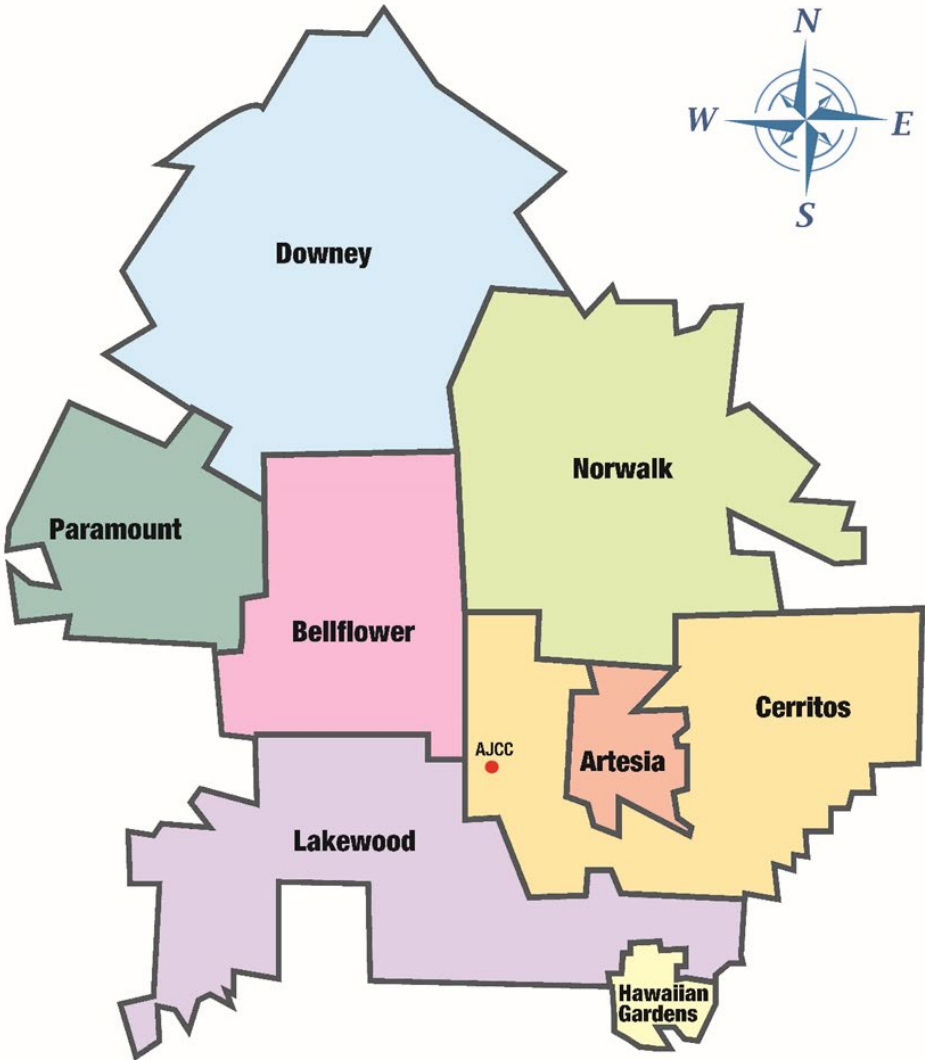
**Workforce Innovation and Opportunity Act  
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**Cost Sharing Agreement**

As indicated in section 7 of the MOU, the Field of Dreams agrees to negotiate and implement a cost sharing plan by **June 30, 2022**.

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**One-Stop System**



**Southeast Los Angeles County Workforce Development Board  
America's Job Center of California (AJCC)**

Serving the following eight cities:  
Artesia, Bellflower, Cerritos, Downey, Hawaiian Gardens, Lakewood, Norwalk and Paramount



Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding

AJCC Required Regional Partners:  
Roles of Providers of Career Services System

	WIOA Title I Adult	WIOA Title I DW	WIOA Title I Youth	WIOA Title II PAACE/PARAMOUNT ADULT SCHOOL	WIOA Title III Wagner Peyser	WIOA Title IV DOR	WIOA Title V Older Americans	Carl Perkins Career Technical Education	Native American Programs	Veterans	Youth Build	Trade Adjustment Assistance	Housing	UI	TANF/ CalWORKS
Assess skills and needs; Eligibility; Intake; Orientation	X	X	X	X	X	X	X	X	X	X	X	X	X		X
Assist w/ Tuition/Fees	X	X	X					X			X		X		
Develop Curriculum/ Programs	X	X	X	X		X		X	X		X		X		X

Deliver Training	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
Engage Employers	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Identify Industry-Recognized Credentials	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Provide Counseling (academic/Personal/Career)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Provide Case Management	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Provide Informational Services	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Job Placement	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Job Search Assistance	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Provide Labor Market	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

	X	X	
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	X	X	X
<b>Information</b>			
<b>Provide Supportive Services</b>	X	X	X
<b>Provide Work-Based Learning Opportunities</b>	X	X	X
<b>Recruit &amp; make Referrals</b>	X	X	X

**Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding between  
Southeast Los Angeles County Workforce Development Board  
and  
Norwalk Housing Authority**

**1. Purpose**

Pursuant to the federal Workforce Innovation and Opportunity Act (PL 113-128), this Memorandum of Understanding (MOU) is entered into between the Workforce Development Corporation of Southeast Los Angeles County, Inc. (dba Southeast Los Angeles County Workforce Development Board) and the Norwalk Housing Authority.

WIOA requires that an MOU be developed and executed between the Local Board and the America's Job Center of California (AJCC) partners to establish an agreement concerning the operations of the AJCC delivery system. The purpose of the MOU is to establish a cooperative working relationship between the parties and to define their respective roles and responsibilities in achieving policy and program objectives. The MOU also serves to establish the framework for providing services to businesses, employed individuals, job seekers and others needing workforce services.

**2. California's Vision for the One-Stop System**

California's one-stop delivery system, represented by the AJCCs, is locally-driven. It develops partnerships and provides programs and services to achieve three main policy objectives established by the California Workforce Development Strategic Plan, including the following:

- Foster demand-driven skills attainment
- Enable upward mobility for all Californians
- Align, coordinate and integrate programs and services

These objectives will be accomplished by ensuring access to high-quality AJCCs that provide the full range of services available in the community for all customers, who are:

- Looking to find a job;
- Building basic educational or occupational skills;
- Earning a postsecondary certificate or degree;
- Obtaining guidance on how to make career choices; or
- Seeking to identify and hire skilled workers.

**3. Local/Regional Vision Statement, Mission Statement, Principles and Goals**

Congress and the U.S. Department of Labor (DOL) envision three hallmarks of excellence, for the nation's workforce development delivery system under WIOA:

- The needs of businesses and workers drive workforce solutions and local boards are accountable to communities in which they are located;
- One-stop centers (the AJCCs) provide excellent customer service to jobseekers and employers and focus on continuous improvement; and
- The workforce system supports strong regional economies and plays an active role in community and workforce development.

To support these objectives, the SELACO WDB has established a service delivery system in cooperation with organizations operating WIOA-mandated AJCC partner programs, along with a wide range of other community stakeholders. The system is guided by the following vision, mission, principles and goals:

***Vision:*** SELACO WDB's vision for meeting workforce development challenges within Southeast Los Angeles County is one centered on collaboration to address a wide range of stakeholders' interests, including those of business, labor, education, social services, philanthropy and community organizations. Bringing this vision to fruition requires that stakeholders work together to address the skills development and training needs of priority sectors, while at the same time ensuring that workers have access to career pathway services and training to meet those needs.

***Mission:*** SELACO WDB's mission is two-fold. Our AJCC system supports the needs of job seekers for career services and training, while providing services to promote the success of local businesses.

***Principles:*** Our local AJCCs strive to meet the WIOA vision for an effective one-stop system, which is one that is designed to increase access to and opportunities for the employment, education, training, and support services that individuals need to succeed in the labor market, particularly those with barriers to employment. It aligns workforce development, education, and economic development programs with regional economic development strategies to meet the needs of local and regional employers, and provides a comprehensive, accessible and high-quality workforce development system. SELACO WDB's AJCC partners are committed to developing and maintaining a one- stop system that is:

**Quality-Focused:** Supporting the content and approaches used to deliver all services the system has to offer is a commitment to ensuring that each service adds value to the achievement of goals and objectives by job seekers and businesses using the AJCCs.

**Business-Driven:** Local companies' talent and skill needs dictate the content, scope, and intensity of services the SELACO WDB's one-stop system offers. The system is driven to respond to the needs of business by sourcing, training and delivering qualified candidates.

**Customer Centered:** Leveraging a wide range of strategies within an integrated service

delivery environment, the local AJCCs are intensively focused on evaluating and responding to the needs, preferences, desires and circumstances of all customers using the system.

Meets the Unique Needs of the Regional Economy: The SELACO WDB represents a unique sub-region of Los Angeles County - one that sits at the cross roads of various transportation corridors. and on the border California's two largest counties. Some of the State's fastest growing and most dynamic industries are inside or within a reasonable commuting distance of SELACO WDB's borders. The AJCCs are actively involved in working with businesses in priority sectors to ensure the system remains responsive to their needs.

**System Goals:** Broadly, the goals of the Board reflect those espoused by DOL, which commit the one-stop system to:

- Provide job seekers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages;
- Provide access and opportunities to all job seekers, including individuals with barriers to employment, such as individuals with disabilities, to prepare for, obtain, retain, and advance in high-quality jobs and high-demand careers;
- Enable businesses and employers to easily identify and hire skilled workers and access other supports, including education and training for their current workforce;
- Participate in rigorous evaluations that support continuous improvement of one-stop centers by identifying which strategies work better for different populations; and
- Ensure that high-quality integrated data inform decisions made by policy makers, employers, and job seekers.

Specific goals supporting one-stop system effectiveness that are part of SELACO WDB's current Local Area Strategic Plan include the following:

- Successfully implement national models to build strong career pathway programs.
- Use the Sector Partnerships as the vehicle for the identification of career pathways and the development, re-tooling and alignment of courses/curricula to meet business needs.
- Working with partners, increase the numbers of workers who are able to access and take advantage of skills training geared to employment in priority sectors and other promising industries.
- Explore alternative basic education models to reduce the time spent in this activity by some learners.
- Refine existing approaches to rapid response and business services so that they are fully transformed into proactive business retention and layoff aversion programs.
- Expand the use of work-based learning models to create additional skills development and employment opportunities for all workers and align work-based

learning strategies with career pathway strategies.

- Continue to build strong linkages to registered apprenticeship programs and fully integrate these programs in the one-stop and WIA Youth Program delivery systems.

Support from Norwalk Housing Authority and all other AJCC partners is critical to the system's ability to achieve these goals.

#### **4. Parties**

The parties to this MOU are:

***Southeast Los Angeles County Workforce Development Board***

10900 East 183rd Street, Suite 392, Cerritos, CA 90703  
(562) 402-9336

***Norwalk Housing Authority***

12700 Norwalk Blvd., Rm 11  
Norwalk Ca 90650  
562-864-8521

#### **5. One-Stop System and Services**

The one-stop system overseen by the SELACO WDB includes the following full service AJCC:

Cerritos AJCC  
10900 East 183rd St, Suite 350 Cerritos, CA 90703

**Attachment A** to this MOU provides a summary of the basic career services, individualized career services, follow-up services, training services and businesses services provided by the system.

**Attachment B** summarizes the specific shared services provided by the Norwalk Housing Authority in partnership with the SELACO WDB and the full range of AJCC partners.

#### **6. Responsibility of AJCC Partners**

To promote the development and sustainability of a quality-focused system capable of meeting the full range of needs of its customers, Norwalk Housing Authority agrees to participate with SELACO WDB and other partners in joint planning, plan development, and system improvement activities to accomplish the following:

- Continuous partnership building.
- Continuous planning in response to state and federal requirements.

- Responsiveness to local and economic conditions, including employer needs.
- Adherence to common data collection and reporting needs.

In addition the Norwalk Housing Authority agrees to:

- Make information about its service(s) available to customers through the one-stop delivery system.
- Participate in applicable capacity building and staff development activities in order to ensure that all partners and staff are adequately cross-trained.
- Participate as an active member of the SELACO WDB's System Management Team.

## **7. Funding of Services and Operating Costs**

As the Norwalk Housing Authority receives no WIOA funding, this MOU is non-financial in nature, and binds no party or partner to financial obligations to any other. SELACO WDB'S costs of providing the services set forth in the SCOPE, including without limitation all of its personnel, equipment, software and hardware, supplies, facilities, and insurance costs, shall be borne by the SELACO WDB.

## **8. Methods for Referring Customers**

The Norwalk Housing Authority agrees to support and mutually implement processes for the referral of customers to services not provided on-site in implementing this MOU and working with the AJCC's.

The Norwalk Housing Authority, in working with the AJCC's and system partners are committed to ensuring that intake and referral processes are customer-centered and provided by staff trained in effective customer service techniques. Partners will ensure that general information regarding AJCC programs, services, activities and resources are made available to all customers as appropriate. Customer referrals will be made through a variety of approaches, including verbally, via electronic media, and by way of traditional correspondence. Through cross training of AJCC staff and use of real-time technology, the Norwalk Housing Authority agrees to provide other AJCC partner staff access to meaningful information on services needed by customers, as allowable under federal and state laws.

Attachment B provides a summary of how the Norwalk Housing Authority will support shared service delivery, including referrals of customers.

## **9. Access for Individuals with Barriers to Employment**

Along with other partners, the Norwalk Housing Authority agrees to ensure access for individuals with barriers to employment. Under WIOA, the term "individual with a barrier



to employment" means a member of 1 or more of the following populations:

- A. Displaced homemakers
- B. Low-income individuals
- C. Indians, Alaska Natives, and Native Hawaiians
- D. Individuals with disabilities, including youth who are individuals with disabilities
- E. Older individuals
- F. Ex-offenders
- G. Homeless individuals or homeless children and youths
- H. Youth who are in or have aged out of the foster care system
- I. Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers
- J. Eligible migrant and seasonal farm workers
- K. Individuals within 2 years of exhausting lifetime eligibility (for DOR)
- L. Single parents (including single pregnant women)
- M. Long-term unemployed individuals
- N. Such other groups as the Governor involved determines to have barriers to employment

As part of the AJCC system, the Norwalk Housing Authority recognizes the system's commitment to offer priority for services to recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient when providing individualized career services and training services with WIOA adult funds. Furthermore, the Norwalk Housing Authority will ensure its policies, procedures, programs, and services are in compliance with the Americans with Disabilities Act of 1990 and its amendments, in order to provide equal access to all customers with disabilities.

#### **10. Accessibility in Programs and Services**

The Norwalk Housing Authority agrees to ensure that its policies and procedures, as well as the programs and services provided at the AJCC's, are in compliance with all applicable provisions of the Americans with Disabilities Act of 1990, as amended, and its implementing regulations, and Section 188 of the WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38; Final Rule, published December 2, 2016), in order to provide equal access to all participants and customers with disabilities.

#### **11. Shared Technology and System Security**

WIOA emphasizes technology as a critical tool for making all aspects of information exchange possible, including, but not limited to, client tracking, common case management, reporting, and data collection.

To support the use of technology, the Norwalk Housing Authority agrees to:

- Comply with the applicable provisions of WIOA, Welfare and Institutions Code,

California Education Code, Rehabilitation Act, and any other appropriate statutes or requirements.

- Adhere to the principles of common reporting and, as permissible, shared information through electronic mechanisms, including shared technology.
- Commit to share information to the greatest extent allowable under its governing legislation and confidentiality requirements.
- Maintain all records of the AJCC customers or partners (e.g. applications, eligibility and referral records, or any other individual records related to services provided under this MOU) in the strictest confidence, and use them solely for purposes directly related to such services.
- Develop technological enhancements in partnership with SELACO WDB that allow interfaces of common information needs, as allowable and appropriate.
- Acknowledge that system security provisions shall be agreed upon by all partners.

## **12. Confidentiality**

The SELACO WDB and Norwalk Housing Authority agrees to comply with the provisions of WIOA as well as the applicable sections of the Welfare and Institutions Code, the California Education Code, the Rehabilitation Act, and any other appropriate statute, or requirement to assure the following:

- All applications and individual records related to services provided under this MOU, including eligibility for services and enrollment and referral, shall be confidential and shall not be open to examination for any purpose not directly connected with the delivery of such services.
- No person will publish, disclose, use, or permit, cause to be published, disclosed or used, any confidential information pertaining to AJCC applicants, participants, or customers overall unless a specific release is voluntarily signed by the participant or customer.
- The AJCC partner agrees to abide by the current confidentiality provisions of the respective statutes to which AJCC operators and other AJCC partners must adhere, and shall share information necessary for the administration of the program, as allowed under law and regulation. The AJCC partner, therefore, agrees to share, as permissible, client information necessary for the provision of services such as assessment, universal intake, program or training referral, job development or placement activities, and other services as needed for employment or program support purposes.
- Client information shall be shared solely for the purpose of enrollment, referral or provision of services. In carrying out their respective responsibilities, each party shall respect and abide by the confidentiality policies of the other parties.

## **13. Non-Discrimination and Equal Opportunity**

The SELACO WDB and Norwalk Housing Authority shall not unlawfully discriminate, harass or allow harassment against any employee, applicant for employment or AJCC

applicant due to gender, race, color, ancestry, religion, national origin, veteran status, physical disability, mental disability, medical condition(s), age, sexual orientation or marital status. The AJCC partner agrees to comply with the provisions of the Fair Employment and Housing Act (Government Code Section 12990) and related, applicable regulations.

All parties to this MOU shall ensure that no participant or other person, shall, on the grounds of sex, gender, race, color, ancestry, religion, national origin, veteran status, physical disability, mental disability, medical condition(s), age, sexual orientation, gender identity and/or expression, marital status, or political beliefs be excluded from participation in, or denied, the programs and services provided at the AJCC's In addition to all foregoing provisions of the following: Title VII of the Civil Rights Act of 1964, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972, California Fair Employment and Housing Act (including but expressly not limited to Government Code 12990), all amendments to each statute, and all requirements imposed by regulations issued pursuant to these statutes.

#### **14. Grievances and Complaints Procedure**

The Norwalk Housing Authority agrees to establish and maintain procedures for grievance and complaints as outlined in WIOA and other federal and state laws to which it is subject. The process for handling grievances and complaints is applicable to customers and partners. These procedures will allow customers or entities filing the complaint to exhaust every administrative level in receiving a fair and complete hearing and resolution of their grievance. The Norwalk Housing Authority further agrees to communicate openly and directly to resolve any problems or disputes related to the provision of services in a cooperative manner and at the lowest level of intervention possible.

#### **15. Effective Dates and Term of MOU**

This MOU shall be binding upon each party hereto upon execution by such party. The term of this MOU shall be three years, commencing on 7/1/2022 and expiring on 6/30/2025. The MOU will be reviewed every three years or more frequently to identify any substantial changes that have occurred.

#### **16. Modifications and Revisions**

This MOU constitutes the entire agreement between the parties and no oral understanding not incorporated herein shall be binding on any of the parties hereto. This MOU may be modified, altered, or revised, as necessary, by mutual consent of the parties, by the issuance of a written amendment, signed and dated by the parties.

#### **17. Termination**

The parties understand that implementation of the AJCC system is dependent on the good faith effort of every partner to work together to improve services to the community. The parties also agree that this is a project where different ways of working together and providing services are being tested and evaluated. In the event that it becomes necessary for one or more parties to cease being a part of this this MOU, said entity shall notify the other parties, in writing, 30 days in advance of that intention.

## **18. Administrative and Operations Management Sections**

To support the effective administration and operation of the AJCC system, the parties agree to the following:

### **Dispute Resolution**

The parties agree to attempt to resolve policy or practice disputes at the lowest level possible, starting with the site supervisor(s) and staff. If issues cannot be resolved at this level, they shall be referred to the management of the staff's employer and the operator for discussion and resolution.

### **Press Releases and Communications**

All parties shall be included when communicating with the press, television, radio or any other form of media regarding its duties or performance under this MOU. Participation of each party in press/media presentations will be determined by each party's public relations policies. Unless otherwise directed by the other parties, in all communications, each party shall make specific reference to all other parties.

### **Hold Harmless/Indemnification/Liability**

In accordance with provisions of Section 895.4 of the California Government Code, each party hereby agrees to indemnify, defend and hold harmless all other parties identified in this MOU from and against any and all claims, demands, damages and costs arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. In addition, except for Departments of the State of California which cannot provide for indemnification of court costs and attorney's fees under the indemnification policy of the State of California, all other parties to this MOU agree to indemnify, defend and hold harmless each other from and against all court costs and attorney's fees arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. It is understood and agreed that all indemnity provided herein shall survive the termination of this MOU.

## **19. Attachments**

The following attachments are included in this MOU:

Attachment A: One-Stop System Services

Attachment B: Shared System Services

Attachment C: Cost Sharing Agreement

Attachment D: One-Stop System Map

Attachment E: WIOA AJCC Required Regional Partners: Roles of Providers per WIOA

**20. Authority and Signatures**

The individuals signing below have the authority to commit the party they represent to the terms of this MOU and do so commit by signing:

***Southeast Los Angeles County Workforce Development Board (SELACO WDB)***

Mark Dameron		
Name	Signature	Date

***SELACO WDB Policy Board of Elected Officials***

Jeff Wood		
Name	Signature	Date

***Norwalk Housing Authority***

Jesus M. Gomez		
Name	Signature	Date

Theresa Devoy		
Name	Signature	Date

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Roxanne Diaz		
Name	Signature	Date

**Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding**

**One-Stop System Services**

WIOA establishes two levels of employment and training services for adults and dislocated workers: career services and training services. Following is general information on WIOA career, training and business services to guide the SELACO WDB AJCC system in the delivery of these services.

**Career Services:** Career services for adults and dislocated workers are available at both local AJCCs. U.S. DOL has identified three types of career services:

- Basic career services;
- Individualized career services; and
- Follow-up services

**Basic Career Services:** Basic career services must be made available and, at a minimum, must include the following services:

- Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs;
- Outreach, intake (including worker profiling), and orientation to information and other services available through the local workforce system;
- Initial assessment of skills levels, including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and support service needs;
- Labor exchange services, including:
  - job search and placement assistance, and, when needed by an individual, career counseling, including the provision of information on nontraditional employment and in-demand industry sectors and occupations; and
  - appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services not traditionally offered through the local workforce system;
- Provision of referrals to and coordination of activities with other programs and services, including programs and services within the local workforce system and, when appropriate, other workforce development programs;
- Provision of workforce and labor market employment statistics information, including information relating to local, regional, and national labor market areas;
- Provision of performance information and program cost information on eligible providers of training services by program and provider type;
- Provision of information, in usable and understandable formats and languages,

about how the Board is performing on local performance accountability measures, as well as any additional performance information relating to the local workforce system;

- Provision of information, in usable and understandable formats and languages, relating to the availability of support services or assistance, and appropriate referrals to those services and assistance;
- Provision of information and assistance regarding filing claims for unemployment compensation, by which the Board must provide assistance to individuals seeking such assistance.
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

Individualized Career Services: Individualized career services must be made available if determined to be appropriate in order for an individual to obtain or retain employment. These include the following services:

- Comprehensive and specialized assessments of the skills levels and service needs of adults and dislocated workers; Section 134(c)(2) and (c)(3) list the required local employment and training activities. To satisfy some of these requirements, the use of assessments is necessary. To avoid duplication of services, WIOA allows the use of previous assessments from another education or training program. The previous assessments must be determined to be appropriate by AJCC representatives and must have been completed within the previous six months
- Development of an individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including information regarding eligible training providers;
- Group counseling;
- Individual counseling;
- Career planning;
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training;
- Internships and work experience that are linked to careers;
- Workforce preparation activities;
- Financial literacy services as described in WIOA §129(b)(2)(0);
- Out-of-area job search and relocation assistance; and
- English language acquisition and integrated education and training programs.

Follow-up Services: These services must be made available, as appropriate (including counseling regarding the workplace) for participants in adult or dislocated worker activities that are placed in unsubsidized employment for a minimum of 12 months after the first day of employment.



**Training Services:** WIOA is designed to increase participant access to training services. Training services are provided to equip individuals to enter the workforce and retain employment. Examples of training services include:

- Occupational skills training, including training for nontraditional employment;
- On-the-job training (OJT), including registered apprenticeship;
- Incumbent worker training in accordance with WIOA §134(d)(4);
- Workplace training and cooperative education programs;
- Private sector training programs;
- Skills upgrading and retraining;
- Entrepreneurial training;
- Transitional jobs in accordance with WIOA §134(d)(5);
- Job readiness training provided in combination with other training described above;
- Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, in combination with training; and
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

WIOA clarifies that there is no sequence of service requirement in order to receive training. However, DOL has indicated that, at minimum, to be eligible for training, an individual must receive an interview, evaluation, or assessment and career planning or any other method through which the one-stop operator/partner can obtain enough information to make an eligibility determination for training services. Where appropriate, a recent interview, evaluation, or assessment may be used for the assessment purpose.

**Business Services:** SELACO WDB's AJCCs are part of a business-focused system. Examples of system services to serve business customers include:

- Customized screening and referral of qualified participants in training services to employers
- Customized employment-related services to employers, employer associations, or similar organizations on a fee-for-service basis that are in addition to labor exchange services available to employers under the Wagner-Peyser Act
- Work-based learning activities, including incumbent worker training, Registered Apprenticeship, transitional jobs, on-the-job training, and customized training.
- Activities to provide business services and strategies that meet the workforce investment needs of employers, as determined by the Board and consistent with the local plan.

**Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding**

**Norwalk Housing Authority - Shared System Services**

The Norwalk Housing Authority administers the Section 8 Housing Choice Voucher Program and Family Self Sufficiency Program. The Section 8 Housing Choice Voucher program provides rental assistance to very low income families in Norwalk. The Family Self Sufficiency Program assists voucher participants with becoming economically self-reliant and works with community partners to assist the consumers it serves.

SELACO WDB has adopted an Integrated Service Delivery (ISD) model that supports the objectives of the MOU. With the implementation of WIOA, Title II partners will generally support and/or deliver the activities listed in Attachment E, "AJCC Required Regional Partners: Roles of Providers of Career Services."

The following information summarizes Norwalk Housing Authority's role within the AJCC system:

- Sharing System Design and Access
- Sharing System Services
- Sharing Customers

**Sharing System Design and Access**

With regard to system design and access, the Norwalk Housing Authority and SELACO WDB agreed to use of the following terms to characterize the participation of Norwalk Housing Authority within the local AJCC system:

- "Bricks": Achieved through co-location; (not applicable)
- "Clicks: Providing direct linkages through use of various technology applications (applicable); and
- "Connect:" Cross training partner program staff to increase system capacity (applicable).

The Norwalk Housing Authority will be present and participate in the system through "Clicks" and "Connect".

The Norwalk Housing Authority will "connect" with AJCC partners by participating in the cross-training of staff, that will provide both the AJCC staff and Norwalk Housing Authority staff significant information on the services provided by the partners and enable them to properly refer and connect participants to each other's' services.

The Norwalk Housing Authority will have direct access to the AJCC via “Clicks” with an electronic referral system that will utilize MS 365 Bookings as the platform.

## **Sharing System Services**

Norwalk Housing Authority’s role in the coordinated delivery of AJCC services will include the following services and participation.

### **1. Outreach**

To broaden community awareness and utilization of the one-stop career center system, adult education programs and the programs and services of other AJCC partners, SELACO WDB and Norwalk Housing Authority have agreed initially to create links among their websites, thereby providing those seeking information about jobs or training access to many sources at once.

### **2. Intake**

As a system partner, Norwalk Housing Authority acknowledges that CalJOBS is the state-recognized system for intake, registration and enrollment into AJCC services. SELACO WDB and Norwalk Housing Authority have agreed to provide cross-training in CalJOBS and educational intake/registration processes and systems, including those used for adult basic career services. Training of Norwalk Housing Authority staff will allow for immediate access of information on all Norwalk Housing Authority customers co-enrolled into the AJCC WIOA services.

### **3. Orientation**

SELACO WDB and Norwalk Housing Authority have agreed to explore the possibilities of providing cross-training to ensure that AJCC partner staff is knowledgeable of and promotes one another’s programs and services.

### **4. Initial Assessment**

SELACO WDB and Norwalk Housing Authority have agreed to share initial/basis assessment results (to the extent permissible without infringing upon client confidentiality) and to make information available to other AJCC partners as needed and when allowable.

### **5. Use of Logo**

The Norwalk Housing Authority agrees to allow the use of its logo in AJCC promotional materials, including the planned orientation video.

## **Sharing Customers**

SELACO WDB and the Norwalk Housing Authority have reached an agreement to utilize the MS 365 Bookings Application/Portal for making customer referrals. The Norwalk Housing Authority and the SELACO WDB per this MOU will continue an electronic referral process. Parties to this MOU will follow a referral process where the Norwalk Housing Authority refers to the AJCC through a shared online calendar hosted by MS 365. Through the MS 365 Bookings Portal, Norwalk Housing staff will be granted access to the calendar titled Norwalk Housing Booking Calendar, which will have AJCC intake and orientation time slots reserved for Norwalk Housing customers. Norwalk Housing Authority staff will create an appointment for an AJCC orientation and intake appointment for their customers directly on the Norwalk Housing Bookings calendar per the availability on the calendar. When making the appointment, they will identify customers to AJCC staff as Norwalk Housing Authority participants. When a referred customer enrolls at the AJCC, center staff will document the outcome and workforce activities on the CalJOBS system.. The "Bookings" referral process allows for referrals to and from the AJCC with the Norwalk Housing Authority.

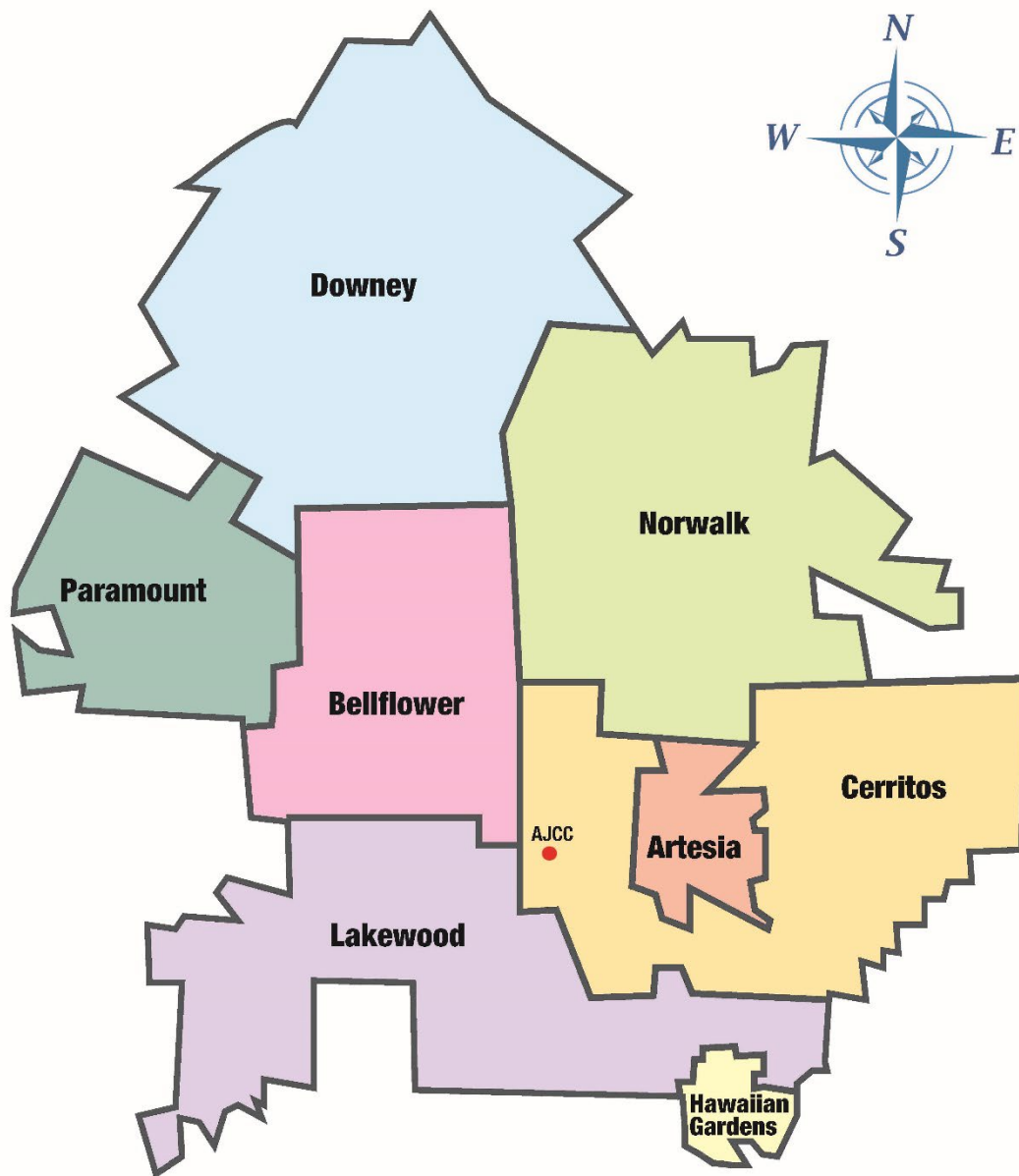
**Workforce Innovation and Opportunity Act  
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**Cost Sharing Agreement**

As indicated in Section 7 of the MOU, as the Norwalk Housing Authority receives no WIOA funding, this MOU is non-financial in nature, and binds no party or partner to financial obligations to any other.

**Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding**

**One-Stop System Map**



**Southeast Los Angeles County Workforce Development Board  
America's Job Center of California (AJCC)**

Serving the following eight cities:

Artesia, Bellflower, Cerritos, Downey, Hawaiian Gardens, Lakewood, Norwalk and Paramount





Workforce Innovation and Opportunity Act  
 One-Stop Delivery System Memorandum of Understanding

AJCC Required Regional Partners:  
Roles of Providers of Career Services System

	WIOA Title I Adult	WIOA Title I DW	WIOA Title I Youth	WIOA Title II Adult PAACE/PARAMOUNT ADULT SCHOOL	WIOA Title III Wagner Peyser	WIOA Title IV DOR	WIOA Title V Older Americans	Carl Perkins Career Technical Education	Native American Programs	Veterans	Youth Build	Trade Adjustment Assistance	Housing	UI	TANF/ CalWORKS
Assess skills and needs; Eligibility; Intake; Orientation	X	X	X	X	X	X	X	X	X	X	X	X	X		X
Assist w/ Tuition/Fees	X	X	X					X			X		X		
Develop Curriculum/ Programs	X	X	X	X		X		X	X		X		X		X
Deliver	X	X	X	X		X		X	X		X				X



<b>Provide Labor Market Information</b>	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
<b>Provide Supportive Services</b>	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
<b>Provide Work-Based Learning Opportunities</b>	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
<b>Recruit &amp; make Referrals</b>	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

**Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding  
between  
Southeast Los Angeles County Workforce Development Board  
and  
Paramount Adult School**

**1. Purpose**

Pursuant to the federal Workforce Innovation and Opportunity Act (PL 113-128), this Memorandum of Understanding (MOU) is entered into between the Workforce Development Corporation of Southeast Los Angeles County, Inc. (dba Southeast Los Angeles County Workforce Development Board) and Paramount Adult School.

WIOA requires that an MOU be developed and executed between the Local Board and the America's Job Center of California<sup>SM</sup> (AJCC) partners to establish an agreement concerning the operations of the AJCC delivery system. The purpose of the MOU is to establish a cooperative working relationship between the parties and to define their respective roles and responsibilities in achieving policy and program objectives. The MOU also serves to establish the framework for providing services to businesses, employed individuals, job seekers and others needing workforce services.

**2. California's Vision for the One-Stop System**

California's one-stop delivery system, represented by the AJCCs, is locally-driven. It develops partnerships and provides programs and services to achieve three main policy objectives established by the California Workforce Development Strategic Plan, including the following:

- Foster demand-driven skills attainment
- Enable upward mobility for all Californians
- Align, coordinate and integrate programs and services

These objectives will be accomplished by ensuring access to high-quality AJCCs that provide the full range of services available in the community for all customers, who are:

- Looking to find a job;
- Building basic educational or occupational skills;
- Earning a postsecondary certificate or degree;
- Obtaining guidance on how to make career choices; or
- Seeking to identify and hire skilled workers.

**3. Local/Regional Vision Statement, Mission Statement, Principles and Goals**

Congress and the U.S. Department of Labor (DOL) envision three hallmarks of excellence, for the nation's workforce development delivery system under WIOA:

- The needs of businesses and workers drive workforce solutions and local boards are accountable to communities in which they are located;
- One-stop centers (the AJCCs) provide excellent customer service to jobseekers and employers and focus on continuous improvement; and
- The workforce system supports strong regional economies and plays an active role in community and workforce development.

To support these objectives, the SELACO WDB has established a service delivery system in cooperation with organizations operating WIOA-mandated AJCC partner programs, along with a wide range of other community stakeholders. The system is guided by the following vision, mission, principles and goals:

***Vision:*** SELACO WDB’s vision for meeting workforce development challenges within Southeast Los Angeles County is one centered on collaboration to address a wide range of stakeholders’ interests, including those of business, labor, education, social services, philanthropy and community organizations. Bringing this vision to fruition requires that stakeholders work together to address the skills development and training needs of priority sectors, while at the same time ensuring that workers have access to career pathway services and training to meet those needs.

***Mission:*** SELACO WDB’s mission is two-fold. Our AJCC system supports the needs of job seekers for career services and training, while providing services to promote the success of local businesses.

***Principles:*** Our local AJCCs strive to meet the WIOA vision for an effective one-stop system, which is one that is designed to increase access to and opportunities for the employment, education, training, and support services that individuals need to succeed in the labor market, particularly those with barriers to employment. It aligns workforce development, education, and economic development programs with regional economic development strategies to meet the needs of local and regional employers, and provides a comprehensive, accessible and high-quality workforce development system. SELACO WDB’s AJCC partners are committed to developing and maintaining a one-stop system that is:

**Quality-Focused:** Supporting the content and approaches used to deliver all services the system has to offer is a commitment to ensuring that each service adds value to the achievement of goals and objectives by job seekers and businesses using the AJCCs.

**Business-Driven:** Local companies’ talent and skill needs dictate the content, scope, and intensity of services the SELACO WDB’s one-stop system offers. The system is driven to respond to the needs of business by sourcing, training and delivering qualified candidates.

**Customer-Centered:** Leveraging a wide range of strategies within an integrated service delivery environment, the local AJCCs are intensively focused on evaluating and

responding to the needs, preferences, desires and circumstances of all customers using the system.

Meets the Unique Needs of the Regional Economy: The SELACO WDB represents a unique sub-region of Los Angeles County – one that sits at the cross roads of various transportation corridors and on the border California’s two largest counties. Some of the State’s fastest growing and most dynamic industries are inside or within a reasonable commuting distance of SELACO WDB’s borders. The AJCCs are actively involved in working with businesses in priority sectors to ensure the system remains responsive to their needs.

**System Goals:** Broadly, the goals of the Board reflect those espoused by DOL, which commit the one-stop system to:

- Provide job seekers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages;
- Provide access and opportunities to all job seekers, including individuals with barriers to employment, such as individuals with disabilities, to prepare for, obtain, retain, and advance in high-quality jobs and high-demand careers;
- Enable businesses and employers to easily identify and hire skilled workers and access other supports, including education and training for their current workforce;
- Participate in rigorous evaluations that support continuous improvement of one-stop centers by identifying which strategies work better for different populations; and
- Ensure that high-quality integrated data inform decisions made by policy makers, employers, and job seekers.

Specific goals supporting one-stop system effectiveness that are part of SELACO WDB’s current Local Area Strategic Plan include the following:

- Successfully implement national models to build strong career pathway programs.
- Use the Sector Partnerships as the vehicle for the identification of career pathways and the development, re-tooling and alignment of courses/curricula to meet business needs.
- Working with partners, increase the numbers of workers who are able to access and take advantage of skills training geared to employment in priority sectors and other promising industries.
- Explore alternative basic education models to reduce the time spent in this activity by some learners.
- Refine existing approaches to rapid response and business services so that they are fully transformed into proactive business retention and layoff aversion programs.
- Expand the use of work-based learning models to create additional skills development and employment opportunities for all workers and align work-based learning strategies with career pathway strategies.

- Continue to build strong linkages to registered apprenticeship programs and fully integrate these programs in the one-stop and WIA Youth Program delivery systems.

Support from Paramount Adult School and all other AJCC partners is critical to the system's ability to achieve these goals.

#### **4. Parties**

The parties to this MOU are:

***Southeast Los Angeles County Workforce Development Board***

10900 East 183rd Street, Suite 392, Cerritos, CA 90703  
(562) 402-9336

***Paramount Adult School***

14507 Paramount Blvd., Paramount, CA 90723  
(562) 602-8080

#### **5. One-Stop System and Services**

The one-stop system overseen by the SELACO WDB includes the following full service AJCCs:

Cerritos AJCC  
10900 East 183rd St, Suite 350 Cerritos, CA 90703

**Attachment A** to this MOU provides a summary of the basic career services, individualized career services, follow-up services, training services and businesses services provided by the system.

**Attachment B** summarizes the specific shared services provided by Paramount Adult School in partnership with the SELACO WDB and the full range of AJCC partners.

#### **6. Responsibility of AJCC Partners**

To promote the development and sustainability of a quality-focused system capable of meeting the full range of needs of its customers, Paramount Adult School agrees to participate with SELACO WDB and other partners in joint planning, plan development, and system improvement activities to accomplish the following:

- Continuous partnership building.
- Continuous planning in response to state and federal requirements.
- Responsiveness to local and economic conditions, including employer needs.
- Adherence to common data collection and reporting needs.

In addition, Paramount Adult School agrees to:

- Make its applicable service(s) available to customers through the one-stop delivery system.
- Participate in the operation of the one-stop system, consistent with the terms of the MOU and requirements of authorized laws.
- Participate in capacity building and staff development activities in order to ensure that all partners and staff are adequately cross-trained.
- Participate as an active member of the SELACO WDB's System Management Team.

## **7. Funding of Services and Operating Costs**

By June 30, 2022, Paramount Adult School agrees to negotiate and implement a cost sharing plan, which will constitute Attachment C to this MOU. In accordance with this plan, Paramount Adult School and all relevant parties to this MOU will agree to share in the operating costs of the AJCC system, either in cash or through in-kind services. The cost of services, operating costs, and infrastructure costs of the system will be funded by all AJCC partners through a separately negotiated cost sharing agreement based on an agreed upon formula or plan.

Paramount Adult School will ensure that the shared costs are supported by accurate data, the shared costs are consistently applied over time, and the methodology used in determining the shared costs are reflected in a separate Cost Sharing Agreement that will be attached to this MOU.

Paramount Adult School will ensure that shared costs are reconciled and updated annually, according to State policy.

## **8. Methods for Referring Customers**

All AJCC system partners agree to support and mutually implement processes for the referral of customers to services not provided on-site.

Paramount Adult School and system partners are committed to ensuring that intake and referral processes are customer-centered and provided by staff trained in effective customer service techniques. Partners will ensure that general information regarding AJCC programs, services, activities and resources are made available to all customers as appropriate. Customer referrals will be made through a variety of approaches, including verbally, via electronic media, and by way of traditional correspondence. Through cross training of AJCC staff and use of real-time technology, Paramount Adult School agrees to provide other AJCC partner staff access to meaningful information on services needed by customers.



Attachment B provides a summary of how Paramount Adult School will support shared service delivery, including referrals of customers.

## **9. Access for Individuals with Barriers to Employment**

Along with other partners, Paramount Adult School agrees to ensure access for individuals with barriers to employment. Under WIOA, the term “individual with a barrier to employment” means a member of 1 or more of the following populations:

- A. Displaced homemakers
- B. Low-income individuals
- C. Indians, Alaska Natives, and Native Hawaiians
- D. Individuals with disabilities, including youth who are individuals with disabilities
- E. Older individuals
- F. Ex-offenders
- G. Homeless individuals or homeless children and youths
- H. Youth who are in or have aged out of the foster care system
- I. Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers
- J. Eligible migrant and seasonal farm workers
- K. Individuals within 2 years of exhausting lifetime eligibility (for TANF)
- L. Single parents (including single pregnant women)
- M. Long-term unemployed individuals
- N. Such other groups as the Governor involved determines to have barriers to employment

As part of the AJCC system, Paramount Adult School commits to offer priority for services to recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient when providing individualized career services and training services with WIOA adult funds. Furthermore, Paramount Adult School will ensure its policies, procedures, programs, and services are in compliance with the *Americans with Disabilities Act of 1990* and its amendments, in order to provide equal access to all customers with disabilities.

## **10. Shared Technology and System Security**

WIOA emphasizes technology as a critical tool for making all aspects of information exchange possible, including, but not limited to, client tracking, common case management, reporting, and data collection.

To support the use of technology, Paramount Adult School agrees to:

- Comply with the applicable provisions of WIOA, Welfare and Institutions Code, California Education Code, Rehabilitation Act, and any other appropriate statutes or requirements.

- Adhere to the principles of common reporting and shared information through electronic mechanisms, including shared technology.
- Commit to share information to the greatest extent allowable under its governing legislation and confidentiality requirements.
- Maintain all records of the AJCC customers or partners (e.g. applications, eligibility and referral records, or any other individual records related to services provided under this MOU) in the strictest confidence, and use them solely for purposes directly related to such services.
- Develop technological enhancements that allow interfaces of common information needs, as appropriate.
- Acknowledge that system security provisions shall be agreed upon by all partners.

## **11. Confidentiality**

Paramount Adult School agrees to comply with the provisions of WIOA as well as the applicable sections of the Welfare and Institutions Code, the California Education Code, the Rehabilitation Act, and any other appropriate statute or requirement to assure the following:

- All applications and individual records related to services provided under this MOU, including eligibility for services and enrollment and referral, shall be confidential and shall not be open to examination for any purpose not directly connected with the delivery of such services.
- No person will publish, disclose use, or permit, cause to be published, disclosed or used, any confidential information pertaining to AJCC applicants, participants, or customers overall unless a specific release is voluntarily signed by the participant or customer.
- The AJCC partner agrees to abide by the current confidentiality provisions of the respective statutes to which AJCC operators and other AJCC partners must adhere, and shall share information necessary for the administration of the program, as allowed under law and regulation. The AJCC partner, therefore, agrees to share client information necessary for the provision of services such as assessment, universal intake, program or training referral, job development or placement activities, and other services as needed for employment or program support purposes.
- Client information shall be shared solely for the purpose of enrollment, referral or provision of services. In carrying out their respective responsibilities, each party shall respect and abide by the confidentiality policies of the other parties.

## **12. Non-Discrimination and Equal Opportunity**

Paramount Adult School shall not unlawfully discriminate, harass or allow harassment against any employee, applicant for employment or AJCC applicant due to gender, race, color, ancestry, religion, national origin, veteran status, physical disability, mental disability, medical condition(s), age, sexual orientation or marital status. The AJCC partner agrees to comply with the provisions of the Fair Employment and Housing Act

(Government Code Section 12990) and related, applicable regulations.

The AJCC partner will assure compliance with the Americans with Disabilities Act of 1990 and its amendments, which prohibits discrimination on the basis of disability, as well as other applicable regulations and guidelines issued pursuant to the Americans with Disabilities Act.

### **13. Grievances and Complaints Procedure**

Paramount Adult School agrees to establish and maintain procedures for grievance and complaints as outlined in WIOA. The process for handling grievances and complaints is applicable to customers and partners. These procedures will allow customers or entities filing the complaint to exhaust every administrative level in receiving a fair and complete hearing and resolution of their grievance. Paramount Adult School further agrees to communicate openly and directly to resolve any problems or disputes related to the provision of services in a cooperative manner and at the lowest level of intervention possible.

### **14. American's with Disabilities Act and Amendments Compliance**

Paramount Adult School agrees to ensure that its policies and procedures, as well as the programs and services provided at the AJCC, are in compliance with the Americans with Disabilities Act and its amendments. Additionally, Paramount Adult School agrees to fully comply with the provisions of WIOA, Title VII of the Civil Rights Act of 1964, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972, 29 CFR Part 37 and all other regulations implementing the aforementioned laws.

### **15. Effective Dates and Term of MOU**

This MOU shall be binding upon each party hereto upon execution by such party. The term of this MOU shall be three years, commencing on 7/1/2022, and expiring on 6/30/2025. The MOU will be reviewed every three years or more frequently to identify any substantial changes that have occurred.

### **16. Modifications and Revisions**

This MOU constitutes the entire agreement between the parties and no oral understanding not incorporated herein shall be binding on any of the parties hereto. This MOU may be modified, altered, or revised, as necessary, by mutual consent of the parties, by the issuance of a written amendment, signed and dated by the parties.

### **17. Termination**

The parties understand that implementation of the AJCC system is dependent on the good faith effort of every partner to work together to improve services to the community. The parties also agree that this is a project where different ways of working together and

providing services are being tested and evaluated. In the event that it becomes necessary for one or more parties to cease being a part of this this MOU, said entity shall notify the other parties, in writing, 30 days in advance of that intention.

## **18. Administrative and Operations Management Sections**

To support the effective administration and operation of the AJCC system, the parties agree to the following:

### **License for Use**

During the term of this MOU, all parties shall have a license to use all space of the AJCCs for the sole purpose of conducting acceptable AJCC services as outlined herein.

### **Supervision/Day to Day Operations**

The day-to-day supervision of staff assigned to the AJCCs will be the responsibility of the site supervisor(s). The employer of staff assigned to the AJCCs will continue to set the priorities of its staff. Any change in work assignments or any problems at the worksite will be handled by the site supervisor(s) and the management of the staff's employer.

The office hours for the staff at the AJCCs will be established by the site supervisor(s) and the staff's employer. All staff members assigned to the AJCC will comply with the holiday schedule of their employer and will provide a copy of their holiday schedule to the operator and host agency at the beginning of each fiscal year.

Disciplinary actions may result in removal of co-located staff from the AJCCs and each party will take appropriate action.

Each party shall be solely liable and responsible for providing to, or on behalf of, its employee(s), all legally-required employee benefits. In addition, each party shall be solely responsible for and hold all other parties harmless from all matters relating to payment of each party's employee(s), including compliance with social security withholding, workers' compensation, and all other regulations governing such matters.

### **Dispute Resolution**

The parties agree to attempt to resolve policy or practice disputes at the lowest level possible, starting with the site supervisor(s) and staff. If issues cannot be resolved at this level, they shall be referred to the management of the staff's employer and the operator for discussion and resolution.

### **Press Releases and Communications**

All parties shall be included when communicating with the press, television, radio or any other form of media regarding its duties or performance under this MOU. Participation of

each party in press/media presentations will be determined by each party's public relations policies. Unless otherwise directed by the other parties, in all communications, each party shall make specific reference to all other parties.

The parties agree to utilize the AJCC logo developed by the State of California and the Local Board on buildings and other items identified for AJCC usage. Such items include letterhead, envelopes, business cards, any written correspondence and fax transmittals.

### **Hold Harmless/Indemnification/Liability**

In accordance with provisions of Section 895.4 of the California Government Code, each party hereby agrees to indemnify, defend and hold harmless all other parties identified in this MOU from and against any and all claims, demands, damages and costs arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. In addition, except for Departments of the State of California which cannot provide for indemnification of court costs and attorney's fees under the indemnification policy of the State of California, all other parties to this MOU agree to indemnify, defend and hold harmless each other from and against all court costs and attorney's fees arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. It is understood and agreed that all indemnity provided herein shall survive the termination of this MOU.

### **19. Attachments**

The following attachments are included in this MOU:

Attachment A: One-Stop System Services

Attachment B: Paramount Adult School – Shared System Services

Attachment C: Cost Sharing Agreement

Attachment D: One-Stop System Map

Attachment E: WIOA AJCC Required Regional Partners: Roles of Providers per WIOA

**20. Authority and Signatures**

The individuals signing below have the authority to commit the party they represent to the terms of this MOU and do so commit by signing:

***Southeast Los Angeles County Workforce Development Board (SELACO WDB)***

Mark Dameron		
Name	Signature	Date

***SELACO WDB Policy Board of Elected Officials***

Jeff Wood		
Name	Signature	Date

***Paramount Adult School***

Patricia Tu		
Name	Signature	Date

**Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding**

**One-Stop System Services**

WIOA establishes two levels of employment and training services for adults and dislocated workers: career services and training services. Following is general information on WIOA career, training and business services to guide the SELACO WDB AJCC system in the delivery of these services.

**Career Services:** Career services for adults and dislocated workers are available at both local AJCCs. U.S. DOL has identified three types of career services:

- Basic career services;
- Individualized career services; and
- Follow-up services

**Basic Career Services:** Basic career services must be made available and, at a minimum, must include the following services:

- Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs;
- Outreach, intake (including worker profiling), and orientation to information and other services available through the local workforce system;
- Initial assessment of skills levels, including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and support service needs;
- Labor exchange services, including:
  - job search and placement assistance, and, when needed by an individual, career counseling, including the provision of information on nontraditional employment and in-demand industry sectors and occupations; and
  - appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services not traditionally offered through the local workforce system;
- Provision of referrals to and coordination of activities with other programs and services, including programs and services within the local workforce system and, when appropriate, other workforce development programs;
- Provision of workforce and labor market employment statistics information, including information relating to local, regional, and national labor market areas;
- Provision of performance information and program cost information on eligible providers of training services by program and provider type;
- Provision of information, in usable and understandable formats and languages, about how the Board is performing on local performance accountability measures,

as well as any additional performance information relating to the local workforce system;

- Provision of information, in usable and understandable formats and languages, relating to the availability of support services or assistance, and appropriate referrals to those services and assistance;
- Provision of information and assistance regarding filing claims for unemployment compensation, by which the Board must provide assistance to individuals seeking such assistance.
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

**Individualized Career Services:** Individualized career services must be made available if determined to be appropriate in order for an individual to obtain or retain employment. These include the following services:

- Comprehensive and specialized assessments of the skills levels and service needs of adults and dislocated workers; Section 134(c)(2) and (c)(3) list the required local employment and training activities. To satisfy some of these requirements, the use of assessments is necessary. To avoid duplication of services, WIOA allows the use of previous assessments from another education or training program. The previous assessments must be determined to be appropriate by AJCC representatives and must have been completed within the previous six months
- Development of an individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including information regarding eligible training providers;
- Group counseling;
- Individual counseling;
- Career planning;
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training;
- Internships and work experience that are linked to careers;
- Workforce preparation activities;
- Financial literacy services as described in WIOA §129(b)(2)(D);
- Out-of-area job search and relocation assistance; and
- English language acquisition and integrated education and training programs.

**Follow-up Services:** These services must be made available, as appropriate (including counseling regarding the workplace) for participants in adult or dislocated worker activities that are placed in unsubsidized employment for a minimum of 12 months after the first day of employment.

**Training Services:** WIOA is designed to increase participant access to training services.



Training services are provided to equip individuals to enter the workforce and retain employment. Examples of training services include:

- Occupational skills training, including training for nontraditional employment;
- On-the-job training (OJT), including registered apprenticeship;
- Incumbent worker training in accordance with WIOA §134(d)(4);
- Workplace training and cooperative education programs;
- Private sector training programs;
- Skills upgrading and retraining;
- Entrepreneurial training;
- Transitional jobs in accordance with WIOA §134(d)(5);
- Job readiness training provided in combination with other training described above;
- Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, in combination with training; and
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

WIOA clarifies that there is no sequence of service requirement in order to receive training. However, DOL has indicated that, at minimum, to be eligible for training, an individual must receive an interview, evaluation, or assessment and career planning or any other method through which the one-stop operator/partner can obtain enough information to make an eligibility determination for training services. Where appropriate, a recent interview, evaluation, or assessment may be used for the assessment purpose.

**Business Services:** SELACO WDB's AJCCs are part of a business-focused system. Examples of system services to serve business customers include:

- Customized screening and referral of qualified participants in training services to employers
- Customized employment-related services to employers, employer associations, or similar organizations on a fee-for-service basis that are in addition to labor exchange services available to employers under the Wagner-Peyser Act
- Work-based learning activities, including incumbent worker training, Registered Apprenticeship, transitional jobs, on-the-job training, and customized training.
- Activities to provide business services and strategies that meet the workforce investment needs of employers, as determined by the Board and consistent with the local plan.

**Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding**

**Paramount Adult School - Shared System Services**

The Paramount Adult School (PAS) is in a diverse urban community that strongly believes in providing all students with a quality educational program and is dedicated to individuals' academic, personal, and social growth within a student-centered environment. PARAMOUNT ADULT SCHOOL offers classes in four program areas: Adult Basic Education (ABE), Adult Secondary Education (ASE), including High School Diploma and High School Equivalency (HSE), Career Technical Education (CTE), and English as a Second Language (ESL) /Citizenship. In 2017, PARAMOUNT ADULT SCHOOL added an Integrated English Training (IET) program in Information Technology to provide access and support the ELA Learner. To meet the goal of increasing career pathways, PARAMOUNT ADULT SCHOOL has created two new CTE programs: Phlebotomy and Cosmetology. Classes are available weekday mornings, afternoons, and evenings.

SELACO WDB has adopted an Integrated Service Delivery (ISD) model that supports the objectives of the MOU. With the implementation of WIOA, Title II partners will generally support and/or deliver the activities listed in Attachment E, "AJCC Required Regional Partners: Roles of Providers of Career Services."

The following information summarizes Paramount Adult School's role within the AJCC system:

- Sharing System Design and Access
- Sharing System Services
- Sharing Customers

**Sharing System Design and Access**

With regard to system design and access, Paramount Adult School and SELACO WDB agreed to use of the following terms to characterize the participation of Paramount Adult School within the local AJCC system:

- "Bricks:" Achieved through co-location:
- "Clicks: Providing direct linkages through use of various technology applications; and
- "Connect:" Cross training partner program staff to increase system capacity.

Paramount Adult School will be present and participate in the system through "Clicks" and "Connect". "Clicks" participation will support the active training of Paramount Adult School staff in the

active use of CalJOBS system, which functions as the technology centerpiece and information sharing hub for the AJCC partners and its key customers.

Paramount Adult School will "connect" with AJCC partners by providing training on the process of direct referral.

## **Sharing System Services**

Paramount Adult School's role in the coordinated delivery of AJCC services will include the following services and participation.

### **1. Outreach**

To broaden community awareness and utilization of the one-stop career center system, adult education programs and the programs and services of other AJCC partners, SELACO WDB and Paramount Adult School have agreed initially to create links among their websites, thereby providing those seeking information about jobs or training access to many sources at once. In addition, Paramount Adult School has agreed to explore opportunities for unified messaging through the development of a welcome video that will promote the partnership.

### **2. Intake**

As a system partner, Paramount Adult School acknowledges that CalJOBS is the state-recognized system for intake, registration and enrollment into AJCC services. SELACO WDB and Paramount Adult School have agreed to provide cross-training in CalJOBS and educational intake/registration processes and systems, including those used for adult basic career services.

### **3. Orientation**

SELACO WDB and Paramount Adult School have agreed to provide cross training to ensure that AJCC partner staff is knowledgeable of and promotes one another's programs and services. In addition, there is agreement to develop: common marketing messages and materials that will promote the system, including all partners: a common orientation video that describes programs/services available: primary points of access and points of contact at each site operated by the partners; and a training protocol/system that will educate partners about each other's orientation and enrollment processes.

### **4. Initial Assessment**

SELACO WDB and Paramount Adult School have agreed to share initial/basic assessment results (to the extent permissible without infringing upon client confidentiality) and to make the information available to other AJCC partners as needed and when allowable.

## **5. Use of Logo**

Paramount Adult School agrees to allow the use of its logo in AJCC promotional materials, including the planned orientation video.

## **Sharing Customers**

SELACO WDB and Paramount Adult School have reached an agreement to utilize the “CalJOBS On-Ramp Referral Process” for making customer referrals. The Paramount Adult School and SELACO per this MOU will continue an electronic referral process and implementation of consent forms. The parties to this MOU will follow a referral process where Paramount Adult School refers to the AJCC through a shared online calendar hosted by the State’s Labor Exchange System, CalJOBS. Through the SELACO WDB “CalJOBS on-ramp” Paramount Adult School staff will be granted staff access to the CalJOBS system under “Partner Program privileges”. Paramount Adult School Staff will create an appointment for an AJCC orientation and intake appointment for their customers directly on the CalJOBS calendar. When making the appointment, they will identify customers to AJCC staff as Adult School participants. When a referred customer enrolls at the AJCC, center staff will document the outcome and workforce activities on the CalJOBS system. The Paramount Adult School staff through their CalJOBS staff account will have access to information that communicates that the referred individual has registered or enrolled and the services he or she is participating in at the AJCC. The referral process includes a consent and release form signed by the participant. The referral process includes staff clearance through mandated confidentiality agreements, mandated access forms and mandated training. The “CalJOBS On-Ramp Referral Process” allows for referrals to and from the AJCC with on-site and offsite Paramount Adult School staff.

### ***Co-Enrollment:***

Under the Integrated Service Delivery model, it is anticipated that Paramount Adult School and other partner agency staff will be trained in assessing and capable of referring customers for the purpose of co-enrolling customers in all relevant career service programs. At a minimum, all customers will be registered in CalJOBS<sup>SM</sup>, regardless of point of entry.

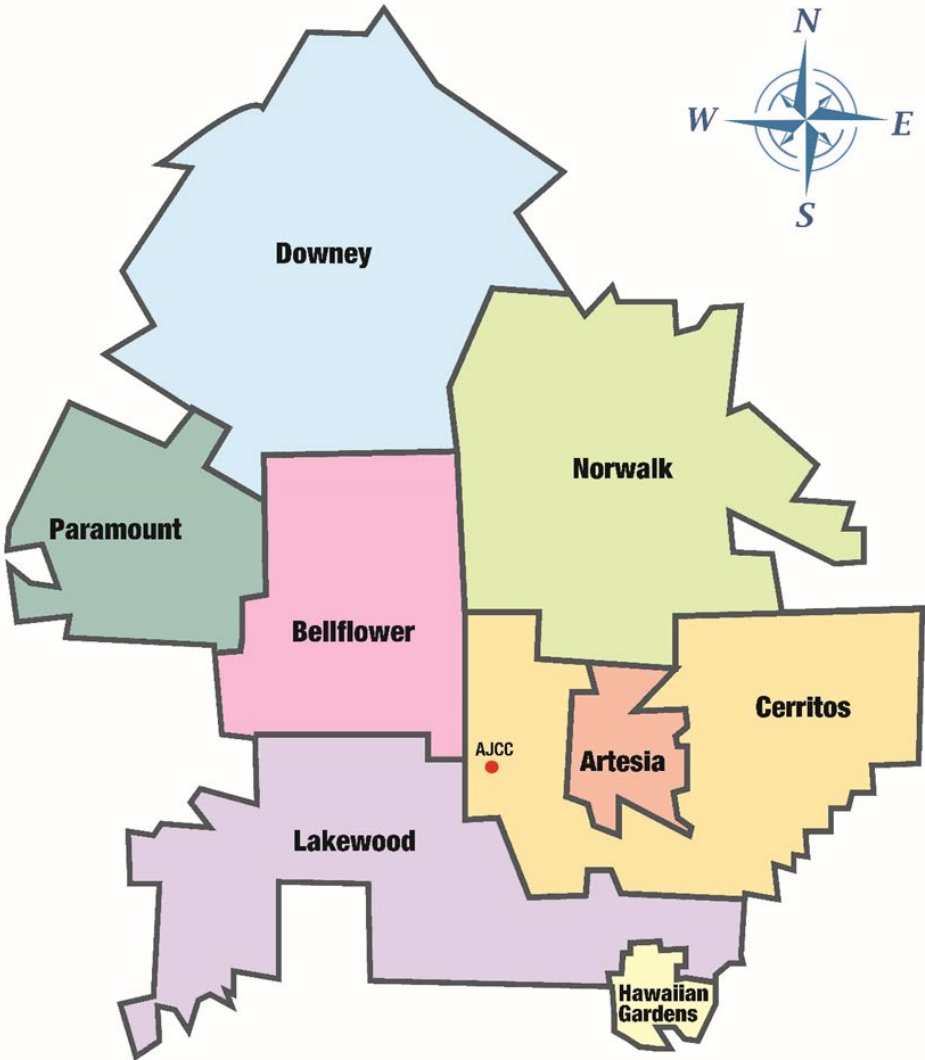
**Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding**

**Cost Sharing Agreement**

As indicated in section 7 of the MOU, the Paramount Adult School agrees to negotiate and implement a cost sharing plan by June 30, 2022.

**Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding**

**One-Stop System**



**Southeast Los Angeles County Workforce Development Board  
America's Job Center of California (AJCC)**

Serving the following eight cities:  
Artesia, Bellflower, Cerritos, Downey, Hawaiian Gardens, Lakewood, Norwalk and Paramount

Workforce Innovation and Opportunity Act  
 One-Stop Delivery System Memorandum of Understanding

AJCC Required Regional Partners:  
Roles of Providers of Career Services System

	WIOA Title I Adult	WIOA Title I DW	WIOA Title I Youth	WIOA Title II Adult PAAACE/PARAMOUNT ADULT SCHOOL	WIOA Title III Wagner Peyser	WIOA Title IV DOR	WIOA Title V Older Americans	Carl Perkins Career Technical Education	Native American Programs	Veterans	Youth Build	Trade Adjustment Assistance	Housing	UI	TANF/ CalWORKS
Assess skills and needs; Eligibility; Intake; Orientation	X	X	X	X	X	X	X	X	X	X	X	X	X		X
Assist w/ Tuition/Fees	X	X	X					X			X		X		
Develop Curriculum/ Programs	X	X	X	X		X		X	X		X		X		X





<b>Information</b>	X	X	
	X		X
	X		X
			X
			X
	X	X	X
			X
			X
			X
			X
	X	X	X
	X	X	X
	X	X	X
	<b>Provide Supportive Services</b>		
	<b>Provide Work-Based Learning Opportunities</b>		
<b>Recruit &amp; make Referrals</b>			

**Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding  
between  
Southeast Los Angeles County Workforce Development Board  
and  
United American Indian Involvement, Inc.**

**1. Purpose**

Pursuant to the federal Workforce Innovation and Opportunity Act (PL 113-128), this Memorandum of Understanding (MOU) is entered into between the Workforce Development Corporation of Southeast Los Angeles County, Inc. (dba Southeast Los Angeles County Workforce Development Board) and United American Indian Involvement, Inc (UAI).

WIOA requires that an MOU be developed and executed between the Local Board and the America's Job Center of California<sup>SM</sup> (AJCC) partners to establish an agreement concerning the operations of the AJCC delivery system. The purpose of the MOU is to establish a cooperative working relationship between the parties and to define their respective roles and responsibilities in achieving policy and program objectives. The MOU also serves to establish the framework for providing services to businesses, employed individuals, job seekers and others needing workforce services.

**2. California's Vision for the One-Stop System**

California's one-stop delivery system, represented by the AJCCs, is locally-driven. It develops partnerships and provides programs and services to achieve three main policy objectives established by the California Workforce Development Strategic Plan, including the following:

- Foster demand-driven skills attainment
- Enable upward mobility for all Californians
- Align, coordinate and integrate programs and services

These objectives will be accomplished by ensuring access to high-quality AJCCs that provide the full range of services available in the community for all customers, who are:

- Looking to find a job;
- Building basic educational or occupational skills;
- Earning a postsecondary certificate or degree;
- Obtaining guidance on how to make career choices; or
- Seeking to identify and hire skilled workers.

### 3. Local/Regional Vision Statement, Mission Statement, Principles and Goals

Congress and the U.S. Department of Labor (DOL) envision three hallmarks of excellence, for the nation's workforce development delivery system under WIOA:

- The needs of businesses and workers drive workforce solutions and local boards are accountable to communities in which they are located;
- One-stop centers (the AJCCs) provide excellent customer service to jobseekers and employers and focus on continuous improvement; and
- The workforce system supports strong regional economies and plays an active role in community and workforce development.

To support these objectives, the SELACO WDB has established a service delivery system in cooperation with organizations operating WIOA-mandated AJCC partner programs, along with a wide range of other community stakeholders. The system is guided by the following vision, mission, principles and goals:

***Vision:*** SELACO WDB's vision for meeting workforce development challenges within Southeast Los Angeles County is one centered on collaboration to address a wide range of stakeholders' interests, including those of business, labor, education, social services, philanthropy and community organizations. Bringing this vision to fruition requires that stakeholders work together to address the skills development and training needs of priority sectors, while at the same time ensuring that workers have access to career pathway services and training to meet those needs.

***Mission:*** SELACO WDB's mission is two-fold. Our AJCC system supports the needs of job seekers for career services and training, while providing services to promote the success of local businesses.

***Principles:*** Our local AJCCs strive to meet the WIOA vision for an effective one-stop system, which is one that is designed to increase access to and opportunities for the employment, education, training, and support services that individuals need to succeed in the labor market, particularly those with barriers to employment. It aligns workforce development, education, and economic development programs with regional economic development strategies to meet the needs of local and regional employers, and provides a comprehensive, accessible and high-quality workforce development system. SELACO WDB's AJCC partners are committed to developing and maintaining a one-stop system that is:

**Quality-Focused:** Supporting the content and approaches used to deliver all services the system has to offer is a commitment to ensuring that each service adds value to the achievement of goals and objectives by job seekers and businesses using the AJCCs.

Business-Driven: Local companies' talent and skill needs dictate the content, scope, and intensity of services the SELACO WDB's one-stop system offers. The system is driven to respond to the needs of business by sourcing, training and delivering qualified candidates.

Customer-Centered: Leveraging a wide range of strategies within an integrated service delivery environment, the local AJCCs are intensively focused on evaluating and responding to the needs, preferences, desires and circumstances of all customers using the system.

Meets the Unique Needs of the Regional Economy: The SELACO WDB represents a unique sub-region of Los Angeles County – one that sits at the cross roads of various transportation corridors and on the border California's two largest counties. Some of the State's fastest growing and most dynamic industries are inside or within a reasonable commuting distance of SELACO WDB's borders. The AJCCs are actively involved in working with businesses in priority sectors to ensure the system remains responsive to their needs.

**System Goals**: Broadly, the goals of the Board reflect those espoused by DOL, which commit the one-stop system to:

- Provide job seekers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages;
- Provide access and opportunities to all job seekers, including individuals with barriers to employment, such as individuals with disabilities, to prepare for, obtain, retain, and advance in high-quality jobs and high-demand careers;
- Enable businesses and employers to easily identify and hire skilled workers and access other supports, including education and training for their current workforce;
- Participate in rigorous evaluations that support continuous improvement of one-stop centers by identifying which strategies work better for different populations; and
- Ensure that high-quality integrated data inform decisions made by policy makers, employers, and job seekers.

Specific goals supporting one-stop system effectiveness that are part of SELACO WDB's current Local Area Strategic Plan include the following:

- Successfully implement national models to build strong career pathway programs.
- Use the Sector Partnerships as the vehicle for the identification of career pathways and the development, re-tooling and alignment of courses/curricula to meet business needs.

- Working with partners, increase the numbers of workers who are able to access and take advantage of skills training geared to employment in priority sectors and other promising industries.
- Explore alternative basic education models to reduce the time spent in this activity by some learners.
- Refine existing approaches to rapid response and business services so that they are fully transformed into proactive business retention and layoff aversion programs.
- Expand the use of work-based learning models to create additional skills development and employment opportunities for all workers and align work-based learning strategies with career pathway strategies.
- Continue to build strong linkages to registered apprenticeship programs and fully integrate these programs in the one-stop and WIA Youth Program delivery systems.

Support from UAll and all other AJCC partners is critical to the system's ability to achieve these goals.

#### **4. Parties**

The parties to this MOU are:

***Southeast Los Angeles County Workforce Development Board***

10900 East 183rd Street, Suite 392, Cerritos, CA 90703  
(562) 402-9336

***United American Indian Involvement, Inc.***

1125 W. 6<sup>th</sup> Street, Suite 350, Los Angeles, CA 90017  
213-202-3970

#### **5. One-Stop System and Services**

The one-stop system overseen by the SELACO WDB includes the following full service AJCCs:

Cerritos AJCC  
10900 East 183rd St, Suite 350 Cerritos, CA 90703

**Attachment A** to this MOU provides a summary of the basic career services, individualized career services, follow-up services, training services and businesses services provided by the system.

**Attachment B** summarizes the specific shared services provided by UAll in partnership

with the SELACO WDB and the full range of AJCC partners.

## **6. Responsibility of AJCC Partners**

To promote the development and sustainability of a quality-focused system capable of meeting the full range of needs of its customers, UAll agrees to participate with SELACO WDB and other partners in joint planning, plan development, and system improvement activities to accomplish the following:

- Continuous partnership building.
- Continuous planning in response to state and federal requirements.
- Responsiveness to local and economic conditions, including employer needs.
- Adherence to common data collection and reporting needs.

In addition, UAll agrees to:

- Make its applicable service(s) available to customers through the one-stop delivery system.
- Participate in the operation of the one-stop system, consistent with the terms of the MOU and requirements of authorized laws.
- Participate in capacity building and staff development activities in order to ensure that all partners and staff are adequately cross-trained.
- Participate as an active member of the SELACO WDB's System Management Team.

## **7. Funding of Services and Operating Costs**

SELACO WDB has negotiated and implemented a cost sharing plan, which will constitute Attachment C to this MOU. In accordance with this plan, with the exception of UAll, all relevant parties to this MOU have agreed to share in the operating costs of the AJCC system, either in cash or through in-kind services. The cost of services, operating costs, and infrastructure costs of the system will be funded by all AJCC partners with the exception of UAll, through a separately negotiated cost sharing agreement based on an agreed upon formula or plan.

Per State mandate, UAll will not be required to negotiate a cost sharing plan.

Although UAll will not contribute to the IFA, as a part of the AJCC partnership, it will ensure that shared costs are reconciled and updated annually, according to State policy.

## **8. Methods for Referring Customers**

All AJCC system partners agree to support and mutually implement processes for the referral of customers to services not provided on-site.

UAll and system partners are committed to ensuring that intake and referral processes are customer-centered and provided by staff trained in effective customer service techniques. Partners will ensure that general information regarding AJCC programs, services, activities and resources are made available to all customers as appropriate. Customer referrals will be made through an electronic process via the CalJOBS System. Through cross training of AJCC staff and use of real-time technology, UAll agrees to provide other AJCC partner staff access to meaningful information on services needed by customers.

Attachment B provides a summary of how UAll will support shared service delivery, including referrals of customers.

## **9. Access for Individuals with Barriers to Employment**

Along with other partners, UAll agrees to ensure access for individuals with barriers to employment. Under WIOA, the term “individual with a barrier to employment” means a member of 1 or more of the following populations:

- A. Displaced homemakers
- B. Low-income individuals
- C. Indians, Alaska Natives, and Native Hawaiians
- D. Individuals with disabilities, including youth who are individuals with disabilities
- E. Older individuals
- F. Ex-offenders
- G. Homeless individuals or homeless children and youths
- H. Youth who are in or have aged out of the foster care system
- I. Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers
- J. Eligible migrant and seasonal farm workers
- K. Individuals within 2 years of exhausting lifetime eligibility (for TANF)
- L. Single parents (including single pregnant women)
- M. Long-term unemployed individuals
- N. Such other groups as the Governor involved determines to have barriers to employment

As part of the AJCC system, UAll commits to offer priority for services to recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient when providing individualized career services and training services with WIOA adult funds. Furthermore, UAll will ensure its policies, procedures, programs, and

services are in compliance with the *Americans with Disabilities Act of 1990* and its amendments, in order to provide equal access to all customers with disabilities.

## **10. Shared Technology and System Security**

WIOA emphasizes technology as a critical tool for making all aspects of information exchange possible, including, but not limited to, client tracking, common case management, reporting, and data collection.

To support the use of technology, UAll agrees to:

- Comply with the applicable provisions of WIOA, Welfare and Institutions Code, California Education Code, Rehabilitation Act, and any other appropriate statutes or requirements.
- Adhere to the principles of common reporting and shared information through electronic mechanisms, including shared technology.
- Commit to share information to the greatest extent allowable under its governing legislation and confidentiality requirements.
- Maintain all records of the AJCC customers or partners (e.g. applications, eligibility and referral records, or any other individual records related to services provided under this MOU) in the strictest confidence, and use them solely for purposes directly related to such services.
- Develop technological enhancements that allow interfaces of common information needs, as appropriate.
- Acknowledge that system security provisions shall be agreed upon by all partners.

## **11. Confidentiality**

UAll agrees to comply with the provisions of WIOA as well as the applicable sections of the Welfare and Institutions Code, the California Education Code, the Rehabilitation Act, and any other appropriate statute or requirement to assure the following:

- All applications and individual records related to services provided under this MOU, including eligibility for services and enrollment and referral, shall be confidential and shall not be open to examination for any purpose not directly connected with the delivery of such services.
- No person will publish, disclose use, or permit, cause to be published, disclosed or used, any confidential information pertaining to AJCC applicants, participants, or customers overall unless a specific release is voluntarily signed by the participant or customer.
- The AJCC partner agrees to abide by the current confidentiality provisions of the respective statutes to which AJCC operators and other AJCC partners must adhere, and shall share information necessary for the administration of the



program, as allowed under law and regulation. The AJCC partner, therefore, agrees to share client information necessary for the provision of services such as assessment, universal intake, program or training referral, job development or placement activities, and other services as needed for employment or program support purposes.

- Client information shall be shared solely for the purpose of enrollment, referral or provision of services. In carrying out their respective responsibilities, each party shall respect and abide by the confidentiality policies of the other parties.

## **12. Non-Discrimination and Equal Opportunity**

UAll shall not unlawfully discriminate, harass or allow harassment against any employee, applicant for employment or AJCC applicant due to gender, race, color, ancestry, religion, national origin, veteran status, physical disability, mental disability, medical condition(s), age, sexual orientation or marital status. The AJCC partner agrees to comply with the provisions of the Fair Employment and Housing Act (Government Code Section 12990) and related, applicable regulations.

The AJCC partner will assure compliance with the Americans with Disabilities Act of 1990 and its amendments, which prohibits discrimination on the basis of disability, as well as other applicable regulations and guidelines issued pursuant to the Americans with Disabilities Act.

## **13. Grievances and Complaints Procedure**

UAll agrees to establish and maintain procedures for grievance and complaints as outlined in WIOA. The process for handling grievances and complaints is applicable to customers and partners. These procedures will allow customers or entities filing the complaint to exhaust every administrative level in receiving a fair and complete hearing and resolution of their grievance. UAll further agrees to communicate openly and directly to resolve any problems or disputes related to the provision of services in a cooperative manner and at the lowest level of intervention possible.

## **14. American's with Disabilities Act and Amendments Compliance**

UAll agrees to ensure that its policies and procedures, as well as the programs and services provided at the AJCC, are in compliance with the Americans with Disabilities Act and its amendments. Additionally, UAll agrees to fully comply with the provisions of WIOA, Title VII of the Civil Rights Act of 1964, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972, 29 CFR Part 37 and all other regulations implementing the aforementioned laws.

## **15. Effective Dates and Term of MOU**

This MOU shall be binding upon each party hereto upon execution by such party. The term of this MOU shall be three years, commencing on 7/1/2022, and expiring on 6/30/2025.. The MOU will be reviewed every three years or more frequently to identify any substantial changes that have occurred.

#### **16. Modifications and Revisions**

This MOU constitutes the entire agreement between the parties and no oral understanding not incorporated herein shall be binding on any of the parties hereto. This MOU may be modified, altered, or revised, as necessary, by mutual consent of the parties, by the issuance of a written amendment, signed and dated by the parties.

#### **17. Termination**

The parties understand that implementation of the AJCC system is dependent on the good faith effort of every partner to work together to improve services to the community. The parties also agree that this is a project where different ways of working together and providing services are being tested and evaluated. In the event that it becomes necessary for one or more parties to cease being a part of this this MOU, said entity shall notify the other parties, in writing, 30 days in advance of that intention.

#### **18. Administrative and Operations Management Sections**

To support the effective administration and operation of the AJCC system, the parties agree to the following:

##### **License for Use**

During the term of this MOU, all parties shall have a license to use all space of the AJCCs for the sole purpose of conducting acceptable AJCC services as outlined herein.

##### **Supervision/Day to Day Operations**

The day-to-day supervision of staff assigned to the AJCCs will be the responsibility of the site supervisor(s). The employer of staff assigned to the AJCCs will continue to set the priorities of its staff. Any change in work assignments or any problems at the worksite will be handled by the site supervisor(s) and the management of the staff's employer.

The office hours for the staff at the AJCCs will be established by the site supervisor(s) and the staff's employer. All staff members assigned to the AJCC will comply with the holiday schedule of their employer and will provide a copy of their holiday schedule to the operator and host agency at the beginning of each fiscal year.

Disciplinary actions may result in removal of co-located staff from the AJCCs and each party will take appropriate action.

Each party shall be solely liable and responsible for providing to, or on behalf of, its employee(s), all legally-required employee benefits. In addition, each party shall be solely responsible for and hold all other parties harmless from all matters relating to payment of each party's employee(s), including compliance with social security withholding, workers' compensation, and all other regulations governing such matters.

### **Dispute Resolution**

The parties agree to attempt to resolve policy or practice disputes at the lowest level possible, starting with the site supervisor(s) and staff. If issues cannot be resolved at this level, they shall be referred to the management of the staff's employer and the operator for discussion and resolution.

### **Press Releases and Communications**

All parties shall be included when communicating with the press, television, radio or any other form of media regarding its duties or performance under this MOU. Participation of each party in press/media presentations will be determined by each party's public relations policies. Unless otherwise directed by the other parties, in all communications, each party shall make specific reference to all other parties.

The parties agree to utilize the AJCC logo developed by the State of California and the Local Board on buildings and other items identified for AJCC usage. Such items include letterhead, envelopes, business cards, any written correspondence and fax transmittals.

### **Hold Harmless/Indemnification/Liability**

In accordance with provisions of Section 895.4 of the California Government Code, each party hereby agrees to indemnify, defend and hold harmless all other parties identified in this MOU from and against any and all claims, demands, damages and costs arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. In addition, except for Departments of the State of California which cannot provide for indemnification of court costs and attorney's fees under the indemnification policy of the State of California, all other parties to this MOU agree to indemnify, defend and hold harmless each other from and against all court costs and attorney's fees arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. It is understood and agreed that all indemnity provided herein shall survive the termination of this MOU.

## **19. Attachments**

The following attachments are included in this MOU:

Attachment A: One-Stop System Services

Attachment B: UAll – Shared System Services

Attachment C: Cost Sharing Agreement

Attachment D: One-Stop System Map

Attachment E: AJCC Required Regional Partners: Roles of Providers of Career Services

**20. Authority and Signatures**

The individuals signing below have the authority to commit the party they represent to the terms of this MOU and do so commit by signing:

***Southeast Los Angeles County Workforce Development Board (SELACO WDB)***

Mark Dameron		
Name	Signature	Date

***SELACO WDB Policy Board of Elected Officials***

Jeff Wood		
Name	Signature	Date

***UAIL***

Rene' Williams (Colville)		
Name	Signature	Date

**Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding**

**One-Stop System Services**

WIOA establishes two levels of employment and training services for adults and dislocated workers: career services and training services. Following is general information on WIOA career, training and business services to guide the SELACO WDB AJCC system in the delivery of these services.

**Career Services:** Career services for adults and dislocated workers are available at both local AJCCs. U.S. DOL has identified three types of career services:

- Basic career services;
- Individualized career services; and
- Follow-up services

**Basic Career Services:** Basic career services must be made available and, at a minimum, must include the following services:

- Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs;
- Outreach, intake (including worker profiling), and orientation to information and other services available through the local workforce system;
- Initial assessment of skills levels, including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and support service needs;
- Labor exchange services, including:
  - job search and placement assistance, and, when needed by an individual, career counseling, including the provision of information on nontraditional employment and in-demand industry sectors and occupations; and
  - appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services not traditionally offered through the local workforce system;
- Provision of referrals to and coordination of activities with other programs and services, including programs and services within the local workforce system and, when appropriate, other workforce development programs;
- Provision of workforce and labor market employment statistics information, including information relating to local, regional, and national labor market areas;
- Provision of performance information and program cost information on eligible providers of training services by program and provider type;

- Provision of information, in usable and understandable formats and languages, about how the Board is performing on local performance accountability measures, as well as any additional performance information relating to the local workforce system;
- Provision of information, in usable and understandable formats and languages, relating to the availability of support services or assistance, and appropriate referrals to those services and assistance;
- Provision of information and assistance regarding filing claims for unemployment compensation, by which the Board must provide assistance to individuals seeking such assistance.
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

Individualized Career Services: Individualized career services must be made available if determined to be appropriate in order for an individual to obtain or retain employment. These include the following services:

- Comprehensive and specialized assessments of the skills levels and service needs of adults and dislocated workers; Section 134(c)(2) and (c)(3) list the required local employment and training activities. To satisfy some of these requirements, the use of assessments is necessary. To avoid duplication of services, WIOA allows the use of previous assessments from another education or training program. The previous assessments must be determined to be appropriate by AJCC representatives and must have been completed within the previous six months
- Development of an individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including information regarding eligible training providers;
- Group counseling;
- Individual counseling;
- Career planning;
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training;
- Internships and work experience that are linked to careers;
- Workforce preparation activities;
- Financial literacy services as described in WIOA §129(b)(2)(D);
- Out-of-area job search and relocation assistance; and
- English language acquisition and integrated education and training programs.

Follow-up Services: These services must be made available, as appropriate (including

counseling regarding the workplace) for participants in adult or dislocated worker activities that are placed in unsubsidized employment for a minimum of 12 months after the first day of employment.

**Training Services:** WIOA is designed to increase participant access to training services. Training services are provided to equip individuals to enter the workforce and retain employment. Examples of training services include:

- Occupational skills training, including training for nontraditional employment;
- On-the-job training (OJT), including registered apprenticeship;
- Incumbent worker training in accordance with WIOA §134(d)(4);
- Workplace training and cooperative education programs;
- Private sector training programs;
- Skills upgrading and retraining;
- Entrepreneurial training;
- Transitional jobs in accordance with WIOA §134(d)(5);
- Job readiness training provided in combination with other training described above;
- Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, in combination with training; and
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

WIOA clarifies that there is no sequence of service requirement in order to receive training. However, DOL has indicated that, at minimum, to be eligible for training, an individual must receive an interview, evaluation, or assessment and career planning or any other method through which the one-stop operator/partner can obtain enough information to make an eligibility determination for training services. Where appropriate, a recent interview, evaluation, or assessment may be used for the assessment purpose.

**Business Services:** SELACO WDB's AJCCs are part of a business-focused system. Examples of system services to serve business customers include:

- Customized screening and referral of qualified participants in training services to employers
- Customized employment-related services to employers, employer associations, or similar organizations on a fee-for-service basis that are in addition to labor exchange services available to employers under the Wagner-Peyser Act
- Work-based learning activities, including incumbent worker training, Registered Apprenticeship, transitional jobs, on-the-job training, and customized training.
- Activities to provide business services and strategies that meet the workforce investment needs of employers, as determined by the Board and consistent with the local plan.





**Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding**

**UAll - Shared System Services**

UAll represents the largest human and health service provider for American Indians and Alaska Natives in Los Angeles County serving the communities represented by the SELACO WDB. UAll Workforce Department plays a role in the coordination of workforce services to students/job seekers served by the two AJCCs overseen by the SELACO WDB. As partners in the AJCC system, UAll is responsible for the WIOA 166 Comprehensive Services Program.

SELACO WDB has adopted an Integrated Service Delivery (ISD) model that supports the objectives of the MOU. With the implementation of WIOA, Title II partners will generally support and/or deliver the activities listed in Attachment E, "AJCC Required Regional Partners: Roles of Providers of Career Services."

The following information summarizes UAll's role within the AJCC system:

- Sharing System Design and Access
- Sharing System Services
- Sharing Customers

**Sharing System Design and Access**

With regard to system design and access, UAll and SELACO WDB agreed to use of the following terms to characterize the participation of UAll within the local AJCC system:

- "Bricks:" Achieved through co-location:
- "Clicks: Providing direct linkages through use of various technology applications; and
- "Connect:" Cross training partner program staff to increase system capacity.

UAll will be present and participate in the system through "Clicks" and "Connect". "Clicks" participation will support the active training of UAll staff in the active use of CalJOBS system, which functions as the technology centerpiece and information sharing hub for the AJCC partners and its key customers.

UAll will "connect" with AJCC partners by providing training on the process of direct referral to UAll Workforce Department.

## **Sharing System Services**

UAll's role in the coordinated delivery of AJCC services will include the following services and participation.

### **1. Outreach**

To broaden community awareness and utilization of the one-stop career center system, adult education programs and the programs and services of other AJCC partners, SELACO WDB and UAll have agreed initially to create links among their websites, thereby providing those seeking information about jobs or training access to many sources at once. In addition, UAll has agreed to explore opportunities for unified messaging through the development of a welcome video that will promote the partnership.

### **2. Intake**

As a system partner, UAll acknowledges that CalJOBS is the state-recognized system for intake, registration and enrollment into AJCC services. SELACO WDB and UAll have agreed to provide cross-training in CalJOBS and educational intake/registration processes and systems, including those used for adult basic career services.

### **3. Orientation**

SELACO WDB and UAll have agreed to provide cross training to ensure that AJCC partner staff is knowledgeable of and promotes one another's programs and services. In addition, there is agreement to develop: common marketing messages and materials that will promote the system, including all partners: a common orientation video that describes programs/services available: primary points of access and points of contact at each site operated by the partners; and a training protocol/system that will educate partners about each other's orientation and enrollment processes.

### **4. Initial Assessment**

SELACO WDB and UAll have agreed to share initial/basic assessment results (to the extent permissible without infringing upon client confidentiality) and to make the information available to other AJCC partners as needed and when allowable.

## **Sharing Customers**

SELACO WDB and UAll have reached an agreement to utilize the "CalJOBS On-Ramp Referral Process" for making customer referrals. UAll and SELACO per this MOU will continue an electronic referral process and implementation of consent forms. The

parties to this MOU will follow a referral process where UAll refers to the AJCC through a shared online calendar hosted by the State's Labor Exchange System, CalJOBS. Through the SELACO WDB "CalJOBS on-ramp" UAll staff will be granted staff access to the CalJOBS system under "Partner Program privileges". UAll Staff will create an appointment for an AJCC orientation and intake appointment for their customers directly on the CalJOBS calendar. When making the appointment, they will identify customers to AJCC staff as UAll participants. When a referred customer enrolls at the AJCC, center staff will document the outcome and workforce activities on the CalJOBS system. UAll staff through their CalJOBS staff account will have access to information that communicates that the referred individual has registered or enrolled and the services he or she is participating in at the AJCC. The referral process includes a consent and release form signed by the participant. The referral process includes staff clearance through mandated confidentiality agreements, mandated access forms and mandated training. The "CalJOBS On-Ramp Referral Process" allows for referrals to and from the AJCC with the UAll Workforce Department.

***Attachment C***

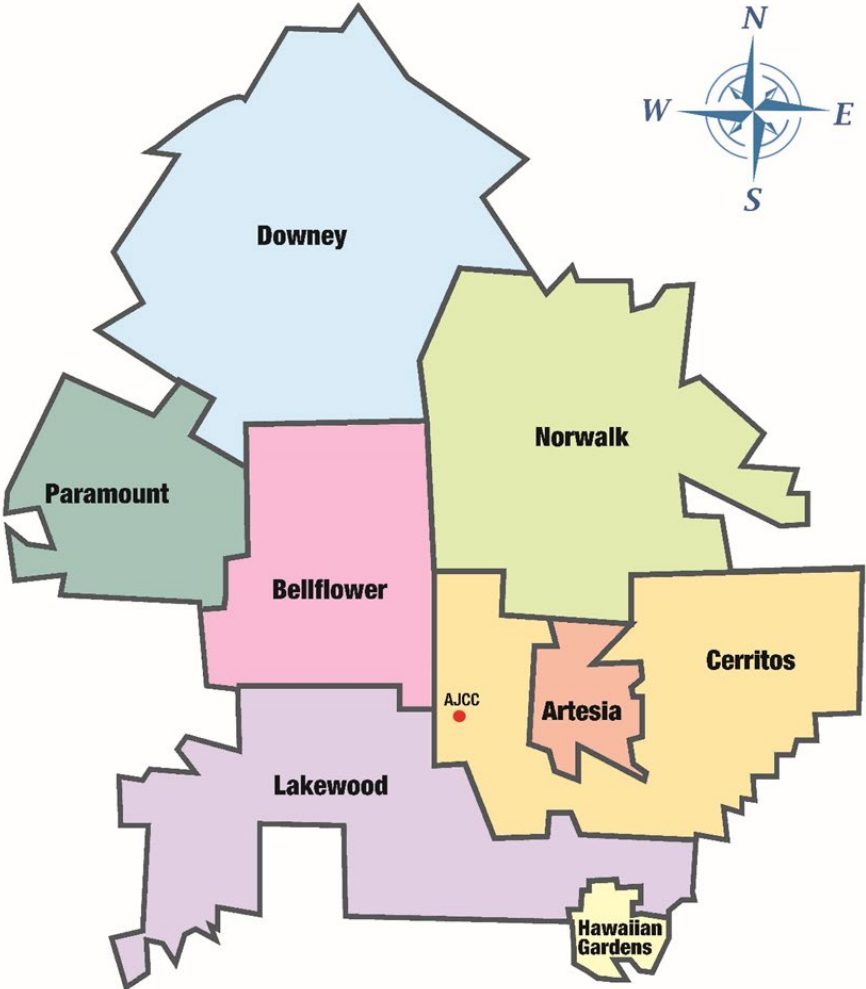
**Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding**

## **Cost Sharing Agreement**

As indicated in section 7 of the MOU, the UAll per State mandate is not required to negotiate and implement a cost sharing plan.

**Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding**

**One-Stop System Map**



**Southeast Los Angeles County Workforce Development Board  
America's Job Center of California (AJCC)**

Serving the following eight cities:

Artesia, Bellflower, Cerritos, Downey, Hawaiian Gardens, Lakewood, Norwalk and Paramount

Workforce Innovation and Opportunity Act  
One-Stop Delivery System Memorandum of Understanding

AJCC Required Regional Partners:  
Roles of Providers of Career Services System

	WIOA Title I Adult	WIOA Title I DW	WIOA Title I Youth	WIOA Title II Adult PAAACE/PARAMOUNT ADULT SCHOOL	WIOA Title III Wagner Peyser	WIOA Title IV DOR	WIOA Title V Older Americans	Carl Perkins Career Technical Education	Native American Programs	Veterans	Youth Build	Trade Adjustment Assistance	Housing	UI	TANF/ CalWORKS
Assess skills and needs; Eligibility; Intake; Orientation	X	X	X	X	X	X	X	X	X	X	X	X	X		X
Assist w/ Tuition/Fees	X	X	X					X			X		X		
Develop Curriculum/ Programs	X	X	X	X		X		X	X		X		X		X

Deliver Training	X					X																			X	
Engage Employers	X					X																				X
Identify Industry-Recognized Credentials	X					X																				
Provide Counseling (academic/Personal/Career)	X					X																				X
Provide Case Management	X					X																				X
Provide Informational Services	X					X																				X
Job Placement	X					X																				
Job Search Assistance	X					X																				X
Provide Labor Market	X					X																				X





Attachment C-Infrastructure Cost Sharing Agreement  
MOU Term 2022-2025

Workforce Innovation and Opportunity Act  
Phase II Memorandum of Understanding

Southeast Los Angeles County Workforce Development Board (SELACO WDB)

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**Required Phase II MOU Component: Process and Development**

Local Workforce Development Area (Local Area): **Southeast Los Angeles County Workforce Development Board (SELACO WDB)**

Date Submitted: June 1, 2022

Attachment: Signed Phase I MOU

1. The period of time this agreement is effective: July 1, 2022, to June 30, 2025
2. Identification of all AJCC partners, Chief Elected Officials (CEO), and Local Boards participating in the infrastructure and other system costs funding agreements.

CEO/s: SELACO WDB Policy Board

Local Board/s: SELACO WDB Board of Directors

AJCC Partners Participating in the Infrastructure Funding Agreement (IFA):

- Title I Adult, Dislocated Worker and Youth
- Title III Wagner-Peyser, Veterans, Trade Adjustment Assistance Act
- Title IV Vocational Rehabilitation

AJCC Partners Participating in the Shared Other System Costs Agreement: None, but will evaluate quarterly.

3. Steps the Local Board, CEO, and AJCC partners took to reach consensus and/or an assurance that the Local Area followed guidance for the state infrastructure funding mechanism.

**MOU Development and IFA update:**

As a result of previous MOU development with mandated Workforce Innovation Opportunity Act (WIOA) partners, the SELACO WDB formed the System Management Team (SMT). The SMT consists of leadership representation from each WIOA mandated partner, as applicable to the SELACO WDB local area. The SMT meets quarterly. The quarterly meeting is the platform to discuss MOUs, IFAs, partner training, and **service coordination and collaboration among all AJCC partners.**

On November 17, 2021, at the SMT meeting, the SELACO WDB staff hosted an orientation and reviewed with all SMT partners the state requirements of the Memorandum of Understanding (MOU) review and IFA update process per State Directive 12-18.

The objective was to ensure that all partners understood the elements of the state directive and provide an open forum for dialogue among the partners. The orientation also provided an opportunity to address questions and concerns.

The orientation included a review of the current MOU and a sample of the proposed MOU with highlighted changes. The proposed approach to meeting the state deadline for updating the MOUs and reviewing the IFAs was unanimously accepted by the SMT membership. Upon reaching consensus on the proposed timeline and MOU completion approach at the SMT meeting, a follow-up email detailing the next steps was sent to the SMT membership. Next steps included:

- Scheduling one-on-one meetings with each partner, hosted by the SELACO WDB compliance unit, with the participation of the One Stop Operator.
- Providing a copy of the current MOU for each agency.
- Providing a proposed MOU tailored to each partner with highlighted new verbiage, and highlighted language that needed verification.
- Providing a SELACO WDB contact for MOU questions, clarifications, or concerns.

The MOU one-on-one meetings with each partner took place, and consensus on final MOU drafts for each partner was reached. Each agency secured approval and signatures from their governing bodies.

On February 16, 2022, at the SMT meeting, as part of the MOU negotiation plan of action, the SELACO WDB staff provided an overview of the current IFA with a proposed timeline and proposed **SLEACO AJCCC monetary figures for year one (2022-2023) of the IFA term of 2022-2025.**

At the SMT meeting, consensus on updating the IFA per the cost allocation of square footage methodology, as previously used, was agreed upon. It was determined by all partners that the use of square footage would be the most appropriate for determining the cost of partner contribution for all on-site partners. Non-Colocated partners agreed to return to the table once the State defines the process for measuring “benefit” as a partner within the American Job Center of California (AJCC) system.

Partners were assigned to submit information as it pertains to the cost associated to sharing other one-stop delivery system cost. Next steps for providing revisions and/or proposed changes were provided and agreed-upon. Upon reaching consensus on the proposed timeline and IFA completion approach at the SMT meeting, a follow-up email detailing the next steps for completing the IFA update was sent to the SMT membership. Next steps included:

- Offering the opportunity of a one-on-one meeting with each partner, hosted by the SELACO WDB compliance unit, with the participation of the One Stop Operator to provide any additional IFA clarification.
- Providing a copy of the current IFA.
- Providing a copy of the proposed IFA for the MOU term of 2022-2025.
- Providing a deadline for submittal of required information, proposed changes, additions, or corrections.
- Providing a SELACO WDB contact for IFA questions, clarifications, or concerns.

Follow-up emails were sent to each partner to collect required IFA data and ensure timely completion of the IFA process. If needed, partner questions were addressed, and more time was provided to ensure collection of appropriate information.

As partners completed their required sections, the documents were reviewed by the SELACO WDB to ensure compliance and assess any needs for negotiation and reconciliation. Upon securing the IFA information from all partners, a final IFA was drafted.

The draft of the final IFA was distributed to all partners for review and comment. Partners were given ten (10) working days to submit questions or concerns regarding the partner proposed contributions to infrastructure and shared cost.

Upon reaching consensus on the final draft of the IFA by collocated and non-collocated partners, a copy of the IFA was sent to all partners. Each agency secured approval and signatures for the IFA from their governing bodies.

The SELACO WDB, upon receipt of approved and signed MOUs and IFA secured the approval and signatures from the SELACO WDB Board and Policy Board Chairs.

4. A description of the process to be used among partners to resolve issues during the MOU duration period when consensus cannot be reached.

In efforts to establish partner MOUs there have been no issues that could not be addressed through open dialogue at the time of negotiations. However, there are still MOUs in the negotiation process. In the event partner issues/concerns cannot be resolved under the guidance of their assigned Coach, the Systems Management Team (SMT), under the guidance and leadership

of our One Stop Manager, will be asked to review the circumstances/concerns and support efforts to seek resolution. In the event resolution cannot be found, support of an outside mediator will be secured. We anticipate efforts will be made to first seek State support in seeking resolution before securing an outside mediator.

5. A description of the periodic modification and review process that will be used to ensure all AJCC partners continue to contribute their fair and equitable share of infrastructure and other system costs, including the identification of who will fulfill this responsibility.

As the lead agency in facilitating local collaboration, SELACO WDB has procured the role of a One-Stop Operator who will serve as a facilitator and convener of local partners committed to the SELACO AJCC system. The One-Stop Manager will meet with the System Management Team (SMT) quarterly to review and discuss various elements of the One-Stop system, one of these being the infrastructure and other system cost. The practice of reviewing system cost will take effect to ensure fair and equitable contributions to the system.

As of 2017, System Management Partners (SMT) has met quarterly under the facilitation of the One Stop Operator. Quarterly the SMT reviews the IFA to assess any critical changes, annually reconciles and updates the IFA as needed to ensure compliance with the state infrastructure funding mechanism.

**MOU Component: Sharing Infrastructure Costs**

Budget, Cost Allocation Methodology, Initial Proportionate Share

**The Local Board and AJCC partners have chosen this option for developing the infrastructure cost budget:**

Option 1: A separate budget for each comprehensive AJCC.

Option 2: A consolidated system-wide budget for the network of comprehensive AJCCs

**Comprehensive AJCC(s) and Colocated Partners**

**Comprehensive AJCC #1:**

Name/Address of the Comprehensive AJCC:

Cerritos AJCC

10900 E. 183<sup>rd</sup> Street, Suite 350

Cerritos, CA 90703

Partners Colocated at This AJCC:

Title I Adult, Dislocated Worker and Youth

Title III Wagner-Peyser

Title IV Vocational Rehabilitation

**AJCC Infrastructure Budget**  
 X  Each Comprehensive AJCC (Name of AJCC: Cerritos)  
      Network of Comprehensive AJCCs

Cost Category/Line Item	Line Item Cost Detail	Cost
<b>Rent</b>		
Rental of Facilities	\$29,165/month	\$349,981/year
<b>Rental Costs Subtotal:</b>		<b>\$349,981/year</b>
<b>Utilities and Maintenance</b>		
Electric	Included in the rent	\$0
Gas	Included in the rent	\$0
Water	Included in the rent	\$0
Sewer Connections	Included in the rent	\$0
High-Speed Internet	\$479/month	\$5,748/year
Telephones (Landlines)	\$1,529/month	\$18,354/year
Facility Maintenance Contract Including Security Guard, Fumigation	\$4,010/month	\$48,119/year
<b>Utilities and Maintenance Costs Subtotal:</b>		<b>\$72,221/year</b>
<b>Equipment</b>		
Assessment-related products	Using CalJOBS	\$0



Assistive technology for individuals with disabilities (Access and Accommodation)		\$0
Copiers		\$0
Fax Machines		\$0
Computers		\$0
Other tangible equipment used to serve all center customers (not specific to an individual program partner)		\$0
Specify Other Tangible Equipment		
<b>Equipment Costs Subtotal:</b>		\$0
<b>Technology to Facilitate Access to the AJCC</b>		
Technology used for the center's planning and outreach activities		\$0
Specify the Technology		
Cost of creation and maintenance of a center website (not specific to an individual program partner) that provides outreach to customers by providing information on AJCC services and/or provides direct service access to AJCC services		\$0
Website Address:	_____	

(Does not include data systems or case management systems specific to individual program partners.)		
<b>Technology to Facilitate Access Costs Subtotal:</b>		\$0
<b>Common Identifier Costs (Local Option, If Agreed To By All Colocated Partners)</b>		
Creating New AJCC Signage		\$0
Updating Templates and Materials		
Updating Electronic Resources		
Security Guard Cost 07/22-06/23	\$3,891/month	\$46,694/year
<b>Common Identifier Subtotal:</b>		\$46,694/year

<b>SUMMARY OF TOTAL INFRASTRUCTURE COSTS TO BE SHARED BY COLOCATED PARTNERS</b>		
<b>Cost Category</b>		<b>Total Cost</b>
<b>Subtotal: Rental Costs – Includes Alarm Monitoring &amp; Janitorial Coast</b>		\$349,981/year
<b>Subtotal: Utilities and Maintenance Costs</b>		\$25,527/year
<b>Subtotal: Equipment Costs</b>		\$0
<b>Subtotal: Technology to Facilitate Access Costs</b>		\$0
<b>Subtotal: Common Identifier Costs</b>		\$46,694/year
<b>TOTAL INFRASTRUCTURE COSTS FOR THIS AJCC:</b>		<b>\$422,202/year</b>

**Infrastructure Cost Allocation Methodology**

Rent:

Dedicated space occupied by each partner program' occupancy: actual cost.

Common space: the proportion of each partner program's actual occupancy relative to total common space.

Telephones & Internet:

The proportion of shared space used by each partner program relative to the total square footage of the AJCC.

Third-Party In-Kind Infrastructure Contributions to Support the AJCC As Whole					
Cost Categories	Total Cost	Contributor/s	Value	Balance to Allocate	
Rent	\$349,981	None	\$0	\$349,981	
Utilities/Maintenance	\$25,527	None	\$0	\$25,527	
Equipment	\$0	None	\$0	\$0	
Access Technology	\$0	None	\$0	\$0	
Common Identifier	\$46,694	None	\$0	\$46,694	
<b>Total Infrastructure Balance to Be Allocated to Colocated Partners:</b>					<b>\$422,202</b>

Initial Allocation of Proportionate Share of Infrastructure Costs for Colocated Partners						
Colocated Partner/s	Shared Infrastructure Costs	Application of Methodology	Allocated Initial Share	Amount: Cash	Amount: In-Kind	
Partner 1: SELACO WDB Adult, Dislocated Worker and Youth	\$316,589	Square footage	\$316,589	\$316,589	\$0	
Partner 2: EDD Wagner- Peyser	\$103,848	Square footage	\$103,848	\$103,848	\$0	
Partner 3: Vocational Rehabilitation	\$1,766	Square footage	\$1,766	\$1,766	\$0	

**MOU IFA Signature Page: Colocated Partners Sharing AJCC Infrastructure Costs**

The CEO, the Local Board Chairperson, and all colocated AJCC partners included in the sharing of infrastructure costs must sign.

By signing below, all parties agree to the terms and financial commitment as prescribed in the MOU IFA.

***Southeast Los Angeles County  
Workforce Development Board (SELACO WDB)***

***Department of Rehabilitation (DOR)***

\_\_\_\_\_  
Name Signature Date

\_\_\_\_\_  
Name Signature Date

***SELACO WDB Policy Board of Elected Officials***

\_\_\_\_\_  
Name Signature Date

\_\_\_\_\_  
Name Signature Date

**MOU IFA Signature Page: Partners Sharing Infrastructure Costs When Proportionate Share Data Is Available**

By signing below, the parties agree that when data is available to determine the agreed upon AJCC benefit to non-colocated partners, the infrastructure cost sharing agreement will be renegotiated to include their proportionate share of contributions; whether it will be provided through cash, non-cash (in-kind), and/or third-party in-kind contributions.

***Southeast Los Angeles County  
Workforce Development Board (SELACO WDB)***

***Partner: Department of Public Services (DPSS)-  
Temporary Assistance to Needy Families (TANF)***

Mark Dameron  
Name

Date

Signature

Antonia Jimenez  
Name

Date

Signature

***SELACO WDB Policy Board of Elected Officials***

Jeff Wood  
Name

Date

Signature

**MOU IFA Signature Page: Colocated Partners Sharing AJCC Infrastructure Costs**

The CEO, the Local Board Chairperson, and all colocated AJCC partners included in the sharing of infrastructure costs must sign.

By signing below, all parties agree to the terms and financial commitment as prescribed in the MOU IFA.

***Southeast Los Angeles County  
Workforce Development Board (SELACO WDB)***

***Department of Employment Development Department (EDD)  
Workforce Services***

Mark Dameron  
Name Signature Date

Connie Chan  
Name Signature Date

***SELACO WDB Policy Board of Elected Officials***

Jeff Wood  
Name Signature Date



**MOU IFA Signature Page: Partners Sharing Infrastructure Costs When Proportionate Share Data Is Available**

By signing below, the parties agree that when data is available to determine the agreed upon AJCC benefit to non-colocated partners, the infrastructure cost sharing agreement will be renegotiated to include their proportionate share of contributions; whether it will be provided through cash, non-cash (in-kind), and/or third-party in-kind contributions.

***Southeast Los Angeles County  
Workforce Development Board (SELACO WDB)***

***Partner: Field of Dreams Learning (FODL)***

Mark Dameron  
Name Signature Date

Terri Altmann  
Name Signature Date

***SELACO WDB Policy Board of Elected Officials***

Jeff Wood  
Name Signature Date

**MOU IFA Signature Page: Partners Sharing Infrastructure Costs When Proportionate Share Data Is Available**

By signing below, the parties agree that when data is available to determine the agreed upon AJCC benefit to non-colocated partners, the infrastructure cost sharing agreement will be renegotiated to include their proportionate share of contributions; whether it will be provided through cash, non-cash (in-kind), and/or third-party in-kind contributions.

***Southeast Los Angeles County  
Workforce Development Board (SELACO WDB)***

***Partner: Norwalk Housing Authority***

\_\_\_\_\_  
Name Signature Date

Jesus M. Gomez  
Name Signature Date

***SELACO WDB Policy Board of Elected Officials***

\_\_\_\_\_  
Name Signature Date

\_\_\_\_\_  
Name Signature Date

**MOU IFA Signature Page: Partners Sharing Infrastructure Costs When Proportionate Share Data Is Available**

By signing below, the parties agree that when data is available to determine the agreed upon AJCC benefit to non-colocated partners, the infrastructure cost sharing agreement will be renegotiated to include their proportionate share of contributions; whether it will be provided through cash, non-cash (in-kind), and/or third-party in-kind contributions.

***Southeast Los Angeles County  
Workforce Development Board (SELACO WDB)***

***Partner: Partnership (PAACE)***

Mark Dameron  
Name Signature Date

Sherryl Carter  
Name Signature Date

***SELACO WDB Policy Board of Elected Officials***

Jeff Wood  
Name Signature Date

**MOU IFA Signature Page: Partners Sharing Infrastructure Costs When Proportionate Share Data Is Available**

By signing below, the parties agree that when data is available to determine the agreed upon AJCC benefit to non-located partners, the infrastructure cost sharing agreement will be renegotiated to include their proportionate share of contributions; whether it will be provided through cash, non-cash (in-kind), and/or third-party in-kind contributions.

***Southeast Los Angeles County  
Workforce Development Board (SELACO WDB)***

\_\_\_\_\_  
Name Signature Date

Patricia Tu  
Name Signature Date

***Partner: Paramount Adult School (PAS)***

***SELACO WDB Policy Board of Elected Officials***

\_\_\_\_\_  
Name Signature Date

**MOU IFA Signature Page: Partners Sharing Infrastructure Costs for Native American Program**

By signing below, the parties agree that under WIOA regulations and per State Directive, Native American Programs are not required to contribute to Infrastructure Funding, but as a required partner, UAI is committed to partake in the review, approval, and reconciliation of the SELACO WDB IFA.

The SELACO WDB's IFA does not identify any infrastructure costs that are allocable solely to the Native American program.

***Southeast Los Angeles County  
Workforce Development Board (SELACO WDB)***

Mark Dameron \_\_\_\_\_  
Name Signature Date

***SELACO WDB Policy Board of Elected Officials***

Jeff Wood \_\_\_\_\_  
Name Signature Date

***Partner: United American Indian Institute (UAI)***

Rene' Williams \_\_\_\_\_  
Name Signature Date

Required Phase II MOU Component: Sharing Other One-Stop System Costs

The One-Stop System Partners Included in the Sharing of Other One-Stop Delivery System Costs

<input checked="" type="checkbox"/> Title I Adult, Dislocated Worker, and Youth	<input type="checkbox"/> Title V Older Americans Act	<input type="checkbox"/> Trade Adjustment Assistance Act
<input checked="" type="checkbox"/> Title II Adult Education and Literacy	<input checked="" type="checkbox"/> Job Corps	<input checked="" type="checkbox"/> Community Services Block Grant
<input checked="" type="checkbox"/> Title III Wagner-Peyser	<input checked="" type="checkbox"/> Native American Programs	<input checked="" type="checkbox"/> Housing and Urban Development
<input checked="" type="checkbox"/> Title IV Vocational Rehabilitation	<input type="checkbox"/> Migrant Seasonal Farmworkers	<input checked="" type="checkbox"/> Unemployment Compensation
<input type="checkbox"/> Carl Perkins Career Technical Education	<input checked="" type="checkbox"/> Veterans	<input checked="" type="checkbox"/> Second Chance
<input checked="" type="checkbox"/> TANF/CalWORKS	<input checked="" type="checkbox"/> YouthBuild	<input type="checkbox"/> Other: _____

Summary of Career Services Applicable to Each One-Stop Delivery System Partner (Phase I MOU)									
Basic Career Services	T-I Adult SELACO	T-I DW SELACO	T-I Youth SELACO	T-II AEL Adult Ed.	T-III WP EDD	T-IV VR DOR	TANF DPSS		
T-I Program Eligibility	✓	✓	✓	✓			✓		
Outreach, Intake, Orient	✓	✓	✓	✓	✓	✓			
Initial Assessment	✓	✓	✓	✓	✓	✓			
Labor Exch/Job Search	✓	✓	✓	✓	✓	✓			
Referrals to Partners	✓	✓	✓	✓	✓	✓	✓		
LMI	✓	✓	✓		✓	✓			
Performance/Cost Info	✓	✓	✓	✓	✓				
Support Service Info	✓	✓	✓	✓	✓	✓			
UI Info/Assistance	✓	✓	✓		✓				
Financial Aid Info	✓	✓	✓	✓	✓	✓			
Basic Career Services	Tech Ed	T-V OAA	Job Corps Long Beach Job Corps	Native Am UAll, Inc.	MSF	YouthBuild FODL	TAA EDD		
T-I Program Eligibility						✓			
Outreach, Intake, Orient			✓	✓		✓	✓		
Initial Assessment				✓		✓	✓		
Labor Exchange/Job Search			✓	✓		✓	✓		
Referrals to Partners			✓	✓		✓	✓		
LMI				✓		✓	✓		

Performance/Cost Info							✓				✓	
Support Service Info				✓				✓				✓
UI Info/Assistance								✓				✓
Financial Aid Info				✓				✓				✓
<b>Basic Career Services</b>		Comm Act	Housing Norwalk Housing Authority	UI EDD	Native Am UAll, Inc.		Other Part		Other Part			Other Part
T-I Program Eligibility			Does not directly provide Basic Career Services									
Outreach, Intake, Orient												
Initial Assessment												
Labor Exchange/Job Search												
Referrals to Partners												
LMI												
Performance/Cost Info												
Support Service Info												
UI Info/Assistance				✓								
Financial Aid Info												

<b>Individual Career Services</b>		T-I Adult SELACO	T-I DW SELACO	T-I Youth SELACO	T-II AEL Adult Ed.	T-III WP EDD	T-IV VR DOR	TANF DPSS
Comp Assessment	✓	✓	✓	✓	✓	✓	✓	



IEP	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Career Plan/Counsel	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Short-Term Prevoc.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Internships/Work Experience	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Out-of-Area Job Search	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Financial Literacy	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
IET/ELA	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Workforce Preparation	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Individual Career Services</b>	<b>Tech Ed</b>	<b>T-V OAA</b>	<b>Job Corps Long Beach Job Corps</b>	<b>Native Am UAI, Inc.</b>	<b>MSF</b>	<b>YouthBuild FODL</b>	<b>TAA EDD</b>						
Comp Assessment						✓							
IEP			✓	✓		✓	✓					✓	
Career Plan/Counsel			✓	✓		✓	✓					✓	
Short-Term Prevoc.				✓		✓	✓					✓	
Internships/Work Experience			✓	✓		✓	✓					✓	
Out-of-Area Job Search				✓		✓	✓					✓	
Financial Literacy			✓	✓		✓	✓					✓	
IET/ELA				✓		✓	✓					✓	
Workforce Preparation			✓	✓		✓	✓					✓	
<b>Individual Career Services</b>	<b>Comm Act</b>	<b>Housing</b>	<b>UI EDD</b>	<b>Native Am UAI, Inc.</b>	<b>Other Part</b>	<b>Other Part</b>	<b>Other Part</b>						

	Norwalk Housing Authority								
Comp Assessment	Does not directly provide Individual Career Services								
IEP									
Career Plan/Counsel									
Short-Term Prevoc									
Internships/Work Experience									
Out-of-Area Job Search									
Financial Literacy									
IET/ELA									
Workforce Preparation									

Applicable Career Services	T-I Adult SELACO	T-I DW SELACO	T-I Youth SELACO	T-II AEL Adult Ed.	T-III WP EDD	T-IV VR DOR	TANF DPSS
<b>Basic Career Services:</b> T-I Eligibility/Initial Assess Outreach, Intake, Orient Labor Exchange/Job Search Referrals/LMI Support Service Info UI Info/Fin Aid Info	\$ 191,901	\$ 104,308	\$ 101,903	\$ 620,690	\$ 692,723	\$	\$
<b>Applicable Career Services</b>	Tech Ed	T-V OAA	Job Corps Long Beach Job Corps	Native Am UAI, Inc.	MSF	*(1)YouthBuild FODL	TAA EDD

<b>Basic Career Services:</b> T-I Eligibility/Initial Assess Outreach, Intake, Orient Labor Exchange/Job Search Referrals/LMI Support Service Info UI Info/Fin Aid Info	\$	\$	Cannot separate portion of budget dedicated to career services	\$	\$	\$0	\$ 103,861
<b>Applicable Career Services</b>	Comm Act	Housing Norwalk Housing Authority	UI EDD	Native Am UAIL, Inc.	Other Part	Other Part	Other Part
<b>Basic Career Services:</b> T-I Eligibility/Initial Assess Outreach, Intake, Orient Labor Exchange/Job Search Referrals/LMI Support Service Info UI Info/Fin Aid Info	\$	\$	\$ 11,424	\$ 200,000	\$	\$	\$

\*(1) FODL depends on ADA Education funds, small grants and leveraging resources with partners. Receives no WIOA funding directly.

Applicable Career Services	T-I Adult SELACO	T-I DW SELACO	T-I Youth SELACO	T-II AEL Adult Ed.	T-III WWP EDD	T-IV VR DOR	TANF DPSS
<b>Individual Career Services:</b> Comp Assessment/IEP Career Plan/Counsel Short-Term Pre-vocational Internship/Work Experience Financial Literacy IET/ELA/WF Prep	\$ 83,200	\$ 120,952	\$ 158,285	\$ 808,226	\$ 122,245	\$ 50,000	\$96,450
<b>Applicable Career Services</b>	Tech Ed	T-V OAA	Job Corps Long Beach Job Corps	Native Am UAIL, Inc	MSF	YouthBuild FODL	TAA EDD
<b>Individual Career Services:</b> Comp Assessment/IEP Career Plan/Counsel Short-Term Pre-vocational Internship/Work Experience Financial Literacy IET/ELA/WF Prep	\$	\$	Cannot separate portion of budget dedicated to career services	\$	\$	\$	\$ 18,328
<b>Applicable Career Services</b>	Comm Act	Housing Norwalk Housing Authority	UI EDD	Native Am UAIL, Inc	Other Part	Other Part	Other Part
<b>Individual Career Services:</b> Comp Assessment/IEP Career Plan/Counsel Short-Term Pre-vocational Internship/Work Experience Financial Literacy							

IET/ELA/WF Prep	\$	\$ 0	\$	\$ 400,000	\$	\$	\$
<b>Consolidated budget total of career services delivered through the One-Stop system: \$ 3,884,496</b>							

**To: SELACO WDB Policy Board**  
**From: Jack Joseph, Policy Board Administrator**  
**Date: April 19, 2022**  
**Subject: Consideration of Annual Appointments to the WDB**

There is one remaining pending reappointment to the WDB for a new two-year term expiring June 30, 2023:

Cerritos Private Sector—Sanjay Trivedi (Trivedi & Associates)



COUNTY OF LOS ANGELES SUPERVISOR • FOURTH DISTRICT

**JANICE HAHN**

**MEDIA RELEASE**

**FOR IMMEDIATE RELEASE**

March 17, 2022

**Contact:** Liz Odendahl, Supervisor's Communications Director  
O: (213) 974-4444, C: (213) 379-6301, [lodendahl@bos.lacounty.gov](mailto:lodendahl@bos.lacounty.gov)

**Hahn Motion will Bring Metro Career Opportunities to Southeast LA County, Gateway Cities Communities**

Cerritos, CA-- Today, the Metro Board advanced a motion by Supervisor Hahn to create new access to career opportunities at Metro specifically for communities in Southeast LA County and the Gateway Cities. Hahn's motion seeks to bring trainings that right now are only available at one school in downtown Los Angeles to communities like those along the proposed route for the West Santa Ana Branch rail line at schools like Cerritos College and Rio Hondo College.

"When it is complete, the West Santa Ana Branch rail line will serve Southeast LA and Gateway Cities residents – and I think the project's good-paying jobs should go to them too," said Supervisor Janice Hahn. "The problem is many Metro jobs require training that is only available in downtown LA. That means these jobs are inaccessible for many Southeast LA and Gateway Cities residents because we do not yet have high-quality transit to serve them. That needs to change and that is why I am going to bring training opportunities to schools along the rail line like Cerritos College and Rio Hondo College."

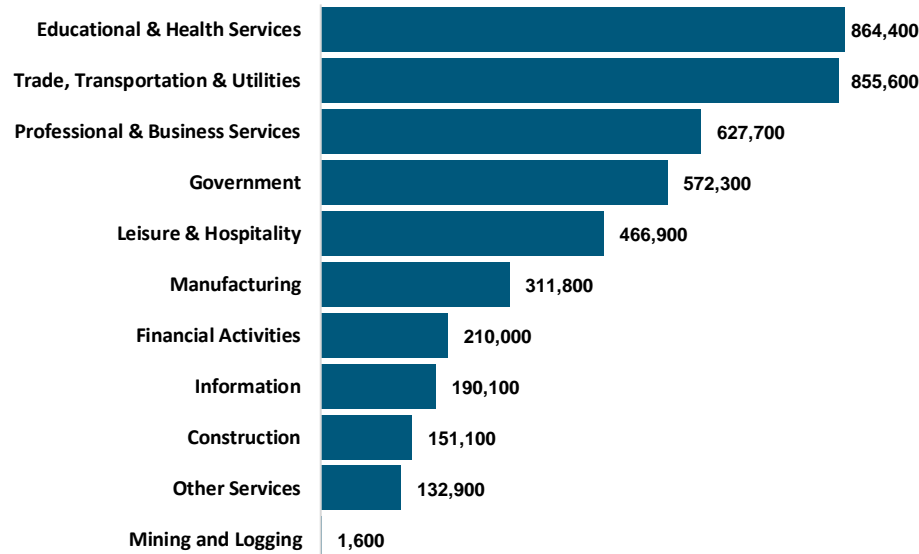
"The West Santa Ana Branch project provides unprecedented opportunities to grow our local economy through job creation. Our communities have waited decades for this project, and we stand ready to work with Metro to provide a trained and motivated workforce that will make the West Santa Ana Branch project a reality," said Senator Bob Archuleta.

The [motion](#), which was spearheaded by Supervisor Janice Hahn and Senator Bob Archuleta and co-authored by Metro Directors Solis, Dutra, Dupont-Walker, and Krekorian, was unanimously approved by Metro's Operations, Safety, and Customer Experience committee.

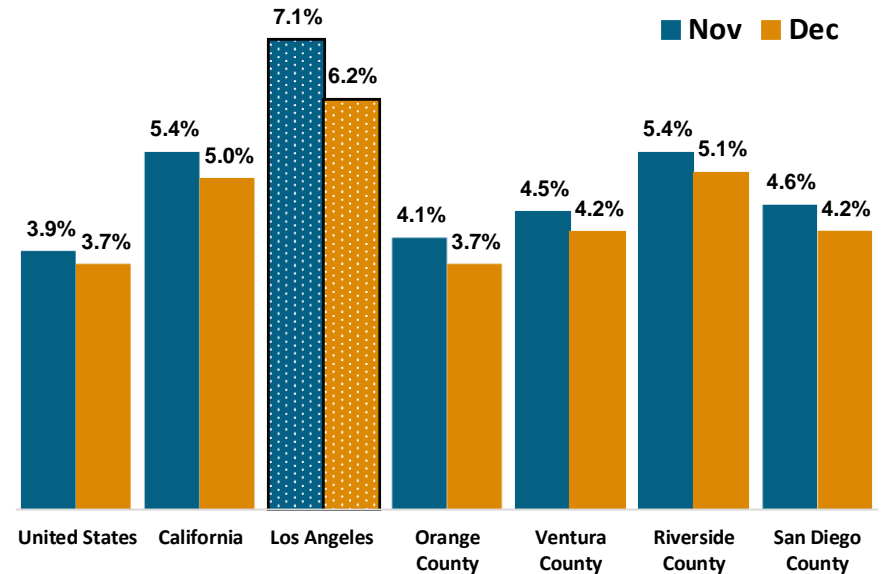
The motion now heads to the full Board for approval next week. If it is approved, Metro staff will update the Board on their progress toward program objectives in June 2022.

###

## December Industry Sectors Ranked by Employment Size<sup>1</sup>



## Unemployment Rate (%)<sup>2</sup>



## Online Job Advertisements – December 2021 Help Wanted OnLine<sup>3</sup>

### Top Employers

**Anthem Blue Cross – 3,847**  
**Allied Universal – 1,798**  
**Disney – 1,445**  
**UCLA – 1,392**  
**Northrup Grumman – 1,391**  
**Cedar-Sinai – 1,086**  
**Amazon – 1,078**  
**USC – 1,061**  
**Raytheon – 1,054**  
**Starbucks – 891**

### Top Occupations

**Registered Nurses – 6,768**  
**Retail Salespersons – 6,656**  
**Managers, All Other – 5,484**  
**Sales Representatives, Wholesale and Mfg. Except Sci, & Tech. – 5,015**  
**Customer Service Representatives – 4,687**  
**Computer Occupations, All Other – 4,326**  
**First-Line Supervisors of Retail Sales Workers – 3,660**  
**Heavy and Tractor-Trailer Truck Drivers – 3,553**  
**Software Developers, Applications – 3,185**  
**Security Guards – 2,969**

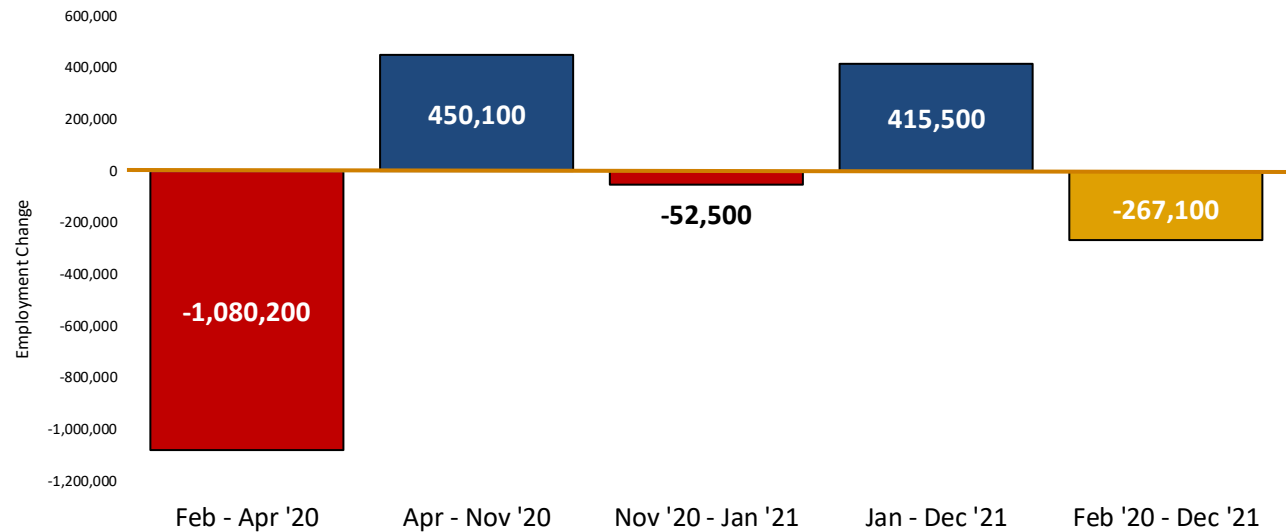
### Top Cities

**Los Angeles – 77,274**  
**Long Beach – 8,423**  
**Torrance – 5,840**  
**Pasadena – 5,779**  
**Burbank – 5,700**  
**Glendale – 5,573**  
**Santa Monica – 5,341**  
**El Segundo – 4,290**  
**Santa Clarita – 4,155**  
**Culver City – 3,194**

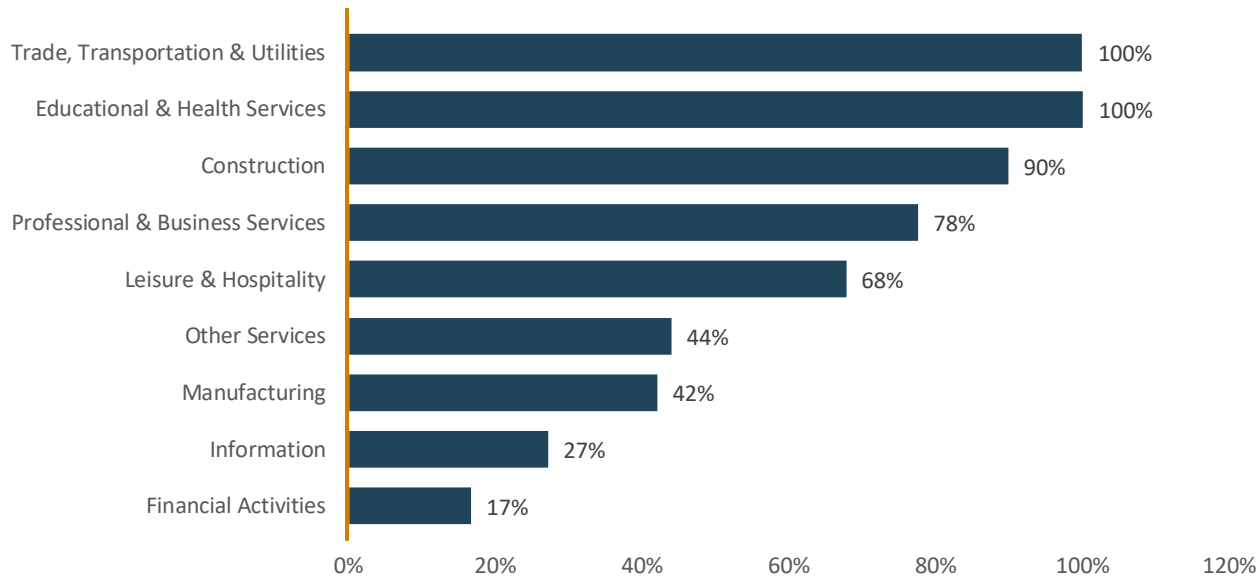


**Change in Civilian Employment: February 2020 – December 2021<sup>4</sup>**

- State mandated business closures related to the COVID-19 pandemic led to a historic employment loss of 1,080,200 between February and April 2020.
- After dipping to record lows, the employment recovery has been inconsistent. During the 2020 holiday period, businesses activity remained slow and seasonal job increases failed to materialize due to COVID-19 surge.
- A full employment recovery remains to be seen. As of December 2021, civilian employment is at 267,100 or 25 percent below its pre-pandemic level.



**Employment Recovery by Industry: April 2020– December 2021<sup>5</sup>**




- Nonfarm jobs levels declined by 772,400 jobs from Feb 2021 to Apr 2021. Since then, 70 percent or 537,300 of the jobs lost have recovered.
- Industry sectors that have recovered less than 100 percent of the losses during the recovery period from Apr 2020 to Dec 2021, remain below pre-pandemic job levels.
- The recovery has been uneven with high-contact industry sectors such as Food Services and Drinking Places, Educational Services, and Other Services showing a slower rate of recovery. While others have surpassed pre-pandemic levels.

Sources: <sup>1</sup>Current Employment Statistics (December 2021), <sup>2</sup>Local Area Unemployment Statistics (December 2021), <sup>3</sup>The Conference Board®-Burning Glass® Help Wanted OnLine® (HWOL) Data Series (December 2021), <sup>4</sup>Local Area Unemployment Statistics (February 2020 – December 2021), <sup>5</sup>Current Employment Statistics (April 2020 – December 2021).



## MEMORANDUM

**DATE:** April 19, 2022  
**TO:** SELACO Policy Board  
**FROM:** Yolanda L. Castro, Executive Director   
**RE:** Childcare Center Lease Agreement – United Methodist Church of Bellflower

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On March 24, 2022, the SELACO WDB reviewed and approved the Childcare Center Lease Agreement with the United Method Church of Bellflower.

This item come before you as an information item.

SELACO WDB is the recipient of funding from the California Department of Education to support the operation of child development programs throughout our region. Currently, there are seven (7) childcare centers administered by the SELACO WDB and operated under contract by Quality Children's Services (QCS) who is identified in the grant as the proposed provider of services. Since the implementation of the project, QCS has successfully met the requirements of the grant and has effectively delivered child development services in the Cities of Artesia, Bellflower, Norwalk, Lakewood, and Maywood.

The lease agreement for the childcare center located at 14525 South Bellflower Boulevard, Bellflower CA, is approaching expiration with a term end date of June 30, 2022. Per the terms of the lease, the SELACO WDB must provide ninety (90) days advance written notice to the Landlord, noting the SELACO WDB's intent to extend the lease.

The SELACO WDB met with QCS to assess the possibility of a lease extension. Upon consulting with, and per the recommendation of the childcare center provider, QCS, the SELACO WDB is seeking Board approval to negotiate and execute the lease agreement extension for the premises located at 14525 South Bellflower Boulevard, Bellflower CA.

QCS's recommendation affirmed that the location is meeting expectations and that the premises maintain a sanitary, and safe condition to operate a high-quality childcare center.

### **Action Required:**

Receive and file.



Richard Baldamino, Downey

### **Workforce Challenge:**

Richard began his workforce journey after he was referred to the SELACO WDB America's Job Center in Cerritos. He was seeking job placement assistance and career guidance to secure employment with a strong career path. He searched for jobs on Craig's List and asked friends for any leads or referrals. Richard stated that his biggest challenge was himself and his lack of confidence. He felt that he needed knowledge in a particular field.

### **Workforce Solution:**

Richard was co-enrolled with a SELACO partner agency and completed an 11-week Multi-Craft Core Curriculum (MC3) apprenticeship training. He also earned his certification in CPR, First Aid, and OSHA. SELACO supported the purchase of his work boots, transportation assistance, driver license fees, work clothing and his union dues.

### **Workforce Benefits and Outcomes:**

After his training, Local Union 300 hired Richard as a laborer for a company in Santa Monica. He will be installing pipes underground, digging trenches, paving and much more. He stated that he loves everything about his new job, "I get the opportunity to learn new things and grow within my organization. I get taught, then I get tested in actual scenarios. When I succeed, it feels empowering. I love it every time."