

**WORKFORCE INNOVATION AND OPPORTUNITIES ACT
Title I Budget Summary**

West Hills Community College
Name of Agency

2018-2019
Program Year

- ☐ OSCC
☒ Adult Programs
☐ Dislocated Workers Programs

250-201
Agreement Number

Service Provider Operational Budget:	A	B	C	D	E
	*Admin	Basic Career Services	Individualized Career Services	Follow-up Career Services	Total Agreement Amount
1. Salaries	11,087	19,643	105,521	23,818	160,069
2. Payroll Taxes	979	1,739	9,335	2,107	14,160
3. Fringe Benefits	5,175	9,172	49,269	11,121	74,737
4. Other Operational Expenses	2,271	4,026	21,621	4,883	32,801
4a. Equipment Purchase	0	0	0	0	0
5. Workshop Supplies	0	0	0	0	0
Total Agreement Budget	19,512	34,580	185,746	41,929	281,767

6.92%

Note: Rounding errors cannot exceed \$5.00

*** OSCC only**

Prepared By: Eva Pacheco
Title: Grants Accounting Specialist
6/1/2018

- ☒ Computer Spreadsheet
☐ Manually Prepared

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West Hills Community College
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250-201
 Agreement Number

	A	B	C	D	E
Service Provider Operational Budget:	*Admin	Basic Career Services	Individualized Career Services	Follow-up Career Services	Total Agreement Amount
1. Salaries	9,769	16,589	92,759	21,807	140,924
2. Payroll Taxes	843	1,435	8,018	1,885	12,181
3. Fringe Benefits	4,359	7,403	41,388	9,731	62,881
4. Other Operational Expenses	1,985	3,370	18,838	4,427	28,620
4a. Equipment Purchase	0	0	0	0	0
5. Workshop Supplies	0	0	0	0	0
Total Agreement Budget	16,956	28,797	161,003	37,850	244,606

6.93%

Note: Rounding errors cannot exceed \$5.00

*** OSCC only**

Prepared By: Eva Pacheco
 Title: Grants Account Specialist
 Date: 6/1/2018

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**West Hills Community College District
Workforce Innovation and Opportunity Act
One-Stop Contract Coordinator
2018-2019
WORK STATEMENT**

Region: Westside of Fresno County

**Site: Coalinga, Mendota, and
Kerman**

☒ OSCC

- ☐ WIOA Adult Program
☐ WIOA Dislocated Worker Program

West Hills Community College District (WHCCD) will provide One-Stop Center/America*s Job Center of California (AJCC) resource room and employment services to the rural communities of the West side of Fresno County. By networking with various agencies, WHCCD will provide services to unemployed adults, under-employed adults, displaced workers, veterans, and individuals who have a criminal background and have difficulty entering full-time employment. The following is a description of who will receive services, the type of services that will be provided and where the services will be offered:

What will be done?

The OSCC staff will assist the job seekers navigate the resource room services. In addition, self-service and informational activities can be accessed at the Career Services Universal level do not require registration eligibility and are universally available. All new job seekers will be requested to complete a job seekers profile (one time only) prior to receipt of services. All existing job seekers will be required to sign-in when using the One-Stop Center/America*s Job Center of California to access any services. Any job seekers with a solid work history and no self-disclosed employment barriers will be referred to Coalinga and/or Mendota One-Stop Center/America*s Job Center of California. Career Services Universal job seekers will be provided assistance with self-serve job search activities as well as assistance from the OSCC staff. OSCC staff will make every effort possible to encourage and assist Career Services Universal job seekers to enter employment without additional WIOA Career or Training services.

Job seekers that require assistance with certain job readiness skills (resume writing, cover letters, applications, Internet job search, and/or interviewing skills) will be referred to Career Services Universal Orientation and workshop(s). The job readiness workshops are designed to assist those job seekers that have some work history but may require a refresher to assist them in getting back into the job market. OSCC Staff will assist job seekers with identification of applicable workshops as well as workshop enrollments.

Job seekers exhibiting consistent attendance in the resource room and who display a genuine interest in entering employment will be identified and invited to an additional orientation that will

provide information about WIOA Career/Training services. Job seekers who attend this orientation will have the opportunity to receive expedited WIOA Individual job search assistance.

The Timeline for One-Stop Center/America*s Job Center of California: Orientation, job search assistance at the Basic Career Services Level, referral services, SRT referral, Job seeker Referral/WIOA Eligibility.

Career Services Registration →	Career Services →	Orientation/Referrals →	CASAS →	SRT →	Referrals/Eligibility →
1 day	1 day	2 days	2 days	3 days	1-3 day

General Orientation and Outreach:

OSCC staff will offer orientations in English and Spanish. OSCC staff will conduct orientation at least twice per week. The orientations will be offered at Coalinga and Mendota site at least once per week and at the Kerman, Firebaugh and San Joaquin satellite center sites as needed. The general orientations offers a summary description of the One-Stop Center/America*s Job Center of California as a whole and a range of services available to job seekers including services available from the DSS, DOR, Department of Mental Health, EDD and other partner agencies. This Orientation provides information that allows the job seekers to become familiar with the services available to them through the WIOA and about other providers. Information about employment and training services, offered as part of the WIOA program, and job placement services are described as part of WIOA services that may be available for jobseekers. The orientation will include the services that are available at the OSCC/AJCC resource room for job seekers such as access to *CalJOBS* job search data base, daily Job posting lists, career assessments, Labor Market Information, Career Pillar Interview Mentor, and on-line tutorial workshops, resume assistance, unemployment compensation assistance and information on community resources. In addition, job seekers will be informed about the technology resources available in the resource room for the usage of any job search activity or to apply for any public community resources.

OSCC Staff will participate in community organizations events to disseminate WIOA programs information and to recruit job seekers.

Sector Orientation:

OSCC staff will conduct the Sector Orientations based on the sector demand occupations. OSCC staff will work closely with Central Valley Deputy Sector Navigators in order to have the most updated industry job demand data on health career, construction/trades, manufacturing/water technology, logistics/distribution, small business/entrepreneurship, and information technology. In addition, sectors employers whom have employment opportunities will be invited to provide sector orientation/presentations.

Initial Assessments:

OSCC staff will refer the job seekers who are interested in Career/Training services to complete the CASAS Basic Skills Assessments and job seekers will be assessed on their numeracy and literacy academic skills. In addition, OSCC staff will conduct initial assessments to job seekers by utilizing the Self-Reliance Team (SRT). The SRT team will meet with the job seekers in need of additional

services and determine whether WIOA Career/Training Services are the most appropriate for them and make necessary referrals.

Partner Agencies Referrals:

All job seekers who attend Career Services Universal orientation will have the opportunity to receive referrals to organizations that are part of the One-Stop System, as well as information on resources from organizations that provide services to job seekers. OSCC staff have good working relationships with Department of Mental Health, Fresno County DSS, Department of Rehabilitation (DOR), EDD, WIT, faith based agencies, AEBG consortium adult schools and other social service organizations to assist job seekers with identified needs. Basic career universal job seekers will have an additional opportunity to receive referral services when they participate in the SRT interview process. If the SRT team identifies any additional needs, the participant will be referred to organizations that provide appropriate services that meet their need. OSCC will adhere to FRWDB referral process to ensure to job seekers receive the services needed in timely manner.

In addition, OSCC staff will provide a diversified of services information such as available supportive services from partner agencies and will provide assistance to apply online for unemployment compensation, food stamps, public assistance and college financial aid (FAFSA).

Labor Market Information/Performance Reports:

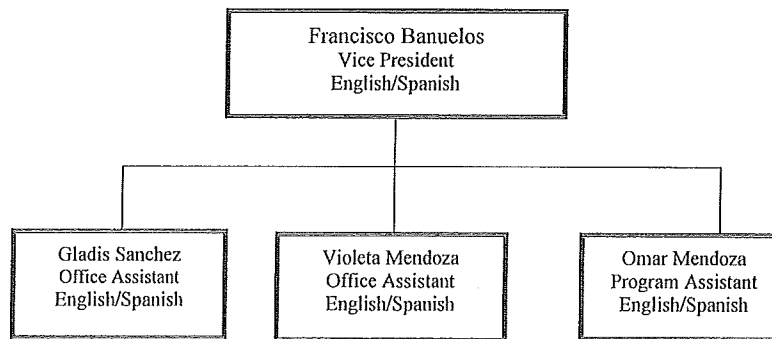
OSCC staff will have State of California Labor Market Information (CalJOBS) and Federal (O*NET) Labor Market Information available at the One-Stop Center/America*s Job Center of California. In addition, OSCC staff will use the most recent Fresno Reginal Workforce Development Board employment study and any local employment data that will target our local geographical location. In addition, OSCC Staff will make available the State Training Provider performance report and will assist participant to navigate the internet to retrieve any other federal, state or local performance reports.

Who will do it?

OSCC staff will serve as the frontline community access for WIOA employment and training services for West Fresno County. The WHCCD One-Stop Career Center staff will include:

- WIOA Services Program Director: Director will supervise One-Stop staff, ensure that PA's are assisting job seekers and providing referrals as needed to jobseekers. Attend required WIOA meetings and schedule regular staff meetings to provide updates on operational directives and performance review.
- One Stop Services Operator (Program/Office Assistant – Coalinga and Mendota sites): meets and greets job seekers as they enter the resource rooms. PA updates job boards daily and ensures that regional jobs postings are up to date. PA provides Basic Career Services participant referrals to other social services agencies. PA works with area employers to set up recruitments for jobs at the One-Stop Centers. PA conducts general and sector based service orientations and works to ensure that appropriate providers are at SRT meetings. PA/OA will be responsible for determining eligibility for Individualized Basic/Training Career Services participants. In addition, PA will provide pertinent Basic Career Services as needed.

OSCC Organization Chart:



Who will receive services?

An individual shall be considered eligible to participate in our WIOA Programs if he/she is:

A Fresno County resident age 18 and older who is: unemployed, underemployed or displaced from employment. All employed and/or under-employed **Adults must meet Fresno County's Self-Sufficiency Guidelines as defined by Local Eligibility TAG**. In addition, participants who are receiving foods stamps, public assistance, who are basic skills deficient and/or veterans, will receive priority of services.

Adult Eligibility Criteria WHCCD staff currently follows the WIOA Priority of Services for Adult as required by OD# 11-15, and OD #09-16, 2016 WIOA 70 Percent Lower Living Standard Income Level (LLSL) guidelines to determine the participants' eligibility for the Adult Program. Participants who are public assistance recipients, low income and individuals who are basic skills deficient will receive priority of services.

Dislocated Worker WHCCD staff currently follows PB #17-01, Dislocated Worker-Local Eligibility Criteria/Definition guidelines to determine the participants' eligibility for the Dislocated Worker program. Once it is determined that the participant meets the eligibility criteria as set forth by FRWDB and Eligibility TAG, participants are enrolled in the program and they are scheduled for an appointment to meet with the assessment facilitator to begin the assessment process.

All participants entering WIOA must follow the customer flow process and be considered capable of obtaining and retaining full-time employment by the Self Reliance Team (SRT); which is composed of One Stop Staff and Partners. This shall occur prior to enrollment into Career Services or Training Services.

Where will it be done?

Workforce Innovation and Opportunity Act (WIOA) Services will be offered at the Coalinga and Mendota One Stop Center sites. In addition, services will be provided by appointment at the Kerman and Firebaugh Satellite locations. These four sites have been designated as sites where staff will work with WIOA clients throughout the year to provide career counseling, work readiness workshops, referrals and any other service that clients require to become employable.

**West Hills Community College District
Workforce Innovation and Opportunity Act
Adult/Dislocated Worker Programs
2018-2019
WORK STATEMENT**

Region: Westside of Fresno County

**Site: Coalinga, Mendota, and
Kerman**

☐ OSCC

- ☒ WIOA Adult Program
☒ WIOA Dislocated Worker Program

West Hills Community College District (WHCCD) will provide employment and training services to the rural communities of the west side of Fresno County. By networking with various agencies, WHCCD will provide services to unemployed adults, under-employed adults, displaced workers, veterans, and individuals who have a criminal background and have difficulty entering full-time employment. The following is a description of who will receive services, the type of services that will be provided and where the services will be offered:

What will be done?

Career Services include Staff Assisted job search and placement assistance (including career counseling); labor market information (which identifies job vacancies; skills needed for in-demand jobs; and local, regional, and national employment trends); assessment of skills and needs; information about available services; and retention follow-up services to help participants keep their jobs once they are placed. Career Services will also include more comprehensive assessments, Job readiness workshops, development of individual employment plans, group and individual counseling, case management, and short-term pre-vocational services.

In cases where qualified participants receive Career Services and if they are interested in training services, they may receive the training services that are *directly linked to job opportunities in their local area*. These services may include occupational skills training, on-the-job training, entrepreneurial training, skill upgrading, job readiness training, adult education, and literacy activities in conjunction with other training.

Participants that require assistance with certain job readiness skills (resume writing, cover letters, applications, Internet job search, and/or interviewing skills) will be referred to Career Services Universal. All new job seekers will be required to complete the job readiness workshops and the workshops are designed to assist those participants that have some work history but may require a refresher to assist them in getting back into the job market or to obtain the necessary soft skills to obtain/maintain a job.

Preparation of the Labor Force for Jobs of the Future:

- Participant focused, Goal-Oriented
- Utilize WHCCD mainstream vocational programs; grant funded training, and resources to leverage potential training options to rural participants.
- Work with city governments and Fresno County Economic Development Corporation to aide with the economics of the rural communities of Fresno County.
- Train and place WIOA adults into employment thereby aiding employers with the shortage of a skilled workforce.

Exemplary Employer Services:

- Respond to the needs of local businesses by providing a wide range of services including customized training, OJT options, trained workers, contract training, and up-grade training.
- Help local business expand by providing knowledge, linkages, employees, training, and strategic planning utilizing additional partner resources.
- WHCCD WIOA programs will have a designated BAS that will aide with EZ and WOTC Tax Credit Vouchering to ensure employers take advantage of tax credits offered by the state of California.
- WHCCD staff will refer employers to receive additional services to the FRWDB Business Services Center.

Regional Economic Development

- Participate in efforts to attract new businesses or services to the city.
- Partner with other One-Stop partners, college, and FRWDB administrators to assist city's economic development efforts.
- Spearhead job fairs, interviewing / screening services for new business.
- Continue to research for new opportunities to leverage funds.

Job Readiness Preparation:

Participants who choose to follow the individual career services for job search path will adhere to the Job Readiness process to become job ready. All participants who are not enrolled in training will become job ready and will be marketed to employers as having completed our intensive screening for job readiness. Once a participant completes all of the requirements for the Job readiness such as Job Readiness Workshop, Career Pillars, mock interview, resume and has completed the job readiness process, a BAS will begin to work with them on their job placement and will begin to market them to employers. If the ERS determines that a client is not ready to be referred to employment, the ERS will arrange for client to work on his/her barriers to employment immediately to ensure that they enter job ready status within the next 6 months. In addition, all new clients are required to complete the job readiness activities listed below:

- Adaptable and Productive Problem Solver
- Digital Literacy
- Learning, Creativity and Adaptability
- Communicator and collaborator
- Responsible and Ethical Decision Maker
- Life Skills
- Personal Development

- Resume
- WIN Solutions for basic skills remediation
- Career Pillars

Career/Training Services:

Career Guidance - WHCCD will follow the assessments process set forth by FRWDB to guide participants into the appropriate career paths. WHCCD will use the O*NET Interest Profiler and ACT WorkKeys® to ensure that participants are making the appropriate career decisions. By utilizing assessment results, staff will match participants with career paths that align with their abilities and interests. WHCCD will assist participants in making a choice between individual career services for job search paths or training.

Training Services - Participants who wish to pursue a new career by completing a training program will undergo an intense pre-screening to ensure that they are prepared to enter and complete a skills training program. Currently, WHCCD ERS ensure that participants do not have barriers that will prevent them from completing a career training program prior to exploration of vocational skills training. Assessment scores are also reviewed to ensure that participants have the basic skills required to enter and complete a particular vocational program. ERS' guide participants through the process of entering a training program and assist them with guidance and supportive services while participants participate in the vocational program. Immediately upon completion of a training program, participants are referred to begin the job readiness in order to become job ready. BAS will begin to work with them on their job placement and will begin to market them to employers.

Fast Track Required for Staff Assisted Service:

Participants entering the One Stop Center, who are interested in additional assistance to enter employment, may be referred to Career Services immediately. However, before a WIOA Career Services direct referral, the self-reliance team must assess and make other non-WIOA appropriate referrals based on other program or service eligibility criteria. The SRT will arrange to meet with clients who require fast-track services OR will have a WIOA staff member interview the client and will review the case at a later time. This will ensure that clients who need immediate assistance to enter employment receive services in a timely manner.

Non-WIOA Partner Referrals:

All participants who are enrolled in WIOA will have the opportunity to receive job seeker referrals to organizations that are a part of the One-Stop System as well as information or resources from other organizations that provide the services that they might need. WIOA staff have good working relationships with Department of Mental Health, Fresno County DSS, Department of Rehabilitation (DOR), EDD, WIT, faith based agencies, AEBG consortium adult schools and other social service organizations to assist participants with identified needs. In addition, WIOA staff will provide a diversified of services information such as available supportive services from partner agencies and will provide assistance to apply online for unemployment compensation, food stamps, public assistance and college financial aid (FAFSA) in efforts to assist client to be successful in accomplishing their training and employment goal.

Follow-Up Services:

The WHCCD retention staff will closely track the follow up services provided to exited participants to make sure that these services contribute to more successful long-term outcomes for WIOA participants and to allow for the ongoing data collection that is required to measure performance outcomes. WHCCD retention staff will obtain information from all the different service providers who may offer additional services to exited participants.

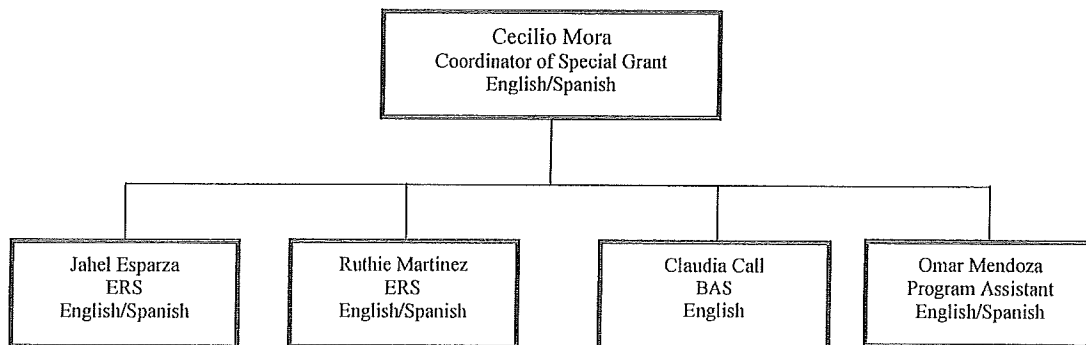
Who will do it?

Adult/DW Individualized Career/Training Services

- WIOA Services Program Coordinator (Westside area): Coordinator will supervise Adult–DW staff, ensure that staff are assisting participants and providing individual career/training services as needed to job seekers. Attend required WIOA meetings and schedule regular staff meetings to provide updates on operational directives and performance review.
- Employment Readiness Specialist (Westside area): ERS will perform a variety of assignments including developing the individual employment plan, linking WIOA job seekers to the resources that will help them to become job ready, self-sufficient and able to effectively compete in the labor market. As the primary contact with the WIOA jobseeker, the ERS manages the job seeker’s progress through the Customer Flow Process, interprets assessment results, and assists the jobseeker in overcoming employment barriers through WIOA, partner and community programs.
- Business Account Specialist (Westside area): BAS will perform a variety of tasks linking businesses to the resources that will help them to effectively recruit, retain and retrain staff, and reengineer their organization. As the first point of contact for our primary participant, the employer, the BAS will advise businesses on basic career resources through the BSC, WIOA employer programs, and its partners, and refer employers to the Fresno 4 Biz services. In addition, BAS will assist job seekers to become job ready and refer job seekers to employment opportunities.
- Program Assistant (Program Assistant – Westside area): PA will be responsible for conducting follow-up services to exited job seekers, and proctor WorkKeys® and O*NET Interest Profiler assessments. In addition, PA will assist with data entry and other program activities.

All services offered by staff are participant-focused and goal-oriented. Services will be provided in a bi-lingual, bi-cultural format to ensure all potential clients receive appropriate services. To accommodate participant timelines, services may be provided during evening hours and weekend hours. Office hours will be from 8 am to 5pm Monday through Friday; on special occasions, staff will work with clients on weekends to ensure supportive services and retention services are being offered when needed.

Adult-Dislocated Worker Program Organization Chart:



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All participants entering WIOA must follow the customer flow process and be considered capable of obtaining and retaining full-time employment by the Self Reliance Team (SRT); which is composed of One Stop Staff and Partners. This shall occur prior to enrollment into Career Services or Training Services.

Where will it be done?

WIOA services will be offered at the Coalinga and Mendota One Stop Center sites, Kerman, and Firebaugh satellite locations. These four sites have been designated to as sites where staff will work

with WIOA clients throughout the year to provide career counseling, work readiness workshops, referrals and any other service that clients require to become employable.

Employer contacts will be conducted region wide. Our Business Account Specialist (BAS) will travel throughout the Westside of Fresno County to provide services to area employers. BAS' will be provide employers with information on the WIOA system, job referrals, job placement and other services that employers require throughout the year. BAS and program coordinator will also work with the Economic Development Corporation of Fresno County to continue to work with city governments in the area to provide assistance with economic development activities.