



Fresno Regional
**Workforce
Development Board**

A proud partner of America's Job Center of CaliforniaSM network.

Workforce Innovation and Opportunity Act

**Local Plan Biennial Modification
Program Years 2017 – 2021**

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD (FRWDB)
2019 BIENNIAL MODIFICATION TO 2017-2021 LOCAL PLAN
TABLE OF CONTENTS

PRINCIPAL NARRATIVE		Page
I.	Collaboration with the CalFresh Employment and Training Program and Strengthened Partnership with Fresno County Department of Social Services	
A.	Braiding Resources and Coordinating Service Delivery for People Receiving CalFresh to Participate in Workforce Services, Sector Pathway Programs, Supportive Services and Retention Efforts	4
B.	Workforce System Collaboration with Community Organizations Serving Specific CalFresh Populations	4
C.	Workforce Services Available to People Receiving CalFresh That Are Funded by Local/Regional Partners	4-5
D.	Partner's Roles in Helping Provide Services to and Integrating People Receiving CalFresh Into Sector Pathway Programs	5
E.	Coordination among Partners to Provide Supportive Services to this Population and Facilitate Program Completion	5
F.	Strategies to Retain Participants in Regional Sector Pathway Programs and Employment	5
II.	Partnership with Fresno County Department of Child Support Services	
A.	Existing Workforce and Education Program Partnerships	
1.	Partners' Collaboration to Provide Supportive Services to Enhance Job Retention	5-6
2.	Comprehensive Services to Facilitate Labor Market Success and Career Advancement	6
3.	Impact of WIOA Eligibility Criteria on Serving the Target Population	6
4.	Other Obstacles to Serving the Child Support Program Population	6-7
5.	Strategies to Motivate and Support Participation	7
6.	Opportunities for and Obstacles to Local Partnerships	7
B.	Plans for Building Successful Partnerships or Scaling up Existing Successful Partnerships	
1.	Strategies to Support Participant Retention in Training Programs	7
2.	Existing, New and Prospective Workforce and Training Partnerships	7
3.	Braiding Resources and Coordinating Service Delivery	7
4.	Coordination with Community-Based Organizations to Serve the Target Population	8
5.	Referral Processes and Systems	8
C.	Working with Fresno County Department of Child Support Services to identify incentives to increase the success of NCPs' sustained participation in local workforce programs	8
III.	Partnerships and Engagement to Support Greater Opportunities for Competitive Integrated Employment	
A.	AJCC Staff Knowledge and Training Needs about Serving Individuals with Intellectual or Developmental Disabilities and about Programs and Resources Available for the Target Population	8-9
B.	Planned Coordination with DOR Point of Contact Regarding Services and Resources for the Target Population Who Are Vocational Rehabilitation Consumers	9
C.	DOR Collaboration in Outreach to Employers and Partners to Support Opportunities for Individuals with Intellectual or Developmental Disabilities to Achieve Competitive Integrated Employment	9
IV.	Collaborative Strategies to Strengthen Services for English Language Learners, Foreign Born Individuals and Refugees	
A.	Sharing Resources and Coordinating Services for the Target Population	9-10
B.	Increasing Access to Sector Pathway Programs	10
C.	Ensuring the Availability of Support Services	10-11
D.	Promoting Retention in Training, on the Job and in Career Path Progression	11

	E.	Coordination and Alignment with Other Plans and Planning Partners	11-12
	F.	Coordination with the National Farmworker Jobs Program	12
	G.	Recognizing and Replicating Best Practices	12
V.		Other Modifications to FRWDB's 2017-2021 Local Plan	
	A.	Progress on Local Plan Goals	12-13
	B.	Local Workforce System Priorities	13
SUPPLEMENTAL NARRATIVE			Page
Attachment A: Stakeholder and Community Outreach and Involvement in the Two-Year Review of the Local Plan			
1.		Overall Strategy for Community Outreach and Stakeholder Engagement to Support Modification of the Local Plan	
	A.	Approach to Conducting Population/Partnership-Specific Input Sessions	14-15
	B.	Use of an Experienced Facilitator to Guide and Support Discussion	15
	C.	Capturing Community and Stakeholder Input	15
	D.	Harnessing Intelligence from On-Going Stakeholder Engagement	15
	E.	Strengthening Communities of Support around Key Populations and Partnerships	16
2.		Specific Efforts to Outreach to the Community and Engage Stakeholders in Discussions on FRWDB's New Partnership with CalFresh	
	A.	Outreach Activities	16-17
	B.	Efforts to Engage Required CalFresh Partners	17
	C.	Communication with the State Board regarding CalFresh Forum	17
	D.	Documentation of Efforts	17
3.		Specific Efforts to Outreach to the Community and Engage Stakeholders in Discussions on FRWDB's New Partnership with Fresno County Department of Child Support Services	
	A.	Outreach Activities	18
	B.	Efforts to Engage Required Child Support/Non-Custodial Parent Partners	18
	C.	Communication with the State Board regarding Child Support/Non-Custodial Parent Forum	18
	D.	Documentation of Efforts	18
4.		Specific Efforts to Outreach to the Community and Engage Stakeholders in Discussions on FRWDB's New and Enhanced Partnership with Competitive Integrated Employment Initiative Partners	
	A.	Outreach Activities	19
	B.	Efforts to Engage Competitive Integrated Employment Partners and Key Stakeholders	19
	C.	Communication with the State Board regarding Competitive Integrated Employment Forum	19
	D.	Documentation of Efforts	19-20
5.		Specific Efforts to Outreach to the Community and Engage Stakeholders in Discussions on FRWDB's New and Enhanced Partnership with Organizations Serving English Language Learners, Foreign Born Individuals and Refugees	
	A.	Outreach Activities	20
	B.	Efforts to Engage Partners and Key Stakeholders in Improving Services to English Language Learners, Foreign Born Individuals and Refugees	20
	C.	Communication with the State Board regarding Forum on English Language Learners, Foreign Born Individuals and Refugees	20
	D.	Documentation of Efforts	20-21
6.		Efforts to Outreach to the Community and Engage Stakeholders in Discussions on FRWDB's Overall Approach to Workforce Programming and Planning through a General Community Forum	
	A.	Outreach Activities	21
	B.	Efforts to Engage Partners and Key Stakeholders in Providing Input on General Workforce System Planning	21
	C.	Communication with the State Board regarding General Community Forum on Workforce System Planning	21

	D.	Documentation of Efforts	21
7.	Publication of Draft for Public Comment		
	A.	Notice on the Availability of the Draft Plan for Public Review and Comment	22
	B.	Opportunities and Mechanisms for Public Comment	22
	C.	Results of Invitation for Public Comment	22-23
	D.	Documentation of Efforts	23
Attachment B: CalFresh Participants – Background and Assessment of Need			
1.	Overview of the Size and Characteristics of the Total CalFresh Recipient Population		24
2.	Overview of the Size and Characteristics of CalFresh E&T Participants		24
3.	Types of Workforce Services Needed by the Target Population		24
4.	Employment Barriers Experienced by the Target Population and Resources Available to Address Barriers		25
5.	Collaboration among the WDB, the Fresno County Department of Social Services, and CalFresh E&T Providers		25
6.	Quality and Level of Intensity of Partner Services		25
7.	Information Sharing among Partners		25-26
Attachment C: Unemployed, Underemployed and Payment Delinquent Non-Custodial Parents – Background and Assessment of Need			
1.	Overview of the Size of the Child Support Program Population in Fresno County		27
2.	Types of Services Needed by the Targeted Population		27
3.	Services Currently Being Provided and How the Workforce-Child Support Partnership Will Modify Types and Quantity of Services Provided		27
4.	Barriers Experienced by Child Support Program Participants and Resources to Address Barriers		28
5.	Planned Information Sharing to Evaluate Need		28
Attachment D: Engagement with Local Competitive Integrated Employment Partners			
1.	Engagement with Local Partners to Increase Competitive Integrated Employment for Jobseekers with Intellectual or Developmental Disabilities		29
2.	Competitive Integrated Employment Partners (List)		29
3.	Planned Coordination with the CIE Local Planning Agreement Partners		29
Attachment E: English Language Learners, Foreign Born Individuals and Refugees – Background and Assessment of Need			
1.	Overview of Target Population Demographics		30
2.	Barriers to Employment and Specialized Needs of the Target Population		30-31
3.	Identified Gaps in Workforce System Services for the Target Population		31
4.	Outreach and Recruitment Strategies for the Target Population		31
5.	Coordination and Alignment among Partners in Serving the Target Population		31-32
Attachment F: Public Comments in Disagreement with Local Plan			33
Exhibits			34-129

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD (FRWDB) 2019 BIENNIAL MODIFICATION TO 2017-2021 LOCAL PLAN - PRINCIPAL NARRATIVE

I. COLLABORATION WITH THE CALFRESH EMPLOYMENT AND TRAINING PROGRAM AND STRENGTHENED PARTNERSHIP WITH FRESNO COUNTY DEPARTMENT OF SOCIAL SERVICES

The CalFresh program in Fresno County is administered by the Fresno County Department of Social Services (DSS), which is responsible for all TANF and related public welfare programs. The FRWDB and our network of AJCCs have a long history of working with DSS on welfare-to-work related projects. The two agencies regularly cross refer clients in accordance with procedures outlined in the partner MOU. Because the CalFresh population is tremendously diverse, this target group is served by all types of education, social services and support organizations.

Fresno County DSS has implemented a CalFresh Employment and Training (CFET) Program, using a third-party provider model. DSS contracts with Reading and Beyond, a local non-profit organization that was an early implementer of CFET programs. This model, known as the California Bridge Academy, provides an 18-month program. Its design is flexible and provides basic education, supportive services and training in demand occupations with the goal of the participant moving into a job, then a better job and, ultimately, a career. The Bridge Academy in Fresno County works closely with adult education, the community college system and community-based organizations. Coordination with the AJCCs and the workforce system has grown and CFET participants use the center as a resource for job search.

The responses below address approaches for both the CalFresh population and CFET participants. For additional information concerning background and needs assessment of participants in CalFresh and the CFET Program in Fresno County, please refer to description provided in Attachment B.

A. Braiding Resources and Coordinating Service Delivery for People Receiving CalFresh to Participate in Workforce Services, Sector Pathway Programs, Supportive Services and Retention Efforts: Given the size and diversity of the population that participates in the CalFresh Program, individuals in this target group are served by many of the workforce system partners and allied stakeholders. The coordination of services to support these job seekers is built on a customer-focused approach, where individual aptitudes, circumstances and priorities are assessed and a service strategy is customized to meet education, training and support needs. When CalFresh participants seek services through the AJCC, they are oriented not just to the services provided under WIOA, but to programs and resources available through the one-stop partners and other local service agencies. A service plan is developed that addresses the full range of needs. Often this will include training provided by local providers, including but not limited to: local education programs and Fresno City College, which prepare participants for careers in regional target sectors, such as construction, manufacturing, and healthcare. Linking participants to community-based resources for housing, medical, legal and other services is part of FRWDB's braided strategies that ensure participants are equipped to complete training and succeed in the workplace.

B. Workforce System Collaboration with Community Organizations Serving Specific CalFresh Populations: For both CalFresh participants and those enrolled in E&T activities, the foregoing response addresses the strategies used by the workforce system to coordinate and leverage resources from stakeholders of all types. Individuals with additional barriers to employment (e.g. job seekers with disabilities, formerly incarcerated individuals, migrant and seasonal farmworkers) will often qualify for specific types of funding and programs, and, in some cases, are referred by those programs to the AJCC and other workforce system providers. County and state justice system agencies, WIOA Section 167 Farmworker programs, the State Department of Rehabilitation (DOR), veterans services programs, refugee support agencies and other organizations with a unique, population-specific focus are part of the workforce system's extended network of partners. Referrals, co-enrollments and coordinated service delivery are commonplace among stakeholders.

C. Workforce Services Available to People Receiving CalFresh That Are Funded by Local/Regional Partners: Most organizations providing education, training and support services to CalFresh individuals do not use CalFresh enrollment status as a basis for eligibility/participation and do not record this data. Therefore, baseline service levels for most education, training and support programs are not available. Some programs and providers do collect

information regarding their participants' CalFresh status. For example, in PY 2017-2018, the FRWDB served a total of 1,366 CalFresh participants in our WIOA Title I formula-funded programs.

Even without the availability of baseline service levels, our recent biennial modification planning and community and stakeholder engagement process revealed that opportunities exist to serve a greater number of CalFresh participants and increase the number of CFET participants by the partners' working together to promote services to this population. Under the WDB's leadership, the one-stop partners will collaborate with DSS to identify and develop strategies to specifically market workforce and training programs for CalFresh participants

D. Partners' Roles in Helping Provide Services to and Integrating People Receiving CalFresh into Sector Pathway Programs: The FRWDB is committed to ensuring that participants' training is focused on demand occupations within priority sectors that hold promise for career advancement, wage gains and a family supporting income. FRWDB provides career exploration, job readiness preparation, career guidance, case management, work-based learning and referrals to training that are sector pathway-focused. CalFresh participants benefit from this focus by participating in services designed to qualify them for jobs that will lead to careers with good wages and benefits. The FRWDB continues to lead discussions among the workforce system stakeholders, including our education partners, regarding the development of coursework and work-based learning strategies focused on regional sector pathways. Examples include a Maintenance Mechanic program, developed under the SlingShot grant, which is offered by Fresno City College, and curricula to support MC3 Pre-Apprenticeship training sponsored by the region's Building Trades Councils.

E. Coordination among Partners to Provide Supportive Services to this Population and Facilitate Program Completion: WIOA, CFET, the Rehabilitation Act and many other programs for which some CalFresh participants may qualify allow for a portion of funds to be used to provide a variety of support that enable participation in services and training and successful transition to employment. For individuals needing supportive services (e.g. housing, medical) that may exceed the resources available through public workforce and education programs, referrals are made to public and non-profit providers throughout the county, such as Department of Social Services, Fresno County Housing Authority, WestCare Foundation, and the Fresno Rescue Mission. As described above, the delivery of services to CalFresh and other workforce system participants begins with assessment and service planning. These services are critical in identifying support needs and form the basis for designing a program of support that will ensure a participant's success. Additional information on supportive services is provided in Attachment B.

F. Strategies to Retain Participants in Regional Sector Pathway Programs and Employment: AJCC staff and representatives of our workforce services partners (e.g. EDD, DOR, local education agencies) orient all prospective candidates to workforce, education and training services that are available to support their career goals. This is followed by assessment and service planning that not only ensure that suitable workforce services are identified, but that customers understand the actions required to advance on a career path that will pay family sustaining wages. These include gaining work experience in an occupation and, frequently, continuing education and training to secure credentials that businesses recognize and value.

II. PARTNERSHIP WITH FRESNO COUNTY DEPARTMENT OF CHILD SUPPORT SERVICES

The new state-level partnership between the California Workforce Development Board and the California Department of Child Support Services sets the stage for delivering more intensive workforce services to a greater number of non-custodial parents (NCPs) population. FRWDB fully supports the state's mandate that local partnerships be formed to improve labor market outcomes for unemployed, underemployed and non-custodial parents. Both the workforce system, which is led by the FRWDB, and Fresno County Child Support Services have implemented mechanisms including referral processes to improve workforce service delivery for targeted NCPs. For background information on the target group and an assessment of need, please refer to information provided in Attachment C.

A. Existing Workforce and Education Program Partnerships

1. Partners' Collaboration to Provide Supportive Services to Enhance Job Retention: The population comprising non-custodial parents with child support orders, who are unemployed, underemployed or payment delinquent, is extremely diverse and experiences a vast array of circumstances. Some individuals are completely disconnected from the labor market, having never worked a traditional job and possessing few marketable skills. Others may be

formerly incarcerated individuals, including those who are recently released and, therefore, unemployed. Still others may be English language learners, persons with disabilities, disconnected youth or older workers. What they share in common is their status with regard to child support payments, employment and the ability to command family supporting wages within the marketplace. Given the diversity of the population and the spectrum of support needs that is likely to exist, AJCC staff will work individually with each non-custodial parent to determine supportive service needs. Staff is experienced in assessing needs at various levels and in surveying the community for resources. Foremost on the list of support services to be addressed are those corresponding to fundamental needs. While WIOA and other federally-funded programs that comprise the one-stop partners may be able to make support funds available on a one-time or short-term basis to meet these needs, AJCC staff works to develop linkages with local organizations to address these needs. AJCC and workforce system partner staff will also work with NCP customers to determine if there may be resources within their personal networks (e.g. family members, friends) that may be able to assist with fundamental support needs. Other “stabilizing” services may include counseling and health services, which can be obtained through referrals to a wide range of agencies, including Fresno County Department of Behavioral Services, the Department of Public Health, and the Fresno County Public Defender’s Office’s Clean Slate Program, along with private, non-profit and community resources such as WestCare Foundation and Turning Point of Central California. Support services that enable participation in training and a successful transition to employment generally include assistance with transportation, child care, work-related clothing, tools and similar services. Such services are available from WIOA, through other one-stop/AJCC partners (when NCPs are co-enrolled in these programs) and through various community agencies. AJCC staff works with all organizations to coordinate services to ensure the full range of customer support needs continue to be met throughout program participation and following job placement.

2. Comprehensive Services to Facilitate Labor Market Success and Career Advancement: As indicated above, AJCC staff and representatives of our workforce services partners (e.g. EDD, DOR, local education agencies) orient all prospective candidates to workforce, education and training services that are available to support their career goals. This is followed by assessment and service planning that not only ensure that suitable workforce services are identified, but that participants understand the actions required to advance on a career path that will pay family sustaining wages. These include gaining work experience in an occupation and, frequently, continuing education and training to secure credentials that businesses recognize and value. Staff will work with each NCP to establish employment goals. Based on the child support obligations of targeted NCPs, the partners recognize that they need to identify employment paying wages sufficient to meet these obligations and provide enough remaining income so that the NCP can support him/herself. Therefore, staff may recommend that NCPs consider employment options where an entry-level worker can earn relatively good wages after minimal training or while learning on the job. Among the regional priority industries offering such opportunities are construction, healthcare, manufacturing and transportation and logistics. Entry-level occupations in these industries include: carpenters, ironworkers, medical assistants, licensed vocational nurses, phlebotomists, psychiatric technicians, maintenance mechanics, welders, truck drivers, supply chain coordinators, and warehouse associates. Energy-related jobs such as solar installers also offer such opportunities, albeit in smaller numbers.

3. Impact of WIOA Eligibility Criteria on Serving the Target Population: Based on dialog with leadership and staff of Fresno County Department of Child Support Services and with other system partners that serve targeted NCPs (e.g. social services, probation and parole agencies), two features of WIOA eligibility criteria - selective service registration and documentation of right to work - may impact the ability of NCPs to participate in federally-funded workforce services. With regard to selective service, local boards can review circumstances and have the authority to “forgive” the non-compliance with registration requirements, allowing non-registrants to participate in WIOA. The state has published guidance on required collection of right to work documentation for various services under WIOA. While NCPs lacking documentation could use Basic Career Services at the center and be referred to non-federally-funded programs for assistance, the AJCC would be unable to provide such individuals WIOA Individualized Career Services.

4. Other Obstacles to Serving the Child Support Program Population: Local Child Support professionals and others that work with the NCP population have indicated that the main obstacle to providing workforce services to the Child Support Program population is individual NCPs themselves. According to representatives from Fresno County Department of Child Support Services, some NCPs referred to WIOA/AJCC services will be interested in the opportunity to prepare for jobs that can lead to family-supporting wages and in Child Support Services “incentives,” which are described below. Still, others are afraid to participate in government programs or will not initially be convinced that any “public program” to which Fresno County Department of Child Support Services is making

referrals would be beneficial. Key to making the partnership work will be the stakeholders' developing and promoting messages to NCPs that are benefits-focused and clearly demonstrates that workforce services offer a path to in-demand jobs, careers and good wages.

5. Strategies to Motivate and Support Participation: Fresno County Department of Child Support Services, like local child support agencies (LCSAs) throughout the state, acknowledges that its first priority is to ensure that the county's children are financially supported and well cared for. To this end, LCSAs have at their disposal a series of "enforcement tools," such as revocation of drivers' and professional licenses, attachment of wages, and imposing liens. Conversely, there are several "motivation tools" that Fresno County Department of Child Support Services is willing to utilize to encourage NCPs to take advantage of workforce programs and services. Among these are: restoration of licenses; revisiting support orders to ensure they reflect the current circumstances of the NCP; deferring or lessening the requirement for payment during the time in which NCPs are engaged in workforce services, training and job search; and, in specialized cases, forgiving a portion of past due payments.

The WDB, Child Support Services and other stakeholders all agree that the best tool to motivate and support NCPs' engagement with the workforce system is providing good and accurate information about child support obligations; payment options; labor market and employment opportunities; and services that can lead to well-paying jobs with career ladder potential. Again, under the current partnership, creating clear, positive messaging will be the partners' top priority.

6. Opportunities for and Obstacles to Local Partnerships: A major obstacle to co-case management and establishing local partnerships is the release of information and data sharing. Many agencies are bound to confidentiality and are unable to share information that may reduce redundancy in providing services. The FRWDB will continue to develop and/or reinforce effective partnerships across WIOA programs and other community based organizations (CBOs) to provide individuals the employment, education, and training services they need. In an effort to meet this goal, the FRWDB has been participating in a project to pilot data sharing software, CommunityPro. CommunityPro offers an integrated system-wide referral management and reporting system that allows each partner agency to keep and enhance its current data tracking systems, while allowing them to share data, track referrals, open spots in classes/workshops and available programs. By utilizing CommunityPro, FRWDB programs are able to refer to local partners/CBOs and effectively promote and develop a "no wrong door," seamless referral system to maximize resources and better align services.

B. Plans for Building Successful Partnerships or Scaling up Existing Successful Partnerships

1. Strategies to Support Participant Retention in Training Programs: FRWDB has been serving NCPs through its referral process with Fresno County Child Support Services for the last two years and both agencies are committed to maintaining communication on the services and outcomes of participants and supporting participants in achieving their employment and wage goals. Providing supportive services and leveraging "incentive tools" from Child Support Services will be key strategies to encourage participants' retention in training and services. As we do with other job seekers, AJCC staff and partners will assist NCPs in devising long-range career plans, which may include multi-year, multi-step processes to gain work experience and develop high-demand technical skills. The planning process will provide a "road map" for participants to progress along a career path on which experience and attainment of skills and credentials will increase their earning power.

2. Existing, New, and Prospective Workforce and Training Partnerships: FRWDB and Fresno County Department of Child Support Services have an existing referral process that has been instrumental in serving court ordered NCPs that are in contempt due to unpaid child support payments. The FRWDB will work with Fresno County Child Support Services to develop an additional referral process for NCPs that are not mandated to participate in WIOA services. Child Support staff will distribute marketing materials provided by the AJCC to encourage these individuals to seek out WIOA services. A jobseeker that is interested in WIOA Individualized Career Services will arrive to the AJCC with the referral form and staff at the AJCC will assist him/her in becoming enrolled, if eligible, or refer them to suitable partner agencies.

3. Braiding Resources and Coordinating Service Delivery: Through its existing relationship with the FRWDB, Child Support Services will be connected to the entire workforce system, including the WIOA-mandated one-stop partners and a host of local government programs, community agencies, and faith-based organizations that are stakeholders in and contributors to workforce service delivery. AJCC staff will function as the principal case managers for NCPs enrolled in workforce programs, but will make referrals and promote co-enrollments, as appropriate and necessary, to training and service partners, thereby accessing additional resources.

4. Coordination with Community-Based Organizations to Serve the Target Population: Given the diverse nature of the target population and the fact that NCPs, generally, do not identify themselves as such, local CBOs are often not aware of the number of individuals from the target population that they are serving. This is true of the WDB itself, as AJCC staff is often unaware that a participant has an order for payment of child support. Staff indicates that an issue signaling payment delinquency is a participant having a suspended driver's license. Under the partnership between Child Support and the FRWDB, NCPs will have access to a wide range of public and private programs that collaborate on a regular basis with the AJCC and the workforce system. These linkages will allow NCPs to access services and support resources that not only enable their participation in training, but make supporting themselves possible on entry-level wages, while making child support payments.

5. Referral Processes and Systems: The Fresno County partners have developed two referral processes: one for court ordered NCPs and a second process for voluntary referrals. Fresno County Department of Child Support Services provides a referral form to participants to access Basic Career Services through the AJCCs.

For court ordered referrals, the NCP will call the Point of Contact (POC) at a preferred Workforce Connection office (our AJCCs) to schedule an initial visit. The participant arrives to a scheduled appointment and provides the POC with the referral form, completes the Universal Release Form and receives a tour of the resource room. The jobseeker attends orientation, and, if interested in receiving WIOA services, staff assists the NCP in completing the WIOA eligibility and enrollment process. Once enrolled, jobseekers participate in a variety of WIOA services and a report will be generated to show the status of activities. A letter stating participation in services is provided to the jobseeker upon request. For voluntary NCPs, the Child Support Services staff will also provide marketing materials and information on services offered by the AJCC and the system partners.

C. Working with the Local Child Support Agency to Identify Incentives to Increase the Success of Non-Custodial Parents Sustained Participation in Local Workforce Programs

Tools and incentives to promote participation and retention are those described under item A.5, above.

III. PARTNERSHIPS AND ENGAGEMENT TO SUPPORT GREATER OPPORTUNITIES FOR COMPETITIVE INTEGRATED EMPLOYMENT

During the course of reviewing and modifying our 2017-2021 Local Plan and as a result of our community and stakeholder engagement process, FRWDB and partners within the local workforce system have developed a clear understanding of the goals set at the state level by the State Department of Rehabilitation (DOR), the Department of Developmental Services (DDS) and the State Department of Education (DOE) in connection with their agreement to increase competitive integrated employment (CIE) opportunities for individuals with intellectual or developmental disabilities. We became familiar with the CIE Blueprint and with the guidance the state agencies have provided to their local counterparts with regard to the development of Local Partnership Agreements (LPAs) to support the expanded use of CIE throughout California.

On October 18, 2018, the FRWDB convened stakeholders from the disability services community in a forum focused on use of CIE. Among those invited were representatives of the local agencies that represent the state CIE partners: the DOR District Office; the regional center serving Fresno County; and local education agencies. Those participating in the forum learned that, while the presumed LPA partners have agreed to meet and work toward the development of an LPA, as of the publication of this Plan Modification, the LPA has not been finalized. The LPA partners have not communicated to the workforce system their preferences on how we should work to support the LPA's goals on CIE expansion. Therefore, this section of the Modification simply expresses the FRWDB's and the workforce system partners' willingness to support the LPA partners' approach and efforts once they are determined; describes the FRWDB's significant experience and capabilities in serving individuals with disabilities; and suggests various ways in which the workforce system could support DOR in its employer engagement efforts in furtherance of the CIE goals. For additional information on the LPA partners and anticipated plans to increase the availability of CIE in Fresno County, please refer to descriptions provided in Attachment C.

A. AJCC Staff Knowledge and Training Needs about Serving Individuals with Intellectual or Developmental Disabilities and about Programs and Resources Available for the Target Population: Both FRWDB/AJCC staff and managers and staff representing the system partners have expressed interest in training from the LPA partners about the workforce-related needs and barriers of individuals with intellectual disabilities (ID) and developmental disabilities (DD), as the workforce system, overall, has limited experience working with this target group. FRWDB,

however, already works closely with DOR in many ways. In addition to having the agency's staff co-located within the AJCC, center staff works closely with DOR to assess customers' needs and determine circumstances when individuals with disabilities would benefit from co-enrollment in WIOA and DOR programs. The "Ticket to Work" program is co-located in the Fresno Comprehensive AJCC. Training in which FRWDB, AJCC and partner staff has participated include DOR's "Serving Customers with Disabilities," TTY, and a course on "Mental Health First Aid," provided by the Department of Behavioral Health. The FRWDB is currently working with partners to provide additional training in disability sensitivity and awareness training for AJCC staff. In addition to acknowledging the need for CIE-specific training, the partners have identified a number of topics in which training is desired. These include: disability awareness; working with customers with mental health issues; understanding dual diagnosis; reducing stigma; and understanding trauma. State guidance on the CIE initiative indicates that DOR and State Board leadership will ensure that training is available for AJCC staff and that the DOR District Office will assign a point of contact to support the workforce system's CIE activities. FRWDB will work with state and local CIE partners to secure training for AJCC frontline staff and system stakeholders.

B. Planned Coordination with DOR Point of Contact Regarding Services and Resources for the Target Population Who Are Vocational Rehabilitation Consumers: FRWDB has not yet been assigned a DOR point of contact for the CIE expansion initiative. We anticipate that this will occur following the completion of the LPA. We intend to work closely with our DOR-assigned contact to engage with contractors that serve the target population and to coordinate our services with the LPA partners.

C. DOR Collaboration in Outreach to Employers and Partners to Support Opportunities for Individuals with Intellectual or Developmental Disabilities to achieve Competitive Integrated Employment: As indicated above, FRWDB and AJCC staff currently collaborates with DOR to serve participants with disabilities. Supporting DOR's business outreach efforts to expand the use of CIE would be a natural extension of our current, productive working relationship. While DOR has not communicated its goals or its approach to increasing CIE opportunities through the LPA, we envision being able to support DOR's efforts in several ways. We are prepared to work with DOR representatives to develop messaging about CIE opportunities that focuses on the assets that individuals from the target group bring to the work place. Currently, there is no significant coordination of business outreach between DOR, FRWDB Business Services Staff and AJCC staff. However, the FRWDB will work with DOR's Business Specialist to develop an outreach plan and identify companies that are capable of implementing work experience and training activities under "earn and learn" models. In addition, the FRWDB will harness talent from across the local workforce system to support CIE efforts.

IV. COLLABORATIVE STRATEGIES TO STRENGTHEN SERVICES FOR ENGLISH LANGUAGE LEARNERS, FOREIGN BORN INDIVIDUALS AND REFUGEES

The needs of immigrants, refugees and individuals in the process of developing English fluency are of paramount importance to the social and economic well-being of Fresno County. Of the approximately 930,450 people who call the county home, over 50 percent are Hispanic or Latino and one in every five individuals is foreign-born. The FRWDB is committed to working across disciplines with stakeholders from education, economic development, social services and workforce development to ensure that immigrant job seekers and their families have access to a broad range of services that will reduce barriers they encounter in the labor market and to training and other services that prepare them for opportunities in high-growth/high-demand occupations in local and regional priority sectors.

A key element of our approach to effectively serving and meeting the unique needs of English language learners and immigrants from wide ranging backgrounds and circumstances is regular communication with organizations that serve them and businesses that employ them or seek to hire them. This on-going dialog among stakeholders is reflected in the following descriptions of strategies, partnerships and priorities in serving this target population. As described below, the implementation of a state-funded English Language Learner (ELL) Workforce Navigator Pilot Project has enabled us to transform this dialog into effective plans of action on behalf of immigrants and their families living throughout the county. For background information on the target group and an assessment of need, please refer to descriptions provided in Attachment E.

A. Sharing Resources and Coordinating Services for the Target Population: The narrative that follows describes the various ways that stakeholders in Fresno County work in collaboration and partnership to address the workforce

needs of immigrants, refugees and English language learners. FRWDB plays a central role in coordinating agencies, programs and resources.

B. Increasing Access to Sector Pathway Programs: The Local Plan developed by FRWDB in 2017 outlines steps that were being taken at that time to ensure access to various education and workforce services for English language learners. FRWDB's efforts to braid resources and coordinate service delivery for English learners, the foreign born and refugees, includes but not limited to the following:

- Participating in local partner meetings to share information, foster collaboration, and encourage co-enrollment;
- Aligning adult basic education measures of basic skills proficiency with the State Center Adult Education Consortium (SCAEC) to share resources and avoid duplicating services;
- Utilizing the Workforce Navigator model to effectively support and facilitate workforce success;
- Providing on-going, targeted outreach to CBOs to develop new partnerships and strengthen current ones;
- Modifying AJCC MOUs to include commitments to serve target populations through co-enrollment strategies; and
- Making workforce processes more accessible, with “no wrong door” for English language learners’ to access services.

While assisting English language learners in improving their fluency and attaining academic credentials is fundamental to increasing their prospects for well-paid jobs, for most in this target group, the need to earn a family-supporting income is critical. Fresno County workforce system partners (including the AJCC, EDD, education providers and CBOs) recognize that this target group needs long-term interventions that will include on-ramps and off-ramps from education to better jobs and careers. Workforce system partners are successful in assisting job seekers in finding entry-level employment in priority sector careers. Industries where immigrants and those learning English are experiencing the most success include construction, manufacturing, healthcare and transportation/logistics, all of which offer a path to good wages with minimal time spent in formal training. Examples of occupations in these industries include: construction laborers, welders, machine operators, home health aides, custodians, and truck drivers. As described in Section V of this Plan Modification, educational partners are developing and offering more courses in demand sectors and the system’s use of work-based models provides “earn and learn” opportunities that are welcomed by customers.

C. Ensuring the Availability of Support Services: In partnership with the Madera County WDB, the FRWDB implemented the ELL Navigator Pilot, providing referrals to ELL and immigrant populations for services such as immigration assistance, increased access to community resources and community based organizations. In addition, the pilot provided funding for ESL classes, GED classes, vocational training, such as truck driving, and transitional jobs in occupations such as office clerks and outreach coordinators. Furthermore, the program also provided translation and evaluation of foreign degrees to assist individuals in obtaining employment or entering higher education. Eligible individuals were also referred to the AJCC for WIOA employment and training services. The pilot ended in December 2018. However, utilizing lessons learned from the pilot, the FRWDB has created a permanent Workforce Services Navigator position. The Navigator evaluates each participant’s need for services to support their participation in training and job search and their success on the job. The target population is diverse, ranging from refugees who completed college in their home countries, to immigrants with low literacy in their native languages. And, while economic circumstances may vary, the vast majority of individuals in the target group are low income and they generally have limited skills with which to compete in the labor market. Because of limited resources and the frequent need to participate in multiple activities and services, access to various forms of support can be critical. In addition to utilizing a portion of WIOA Title I allocation to provide support, AJCC staff works closely with partners to secure services for participants. Braiding resources has created stronger collaboration and infrastructure to support dual enrollment, which enhances access to not only technical education and industry-focused career pathways tailored to the needs of English language learners, but also to assist participants in identifying and overcoming obstacles. These include, but are not limited to, housing vouchers, energy assistance, emergency food and food pantries, and transportation assistance. Other forms of support (e.g. legal, immigration and translation) may be provided by various organizations with which FRWDB and the AJCC collaborate, such as: Centro La Familia, the San Joaquin College of Law-New American Legal Clinic, Fresno Unified DREAM Resource Center, and the Mexican Consulate. Many of the one-stop partners programs (e.g. Rehabilitation Act, Title V of the Older Americans Act) also offer a range of supportive services to individuals enrolled in their programs. For those who qualify and need services

from those programs, referrals resulting in co-enrollment may be made. Partners with which enrollment is common include: DOR for vocational rehabilitation, job training, and placement services; Ticket to Work for career counseling, vocational rehabilitation, job placement, and training; and the current Title V providers, the National Council on Aging and Senior Service America, Inc., for job search assistance and work experience opportunities.

D. Promoting Retention in Training, on the Job and in Career Path Progression: As suggested above, the keys to promoting the progression of ELL and immigrant job seekers into self-sustaining and family-supporting careers are: career information; career planning; and the availability of flexible and modular services offering a variety of on- and off-ramps. Collaborating across organizations and disciplines, the workforce system partners and allied stakeholders all recognize the need to balance the immediate income requirements of the target groups with their need to build language and technical skills that will qualify them for well-paid jobs. Developing this balance starts by making available comprehensive information about the labor market and careers in the region. Using this information, stakeholders assist customers in devising long-range career plans, which may include multi-year, multi-step processes to gain work experience and develop technical skills. The more flexible and diverse services are, the greater the likelihood that participants will remain engaged or periodically re-engage over the long-term. Community-based and education partners offer strategic resources for such engagement. The availability of training and services during the evening, on weekends, during agricultural “slow-down” periods and at remote locations all contribute to customers taking advantage of services over time. Through convening of stakeholders by the Workforce Services Navigator, the AJCC partnership, the adult education consortium and other providers are continuing to strategize and innovate on best practices as described in subsection G, below.

E. Coordination and Alignment with Other Plans and Planning Partners: The local workforce services plan most closely aligned to the mission and objectives of the FRWDB and the local workforce system is the Annual Plan of the State Center Adult Education Consortium (SCAEC), which serves Fresno and Madera counties and border communities in Kings and Tulare counties. The current SCAEC Plan’s Executive Summary indicates “*We improved collaboration with local Workforce Boards by working closely on the ELL Navigator Pilot. Our primary goals for this year will be to increase adult basic education availability, especially in rural areas, expand courses for immigrants, concentrating on ESL and Citizenship classes.*” The following information is also excerpted from the Consortium’s 2018-2019 Annual Plan.

<i>Regional Need #1</i>	
<i>Gaps in Service/ Regional Needs</i>	<i>Need to offer more short term CTE courses, as recommended by employers and LMI data.</i>
<i>How do you know? What resources did you use to identify these gaps?</i>	<i>Basing their decisions on LMI data, we have heard requests for specific, short-term CTE courses from Local Workforce Development Boards, employers, advisory committee members, and industry - education partnership groups, such as the San Joaquin Valley Manufacturing Alliance. Often our adult schools do not have the curriculum, nor the instructors, to provide needed CTE classes.</i>
<i>How will you measure effectiveness/progress towards meeting this need?</i>	<i>We will measure effectiveness by collecting data on enrollment, attendance, program completion rates, the number of students employed or advanced, and students transitioning into community college.</i>
<i>Regional Need #3</i>	
<i>Gaps in Service/ Regional Needs</i>	<i>Need to expand courses for immigrants, including VESL, ESL and Citizenship classes.</i>
<i>How do you know? What resources did you use to identify these gaps?</i>	<i>This gap was identified by the region in its original analysis of gaps. According to the data and statistics gathered from the Census and Regional Fact Sheet, there is a high immigrant population and a limited number of noncredit, introductory ESL classes.</i>
<i>How will you measure effectiveness/progress towards meeting this need?</i>	<i>Monitor the increase in ESL course offerings, as well as, track students' level advancement, retention, and completion rates.</i>

As suggested by the foregoing excerpts, FRWDB and the Consortium agencies work together to address the needs of immigrants, refugees and those learning English.

F. Coordination with the National Farmworker Jobs Program: FRWDB's 4-Year Local Plan currently describes various ways in which the FRWDB, AJCC staff, and system partners collaborate with Proteus, Inc., which is the WIOA 167 Migrant and Seasonal Farmworker (MSFW) Program grantee for Fresno County. Under the current WIOA partner MOU, MSFW staff is co-located in the Selma AJCC affiliate site and works closely with AJCC staff to provide referrals and co-enrollment opportunities between the two programs. Proteus' leadership and staff are connected to the local workforce system not only as the MSFW provider, but also as a WIOA service provider for Dislocated Workers, Adult and Youth programs for the last 18 years. Proteus manages affiliate AJCC sites in Selma and Reedley, providing basic career services, individualized career services and training services. With the Proteus MSFW and AJCC staff working together to serve and co-case manage participants, they are able to ensure that eligible MSFW participants and eligible WIOA participants have access to the full array of services provided by both programs. Proteus staff regularly participates in AJCC provider and partner meetings, staff development and cross-training events.

G. Recognizing and Replicating Best Practices: While strong, effective practices for collaboration and service delivery exist throughout the county and among many providers, the best example of collaboration and alignment of services to support the needs of English learners and immigrant customers is the ELL Workforce Navigator Pilot Project. The project has resulted in the expansion of coordination among the AJCC, local CBOs SCAEC, the community college district and many other organizations to recruit, serve, train and place individuals from this target group. Based on partnerships and strategies developed under the pilot, the FRWDB's Workforce Services Navigator will continue to spearhead additional innovations, such as increasing the number of ELL customers that co-enroll into WIOA Title II programs, including ESL and HiSET; making available alternative methods of instruction, when Adult School is not in session (e.g. the community college's pronunciation course during the summer); and offering assistance to secure formal review and evaluation of foreign degrees, credentials and prior learning.

V. OTHER MODIFICATIONS TO FRWDB 2017-2021 LOCAL PLAN

The current four-year Local Workforce Plan for Fresno County was developed to ensure compliance with WIOA requirements for preparation and publication of such plans by local boards and was structured in accordance with guidance outlined in State Workforce Services Directive WSD16-07. Submitted to the State Board in March 2017 as part of the SJVAC RPU's regional and local plan package, Fresno County's plan was later approved and signed by the County's Chief Elected Official and the WDB Chairman. In July 2017, the plan received the Governor's approval and will remain in effect, guiding local programs and service priorities, through June 2021. In conjunction with the biennial update and modification process, agency leadership has reviewed the current plan to determine both progress made on goals and where local priorities may have evolved or shifted. Outcomes of this review are highlighted below.

A. Progress on Local Plan Goals: Much of the FRWDBs Local Workforce Plan's content concentrates on program design, program operations and system alignment among partners and stakeholders. Consequently, our plan indicated a number of goals focused on these areas, including the following.

Sector Strategies: The FRWDB had a two part goal under the Sector Strategies model. The first goal was to expand the one-stop delivery system to include specialized sector-based orientations. This goal has been accomplished with the implementation of sector-based orientations for government, healthcare, manufacturing and trades provided at the comprehensive AJCC. These orientations are conducted by individuals that are experts in the various sectors. They provide information on wages, minimum hiring requirements, available training and the application process for these high demand sectors. The second goal set by FRWDB under the Sector Strategies model was to open sector one-stops for government, healthcare, manufacturing, and trades. In 2015, the FRWDB opened its first sector one-stop for the government sector. As indicated in the local plan, the FRWDB planned to open AJCCs for healthcare, manufacturing and trades. However, this phase of the goal has not been fully realized. While the initial plan to open additional sector one-stops has not been fully implemented, it is still a work in progress. The FRWDB has extended the timeframe to have the model fully implemented by 2021.

Work-Based Learning Opportunities: Under the current plan, our goal was to expand our Manufacturing Internship Program into additional sectors. This has been accomplished and, beginning in 2018, the FRWDB has added automotive and logistics to the sectors served by this model. FRWDB will continue to evaluate local demand occupations to build on this model. Another expansion in our work-based learning programs is the development of the transitional jobs model. Under this model, individuals are placed into work-based learning opportunities to assist in the development of skills and employment history. This model has been used in industries such as Wastewater Treatment, Construction Trades, and Green Energy.

Maximizing coordination with Wagner-Peyser: To align with State's goal to integrate Wagner-Peyser staff into the AJCCs, the FRWDB worked with the local EDD office to co-locate EDD staff at the Fresno Comprehensive AJCC. This goal was accomplished in July 2018, with relocation of all of the EDD staff from the Fresno Elm office to the Fresno Comprehensive AJCC, which is now a full-service EDD location.

B. Local Workforce System Priorities: The process of strategic planning and establishing goals for the workforce system is integral to the work of the FRWDB, its administrators and staff. With the implementation of WIOA in 2015 and the 2016 publication of State guidance on regional and local workforce plans, Fresno County has adopted planning strategies and approaches that are broader than in the past, focusing more intensively on supporting regional goals and collaboration with system partners. This approach also aligns our efforts more closely to the three core objectives of the State Plan: demand driven skills attainment, upward mobility and equity for individuals with barriers to employment, and system alignment. In examining the objectives of our current plan as part of the two-year update, we recognize that some Fresno County priorities have evolved or changed altogether over the last 24 months. While these shifts in priority do not fundamentally alter our goals, they do signal that a strengthened economy and changes in the pool of workers seeking employment bring new opportunities and challenges. Upon evaluation of the ELL pilot project, the FRWDB was able to identify areas of weakness in the current process flow and learned that there was a major need for a Workforce Services Navigator to ensure all participants have access to services tailored to meet their specific circumstances. Therefore, the FRWDB will be amending the current process flow to be more customer-centered and will be adding the position of Workforce Services Navigator to ensure special populations such as English language learners and foreign-born individuals (as well as justice-involved individuals, individuals with disabilities, NCPs, and individuals receiving CalFresh) do not get lost in the system. In addition, the FRWDB has been exploring ways to better serve all WIOA participants with a more customer-centered approach. In our experience working with individuals under WIA and WIOA, the most common reasons for participants' failing to complete the program are hurdles that arise due to family issues, such as: 1) lack of support and/or negative influences from family members, 2) parents dealing with school-related issues with children in the home and 3) family illness or need to care for elderly family members. In an effort to address these issues, the FRWDB submitted an application and was selected to participate in the Family-Centered Employment Community of Practice pilot project. Through this pilot, the FRWDB will be able to identify best practices in designing and implementing family-centered employment strategies to expand the Workforce Board's ability to successfully serve participants.

SUPPLEMENTAL NARRATIVE**STAKEHOLDER AND COMMUNITY OUTREACH AND INVOLVEMENT IN THE TWO-YEAR REVIEW OF THE LOCAL PLAN**

The FRWDB initiated a process for the biennial review and modification of our local plan that involved not only management and staff of our agency, but a wide range of workforce system partners, local stakeholders and representatives of the communities that we serve. The content of the FRWDB's Local Plan Modification is substantially influenced by and representative of organizations and individuals committed to developing and maintaining a prepared and capable local workforce.

1. Overall Strategy for Community Outreach and Stakeholder Engagement to Support Modification of the Local Plan

The primary method of obtaining community and stakeholder input on the Local Plan Modification was to invite participation in a series of five public forums. Four of the forums were focused on the principal partnerships and populations to be addressed by the Plan Modification and the fifth was a general community forum, during which participants were asked to share ideas and recommendations on priorities that should shape workforce development service delivery in Fresno County.

At the opening of each forum, participants were informed of the session's objectives, which were:

- To give stakeholders and the community the opportunity to weigh in on the needs of the target group being discussed;
- To learn from service providers, stakeholders and customers about best practices in meeting service needs;
- To identify gaps in services; and
- To hear recommendations for improving the content, availability and quality of services for the target group under consideration.

A. Approach to Conducting Population/Partnership-Specific Input Sessions:

For each of the five (5) forums, an agenda was published so that invited stakeholders and members of the community were informed in advance of what, specifically, would be discussed. Each session was scheduled for approximately two hours. The forums addressed the following topics:

1. Collaborating with CalFresh Employment and Training Programs
2. Improving Services to Individuals with Disabilities through Competitive Integrated Employment
3. Improving Coordination and Collaboration among Stakeholders to Strengthen Services to English Language Learners, Foreign Born Individuals and Refugees

4. Strengthening Partnerships with Local Child Support Agencies to Serve Non-Custodial Parents
5. Community Forum on Local Workforce Planning

The general community forum was held after regular work hours to enable members of the community to participate.

B. Use of an Experienced Facilitator to Guide and Support Discussion

To promote neutrality and encourage open input during the forums, FRWDB engaged David Shinder to serve as facilitator for the initial forum and to train selected staff in techniques to train staff in techniques for facilitating the remaining forums. David is well qualified for both the facilitator and train-the-trainer functions as he has more than 35 years of experience in the field of workforce development and has facilitated hundreds of forums and planning sessions in his career. He is the principal author of the San Joaquin Valley and Adjacent Counties (SJVAC) 2017-2021 Regional Plan and has extensive past experience working in Fresno County and throughout the San Joaquin Valley.

C. Capturing Community and Stakeholder Input:

To promote contribution to the planning process by a wide range of organizations and points of view, FRWDB used several methods to inform stakeholders and the community about the forums. These included:

- Direct email to partners and a broad array of stakeholders, including organizations listed in the State Board's Directory of Planning Partners
- Posting of meeting notices in the AJCCs
- Posting of the agenda and meeting notices on the FRWDB's website
- Posting of meeting announcements on the State Board's website (following e-mail notification to designated State Board staff)

The forums were audio recorded and the recordings were used as the basis for developing summary notes for each forum. Meeting notes are attached as exhibits to this Plan Modification.

D. Harnessing Intelligence From On-Going Stakeholder Engagement

The forums held as part of the process to modify and update FRWDB's 2017-2021 Local Plan represent just a small part of the many ways in which the local board gathers stakeholder input on an on-going basis. Examples of other on-going stakeholder engagement activities include regular meetings between WDB/AJCC representatives and managers and staff of DOR, where a wide range of issues are discussed regarding services for customers with disabilities. Summaries of several of these meetings are attached as Exhibit A-1-a.

E. *Strengthening Communities of Support around Key Populations and Partnerships*

The forums held as part of the process to update and modify the Local Plan produced the ancillary benefit of fostering communities of practice and support around priority populations and issues. While the WDB is diligent in bringing together the one-stop partners on a monthly basis to discuss a wide range of issues pertaining to the delivery of services to job seekers and businesses in Fresno County, the forums have served to foster and/or strengthen partnerships on specific issues. Dialogs are taking place among many stakeholder on strategies to best serve English language learners, partnerships to promote the expansion of competitive integrated employment for individuals with intellectual and developmental disabilities, and process to increase the referrals of NCPs to workforce programs to bolster their earning power and ability to support their children. The WDB anticipates using community forums in the future as a means to capture the interest of the community and engage stakeholders in issues-specific conversations.

2. *Specific Efforts to Outreach to the Community and Engage Stakeholders in Discussions on FRWDB's New Partnership with CalFresh*

A community and stakeholder forum on the CalFresh Employment and Training Program was held at the Fresno Comprehensive AJCC on October 24, 2018 from 2:30 p.m. until 4:30 p.m.

To promote dialog and secure feedback and recommendations from stakeholders and members of the community that participated in the forum, the following questions/talking points were presented for the group's consideration:

- Are CalFresh Employment and Training programs currently available in the local area? If so, what services are provided and which are the organizations providing them?
- What types of workforce services are needed to help people receiving CalFresh succeed in the local labor market?
- What barriers to employment are faced by CalFresh recipients and what resources are available to help assist them to overcome those barriers?
- What partnerships currently exist or could be developed among the local workforce system, the county agency that manages CalFresh, and other organizations that provide or could provide services to CalFresh recipients? How do the partners work with one another and how do they share information?
- Are CalFresh recipients being referred to programs that prepare them for high demand jobs in the region's priority sectors? What services or systems are in place that could help CalFresh recipients succeed in such programs and on the job?

A. *Outreach Activities:* On September 25, 2018, a notice regarding the forum was placed on the FRWDB website. A printed notice was posted at

the Fresno Comprehensive AJCC and all affiliate AJCC sites in Fresno County.

- B. *Efforts to Engage Required CalFresh Partners:*** On September 25, 2018, direct emails were sent to CalFresh stakeholders, including those on the State Directory.
- C. *Communication with the State Board regarding CalFresh Forum:*** On September 20, 2018, email notification about the forum was sent to the designated contact persons at the State Board.
- D. *Documentation of Efforts:*** Attached are the following items that document outreach and engagement efforts on this topic.
 - Exhibit A-1-b: Sample flyers and promotional Information
 - Exhibit A-1-c: Sample outreach-related email communication
 - Exhibit A-1-d; Documentation of notification on forum to State Board
 - Exhibit A-1-e: List of individuals and organizations invited to participate in forum
 - Exhibit A-2-a: List of individuals that participated in forum, included their contact information
 - Exhibit A-2-b: Sign-in sheet(s) for forum
 - Exhibit A-2-c: Exhibit A-2-g: Forum agenda
 - Exhibit A-2-d: Forum presentation (PowerPoint)
 - Exhibit A-2-e: Meeting notes summarizing the content of forum discussions

3. Specific Efforts to Outreach to the Community and Engage Stakeholders in Discussions on FRWDB's New Partnership with Fresno County Child Support Services

A community and stakeholder forum on Partnership with Child Support to Serve Non-Custodial Parents was held at the Fresno Comprehensive AJCC on October 10, 2018 from 3:00 p.m. until 5:00 p.m.

To promote dialog and secure feedback and recommendations from stakeholders and members of the community that participated in the forum, the following questions/talking points were presented for the group's consideration:

- What barriers to employment are most common among targeted NCPs?
- What are NCPs' service needs (particularly with regard to job skills and employment) and what services are currently available?
- What organizations collaborate locally to promote skills development, employment and career advancement for targeted NCPs?
- Among the NCP service partners, (e.g. Child Support, Family Court, AJCCs, training providers and community-based organizations), what referral and information sharing systems are in place?

- What strategies and tools are used to motivate and incentivize NCPs' acting on referrals, participating in training/skills development and retention in employment?
- How can local organizations work better to ensure positive employment and career outcomes for NCPs?

A. Outreach Activities: On September 25, 2018, a notice regarding the forum was placed on the FRWDB website. A printed notice was posted at the Fresno Comprehensive AJCC and all affiliate AJCC sites in Fresno County.

B. Efforts to Engage Required Child Support/Non-Custodial Parent Partners: On September 25, 2018, direct emails were sent to Child Support Program/NCP stakeholders, including those on the State Directory.

C. Communication with the State Board regarding Child Support/Non-Custodial Parent Forum: On September 20, 2018, email notification about the forum was sent to the designated contact persons at the State Board.

D. Documentation of Efforts: Attached are the following items that document outreach and engagement efforts on this topic.

- Exhibit A-1-b: Sample flyers and promotional Information
- Exhibit A-1-c: Sample outreach-related email communication
- Exhibit A-1-d: Documentation of notification on forum to State Board
- Exhibit A-1-e: List of individuals and organizations invited to participate in forum
- Exhibit A-3-a: List of individuals that participated in forum, included their contact information
- Exhibit A-3-b: Sign-in sheet(s) for forum
- Exhibit A-3-c: Forum agenda
- Exhibit A-3-d: Forum presentation (PowerPoint)
- Exhibit A-3-e: Meeting notes summarizing the content of forum discussions

4. Specific Efforts to Outreach to the Community and Engage Stakeholders in Discussions on FRWDB's New and Enhanced Partnerships with Competitive Integrated Employment Initiative Partners

A community and stakeholder forum on Improving Services to Individuals with Disabilities was held at the Fresno Comprehensive AJCC on October 18, 2018 from 9:00 a.m. until 11:00 a.m.

To promote dialog and secure feedback and recommendations from stakeholders and members of the community that participated in the forum, the following questions/talking points were presented for the group's consideration:

- How are DOR and the workforce system (i.e. the local Board and the AJCCs) currently working together with local partners (such as regional centers, special education and Workability programs, among others) to support the employment goals of individuals with intellectual disabilities and developmental disabilities?
 - Are efforts underway for the partners to collaborate on the use of CIE for job seekers with ID/DD?
 - Have discussions begun on the development of a Local Partnership Agreement to create more CIE opportunities? If not, how can this be accelerated?
 - Have workforce system staff received training in serving individuals with ID/DD and are they knowledgeable about programs and services available to assist this target group? What additional training and information is needed?
 - How are DOR and the local workforce system working together to outreach to employers and partners to support individuals with ID/DD in achieving CIE? If efforts are not yet underway, what will be done?
 - Have recruitment, referral and employer engagement strategies been defined? If not, what is planned?
- A. *Outreach Activities:*** On September 25, 2018, a notice regarding the forum was placed on the FRWDB website. A printed notice was posted at the Fresno Comprehensive AJCC and all affiliate AJCC sites in Fresno County.
- B. *Efforts to Engage Competitive Integrated Employment Partners and Key Stakeholders:*** On September 25, 2018, direct emails were sent to the CIE partners and disability services stakeholders, including those on the State Directory.
- C. *Communication with the State Board regarding Competitive Integrated Employment Forum:*** On September 20, 2018, email notification about the forum was sent to the designated contact persons at the State Board.
- D. *Documentation of Efforts:*** Attached are the following items that document outreach and engagement efforts on this topic.
- Exhibit A-1-b: Sample flyers and promotional Information
 - Exhibit A-1-c: Sample outreach-related email communication
 - Exhibit A-1-d: Documentation of notification on forum to State Board
 - Exhibit A-1-e: List of individuals and organizations invited to participate in forum
 - Exhibit A-4-a: List of individuals that participated in forum, included their contact information
 - Exhibit A-4-b: Sign-in sheet(s) for forum
 - Exhibit A-4-c: Forum agenda
 - Exhibit A-4-d: Forum presentation (PowerPoint)

- Exhibit A-4-e: Meeting notes summarizing the content of forum discussions

5. Specific Efforts to Outreach to the Community and Engage Stakeholders in Discussions on FRWDB's New and Enhanced Partnerships with Organizations Serving English Language Learners, Foreign Born Individuals and Refugees

A community and stakeholder forum on Improving Services for English Language Learners, Foreign Born Individuals and Refugees was held at the Fresno Comprehensive AJCC on October 3, 2018 from 10:00 a.m. until 12:00 p.m.

To promote dialog and secure feedback and recommendations from stakeholders and members of the community that participated in the forum, the following questions/talking points were presented for the group's consideration:

- What are the needs of individuals in this category?
- What are the principal barriers to employment faced by these individuals?
- What partnerships and collaborative efforts exist that enable local organizations to provide services to meet these needs?
- What outreach and recruitment strategies are effective in connecting individuals from these target groups to skills training and livable wages?
- What strategies are in place to provide these individuals with job skills and training that will enable them to progress into livable wage jobs and careers?
- Where do gaps in services exist for this target population and what can we do to bridge these gaps?

A. Outreach Activities: On September 25, 2018, a notice regarding the forum was placed on the FRWDB website. A printed notice was posted at the Fresno Comprehensive AJCC and all affiliate AJCC sites in Fresno County.

B. Efforts to Engage Partners and Key Stakeholders in Improving Services to English Language Learners, Foreign Born Individuals and Refugees: On September 25, 2018, direct emails were sent to ELL and immigrant stakeholders, including those on the State Directory.

C. Communication with the State Board regarding Forum on English Language Learners, Foreign Born Individuals and Refugees: On September 20, 2018, email notification about the forum was sent to the designated contact persons at the State Board.

D. Documentation of Efforts: Attached are the following items that document outreach and engagement efforts on this topic.

- Exhibit A-1-b: Sample flyers and promotional Information
- Exhibit A-1-c: Sample outreach-related email communication
- Exhibit A-1-d: Documentation of notification on forum to State Board

- Exhibit A-1-e: List of individuals and organizations invited to participate in forum
- Exhibit A-5-a: List of individuals that participated in forum, included their contact information
- Exhibit A-5-b: Sign-in sheet(s) for forum
- Exhibit A-5-c: Forum agenda
- Exhibit A-5-d: Forum presentation (PowerPoint)
- Exhibit A-5-e: Meeting notes summarizing the content of forum discussions

6. Efforts to Outreach to the Community and Engage Stakeholders in Discussions on FRWDB's Overall Approach to Workforce Programming and Planning through a General Community Forum

A general community forum on Local Workforce Planning was held at the Fresno Comprehensive AJCC on November 1, 2018 from 5:30 p.m. to 7:00 p.m.

To promote dialog and secure feedback and recommendations from stakeholders and members of the community that participated in the forum, the following questions/talking points were presented for the group's consideration:

- What services and support do job seekers need to help prepare for and find work?
- What types of training are most needed in the area?
- Do people in the community have a good understanding of the programs and services that are available to assist them? If not, what is the best way to get the word out?
- Are there specific gaps between the services that are available and the services that people need? If so, how can we bridge those gaps?
- If you were writing the local workforce plan, what would your priorities be and why?

A. Outreach Activities: On September 25, 2018, a notice regarding the forum was placed on the FRWDB website. A printed notice was posted at the Fresno Comprehensive AJCC and all affiliate AJCC sites in Fresno County.

B. Efforts to Engage Partners and Key Stakeholders in Providing Input on General Workforce System Planning: On September 25, 2018, direct emails were sent to stakeholders, including those on the State Directory.

C. Communication with the State Board regarding General Community Forum on Workforce System Planning: On September 20, 2018, email notification about the forum was sent to the designated contact persons at the State Board.

D. Documentation of Efforts: Attached are the following items that document outreach and engagement efforts on this topic.

- Exhibit A-1-b: Sample flyers and promotional Information
- Exhibit A-1-c: Sample outreach-related email communication
- Exhibit A-1-d: Documentation of notification on forum to State Board
- Exhibit A-1-e: List of individuals and organizations invited to participate in forum
- Exhibit A-6-a: List of individuals that participated in forum, included their contact information
- Exhibit A-6-b: Sign-in sheet(s) for forum
- Exhibit A-6-c: Forum agenda
- Exhibit A-6-d: Forum presentation (PowerPoint
- Exhibit A-6-e: Meeting notes summarizing the content of forum discussions

7. Publication of Draft for Public Comment

On February 1, 2019, the FRWDB opened a 30-day public comment period on the Local Plan Modification that concluded on March 2, 2019. The 30-day public comment period was run in tandem with the comment period for the Biennial Modification to the SJVAC RPU's Regional Plan.

A. Notice on the Availability of the Draft Plan for Public Review and Comment: On February 1, 2019, FRWDB placed a notice in the Fresno Bee and posted the notice to the WDBs website, informing the community of the 30-day public comment period and the availability of the plan electronically on the WDB's web site or in print at the FRWDB administrative office.

Email notices about the availability of the draft were also sent to all stakeholders invited to participate in the community forums. In addition, notification on the public comment process was emailed to the designated State Board contacts.

B. Opportunities and Mechanisms for Public Comment: To ensure that comments to the plan are captured accurately, the FRWDB requested that all comments be made in writing. Written comments could be submitted by email to WIOAplan@workforce-connection.com or in print by mail and hand delivery to the FRWDB Administrative Office, Attn: Blake Konczal, 2125 Kern Street, Suite 208, Fresno, CA 93721.

C. Results of Public Comment: At the conclusion of the public comment period, a total # comments were received. Based on these comments, the following adjustments were made to the draft Local Plan Modification:

- To be provided after the public comment period ends

Number comments expressed disagreement with the Local Plan Modification. These comments are incorporated into Attachment F.

D. *Documentation of Efforts:* The following items document the public comment process:

- Exhibit A-7-a: Copy of notice in the Fresno Bee
- Exhibit A-7-b: Sample Email Message to Stakeholders
- Exhibit A-7-c: List of Stakeholders to Whom Message Were Sent
- Exhibit A-7-d: Email Message Notifying State Board Contacts

SUPPLEMENTAL NARRATIVE

CALFRESH PARTICIPANTS – BACKGROUND AND ASESSSMENT OF NEED

The information below supplements content provided in Section II of the principal narrative.

1. **Overview of the Size and Characteristics of the Total CalFresh Recipient Population:** According to the Fresno County Department of Social Services (DSS) there are 80,259 non-assistance CalFresh cases in Fresno County and 11,025 Assistance CalFresh cases. Characteristics of the population include the following:

Characteristic	Percentage of the Total Population	Percentage of the CalFresh Population
CalFresh Children (under age 18)	42.5%	50.4%
CalFresh Elderly Population (age 60+)	5.2%	4.1%
CalFresh ESL population	49.5%	21.8%

2. **Overview of the Size and Characteristics of CalFresh E&T Participants:** According to the Fresno County Department of Social Services, there are there are 560 individuals receiving CFET services. Fresno County is considered a work surplus area and therefore participation in the E&T program is voluntary. Currently, the target population includes Non-Assistance CalFresh families in Southeast and Central Southwest Fresno.
3. **Types of Workforce Services Needed by the Target Population:** Many of the Fresno County residents receiving CalFresh services also face barriers and skill deficits that make it difficult for them to find and keep meaningful employment. Partners and stakeholders have been able to specifically identify a number of barriers that Fresno County residents face. Partners mentioned a lengthy, yet comprehensive intake process during which they are able to assess barriers early-on and take steps to address them. The most common barrier identified is lack of reliable transportation and lack of childcare. Additionally, some clients have criminal backgrounds and cannot pass a background check required for employment. This barrier can be addressed through the County's Clean Slate program. There is also a small population of homeless participants being served by CalFresh. They receive help with housing or are directed to additional resources. Another common barrier is participants' not being technologically savvy and having difficulties completing forms online or using texting language (i.e. abbreviated language and slang) to fill out applications and write cover letters. Overall, while the barriers are many, there are services and partnerships available to assist Fresno County residents.

4. ***Employment Barriers Experienced by the Target Population and Resources Available to Address Barriers:*** The multi-generational history of poverty, as well as Fresno County's being one of the areas of highest concentrated poverty in the nation, indicates that virtually every type of employment barrier would be experienced by some portion of the CalFresh population. However, during the stakeholder engagement process, representatives from DSS, education, WDB/AJCC, CalFresh E&T and other stakeholder organizations and programs identified the following as significant barriers affecting the CalFresh population: lack reliable transportation; lack of reliable childcare; criminal backgrounds; and CalFresh benefits not being sufficient to sustain families. The organizations listed in the following responses provide the education, training and support services required to address and minimize or eradicate these barriers.

5. ***Collaboration among the WDB, the Fresno County DSS, and CalFresh E&T Providers:*** The partnership between the local board/AJCC and DSS is strong. The Social Services Department is a one-stop partner and an MOU has been executed between the two agencies. Referrals between the agencies occur on a regular basis and co-enrollments are not uncommon. The CFET program as it currently exists in Fresno County will no longer continue. The Fresno County Department of Social Services recently had a Request for Proposals focusing on a different population. Nonetheless, FRWDB will work to formalize its relationship with the new provider of CFET services, through the development of an MOU, with the goal of developing stronger CFET linkages.

Other organizations that collaborate with Social Services, the AJCC and the CFET program in Fresno County include: State Center Community College District, Central Valley Opportunity Center, Community Action Partnership, California Rural Legal Assistance, Goodwill, Salvation Army, Fresno Ministerial Association, and the local food bank.

6. ***Quality and Level of Intensity of Partner Services:*** As described throughout the principal narrative, the CalFresh population is extremely diverse and participants in the program are served by the broadest possible range of public, non-profit and faith-based agencies in Fresno County. Most organizations serving CalFresh individuals do not use CalFresh enrollment status as a basis for eligibility/participation and do not record this data. Some programs and providers do collect information regarding their participants' CalFresh status. For example, in PY 2017-2018, FRWDB served a total of 1,366 CalFresh participants in its WIOA Title I formula-funded programs.

As suggested in the preceding response, stakeholders believe that many effective services are available for individuals receiving CalFresh benefits. These include services not only from the CFET program, but those provided by the FRWDB, DSS, Fresno County's adult education and community college systems, other one-stop partners and community-based organizations.

7. ***Information Sharing among Partners:*** MOUs developed among the one-stop partners describe a referral process and provide for the sharing of service information between organizations assisting the same participant, when the

participant provides authorization. Such information may include results of skills assessments or other evaluation of training and workforce services needs. As with all public programs, confidentiality laws prevail with regard to sharing customer-identifying data. The FRWDB will utilize CommunityPro for referrals coming into and going out of the program, which will allow partners to share data and track referrals.

SUPPLEMENTAL NARRATIVE

UNEMPLOYED, UNDEREMPLOYED AND PAYMENT DELINQUENT NON-CUSTODIAL PARENTS – BACKGROUND AND ASSESSMENT OF NEED

The information below supplements content provided in Section II of the principal narrative.

1. **Overview of the Size of the Child Support Program Population in Fresno County:** Fresno County Department of Child Support Services representatives report that, as of January 2019, the agency's caseload is 47,976, of which 43,227 have established support orders. Other data and information about the target group includes:

Geographic areas of high concentration with the local area	65.5% Fresno City, 18.7% Fresno Rural, 5.7% Other CA County, 6.3% Other State, 3.8% No Current Address
Percentage of non-custodial parents that is unemployed	47.7%
Percentage of non-custodial parents that was formerly incarcerated	22.4%
Non-custodial parents' gender	85.5% male, 14.5% female
Non-custodial parents' race/ethnicity	45.5% Hispanic, 15.6% White, 12.8% Black, 4.6% Other, 21.4% Unknown

2. **Types of Services Needed by the Targeted Population:** As described in the principal narrative, those identified as unemployed, underemployed and payment delinquent NCPs have diverse backgrounds and circumstances. Therefore, the services they require would include those that are most needed by the full range of job seekers that utilize the workforce system's services. These include useful information provided by group orientations about WIOA and other workforce services and the benefits they offer; access to and support with labor market analysis and career exploration; development of service plans and career planning support; information on and referrals to training programs; assistance in accessing supportive services; individualized guidance and counseling; and job placement assistance. The relative importance of each service will vary from participant to participant, depending on an individual's background and circumstances.
3. **Services Currently Being Provided and How the Workforce-Child Support Partnership Will Modify Types and Quantity of Services Provided:** The FRWDB has an existing partnership with the Fresno County Department of Child Support Services in which NCPs that are in contempt of court due to unpaid child support payments are mandated to participate in WIOA services. For non-court-ordered NCPs, Fresno County Department of Child Support Services will provide NCPs with information on WIOA services.

4. ***Barriers Experienced by Child Support Program Participants and Resources to Address Barriers:*** As stated above, there is no specific set of barriers faced by targeted NCPs, as they come from diverse backgrounds and have a wide range of challenges. Each individual will be assessed as to his/her unique circumstances and as barriers are identified so too will resources to address them. For example, individuals with disabilities may be referred to DOR representatives for additional assessment and access to unique support services, such as assistive technology or help with other workplace accommodations. Individuals with basic skills deficits will be referred to education partners, and participants lacking work skills may be referred to classroom or work-based programs where they can acquire such skills.
5. ***Planned Information Sharing to Evaluate Need:*** Once participants sign a Universal Release Form, Child Support Services and WDB/AJCC representatives can exchange information about participant needs, services and outcomes, including employment resulting from participation.

SUPPLEMENTAL NARRATIVE

**ENGAGEMENT WITH THE LOCAL
COMPETITIVE INTEGRATED EMPLOYMENT PARTNERS**

The information below supplements content provided in Section III of the principal narrative.

1. *Engagement with Local Partners to Increase Competitive Integrated Employment for Jobseekers with Intellectual or Developmental Disabilities:*

As described in the principal narrative, FRWDB has become familiar with state CIE goals and has convened partners from the disability services community to discuss how the workforce system can support the LPA partners in expanding CIE. Once the agreement is developed, FRWDB is prepared to contribute to the CIE initiative through provision of services to targeted job seekers and to businesses.

2. *Competitive Integrated Employment Partners:* The presumptive LPA partners are the following:

DOR District Office	San Joaquin Valley District
Regional Center	Central Valley Regional Center
Local Education Agencies	Fresno County Superintendent of Schools State Center Adult Education Consortium

FRWDB remains in regular contact with representatives of the LPA partners and we look forward to working with them, their subcontractors and other stakeholders in developing more CIE opportunities for individuals with ID and DD.

3. *Planned Coordination with the CIE Local Planning Agreement Partners:* As described throughout the principal narrative and in the preceding responses, FRWDB is fully committed to participating as a stakeholder in the efforts of the CIE LPA. We anticipate being actively involved in the following capacity: working with DOR, its service providers, the regional center and Workability programs to provide career services to job seekers with ID/DD; supporting DOR in using an assets-based approach to promoting CIE to local businesses; and working with DOR and other stakeholders to encourage businesses to take advantage of work-based learning strategies to initially integrate individuals with ID/DD into their workforce.

SUPPLEMENTAL NARRATIVE

ENGLISH LANGUAGE LEARNERS, FOREIGN BORN INDIVIDUALS AND REFUGEES – BACKGROUND AND ASESMENT OF NEED

The information below supplements content provided in Section IV of the principal narrative.

1. **Overview of Target Population Demographics:** The following workforce-related data for Fresno County's immigrant and ELL population is excerpted from current U.S. Census Bureau estimates.

County population (est.)	930,450
Race and Hispanic Origin	
White Alone percent	55.4%
Black or African American alone, percent	5.3%
American Indian and Alaska Native alone, percent	0.7%
Asian alone, percent	9.6%
Native Hawaiian and Other Pacific Islander alone, percent	0.2%
Two or More Races, percent	4.5%
Hispanic or Latino, percent	50.3%
Foreign born persons, percent (2013-2017)	21.5%
Language other than English spoken at home, percent of persons age 5 years + 2013-2017)	47.7%

Fresno County residents with Limited English Proficiency struggle with both low educational attainment and poverty. According to the 2015 U.S. Census Bureau American Community Survey, 33.3% of Fresno County residents 18 years or older speak a language other than English and of those individuals, 29.8% in Fresno County speak English less than “very well”. This limited English proficiency is compounded by the fact that over 25% of individuals age 25 and older in Fresno counties do not have a high school diploma or equivalent and between 32% and 36% of these individuals live in families with incomes below the poverty level. Additionally, individuals that are English Language Learners and that face substantial cultural barriers often encounter language and educational challenges that make it difficult to obtain and retain employment.

2. **Barriers to Employment and Specialized Needs of the Target Population:** In Fresno County lack of English proficiency is a significant barrier, but there are also cultural barriers affecting the target population. Among principal barriers to employment identified by system stakeholders, community-based organizations, and workforce staff are: limited English proficiency and low literacy skills; low cultural competency; lack of transportation or the inability to obtain a driver's license; lack of resume-writing and job interview skills; lack of computer literacy; limited knowledge of and access to benefits; immigration status issues; and previously experienced trauma, along with on-going depression and anxiety. Skilled immigrants and refugees with foreign education struggle to obtain

recognition of degrees or credentials and are unable to re-enter their profession unless they obtain a credential in the US or the state in which they wish to work. This causes professional immigrants to settle for jobs below their customary wage and skill levels.

- 3. *Identified Gaps in Workforce System Services for the Target Population:*** One of the principal gaps in delivering workforce, education, training and related services in Fresno County is the delivery of services tailored to the needs of a large population of migrant and seasonal farm workers. According to Fresno County Farm Bureau, farm labor supports 20 percent of all jobs in Fresno County and 40 percent of Fresno county's residents live in rural areas where agricultural work is the main source of income for immigrant families. For ELL individuals working in other industries, transportation becomes a major factor affecting their employability. People tend to live where they have work, and most are unable to travel long distances to services during non-work hours. ELLs may have difficulty navigating public transit, and, for those living in the rural areas, there is only one bus per day going to and from their neighborhoods to the City of Fresno. Moreover, this population faces additional barriers due to immigration status and fear, and often lacks knowledge of available programs and services. The FRWDB addresses these gaps by bringing services to customers. Staff and resources are deployed on a scheduled and/or per request basis to remote locations, or through the use of web-based and distance learning modalities. While a lack of computer literacy among many in the target group can make the latter approach challenging, the availability of technology training and access to wireless devices is making this method of service delivery increasingly more feasible.
- 4. *Outreach and Recruitment Strategies for the Target Population:*** Because the population of Fresno County includes such a large number of foreign born individuals and English language learners, outreach can be done in a variety of ways from mass media, such as Spanish language radio and TV, to one-on-one interactions, using methods that rely on making individual contact. The outreach plan includes, but not be limited to: providing presentations and making services available outside of regular business hours, including on nights and weekends; attending career and resource fairs; collaborating with AJCC partners and CBOs; working with stakeholders; posting on social media; and working with local businesses and employers who understand the needs of the target population to bring services to the job sites. The Workforce Services Navigator accompanies EDD's Migrant and Seasonal Farm Worker outreach representatives when meeting with farmworkers in the fields and at other work locations.
- 5. *Coordination and Alignment among Partners in Serving the Target Population:*** FRWDB will continue to develop and/or reinforce effective partnerships across WIOA programs and other community-based organizations (CBOs) to provide individuals the employment, education, and training services they need. FRWDB refers customers to other CBOs/Partners that effectively promote a "no wrong door" approach to maximize resources and better align services. Partner meetings encourage innovation, use of promising practices, and collaboration. The wraparound services will be provided through referrals to

various community agencies including but not limited to the following: State Center Adult Education Consortium: the Central Valley Immigrant Integration Collaborative: Central California Legal Services: Proteus Inc.: Fresno County Behavioral Health: the Department of Social Services: Fresno Center for New Americans: and the Fresno Interdenominational Refugee Ministries. Using shared data systems will enhance information sharing and increase co-enrollments between partners, while insuring individuals are connected to all the available resources and services they need to succeed. As mentioned, the FRWDB will utilize CommunityPro for referrals coming into and going out of the program, which will allow partners to share data and track referrals.

SUPPLEMENTAL NARRATIVE

PUBLIC COMMENTS IN DISAGREEMENT WITH LOCAL PLAN

A total of number (#) comments were received in response to the publication of a draft of the FRWDB's 2019 Local Plan Modification during a 30-day public comment period. Following are comments in disagreement with the draft plan, listed in the order in which they were received.

1.	Commenter:	
	Date Received:	
	Method by Which Comment Communicated:	
	Comment:	
2.	Commenter:	
	Date Received:	
	Method by Which Comment Communicated:	
	Comment:	
3.	Commenter:	
	Date Received:	
	Method by Which Comment Communicated:	
	Comment:	

EXHIBITS

		Page
Exhibit A-1-a	Examples of on-going stakeholder engagement	35
Exhibit A-1-b	Sample flyers and promotional Information	36
Exhibit A-1-c	Sample outreach-related email communication	37-40
Exhibit A-1-d	Documentation of notification on forum to State Board	41
Exhibit A-1-e	List of individuals and organizations invited to participate in forum	42-45
Exhibit A-2-a	List of individuals that participated in forum	46
Exhibit A-2-b	Sign-in sheet for forum	47
Exhibit A-2-c	Forum agenda	48
Exhibit A-2-d	Forum presentation	49-59
Exhibit A-2-e	Meeting notes summarizing the content of forum discussions	60-63
Exhibit A-3-a	List of individuals that participated in forum	64
Exhibit A-3-b	Sign-in sheet for forum	65
Exhibit A-3-c	Forum agenda	66
Exhibit A-3-d	Forum presentation	67-75
Exhibit A-3-e	Meeting notes summarizing the content of forum discussions	76-79
Exhibit A-4-a	List of individuals that participated in forum	80
Exhibit A-4-b	Sign-in sheet for forum	81
Exhibit A-4-c	Forum agenda	82
Exhibit A-4-d	Forum presentation	83-94
Exhibit A-4-e	Meeting notes summarizing the content of forum discussions	95-99
Exhibit A-5-a	List of individuals that participated in forum	100
Exhibit A-5-b	Sign-in sheet for forum	101
Exhibit A-5-c	Forum agenda	102
Exhibit A-5-d	Forum presentation	103-110
Exhibit A-5-e	Meeting notes summarizing the content of forum discussions	111-115
Exhibit A-6-a	List of individuals that participated in forum	116
Exhibit A-6-b	Sign-in sheet for forum	117
Exhibit A-6-c	Forum agenda	118
Exhibit A-6-d	Forum presentation	119-126
Exhibit A-6-e	Meeting notes summarizing the content of forum discussions	127-129



FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

Partner Meetings with Department of Rehabilitation

FRWDB and AJCC staff has regular communication with DOR staff. In addition, on November 16, 2018, the FRWDB and DOR staff met to discuss the referral and co-enrollment process between both agencies. Staff discussed using CommunityPro, data sharing software that offers an integrated system-wide referral management and reporting system that allows each partner agency to keep and enhance its current data tracking systems, while allowing them to share data and track referrals. FRWDB and DOR staff also discussed increased DOR representation at the AJCC and has since added additional staff.

FRWDB has additional meetings scheduled with DOR staff to discuss expanding services at the AJCC. FRWDB staff will be attending the partner meetings for the development of the Local Partnership Agreements.



Local Plan Stakeholder Convening Sessions

The Fresno Regional Workforce Development Board is updating its Local WIOA Plans. Your participation and input is critical to developing a plan that addresses the needs of our local community.

ALL MEETINGS ARE OPEN TO THE PUBLIC

All public meetings will be held at the Manchester One-Stop Center
3302 N. Blackstone Ave. Suite 209 - Fresno, CA
Refreshments will be served.

Session Topic	Date	Time	RSVP
Improving Services to English Language Learners and Foreign Born Individuals	10/3/18	10:00 am to 12:00 pm	RSVP
Partnership with Local Child Support Agencies to Serve Non-Custodial Parents	10/10/18	3:00 pm to 5:00 pm	RSVP
Serving Persons with Disabilities Through Competitive Integrated Employment	10/18/18	9:00 am to 11:00 am	RSVP
Collaborating with CalFresh Employment and Training Programs	10/24/18	2:30 pm to 4:30 pm	RSVP
Community Forum on Local Workforce Planning	11/1/18	5:30 pm to 7:00 pm	RSVP

A copy of the current local plan can be downloaded at our website at
www.frwddb.net

Ka Xiong

From: Phyllis Stogbauer
Sent: Tuesday, September 25, 2018 2:31 PM
To: achavez@sercalifornia.org; amcbride@uwfm.org; amota@sjcl.edu; atovar@supportkind.org; cromero@centralcallegal.org; cvivian@consulmexfresno.net; Education & Leadership Foundation; Education and Leadership Foundation; eleazar.cviic@gmail.com; Fresno Center for New Americans; golson@sjcl.edu; irbarrera@csufresno.edu; joseleonbarraza@sefceda.org; jsantana@fresnobhc.org; jshore@chcfresno.org; keith@fresnometmin.org; ken@vcbfresno.org; kenvingt@dor.ca.gov; kparmo@consulmex.net; L.Gutierrez@FCDICONNECT.org; lindal@proteusinc.org; lucky@firminc.org; Luisa@centralcallegal.org; mariam@proteusinc.org; marketing@sefceda.org; mgonzalez@centrolafamilia.org; migrantsss@fresnocitycollege.edu; njanzen@ricv.org; nvue@readingandbeyond.org; ogomez@co.fresno.ca.us; pyang@fresnocenter.org; rguimont@epuchildren.org; rmagqueda@readingandbeyond.org; sally.potter@fresnocitycollege.edu; San Joaquin College of Law/New American Legal Clinic; sbosse@co.fresno.ca.us; sceledon@fresnobhc.org; shannon.morrison@fresnolibrary.org; soakley@co.fresno.ca.us; sross@tpocc.org; vianey.gomez@centrobinacional.org; yolivares@fresnobh.org; yrandles@wfresnofrc.org; zachd@firminc.org
Subject: Fresno Regional Workforce Development Board Local Plan Stakeholder Convening Sessions
Attachments: FRWDB Local Plan Public Meetings Flyer.pdf

The Fresno Regional Workforce Development Board (FRWDB) is updating its Local WIOA Plan. Your participation and input is critical to developing a plan that addresses the needs of our local community. To facilitate this process, the FRWDB has scheduled a series of public convenings to get input from community members, partner agencies and local community based organizations.

A flyer is attached with the dates, times and location for all of the scheduled meetings. Please RSVP to all convenings that you are interested in attending. We are looking forward to hearing from you.

Regards,

Phyllis Stogbauer

Deputy Director of Program Services
Fresno Regional Workforce Development Board
559-490-7168

Ka Xiong

From: Phyllis Stogbauer
Sent: Wednesday, September 26, 2018 5:28 PM
To: abby.melissa@jobcorps.org; aholland@dor.ca.gov; bchamber@dor.ca.gov; Becky Barabe; danielle.beckett@edd.ca.gov; danr@proteusinc.org; davidcastillo2@whccd.edu; janet.barbeiro@scccd.edu; jeff.davis@fresnoeoc.org; jerome.countee@scccd.edu; ken.elvington@dor.ca.gov; lauralopez@co.fresno.ca.us; linda.solis@ncoa.org; lorendas@cimcinc.com; mae@proteusinc.org; mcasada@dor.ca.gov; rozanne.hernandez@scccd.edu; shelly.tarver@edd.ca.gov; sherri.watkins@statecenter.com; stunkel.katie@jobcorps.org; sylvia.garibay@edd.ca.gov; Thao, Jua (Julie); wendy.lomeli@edd.ca.gov
Subject: Fresno Regional Workforce Development Board Local Plan Stakeholder Convening Sessions
Attachments: FRWDB Local Plan Public Meetings Flyer.pdf

The Fresno Regional Workforce Development Board (FRWDB) is updating its Local WIOA Plan. Your participation and input is critical to developing a plan that addresses the needs of our local community. To facilitate this process, the FRWDB has scheduled a series of public convenings to get input from community members, partner agencies and local community based organizations.

A flyer is attached with the dates, times and location for all of the scheduled meetings. Please RSVP to all convenings that you are interested in attending. We are looking forward to hearing from you.

Regards,

Phyllis Stogbauer

Deputy Director of Program Services
Fresno Regional Workforce Development Board
559-490-7168

Ka Xiong

From: Jennifer Axtell
Sent: Tuesday, September 25, 2018 2:34 PM
To: Jennifer Axtell
Subject: FRWDB Local Plan Public Meetings



Local Plan Stakeholder Convening Sessions

The Fresno Regional Workforce Development Board is updating its Local WIOA Plans. Your participation and input is critical to developing a plan that addresses the needs of our local community.

ALL MEETINGS ARE OPEN TO THE PUBLIC

***All public meetings will be held at the Manchester One-Stop Center
3302 N. Blackstone Ave. Suite 209 - Fresno, CA
Refreshments will be served.***

Session Topic	Date	Time	RSVP
Improving Services to English Language Learners and Foreign Born Individuals	10/3/18	10:00 am to 12:00 pm	RSVP
Partnership with Local Child Support Agencies to Serve Non-Custodial Parents	10/10/18	3:00 pm to 5:00 pm	RSVP
Serving Persons with Disabilities Through Competitive Integrated Employment	10/18/18	9:00 am to 11:00 am	RSVP

Exhibit A-1-c Sample outreach-related email communication

Collaborating with CalFresh Employment and Training Programs	10/24/18	2:30 pm to 4:30 pm	RSVP
Community Forum on Local Workforce Planning	11/1/18	5:30 pm to 7:00 pm	RSVP

A copy of the current local plan can be downloaded at our website:

www.frwdb.net

Equal opportunity employer/program. Auxiliary aids and services are available upon request to people with disabilities and/or limited English.

Fresno Regional Workforce Development Board,
7475 N. Palm Avenue, Suite 105, Fresno, CA 93711

[SafeUnsubscribe™ jaxtell@workforce-connection.com](#)

[Forward this email](#) | [Update Profile](#) | [About our service provider](#)

Sent by jaxtell@workforce-connection.com in collaboration with

Constant Contact® 

Try it free today

Ka Xiong

From: Phyllis Stogbauer
Sent: Thursday, September 20, 2018 3:54 PM
To: 'Bethany.Renfree@cwdb.ca.gov'; 'Michael.Dowdy@cwdb.ca.gov';
'Rafael.Aguilera@cwdb.ca.gov'
Subject: FRWDB Local Planning Meeting Schedule
Attachments: FRWDB Local Plan Public Meetings Flyer.pdf

Good afternoon,

As requested in the Regional & Local Plans Modification state directive, I have attached the Fresno Regional Workforce Development Board's local planning meeting schedules and location. Please contact me if you have any questions or need additional information.

Regards,

Phyllis Stogbauer

Deputy Director of Program Services
Fresno Regional Workforce Development Board
559-490-7168

Exhibit A-1-e List of individuals and organizations invited to participate in forum

Fresno Regional Workforce Development Board

Assessment of Regional Progress – Regional Forum Mailing List

David Castillo – West Hills Community College Adult Ed Consortium

Sherri Watkins - State Center Community College Adult Ed Consortium

K. Lilles - Catholic Charities

P. Yang - Fresno Center for New Americans

Patrick Turner - Fresno Economic Opportunities

Felipe Gaona - Fresno County Dept. of Human Services

Lopez, Laura - Fresno County Dept. of Human Services

Rangel, Jessica - Fresno County Dept. of Human Services

Luis Santanna – Reading and Beyond

Julie Thao - Fresno County Dept. of Human Services

Sandra Celedon - Fresno Building Healthy Communities

April Henry - Highway City Thrift

Keith Bergthold - Fresno Metro Ministry

Michelle Pannett - Reading and Beyond

Nakia Vue - Reading and Beyond

Pete Weber – Fresno Bridge Academy

Rebecca Salgado – Reading and Beyond

Jose Barraza - Southeast Fresno Community EDA

Yolanda Randles - West Fresno Family Resource Center

Yami Rodriguez - Youth Leadership Institute

Kari Gibert - Fresno County Dept of Child Support Services

E. Diaz - Fresno County Public Defender's Office

Crystal Johnson - Fresno County Public Defender's Office

Raed Nijmeddin – County of Fresno Department of Child Support Services

A. Chavez – SER – Jobs for Progress Inc.

Exhibit A-1-e List of individuals and organizations invited to participate in forum

Ashley McBride – United Way Fresno

Aracely Mota – San Joaquin College of Law – New American Legal Clinic

Alejandra Tovar - KIND Kids in Need of Defense

Carmen Romero - Central California Legal Services

Clarissa Vivian – Mexican Consulate

Raul Moreno - Education & Leadership Foundation

X. Vazquez - Education and Leadership Foundation

Eleazar Valdez – Dream Resource Center

Ghia Xiong - Fresno Center for New Americans

G. Olson – San Joaquin College of Law – New Americans Legal Clinic;

Iran Barrera – California State University - Fresno

Jazmin Santana – Fresno Building Healthy Communities

John Shore – Community Housing Council

Ken Warkentin – Valley Center for the Blind

Ken Elvington – Department of Rehabilitation

Karla Paola Paramo – Consulado de Mexico;

Lydia Gutierrez – Fresno Career Development Institute Inc.

Linda Lopez – Proteus Inc.

Lucky Siphongsay – FIRM

Zachary Darrah - FIRM

Luisa Medina – Central California Legal Services, Inc.

Maria Macedo - Proteus Inc.

Mario Gonzalez – Centro La Familia

Gracilea Ramirez – Fresno City College Dream Center

Naomi Janzen – Resource for Independence

Reva Guimont – Exceptional Parents Unlimited

Roberto Maqueda – Reading and Beyond

Exhibit A-1-e List of individuals and organizations invited to participate in forum

Sally Potter – Fresno City College

J. Atkinson -San Joaquin College of Law/New American Legal Clinic

Sara Bosse – Fresno County Department of Public Health

Sasha Feldstein - California Immigrant Policy Center

Shannon Morrison – Fresno County Library

Stephanie Oakey – Fresno County Department of Social Services

Sharon Ross – Turning Point of Central California

Vianey Gomez - Cento Binacional Para el Desarrollo Indigena Oxaqueño;

Yery Olivares – Fresno Area Hispanic Foundation

Yolanda Randles – West Fresno Family Resource Center

Elizabeth Akinola - Administration for Community Living

Araceli Holland – Department of Rehabilitation

Helen Flores - Central Valley Regional Center

Brian Chambers – Department of Rehabilitation

Larry Wanger – Resources for Independence, Central Valley

Lorenda Sanchez – California Indian Manpower Consortium, Inc. (CMIC)

Sandra Macdonald – CMIC - Career Pathways for Native Youth

Jaylene Marrufo – CMIC – Community Services Block Grant Program

Velma White Bear - CIMC - Workforce Development Program

David Falls - Tribal TANF

Regina Murillo – Tribal TANF

Robert Alcazar - Proteus Inc. - 167

Michelle Miller - ACLU Northern California

Cliff Downing – Fresno County Probation

Cindy Gonzales – Kings View

Cassandra Little – Root and Rebound

Christina Yee – California Youth Outreach

Exhibit A-1-e List of individuals and organizations invited to participate in forum

Dan Goetz – Teen Challenge

Kirk Haynes - Fresno County Probation

Circles of Support & Accountability

Joseph Hebert – Comprehensive Addiction Program

Joseph Oaxaca - ResCare

Lynn Pimental – Westcare

Mark Padilla – Fresno County Sheriff

Moises Mendoza – Fresno County

M. Roth – Comprehensive Addiction Program

Celeste Vananne - Parole - Greater Fresno Area

Rayann Cruz – Butte County Office of Education

Andrew Hackett - Re-Entry Solutions

R. Martin – Fresno New Connection

Sue Ewert - BAART Programs

Susan Holt – Department of Behavioral Health Fresno County

Spencer Williams – California Department of Corrections and Rehabilitation

Stacy Vanbruggen - Department of Behavioral Health Fresno County

Don Smith - West Care Admin Office

Angie Jenkins - West Care Belmont Health & Wellness

Maryann Kroy - WestCare - McKinley Plaza

Jenny Gonzalez - WestCare - San Joaquin Valley Veterans

Toni Harrison - WestCare - The Living Room

Gary Knepper - WestCare Homefront

Derrick Bressel - WestCare Liberty Plaza

David Hinojosa – California EDD Workforce Services

**Local Plan Stakeholder Convening
Collaborating with CalFresh Employment and Training Programs
October 24, 2018**

Attendee List

1. Pat Barr	Fresno Regional Workforce Dev. Board	pbarr@workforce-connection.com
2. Abeer Basidiq	Fresno County DSS	abasidiq@fresnocountyca.gov
3. Ralph Juinto	Fresno County DSS	rjuinto@fresnocountyca.gov
4. Gail Keomounpane	Fresno County DSS	GKeomounpane@fresnocountyca.gov
5. Pamela Wilson	Community Vocational Services Inc.	pm.id@communityvocationalservices.com
6. Patricia Orosco	Proteus – Reedley	porosco@workforce-connection.com
7. Tamar Fagin	ResCare	tamar.fagin@rescare.com
8. Shannon Duncan	Fresno County DSS	sduncan@fresnocountyca.gov
9. Joseph Herbert	Comprehensive Addiction Program	jhebert@caprehab.org
10. Kelly Sisowath	Fresno Bridge Academy	ksisowath@readingandbeyond.org
11. Shannon Duncan	Fresno County DSS	sduncan@fresnocountyca.gov
12. Rebecca Salgado	Reading and Beyond	rsalgado@readingandbeyond.org
13. Oscar Robinson	West Fresno Advanced Trans Tech	bigopromotions@gmail.com
14. Laneesha Senegal	Vision View Partners	hopedaily1s@gmail.com
15. Sherri Watkins	State Center Adult Ed.	sherri.watkins@statecenter.com

Fresno Regional Workforce Development Board

Date: October 24, 2018
 Subject: Collaborating with
 CalFresh Employment and
 Training Programs

Local Plan Stakeholder Convening

Name (Please Print)	Organization	Email Address
PATR. BARR	WFD B	patr.barr.37@gmail.com
Abeer Basidiq	DSS	abasidiq@fresnocountyca.gov
Rafael Jimeno	DSS	rjimeno@fresnocountyca.gov
Gibil Keomounpano	DSS	gkeomounpano@fresnocountyca.gov
Pamela Wilson	Community Vocational Services Inc. CTE	pm.jd@communityvocationservices.com
Patricia Guss	Proteus - Reedley	patricia.guss@proteus-reedley.com
Tamar Fagin	ResCare	tamar.fagin@rescare.com
Shannon Duncan	Co. of Fresno Dept. of Social Services (DSS)	sduncan@fresnocountyca.gov
Joseph Hibart	Comprehensive Addiction Program, Inc	jhibart@capinc.org
Kelly Sisonath	Reading + Beyond Org.	ksisonath@readingandbeyond.org
Rebecca Salgado	Reading + Beyond	rsalgado@readingandbeyond.org
Oscar Robinson	West Fresno Advanced Trans Tech	Bigo promotions@gmail.com
KANEESHA Senechal	Vision View Partners / Helping others RISE EXCELLENCE	hopedaily15@gmail.com
Sherri Watkins	State Center	sherri.watkins@statecenter.com

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

**Community and Stakeholder Forum on:
Collaborating with CalFresh Employment and Training Programs**

October 24, 2018 at 2:30 p.m.

**Workforce Connection
3302 N. Blackstone Avenue, Suite 209
Fresno, CA 93726**

Mission Statement: The Fresno Regional Workforce Development Board exists to oversee the optimal administration of Workforce Innovation and Opportunity Act funds in the Fresno region. In serving both the business community and the individual job seeker with the provision of human capital development services, we hope to foster the economic vitality of the Fresno region.

REMINDER: PLEASE TURN OFF CELL PHONES OR PUT ON VIBRATE

1. CALL TO ORDER

Item #	Description
2.	Local Workforce Planning and the Biennial Updates
3.	What is the CalFresh Employment and Training Program?
4.	Overview of Local Plan Guidance on Workforce Partnerships with CalFresh and CalFresh Employment and Training Programs
5.	Objectives of this Community Forum
6.	For Your Consideration and Input
6a.	Are CalFresh Employment and Training programs currently available in the local area? If so, what services are provided and which are the organizations providing them?
6b.	What types of workforce services are needed to help people receiving CalFresh succeed in the local labor market?
6c.	What barriers to employment are faced by CalFresh recipients and what resources are available to help assist them to overcome those barriers?
6d.	What partnerships currently exist or could be developed among the local workforce system, the county agency that manages CalFresh, and other organizations that provide or could provide services to CalFresh recipients? How do the partners work with one another and how do they share information?
6e.	Are CalFresh recipients being referred to programs that prepare them for high demand jobs in the region's priority sectors? What services or systems are in place that could help CalFresh recipients succeed in such programs and on the job?

ACCOMMODATIONS FOR PERSONS WITH DISABILITIES

Disabled individuals and individuals who are limited English proficient who need special assistance to attend or participate in this meeting may request assistance by contacting the Fresno Regional Workforce Development Board, at 2125 Kern Street, Suite 208, Fresno, California, or by calling (559) 490-7100. Every effort will be made to reasonably accommodate individuals with disabilities or who are limited English proficient by making meeting materials available in alternative formats. Requests for assistance should be made at least three (3) working days in advance of the meeting.

Collaborating with CalFresh Employment and Training Programs

**Fresno Regional Workforce
Development Board**

October 24, 2018

Local Workforce Planning and Biennial Updates

- Workforce development programs operated under the federal Workforce Innovation and Opportunity Act (WIOA) are administered in California by 45 distinct Local Workforce Development Boards (LWDBs).
- In 2017, the LWDBs submitted 4-year Local Workforce Plans to the Governor, all of which were, ultimately, approved.
- In accordance with WIOA requirements, a biennial review of the 4-year Local Plans is required.
- California has established specific guidelines for the biennial review of Local Plans, including updates and addenda to bring the plans into alignment with California's 2018 update of the State Workforce Plan.

Required modifications to local plans must address:

- New partnerships with CalFresh Employment and Training Programs
- New Partnerships with Local Child Support Agencies
- Enhanced Collaboration with local representatives of the California Department of Rehabilitation and other agencies within the disability services network to implement Competitive Integrated Employment models
- Enhanced partnerships with local education agencies, community-based organizations and other stakeholders to serve English language learners, foreign born individuals and refugees³

What is the CalFresh Employment and Training Program?

CalFresh is California's version of the federal Supplemental Nutrition Assistance Program (SNAP, formerly known as Food Stamps). It is part of the Nutrition Title of the national Farm Bill.

Under SNAP, Employment and Training (E&T) Programs were created to help food stamp recipients gain skills, training, or experience and increase their ability to obtain regular employment.

CalFresh E&T funds can be used to provide enhanced individualized services to program participants and are a potential food stamp outreach tool for low-income working families.

Overview of Local Plan Guidance on Workforce Partnerships with CalFresh and CalFresh Employment and Training Programs

- The California Workforce Development Board has entered into a formal partnership with the California Department of Social Services, the County Welfare Directors Association, and California Workforce Association with the goal of improving labor market outcomes for all recipients of CalFresh.
- Currently in California, 38 county human services agencies offer CalFresh Employment and Training (CalFresh E&T) program services to CalFresh participants on a voluntary basis.

- According to the California State Employment and Training Plan (E&T Plan), California's CalFresh E&T program helps CalFresh recipients gain skills, training, and work experience that will increase participants' ability to obtain regular employment, advance on a career pathway, and achieve economic self-sufficiency.
- In FY 2018, CalFresh E&T expects to serve over 100,000 CalFresh recipients.
- This growth is supported by a unique funding opportunity. CalFresh E&T providers, including county human services agencies and other third-party partners, are eligible to receive uncapped federal 50 percent reimbursement for costs paid using non-federal funding to provide allowable E&T services to people receiving CalFresh.

- CalFresh E&T services are delivered by county human services agencies and a variety of other service providers, including CBOs and community colleges.
- Local Boards are encouraged to contact county human services agencies and invite them to participate in regional planning efforts.

Objectives of this Community Forum

- Give stakeholders and the community the opportunity to weigh in on the needs of this target group
- Learn from practitioners about best practices in meeting service needs
- Identify where gaps in services may currently exist
- Hear recommendations on building and/or strengthening partnerships with CalFresh Employment and Training Programs

For Your Consideration and Input

- Are CalFresh Employment and Training programs currently available in the local area? If so, what services are provided and which are the organizations providing them?
- What types of workforce services are needed to help people receiving CalFresh succeed in the local labor market?
- What barriers to employment are faced by CalFresh recipients and what resources are available to help assist them to overcome those barriers?

- What partnerships currently exist or could be developed among the local workforce system, the county agency that manages CalFresh, and other organizations that provide or could provide services to CalFresh recipients? How do the partners work with one another and how do they share information?
- Are CalFresh recipients being referred to programs that prepare them for high demand jobs in the region's priority sectors? What services or systems are in place that could help CalFresh recipients succeed in such programs and on the job?

Thanks!
We greatly appreciate your input.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

Community and Stakeholder Forum on:
Collaborating with CalFresh Employment and Training Programs
October 24, 2018 at 2:30 p.m.

Workforce Connection
3302 N. Blackstone Avenue, Suite 209
Fresno, CA 93726

Mission Statement: The Fresno Regional Workforce Development Board exists to oversee the optimal administration of Workforce Innovation and Opportunity Act funds in the Fresno region. In serving both the business community and the individual job seeker with the provision of human capital development services, we hope to foster the economic vitality of the Fresno region.

Item

1. Call to Order

Melissa Mendes called the meeting to order at 2:35 p.m.

2. Local Workforce Planning and the Biennial Updates

- *Workforce development programs operated under the federal Workforce Innovation and Opportunity Act (WIOA) are administered in California by 45 distinct Local Workforce Development Boards (LWDBs).*
- *In 2017, the LWDBs submitted 4-year Local Workforce Plans to the Governor, all of which were, ultimately, approved.*
- *In accordance with WIOA requirements, a biennial review of the 4-year Local Plans is required.*
- *California has established specific guidelines for the biennial review of Local Plans, including updates and addenda to bring the plans into alignment with California's 2018 update of the State Workforce Plan.*
- *Required modifications to local plans must address: New partnerships with CalFresh Employment and Training Programs, new partnerships with local child support agencies, enhanced collaboration with local representatives of the California Department of Rehabilitation and other agencies within the disability services network to implement Competitive Integrated Employment models, enhanced partnerships with local education agencies, community-based organizations and other stakeholders to serve English language learners, foreign born individuals and refugees.*

3. What is the CalFresh Employment and Training Program?

- *CalFresh is California's version of the federal Supplemental Nutrition Assistance Program (SNAP, formerly known as Food Stamps). It is part of the Nutrition Title of the national Farm Bill.*
- *Under SNAP, Employment and Training (E&T) Programs were created to help food stamp recipients gain skills, training, or experience and increase their ability to obtain regular employment.*
- *CalFresh E&T funds can be used to provide enhanced individualized services to program participants and are a potential food stamp outreach tool for low-income working families.*

ACCOMMODATIONS FOR PERSONS WITH DISABILITIES

Disabled individuals and individuals who are limited English proficient who need special assistance to attend or participate in this meeting may request assistance by contacting the Fresno Regional Workforce Development Board, at 2125 Kern Street, Suite 208, Fresno, California, or by calling (559) 490-7100. Every effort will be made to reasonably accommodate individuals with disabilities or who are limited English proficient by making meeting materials available in alternative formats. Requests for assistance should be made at least three (3) working days in advance of the meeting.

4. **Overview of Local Plan Guidance on Workforce Partnerships with CalFresh and CalFresh Employment and Training Programs**

- *The California Workforce Development Board has entered into a formal partnership with the California Department of Social Services, the County Welfare Directors Association, and California Workforce Association with the goal of improving labor market outcomes for all recipients of CalFresh.*
- *Currently in California, 38 county human services agencies offer CalFresh Employment and Training (CalFresh E&T) program services to CalFresh participants on a voluntary basis.*
- *According to the California State Employment and Training Plan (E&T Plan), California's CalFresh E&T program helps CalFresh recipients gain skills, training, and work experience that will increase participants' ability to obtain regular employment, advance on a career pathway, and achieve economic self-sufficiency.*
- *In FY 2018, CalFresh E&T expects to serve over 100,000 CalFresh recipients.*
- *This growth is supported by a unique funding opportunity. CalFresh E&T providers, including county human services agencies and other third-party partners, are eligible to receive uncapped federal 50 percent reimbursement for costs paid using non-federal funding to provide allowable E&T services to people receiving CalFresh.*
- *CalFresh E&T services are delivered by county human services agencies and a variety of other service providers, including CBOs and community colleges.*
- *Local Boards are encouraged to contact county human services agencies and invite them to participate in regional planning efforts.*

4. **Objectives of this Community and Stakeholder Forum**

- *Give stakeholders and the community the opportunity to weigh in on the needs of this target group*
- *Learn from practitioners about best practices in meeting service needs*
- *Identify where gaps in services may currently exist*
- *Hear recommendations on building and/or strengthening partnerships with CalFresh Employment and Training Programs*

5. **For Your Consideration and Input**

5a. **Are CalFresh Employment and Training programs currently available in the local area? If so, what services are provided and which are the organizations providing them?**

Shannon Duncan, Fresno County DSS – They are currently provided by Reading and Beyond, through the Fresno Bridge Academy. The components are education and job search.

Kelly Sisowath, Fresno Bridge Academy – We are a free employment and training employment program. We work with DSS and our main population is CalFresh recipients. We are assisting with employment and training, and funding to eliminate barriers that participants have. We also serve Madera county.

Rebecca Salgado, Reading and Beyond – Job employment and education. Job retention.

5b. **What types of workforce services are needed to help people receiving CalFresh succeed in the local labor market?**

Rebecca Salgado – Our program is 18 months for current CalFresh recipients between the ages of 18-59. They receive in depth, one on one case management services. Long term and short term goals are established. We have a GED program. We also refer to Adult School and Fresno City College if we can't help them.

Pat Barr, Fresno Regional Workforce Development Board – We have a physical fitness program built in for the construction trade. If they can come into our program physically fit, that would be better.

Shannon Duncan – We don't serve everyone at DSS, but we do refer.

Rebecca Salgado – Everyone in our program is 100% CalFresh.

Kelly Sisowath – We have a four (4) week series that covers resume building, interviewing skills, soft skills, and job searching. A lot of participants need extra assistance with the ABC's. A job, a better job, and a career job.

Phyllis Stogbauer, FRWDB – Do we have an estimate of total population for Fresno county for CalFresh?

Exhibit A-2-e Meeting notes summarizing the content of forum discussions

Shannon Duncan – As of September we had 86,259 non-assistance CalFresh cases. Those are cases that have CalFresh but not CalWORKs.

Laneesha Senegal, Vision View Partners – We are learning what people are interested in. There are long lists of people waiting to get jobs. We teach entrepreneurship to be self-sufficient. We find that low income people want to own a business don't understand the process.

5c. What barriers to employment are faced by CalFresh recipients and what resources are available to help assist them to overcome those barriers?

Kelly Sisowath – The barriers we see is criminal backgrounds and they can't pass background checks. We assist with expunging their record. We do have a partnership with the DOJ and the Clean Slate Program. We have a small population of homeless participants. We help with housing or get better access to resources that can assist them.

Shannon Duncan – We are in an agreement with Reading and Beyond and our agreement with them ends December 31st of this year. We are changing the focus, but the focus will be on our single adults without dependents. We would target CalFresh recipients who also receive general relief.

Pat Barr – Reliable transportation and childcare.

Shannon Duncan – We have an On-the-Job training for specific jobs.

Rebecca Salgado – In terms of disabilities if they share with us a need, we do provide assistance. We do have financial assistance. We never guarantee, but they also need to learn time management. Even after the 18 month program they can come back for further assistance if they need. Another barrier is CalFresh benefits not being enough to sustain families. We reach out to food banks and schools for help.

Kelly Sisowath – At initial contact with participants there is a semi lengthy intake process. We are able to assess barriers up front and look to the next steps to help them.

Laneesha Senegal – Another barrier is the younger generation having technology skills deficiencies (not being able to fill out forms online, or using text speak to fill out cover letters/applications, and not knowing how to navigate through websites to apply for employment).

5d. What partnerships currently exist or could be developed among the local workforce system, the county agency that manages CalFresh, and other organizations that provide or could provide services to CalFresh recipients? How do the partners work with one another and how do they share information?

Rebecca Salgado – When our participants need a certificate, we partner with Fresno City College for the EOPS program. They can allocate funds to assist with childcare and single moms. We have an invoicing system setup so it's easier for participants; we help to enroll them.

Shannon Duncan – We don't have a very large budget to work with multiple vendors.

Rebecca Salgado – Our 18 month program is designed for participants to become self-sufficient to eliminate or reduce CalFresh assistance.

Shannon Duncan – They are only eligible for 3 months for a 12 month period with us.

5e. Are CalFresh recipients being referred to programs that prepare them for high demand jobs in the region's priority sectors? What services or systems are in place that could help CalFresh recipients succeed in such programs and on the job?

Kelly Sisowath – Our participants come into our program with a goal so any referrals are beneficial for that. We get creative and help guide and prepare them. We can send them to short-term training too.

Rebecca Salgado – We had someone who wanted to work with NASA but it came down to him liking science. We try to tell them what a realistic path would be, and what path of schooling/training is needed. We try to successfully determine who is ready for our 18 month program first, or refer them to an Adult School if they need a GED. They sometimes need to work on areas before starting the program. We track everything such as successes, referrals, anything we can during the program. Once they leave the program though, we don't track that.

Pamela Wilson, Community Vocational Services Inc. – What do you consider the highest demand jobs in Fresno county?

Exhibit A-2-e Meeting notes summarizing the content of forum discussions

Phyllis Stogbauer – Low turnover, good benefits. Healthcare, automotive, manufacturing, logistics, construction trades and IT.

Shannon Duncan – We just finished referring into a pilot. An expansion. We paired it down to select units. The new program will be targeting general relief clients. We want to target rural areas as well. Most clients have jobs so that has to be a consideration so things aren't promised to make their situation worse.

Oscar Robinson, West Fresno Advanced Trans Tech – I have been negotiating a program for 200 residents to get their class A license.

Pat Barr – Stressed the importance of finding out what type of learning a person needs and if they will be a good fit for certain types of jobs.

Laneesha Senegal – We are creating a social impact one-stop hub where all skills needed are in one place. People need to know the backend of understanding a career. We want to provide an onramp for skills.

Tamar Fagin, ResCare – We have barriers with youth needing drivers training to get their license.

Laneesha Senegal – There is a group called Many Hands Make Light Work and they help youths practice driving and written tests to prepare them.

**Local Plan Stakeholder Convening
Partnership with Local Child Support Agencies Public Forum
October 10, 2018**

Attendee List

1. Carlos Guzman	Fresno County DCSS	caguzman@fresnocountyca.gov
2. Ron Nijmeddin	Fresno County DCSS	rnijmeddin@fresnocountyca.gov
3. David Huls	Fresno County DCSS	dhuls@fresnocountyca.gov
4. Crystal Johnson	Fresno County Public Defender	cryjohnson@fresnocountyca.gov
5. Marisela Guevara	Fresno County DSS	mguevara@fresnocountyca.gov
6. Oscar Hinojosa	State Center Adult Education	oscar.h@statecenter.com
7. Pang Vangyi	State Center Adult Education	pang.vangyi@statecenter.com
8. Oralia Gomez	Fresno County DSS	ogomez@co.fresno.ca.us
9. Cynthia Rye	Proteus Inc.	crye@workforce-connection.com

Local Plan Stakeholder Convening

65

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

Community and Stakeholder Forum on:

Partnership with Local Child Support Agencies to Serve Non-Custodial Parents

October 10, 2018 @ 3:00 p.m.

Workforce Connection

3302 N. Blackstone Avenue, Suite 209

Fresno, CA 93726

Mission Statement: The Fresno Regional Workforce Development Board exists to oversee the optimal administration of Workforce Innovation and Opportunity Act funds in the Fresno region. In serving both the business community and the individual job seeker with the provision of human capital development services, we hope to foster the economic vitality of the Fresno region.

REMINDER: PLEASE TURN OFF CELL PHONES OR PUT ON VIBRATE

1. CALL TO ORDER

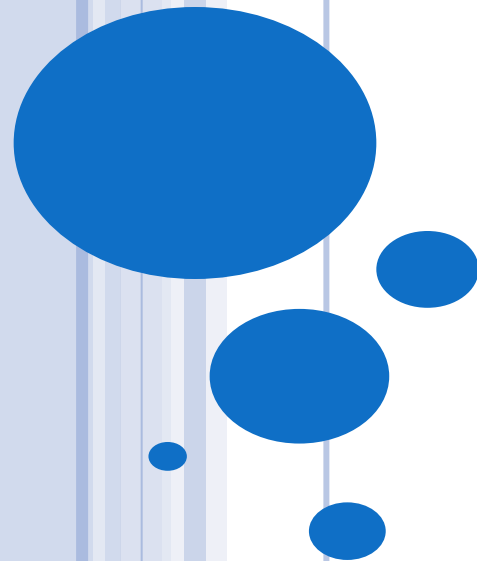
Item #	Description
2.	Local Workforce Planning and the Biennial Updates
3.	Overview of Regional Plan Guidance regarding Partnerships with Local Child Support Agencies (LCSAs) and Services to Non-Custodial Parents (NCPs)
4.	Objectives of this Community and Stakeholder Forum
5.	For Your Consideration and Input
5a.	What barriers to employment are most common among targeted NCPs?
5b.	What are NCPs' service needs (particularly with regard to job skills and employment) and what services are currently available?
5c.	What organizations collaborate locally to promote skills development, employment and career advancement for targeted NCPs?
5d.	Among the NCP service partners, (e.g. Child Support, Family Court, AJCCs, training providers and community-based organizations), what referral and information sharing systems are in place?
5e.	What strategies and tools are used to motivate and incentivize NCPs' in acting on referrals, participating in training/skills development and retention in employment?
5f.	How can local organizations work better to ensure positive employment and career outcomes for non-custodial parents?

ACCOMMODATIONS FOR PERSONS WITH DISABILITIES

Disabled individuals and individuals who are limited English proficient who need special assistance to attend or participate in this meeting may request assistance by contacting the Fresno Regional Workforce Development Board, at 2125 Kern Street, Suite 208, Fresno, California, or by calling (559) 490-7100. Every effort will be made to reasonably accommodate individuals with disabilities or who are limited English proficient by making meeting materials available in alternative formats. Requests for assistance should be made at least three (3) working days in advance of the meeting.

STRENGTHENING PARTNERSHIPS WITH LOCAL CHILD SUPPORT AGENCIES TO SERVE NON-CUSTODIAL PARENTS

*Fresno Regional Workforce Development Board
October 10, 2018*



LOCAL WORKFORCE PLANNING AND THE BIENNIAL UPDATES

- Workforce development programs operated under the federal Workforce Innovation and Opportunity Act (WIOA) are administered in California by 45 distinct Local Workforce Development Boards (LWDBs).
- In 2017, the LWDBs submitted 4-year Local Workforce Plans to the Governor, all of which were, ultimately, approved.
- In accordance with WIOA requirements, a biennial review of the 4-year Local Plans is required.
- California has established specific guidelines for the biennial review of Local Plans, including updates and addenda to bring the plans into alignment with California's 2018 update of the State Workforce Plan.

Required modifications to local plans must address:

- New partnerships with CalFresh Employment and Training Programs
- New Partnerships with Local Child Support Agencies
- Enhanced Collaboration with local representatives of the California Department of Rehabilitation and other agencies within the disability services network to implement Competitive Integrated Employment models
- Enhanced partnerships with local education agencies, community-based organizations and other stakeholders to serve English language learners, foreign born individuals and refugees

OVERVIEW OF REGIONAL PLAN GUIDANCE REGARDING PARTNERSHIPS WITH LOCAL CHILD SUPPORT AGENCIES (LCSAs) AND SERVICES TO NON-CUSTODIAL PARENTS (NCPs)

- The State Workforce Development Board has entered into a formal partnership with the California Department of Child Support Services (DCSS) with the goal of improving labor market outcomes for unemployed, underemployed, and payment-delinquent non-custodial parents.
- The vision of DCSS is that all parents will be engaged in supporting their children. This is achieved through the interventions including: establishing paternity, locating parents, establishing child and medical support orders, enforcing and modifying child and medical support orders, and collecting and disbursing child support payments.

- The State Board has directed Local Boards to engage and work with LCSAs and specific partner CBOs to serve their local non-custodial parent population.
- Among the processes that are expected to result from workforce-child support network partnerships are referral protocols, including those from LCSAs and family court; enrollment of clients in training programs that will lead to family-sustaining wages; employment opportunities in careers within growth industries; and services that promote retention in training and on the job.

OBJECTIVES OF THIS COMMUNITY AND STAKEHOLDER FORUM

- Provide stakeholders and the community the opportunity to weigh in on the needs of this target group
- Learn from practitioners about best practices in meeting service needs
- Identify gaps in services
- Hear recommendations for improving the content, availability and quality of services for unemployed, underemployed and payment delinquent non-custodial parents

FOR YOUR CONSIDERATION AND INPUT

- What barriers to employment are most common among targeted NCPs?
- What are NCPs' service needs (particularly with regard to job skills and employment) and what services are currently available?
- What organizations collaborate locally to promote skills development, employment and career advancement for targeted NCPs?
- Among the NCP service partners, (e.g. Child Support, Family Court, AJCCs, training providers and community-based organizations), what referral and information sharing systems are in place?

- What strategies and tools are used to motivate and incentivize NCPs' in acting on referrals, participating in training/skills development and retention in employment?
- How can local organizations work better to ensure positive employment and career outcomes for non-custodial parents?

Thanks!

We greatly appreciate your input!

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

Community and Stakeholder Forum on:

Partnership with Local Child Support Agencies to Serve Non-Custodial Parents

October 10, 2018 at 3:00 p.m.

**Workforce Connection
3302 N. Blackstone Avenue, Suite 209
Fresno, CA 93726**

Mission Statement: The Fresno Regional Workforce Development Board exists to oversee the optimal administration of Workforce Innovation and Opportunity Act funds in the Fresno region. In serving both the business community and the individual job seeker with the provision of human capital development services, we hope to foster the economic vitality of the Fresno region.

Item

1. Call to Order

Ka Xiong called the meeting to order at 3:06 p.m.

2. Local Workforce Planning and the Biennial Updates

- *Workforce development programs operated under the federal Workforce Innovation and Opportunity Act (WIOA) are administered in California by 45 distinct Local Workforce Development Boards (LWDBs).*
- *In 2017, the LWDBs submitted four (4)-year Local Workforce Plans to the Governor, all of which were, ultimately, approved.*
- *In accordance with WIOA requirements, a biennial review of the four (4)-year Local Plans is required.*
- *California has established specific guidelines for the biennial review of Local Plans, including updates and addenda to bring the plans into alignment with California's 2018 update of the State Workforce Plan.*
- *Required modifications to local plans must address: New partnerships with CalFresh Employment and Training Programs, new Partnerships with Local Child Support Agencies, enhanced collaboration with local representatives of the California Department of Rehabilitation and other agencies within the disability services network to implement Competitive Integrated Employment models, enhanced partnerships with local education agencies, community-based organizations and other stakeholders to serve English language learners, foreign born individuals and refugees.*

3. Overview of Regional Plan Guidance regarding Partnerships with Local Child Support Agencies (LCSAs) and Services to Non-Custodial Parents (NCPs)

- *The State Workforce Development Board has entered into a formal partnership with the California Department of Child Support Services (DCSS) with the goal of improving labor market outcomes for unemployed, underemployed, and payment-delinquent non-custodial parents.*
- *The vision of DCSS is that all parents will be engaged in supporting their children. This is achieved through the interventions including: establishing paternity, locating parents, establishing child and medical support orders, enforcing and modifying child and medical support orders, and collecting and disbursing child support payments.*

ACCOMMODATIONS FOR PERSONS WITH DISABILITIES

Disabled individuals and individuals who are limited English proficient who need special assistance to attend or participate in this meeting may request assistance by contacting the Fresno Regional Workforce Development Board, at 2125 Kern Street, Suite 208, Fresno, California, or by calling (559) 490-7100. Every effort will be made to reasonably accommodate individuals with disabilities or who are limited English proficient by making meeting materials available in alternative formats. Requests for assistance should be made at least three (3) working days in advance of the meeting.

Exhibit A-3-e Meeting notes summarizing the content of forum discussions

- The State Board has directed Local Boards to engage and work with LCSAs and specific partner CBOs to serve their local non-custodial parent population.
- Among the processes that are expected to result from workforce-child support network partnerships are referral protocols, including those from LCSAs and family court; enrollment of clients in training programs that will lead to family-sustaining wages; employment opportunities in careers within growth industries; and services that promote retention in training and on the job.

4. Objectives of this Community and Stakeholder Forum

- Provide stakeholders and the community the opportunity to weigh in on the needs of this target group
- Learn from practitioners about best practices in meeting service needs
- Identify gaps in services
- Hear recommendations for improving the content, availability and quality of services for unemployed, underemployed and payment delinquent non-custodial parents.

5. For Your Consideration and Input

5a. What barriers to employment are most common among targeted NCPs?

David Huls, Fresno County DCSS – Parts of the community are afraid to come to government agencies for all kinds of reasons.

Carlos Guzman, Fresno County DCSS – A main barrier to employment is a prior incarceration history because now they have a criminal record. They now have a child support order, and their license is suspended. Top three issues are: criminal record, license expired, and lack of education/job ready skills for today's economy.

Crystal Johnson, Fresno County Public Defender – Ms. Johnson goes to court defending the individuals and finds that former incarceration is a huge impediment for future employment. Also individuals who were injured on the job, or disabled for a long period of time and don't have the skills to do their job any more. Another barrier is a gap in employment on their resume.

Ron Nijmeddin, Fresno County DCSS – Mr. Nijmeddin is on the prosecuting side of the defense and stated that some barriers are being undereducated or a High School dropout. Some folks only have a minimum wage job as laborers so they have limited skills. Being medically limited or the lack of knowledge of services is another issue.

Marisela Guevara, Fresno County DSS – Our clientele is lacking financial stability and some have mental health barriers. Making sure they are stable is important not just for themselves, but for their family because they could be on their second or third family.

Oralia Gomez, Fresno County DSS – Ms. Gomez has been with the department over 30 years and stated that some individuals say it's not worth it for them to work because working wouldn't leave them any money to become self-sufficient. Also appointment letters don't always make it to the clients who are transient. A valid phone number might help with this.

5b. What are NCPs' service needs (particularly with regard to job skills and employment) and what services are currently available?

Carlos Guzman – Job readiness, resume writing, interviewing, and communication skills are needed to get a job. We offer referrals because we are limited with our scope of authority as an agency, but we have a customer resource page.

Crystal Johnson – Places like Fresno Bridge Academy, Department of Social Services, Kingsview and Blue Sky Wellness Center provides job readiness skills. Blue Sky Wellness Center has a volunteer program that will do some onsite training for someone who has been out of the job market. Another impediment for the older population is having to apply online and they don't know how to navigate websites.

Oralia Gomez – Welfare to Work. Jobs 2000 connects with the public defender and the district attorney. We provide job readiness, job search assistance development, and writing. We work with Reading and Beyond and the Bridge Academy. We have vocational management services for individuals that have low cognitive skill levels and need more support but haven't been able to get their GED. They can provide individualized support for that. We have a contract for subsidized employment. The individuals that don't have a stable work history, we place them within our department. We also have agreements with other county wide departments as well as some private

entities that are willing to take them on. Fresno County Library also offers job readiness.

Phyllis Stogbauer, FRWDB – Fresno County Library now has a Digibus that can pull up anywhere and includes Wi-Fi, printer, tablets, and a tv to do workshops or help with resumes.

5c. What organizations collaborate locally to promote skills development, employment and career advancement for targeted NCPs?

Crystal Johnson – The public defender's office offers a Clean Slate Program that is a record clearance program. It is a free service to anyone who has a Fresno county conviction, or is low income or indigent. The clinic is open every week. A person meets with an attorney who will do background checks, assess eligibility, and files the paperwork. The only thing not provided is in court representation. Clients can apply for the program online. It is first come, first served since its only open for two (2) days a week and is appointment only. Another program called Root & Rebound provides training and employment services to women of color.

5d. Among the NCP service partners, (e.g. Child Support, Family Court, AJCCs, training providers and community-based organizations), what referral and information sharing systems are in place?

Ron Nijmeddin – We are bound by confidentiality and can't give any info about the participants.

Phyllis Stogbauer – We want a more standardized process. It's not a lot of info that we need but it needs to get back to you. One of the things being discussed is how do we track that? Who do we co-enroll, who do we not co-enroll?

Oralia Gomez – Sometimes the release of information is because of the services that we provide. The law is very specific.

5e. What strategies and tools are used to motivate and incentivize NCPs' in acting on referrals, participating in training/skills development and retention in employment?

David Huls – One option is a compromise of arrears. Our customers don't always know there is a program that if their case qualifies and they apply, they can get a large chunk wiped out.

Phyllis Stogbauer – Asked the question "Is it totally forgiven, or just put on the backburner"?

David Huls – No, it is specific and they have to pay an amount each month or a lump sum. The individuals don't always realize that when their situation has changed it should be modified. Those are the things besides license release that our programs can help people get back on the right track.

Crystal Johnson – The retraining services Workforce Connection provides. That's how I incentivize people to participate when they are at the contempt stage because of all those assessment tools that you provide right at the onset.

Oralia Gomez – Our best incentive is when we tell them if they do this, at the end is a job.

Phyllis Stogbauer – Most don't want to go into long-term training, they want a job right now. We try to convince them we can get them a job, but six months or a year from now, we can have them change their education and get them into a career.

Pang Vangyi, State Center Adult Education – Oscar Hinojosa, my colleague has office hours at the Manchester One-Stop and our mission is to work with adult learners who don't have a High School diploma or GED. We help them complete that education component. We work with adults who said they work fulltime and need a class offered in the evening. We have that flexibility. We can let them know what adult school they can attend. Oscar has office hours so if someone doesn't have a High School diploma or GED, it's a "warm handoff" to Oscar and he gets them the info they need.

Phyllis Stogbauer – If they are referred to us from the Jobs 2000, that is something you could talk about up front so they can start working through this and understand the program. I think we need to educate. There is a process to become job ready so we could be working with the other agencies to clear up other problems. Work together at the front end, with us referring to you so we can get a plan in place. We do an IEP with everyone. Some have been long-term unemployed and don't know how to manage things.

Exhibit A-3-e Meeting notes summarizing the content of forum discussions

David Huls – Our computer system interfaces with many other entities. Our system will find a new employer and automatically serve an income withholding order. It will determine an appropriate arrears payment that could end up being astronomical. If we are interacting as a human being working the case, we would come up with a different repayment amount if possible.

Ron Nijmeddin – I love the idea of referring people prior to the time they come delinquent. Will Workforce Connection make flyers available?

Phyllis Stogbauer – Yes, we do have brochures for our adult programs and special projects. We have an SRT team that works with folks. They are comprised of our WIOA staff and the partners or providers, and they sit and interview everyone because we can identify issues before we enroll them. I see a lot of potential with soft skill services. By the time they go through these programs, they are motivated and ready to find a job. If those referrals would come here, we could help you place them into those programs and then it's a win-win for everyone.

Ron Nijmeddin – When do you plan for this program to be launched?

Phyllis Stogbauer – We are going to collect all the data from today and other meetings, and then we will draft our processes of what we want to implement. That is when we will pull people back in, maybe in small meetings to talk about fine-tuning some of those processes and how we can serve this population. It will be a work in progress. Sharing data and open communication is priority.

Crystal Johnson – I would ask that you include the public defender offices specifically with the process that we have in place right now for those contempt clients. We are seeing some kinks we can work out and all agencies would benefit from streamlining it.

5f. How can local organizations work better to ensure positive employment and career outcomes for non-custodial parents?

David Huls – Whoever is interested we will go out to an agency and give staff Child Support 101.

Carlos Guzman – Communication, keeping in contact with one another. Share our goals.

Oralia Gomez – Coordination between our departments.

Phyllis Stogbauer – We tried to pilot a software called Community Pro but can't get enough people to see if it works. You refer them over to us and enter them into the system, and we can pick up that referral. You enter into agreement with this company and they put that into a vault and we can all access it. We want to come up with a shared data process for co-case management. No one wants to share their data. There needs to be a way to share and still protect it. We don't want to share personal data, just basic questions. Plain and simple.

Ron Nijmeddin – I just need to see it. That wouldn't be my approval; it would come from a much higher source.

Phyllis – Bitwise has developed a tracking system they showed us to track referrals.

Cynthia Rye, Proteus Inc. – I think the word has gotten out about the child support referrals.

Carlos Guzman – Inform and educate staff of particular agencies, and get your participants together to relay the info. There was an agency called Proving our Parenting Skills where we would do presentations for their case workers.

Phyllis Stogbauer – We still want to protect people and utilize the ways to share data.

**Local Plan Stakeholder Convening
Serving Persons with Disabilities Community Forum
October 18, 2018**

Attendee List

1. Malika Neal	Lincoln Training Center	malikan@lincolntc.org
2. Juliette Cerecedes	Lincoln Training Center	juliettec@lincolntc.org
3. Kelly Sisowath	Fresno Bridge Academy	ksisowath@readingandbeyond.org
4. Sandra Martinez	Reading and Beyond	smartinez@readingandbeyond.org
5. Pamela Wilson	Community Vocational Services Inc.	pm.id@communityvocationalservices.com
6. Cynthia McGuire	Fresno County DSS	cmcguire@fresnocountyca.gov
7. Jose Urbina	Fresno County DSS	jourbina@fresnocountyca.gov
8. Aurelio Mendoza	Department of Rehabilitation	aurelio.mendoza@dor.ca.gov
9. Alfonso Garcia	Proteus Inc.	agarcia@workforce-connection.com
10. Wendy Lomeli	Employment Development Dept.	wendy.lomeli@edd.ca.gov
11. Cecil Sanchez	America Works of CA	csanchez@americaworks.com
12. Tamar Fagin	ResCare Workforce Services	tamar.fagin@rescare.com
13. Maikia Thao	ResCare Workforce Services	maikia.thao@rescare.com
14. David Keosheyan	Central Valley Regional Center	dkeosheyan@cvrc.org
15. Brian Chambers	Department of Rehabilitation	brian.chambers@dor.ca.gov
16. Rebeca DeLeon	A Ticket to Success	rdeleon@tcoe.org
17. Amri Aguirre	Valley Center for the Blind	Amri@vcbfresno.org

Fresno Regional Workforce Development Board

Local Plan Stakeholder Convening

Name (Please Print)	Organization	Email Address
Malika Neal	Lincoln Training Center	malikan@lincolntc.org
Juliette Cerecedas	Lincoln Training Center	Juliette.C@lincolntc.org
Kelly Sisowath	Fresno Bridge Academy	Ksisowath@readingandbeyond.org
Sandra Martinez	Reading and Beyond	Smartinez@readingandbeyond.org
Pamela Wilson (CIE)	Community Vocational Services Inc	pm.jd@communityvocationalservices.iac
Cynthia McGuire	County of Fresno Department of Social Services	cmcguire@fresnocountyca.gov
Jose Urbina	County of Fresno Department of Social Services	jurbina@fresnocountyca.gov
Aurelio Mendoza	Department of Rehabilitation	aurelio.mendoza@dor.ca.gov
ALFONSO GARCIA	PROTEUS INC. / WORKFORCE CONNECTION	agarcia@workforce-connection.com
Wendy Lomeli	Employment Development Dept.	wendy.lomeli@edd.ca.gov
Cecil Sanchez	America Works of Ca.	csanchez@america-works.com
Tamar Fagin	ResCare Work Force Services	tamar.fagin@rescare.com
Maikia Thao	ResCare Workforce Services	maikia.thao@rescare.com
David Keasheyen	dkeasheyen@cvrc.org	dkeasheyen@cvrc.org
Brian Chambers	DOR	brian.chambers@dor.ca.gov
Rebeca DeLeon	A Ticket to Success	rdeleon@tcoe.org
Amri Aguirre	Valley Center for the Blind	amri@vcbfresno.org

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

**Community and Stakeholder Forum on:
Serving Persons with Disabilities Through Competitive Integrated Employment**

**October 18, 2018 @ 9:00 a.m.
Workforce Connection
3302 N. Blackstone Avenue, Suite 209
Fresno, CA 93726**

Mission Statement: The Fresno Regional Workforce Development Board exists to oversee the optimal administration of Workforce Innovation and Opportunity Act funds in the Fresno region. In serving both the business community and the individual job seeker with the provision of human capital development services, we hope to foster the economic vitality of the Fresno region.

REMINDER: PLEASE TURN OFF CELL PHONES OR PUT ON VIBRATE

1. CALL TO ORDER

Item #	Description
2.	Local Workforce Planning and the Biennial Updates
3.	What is Competitive Integrated Employment?
4.	Overview of Local Plan Guidance regarding Competitive Integrated Employment
5.	Objectives of this Community and Stakeholder Forum
6.	For Your Consideration and Input
6a.	How are DOR and the workforce system (i.e. the local Board and the AJCCs) currently working together with local partners (such as regional centers, special education and Workability programs, among others) to support the employment goals of individuals with intellectual disabilities and developmental disabilities?
6b.	Are efforts underway for the partners to collaborate on the use of CIE for job seekers with ID/DD?
6c.	Have discussions begun on the development of a Local Partnership Agreement to create more CIE opportunities? If not, how can this be accelerated?
6d.	Have workforce system staff received training in serving individuals with ID/DD and are they knowledgeable about programs and services available to assist this target group? What additional training and information is needed?
6e.	How are DOR and the local workforce system working together to outreach to employers and partners to support individuals with ID/DD in achieving CIE? If efforts are not yet underway, what will be done?
6f.	Have recruitment, referral and employer engagement strategies been defined? If not, what is planned?

ACCOMMODATIONS FOR PERSONS WITH DISABILITIES

Disabled individuals and individuals who are limited English proficient who need special assistance to attend or participate in this meeting may request assistance by contacting the Fresno Regional Workforce Development Board, at 2125 Kern Street, Suite 208, Fresno, California, or by calling (559) 490-7100. Every effort will be made to reasonably accommodate individuals with disabilities or who are limited English proficient by making meeting materials available in alternative formats. Requests for assistance should be made at least three (3) working days in advance of the meeting.



Improving Services to Individuals with Disabilities through Competitive Integrated Employment

*Fresno Regional Workforce Development Board
October 18, 2018*

Local Workforce Planning and the Biennial Updates

- » Workforce development programs operated under the federal Workforce Innovation and Opportunity Act (WIOA) are administered in California by 45 distinct Local Workforce Development Boards (LWDBs).
- » In 2017, the LWDBs submitted 4-year Local Workforce Plans to the Governor, all of which were, ultimately, approved.
- » In accordance with WIOA requirements, a biennial review of the 4-year Local Plans is required.
- » California has established specific guidelines for the biennial review of Local Plans, including updates and addenda to bring the plans into alignment with California's 2018 update of the State Workforce Plan.



Required modifications to local plans must address:

- » New partnerships with CalFresh Employment and Training Programs
- » New Partnerships with Local Child Support Agencies
- » Enhanced Collaboration with local representatives of the California Department of Rehabilitation and other agencies within the disability services network to implement Competitive Integrated Employment models
- » Enhanced partnerships with local education agencies, community-based organizations and other stakeholders to serve English language learners, foreign born individuals and refugees

What is Competitive Integrated Employment?

- » Competitive Integrated Employment (CIE) is work performed by a person with a disability (including those with intellectual disabilities and developmental disabilities) within an integrated setting that includes both individuals with and without disabilities.
- » CIE is full- or part-time work that:
 - Compensates individuals at no less than the legal minimum wage and at the same rate as non-disabled employees with the same skills, performing the same work
 - Yields an income comparable to that of similarly situated non-disabled individuals
 - Provides the same benefits available to other employees
 - Is at a location where employees interact with other persons who are not individuals with disabilities
 - Presents opportunities for advancement



Overview of Local Plan Guidance regarding Competitive Integrated Employment

- » In 2017, the California Department of Rehabilitation (DOR), the Department of Developmental Services (DDS) and the California Department of Education (CDE) formalized a partnership agreement around creating more opportunities for individuals with intellectual disabilities (ID) and developmental disabilities (DD) through CIE and other mechanisms.
- » Local Boards must submit modifications to their local plans that address how they will engage with local counterparts of the three state-level partners to align with the State CIE strategy embedded in its blueprint.



- » The state-level CIE partners (DOR, DDS, CDE) have developed a Local Partnership Agreement template to assist local education agencies, DOR districts and DDS regional centers in collaborating more effectively in assisting individuals with ID and DD.
- » Staff at AJCCs are expected to understand the needs of jobseekers with ID/DD and be knowledgeable about programs and resources that can aid in their success.
- » DOR's district staff will designate a point of contact for the Local Boards to help provide linkages to service providers of individuals with ID/DD.

- » DOR district staff will partner with Local Boards to outreach to employers and partners to develop strategies to achieve CIE opportunities for consumers.
- » The State Board recommends that Local Boards support the recruitment, referral, and employer engagement efforts of DOR representatives.



Objectives of this Community and Stakeholder Forum

- » Give stakeholders and the community the opportunity to weigh in on the needs of this target group
- » Learn from practitioners about best practices in meeting service needs
- » Identify where gaps in services may currently exist
- » Hear recommendations on implementing competitive integrated employment for individuals with intellectual disabilities and developmental disabilities.



For Your Consideration and Input

- » How are DOR and the workforce system (i.e. the local Board and the AJCCs) currently working together with local partners (such as regional centers, special education and Workability programs, among others) to support the employment goals of individuals with intellectual disabilities and developmental disabilities?
- » Are efforts underway for the partners to collaborate on the use of CIE for job seekers with ID/DD?
- » Have discussions begun on the development of a Local Partnership Agreement to create more CIE opportunities? If not, how can this be accelerated?



- » Have workforce system staff received training in serving individuals with ID/DD and are they knowledgeable about programs and services available to assist this target group? What additional training and information is needed?
- » How are DOR and the local workforce system working together to outreach to employers and partners to support individuals with ID/DD in achieving CIE? If efforts are not yet underway, what will be done?

- » Have recruitment, referral and employer engagement strategies been defined? If not, what is planned?

Thank you!
We greatly appreciate your input!

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

Community and Stakeholder Forum on:

Serving Persons with Disabilities Through Competitive Integrated Employment

October 18, 2018 at 9:00 a.m.

**Workforce Connection
3302 N. Blackstone Avenue, Suite 209
Fresno, CA 93726**

Mission Statement: The Fresno Regional Workforce Development Board exists to oversee the optimal administration of Workforce Innovation and Opportunity Act funds in the Fresno region. In serving both the business community and the individual job seeker with the provision of human capital development services, we hope to foster the economic vitality of the Fresno region.

Item

1. Call to Order

Phyllis Stogbauer called the meeting to order at 9:05 a.m.

2. Local Workforce Planning and the Biennial Updates

- *Workforce development programs operated under the federal Workforce Innovation and Opportunity Act (WIOA) are administered in California by 45 distinct Local Workforce Development Boards (LWDBs).*
- *In 2017, the LWDBs submitted four (4)-year Local Workforce Plans to the Governor, all of which were, ultimately, approved.*
- *In accordance with WIOA requirements, a biennial review of the four (4)-year Local Plans is required.*
- *California has established specific guidelines for the biennial review of Local Plans, including updates and addenda to bring the plans into alignment with California's 2018 update of the State Workforce Plan.*
- *Required modifications to local plans must address: New partnerships with CalFresh Employment and Training Programs, new Partnerships with Local Child Support Agencies, enhanced Collaboration with local representatives of the California Department of Rehabilitation and other agencies within the disability services network to implement Competitive Integrated Employment models, enhanced partnerships with local education agencies, community-based organizations and other stakeholders to serve English language learners, foreign born individuals and refugees.*

3. What is Competitive Integrated Employment?

- *Competitive Integrated Employment (CIE) is work performed by a person with a disability (including those with intellectual disabilities and developmental disabilities) within an integrated setting that includes both individuals with and without disabilities.*
- *CIE is full or part-time work that:*
- *Compensates individuals at no less than the legal minimum wage and at the same rate as non-disabled employees with the same skills, performing the same work*
- *Yields an income comparable to that of similarly situated non-disabled individuals*
- *Provides the same benefits available to other employees*
- *Is at a location where employees interact with other persons who are not individuals with disabilities*
- *Presents opportunities for advancement.*

ACCOMMODATIONS FOR PERSONS WITH DISABILITIES

Disabled individuals and individuals who are limited English proficient who need special assistance to attend or participate in this meeting may request assistance by contacting the Fresno Regional Workforce Development Board, at 2125 Kern Street, Suite 208, Fresno, California, or by calling (559) 490-7100. Every effort will be made to reasonably accommodate individuals with disabilities or who are limited English proficient by making meeting materials available in alternative formats. Requests for assistance should be made at least three (3) working days in advance of the meeting.

4. Exhibit A-4.e Meeting notes summarizing the content of forum discussions
Overview of Local Plan Guidance regarding Competitive Integrated Employment

- In 2017, the California Department of Rehabilitation (DOR), the Department of Developmental Services (DDS) and the California Department of Education (CDE) formalized a partnership agreement around creating more opportunities for individuals with intellectual disabilities (ID) and developmental disabilities (DD) through CIE and other mechanisms.
- Local Boards must submit modifications to their local plans that address how they will engage with local counterparts of the three state-level partners to align with the State CIE strategy embedded in its blueprint.
- The state-level CIE partners (DOR, DDS, CDE) have developed a Local Partnership Agreement template to assist local education agencies, DOR districts and DDS regional centers in collaborating more effectively in assisting individuals with ID and DD.
- Staff at AJCCs are expected to understand the needs of jobseekers with ID/DD and be knowledgeable about programs and resources that can aid in their success.
- DOR's district staff will designate a point of contact for the Local Boards to help provide linkages to service providers of individuals with ID/DD.
- DOR district staff will partner with Local Boards to outreach to employers and partners to develop strategies to achieve CIE opportunities for consumers.
- The State Board recommends that Local Boards support the recruitment, referral, and employer engagement efforts of DOR representatives.

5. Objectives of this Community and Stakeholder Forum

- Give stakeholders and the community the opportunity to weigh in on the needs of this target group
- Learn from practitioners about best practices in meeting service needs
- Identify where gaps in services may currently exist
- Hear recommendations on implementing competitive integrated employment for individuals with intellectual disabilities and developmental disabilities.

6. For Your Consideration and Input

6a. **How are DOR and the workforce system (i.e. the local Board and the AJCCs) currently working together with local partners (such as regional centers, special education and Workability programs, among others) to support the employment goals of individuals with intellectual disabilities and developmental disabilities?**

Brain Chambers, Department of Rehabilitation – We utilized different vendors in the community to send the consumers to obtain job placement and ultimately CIE. We work with programs through Reedley College, Fresno State and we refer consumers over to these programs. We work with the Regional Center and right now we are doing Project Search. We also have a program called College to Career at Fresno City College and Regional Center. We are working with Fresno City College to refer consumers who are clients with Regional Center and who are pursuing certificates, ultimately to obtain employment.

Phyllis Stogbauer, FRWDB – Is most of that educational?

Brian Chambers – Educational, but Project Search is vocational. For CIE most of these programs are vocational and not academic.

David Keosheyan, Central Valley Regional Center – I am the Employment Specialist at CVRC and I don't know how Workforce Connection works with people with intellectual disabilities. The impression I get is you work pretty quickly with folks. At the Regional Center people with intellectual disabilities we are going to take extra time with them.

Phyllis Stogbauer – We do have some individuals come in that are dislocated workers and get through the program quickly. Their Individual Employment Plan is based on what they need, and how long it will take to get that person working. We have worked with some youth/adults in the past with disabilities and have had some successes.

Wendy Lomeli, Employment Development Department – Our agency has a program called the Deaf and Hard of Hearing. It includes a case manager that is sign language based, and an interpreter that translates. Challenges are seeking employers that are committed to offering employment with those accommodations. On a case by case basis we do work with DOR. We have a veterans program here at Manchester, Kings County and Madera County. We have a specialist out of Hanford targeting youth with any kind of developmental disabilities.

Exhibit A-4-e Meeting notes summarizing the content of forum discussions

Juliette Cerecedes, Lincoln Training Center – I am an Employment Specialist with Lincoln Training Center and we have been working for years with the DOR and CVRC to offer support employment, vocational training, and a group setting program for adults with developmental disabilities. Currently we have a program that helps to serve those as it relates to community integrated employment, and also some others as a paid internship program. We are still waiting to get our final approval so that we can begin offering that service. The program is designed so that it will take 2-3 months. We also work with Workforce Connection.

Phyllis Stogbauer – Are those paid positions?

Juliette Cerecedes – Yes. Those positions pay minimum wage. There would be a paid internship and then the owner and that person would have an opportunity to find out if it is a good fit before hiring them on permanently.

Phyllis Stogbauer – Do you already have employers you work with, or are you still developing that?

Juliette Cerecedes – No, we are currently making those connections and waiting on our final approval.

Brian Chambers – We started student services based upon what was asked for us to spend 50% of our budget. We are currently going out to school districts and telling Special Education and Administration what types of student services we offer. We are starting to work with the CIE population, especially at Clovis Unified.

Phyllis Stogbauer – Is it all high school or do you go younger?

Brian Chambers – Yes. The definition of disability is they have to be 16-21 years old, permanent disability, and enrolled in some sort of academia. That could be secondary, post-secondary, or home schooled.

Phyllis Stogbauer – Is that all kids, the students with IEP?

Brian Chambers – You have to have IEPs, 504s.

6b. Are efforts underway for the partners to collaborate on the use of CIE for job seekers with ID/DD?

David Keosheyan – We are doing the local partnership agreements that were mandated by WIOA. We are working with DOR and Lincoln Training Center on the customized employment program design.

Phyllis Stogbauer – Most people have soft skill issues. We don't want to funnel people in just to get minimum wage jobs, but sometimes they want that. We take anywhere from 4-6 months before we send them on a job.

David Keosheyan – Where is the overlap between what you do and what DOR does?

Phyllis Stogbauer – When we are interviewing individuals and it appears there is a disability that they self-disclosed, or based on the conversation, we will refer them over and have DOR interview them. We rely on the DOR to help us make that determination if their services are best to start with. We work that out individually.

Pamela Wilson, Community Vocational Services Inc. – I just need an outside resource for soft skill classes. Are we able to send them to your team to teach them like they do everybody else?

Phyllis Stogbauer – Once we enroll we are tied to getting them a job. We co-enroll people all the time as long as their final outcome is employment.

6c. Have discussions begun on the development of a Local Partnership Agreement to create more CIE opportunities? If not, how can this be accelerated?

Phyllis Stogbauer – We are not mandated to have an MOU but it doesn't mean we can't. Maybe we can come up with one shared MOU so we can talk about being co-enrolled. The big issue is how we track this.

Exhibit A-4-e Meeting notes summarizing the content of forum discussions

Cecilia Sanchez, America Works of CA – I'm part of America Works of CA, Ticket to Work program. I work with those with disabilities. I have approached the ARC and Lincoln Training Center.

Phyllis Stogbauer – I want to have a resource guide so anyone in the community who wants to can be on a website with the services provided.

6d. Have workforce system staff received training in serving individuals with ID/DD and are they knowledgeable about programs and services available to assist this target group? What additional training and information is needed?

Rebeca DeLeon, A Ticket to Success – A lot of people aren't educated about disabilities. After the WIOA mandate it's gotten better. In our monthly site council meetings we take turns talking about our program and the services we provide to give a better understanding. Sometimes we just don't know.

Wendy Lomeli – We have a program specialist that works with targeted and dedicated staff working with that clientele. They know the signals and behavior to look for when it comes to customers that have a disability. I would be interested in training my other staff that are mainstream in the front lines.

Pamela Wilson – The persons centered training does a class for free to help your staff learn how to treat people with disabilities.

Wendy Lomeli – I would give priority to my non-program staff.

Phyllis – It sounds like we have a lot of good resources so we can get together and start developing some of these plans.

6e. How are DOR and the local workforce system working together to outreach to employers and partners to support individuals with ID/DD in achieving CIE? If efforts are not yet underway, what will be done?

Aurelio Mendoza, Department of Rehabilitation – Some of the efforts with Shawna Glazener at the Fresno Regional workforce Development Board - Business Services Center through collaborative efforts with DOR and the Workforce Connection, have established multitudes of relationships with different employers. I provide DOR workshops as a tool to provide services, and also one-on-one sessions. The approach is tailored. We also work with EDD.

Phyllis Stogbauer – When we are outreaching to employers it's the perfect time to identify if they are willing to hire individuals with disabilities.

Aurelio Mendoza – I always say the internal communication with that customer is essential.

Juliette Cerecedas – People are successfully hiring people who have disabilities and they are holding their jobs.

Brian Chambers – We just had the first graduation last week for Project Search and these are Regional Center clients that are getting real jobs, real wages, and opportunities. I'm encouraged by these programs.

6f. Have recruitment, referral and employer engagement strategies been defined? If not, what is planned?

Brian Chambers – We recently reached out to the Department of Industrial Relations for the apprenticeship program and this is not necessarily specific for CIE, but it could incorporate that population. There is a lot of opportunity there.

Aurelio Mendoza – You can search and see a multitude of resources within Fresno county providing apprenticeships in our area. Barbers, Electricians, and trades with metal. We always advocate for government employment because those are the types of businesses that individuals will be able to take time off related to their disability. There is a partnership between local businesses and West Hills College where they are tailoring curriculum with the apprenticeship because they want these folks that are going through it to have the skills. It's aligned with the wage.

Wendy Lomeli – We have a local Veteran's employment representative that reaches out to employers and they are dedicated. Not just advocating to veterans but they have the working knowledge to advocate to employers who are willing to work with people with disabilities.

Exhibit A4-e Meeting notes summarizing the content of forum discussions

Whenever there is a Rapid Response we are trying to rehire companies that are in town. EDD offers seminars/workshops/topics that are at a lower cost for employers. That is how we try to advertise to our employers and also educate them about the tax incentives. We have informational flyers in our packets.

Aurelio Mendoza – We offer Windmills Training which has a sensitivity and soft skills training.

Rebeca DeLeon – We aren't going to refer someone that can't do the job. That comes with case management. That is the biggest thing, educating the population with sensitivity training, and giving them success stories.

David Keosheyman – In March of 2022 (unless it changes) the funding for programs such as work activity and employment group programs that some of these agencies provide to folks with intellectual disabilities, is going to go away. Many more are in individual placement jobs in the community so we will have a large influx for people we have to provide CIE jobs for.

Phyllis Stogbauer – A lot of those individuals that aren't on subsidized jobs will not be able to work on their own?

Juliette Cerecedes – That is where it's customized, maybe not everyone is doing this but they could. It's just finding out where there might be an opportunity. Talking to business owners and having a conversation. The idea is that the business owners will make a real connection with that job seeking person.

Phyllis Stogbauer – We are seeing a bigger push to co-enroll.

David Keosheyman – You absolutely need that.

Juliette Cerecedes – The general consensus from managers at the regional centers up north was a paid internship should not be less than a year. A three month internship just doesn't cut it. It's not enough time to really allow that person to learn the job. They need time to discover more about the person while on the job, and allow them to really develop their skills along the way.

Phyllis Stogbauer – That takes a lot of funding; paid subsidized work experience for a year at a time. Maybe it's something we can work together on. We ourselves can't do a one year for everybody but if we were sharing that work experience with multiple agencies, that is different. We want to get back together soon so we can fine tune this before it goes into the plan.

**Local Plan Stakeholder Convening
Improving Services to English Language Learners and Foreign Born Individuals
October 3, 2018**

Attendee List

1. Rebeca DeLeon	A Ticket to Success – TCOE	rdeleon@tcoe.org
2. Sylvia Maydon	Fresno County DSS	not provided
3. Lorina Napoles	Fresno County DSS	lnapoles@fresnocountyca.gov
4. Ruby DeLaCruz – Caravantes	Fresno County DSS	rmoysesian@fresnocountyca.gov
5. Nasrin Rostami	N/A	golnasrin@gmail.com
6. Maria Macedo	Proteus, Inc. Farmworker Program	mariam@proteusinc.org
7. Forrest Jeffreys	Proteus, Inc. Adult/DW	fjeffreys@proteusinc.org
8. Roselinda Rolph	Fresno County DSS	rptorres@fresnocountyca.gov
9. Teresita Magana	N/A	teretmagana@yahoo.com
10. Alejandro Segura	Centro La Familia	asegura@centrolafamilia.org
11. Oscar Hinojosa	State Center Adult Education Consortium	oscar.h@statecenter.com
12. Anthony Gomez	EDD – Farmworker Program	anthony.gomez@edd.ca.gov
13. Adriana Chavez	SER-Jobs for Progress, Inc.	achavez@sercalifornia.org
14. Maikia Thao	ResCare Workforce Services	maikia.thao@rescare.com
15. Kajai Yang	Reading and Beyond	kyang@readingandbeyond.org
16. Maria Ceja	Reading and Beyond	mceja@readingandbeyond.org

Fresno Regional Workforce Development Board

Date: October 3, 2018

Subject: Improving Services to
English Language Learners and
Foreign Born Individuals

Local Plan Stakeholder Convening

Name (Please Print)	Organization	Email Address
Rebecca DeLeon	A Ticket to Success - TCOE	rdeleon@tcoe.org
Sylvia Maydon	Fresno County DSS	
Lorina Napoles	Fresno CO. DSS	lnapoles@fresnocountyca.gov
Ruby DeLaCruz Caravantes	Fresno CO DSS	rmovsesian@fresnocountyca.gov
Nasrin Rostami		golnasrin@gmail.com
Maria Macedo	Proteus x Inc. Farmworker Program	mariam@proteusinc.org
Forrest Jeffreys	Proteus Inc Adult Dislocated	FJeffreys@ProteusInc.org
Roselinda Rolph	Fresno CO. DSS	rptorres@fresnocountyca.gov
Teretita Magana	English Student (Workforce)	teretmagana@yahoo.com
Alejandro Segura	Centro La Familia	asegura@CentroLaFamilia.org
OSCAR HINOJOSA	STATE CENTER Adult Education Consortium	OSCAR.h@STATECENTER.COM
Anthony Gomez	EDD - Farmworker Program	anthony.gomez@edd.ca.gov
Adriana Chavez	SER-Jobs for progress, Inc.	achavez@sercalifornia.org
Maikia Thao	ResCare Workforce	maikia.thao@rescare.com
Kajal Yung	Reading and Beyond	kyang@readingandbeyond.org
Maria Ceja	Reading and Beyond	mceja@readingandbeyond.org
Ana Escareno	FRWDB	aescareno@wfe.co

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

**Community and Stakeholder Forum on:
Improving Services to English Language Learners and Foreign Born Individuals**

October 3, 2018 @ 10:00 a.m.

**Workforce Connection
3302 N. Blackstone Avenue, Suite 209
Fresno, CA 93726**

Mission Statement: The Fresno Regional Workforce Development Board exists to oversee the optimal administration of Workforce Innovation and Opportunity Act funds in the Fresno region. In serving both the business community and the individual job seeker with the provision of human capital development services, we hope to foster the economic vitality of the Fresno region.

REMINDER: PLEASE TURN OFF CELL PHONES OR PUT ON VIBRATE

1. CALL TO ORDER

Item #	Description
2.	Local Workforce Planning and the Biennial Updates
3.	Overview of Regional Plan Guidance Regarding English Language Learners, Foreign Born Individuals and Refugees
4.	Objectives of this Community and Stakeholder Forum
5.	For Your Consideration and Input
5a.	What are the unique needs of English language learners, foreign born individuals and refugees?
5b.	What are the principal barriers to employment faced by these individuals?
5c.	What partnerships and collaborative efforts exist that enable local organizations to provide services to meet these needs?
5d.	What outreach and recruitment strategies are effective in connecting individuals from these target groups to skills training and livable wages?
5e.	What strategies are in place to provide these individuals with job skills and training that will enable them to progress into livable wage jobs and careers?
5f.	Where do gaps in services exist for this target population and what can we do to bridge these gaps?

ACCOMMODATIONS FOR PERSONS WITH DISABILITIES

Disabled individuals and individuals who are limited English proficient who need special assistance to attend or participate in this meeting may request assistance by contacting the Fresno Regional Workforce Development Board, at 2125 Kern Street, Suite 208, Fresno, California, or by calling (559) 490-7100. Every effort will be made to reasonably accommodate individuals with disabilities or who are limited English proficient by making meeting materials available in alternative formats. Requests for assistance should be made at least three (3) working days in advance of the meeting.

IMPROVING COORDINATION AND COLLABORATION AMONG STAKEHOLDERS TO IMPROVE SERVICES TO ENGLISH LANGUAGE LEARNERS, FOREIGN BORN INDIVIDUALS AND REFUGEES

*Fresno Regional Workforce Development Board
October 3, 2018*

LOCAL WORKFORCE PLANNING AND THE BIENNIAL UPDATES

- Workforce development programs operated under the federal Workforce Innovation and Opportunity Act (WIOA) are administered in California by 45 distinct Local Workforce Development Boards (LWDBs).
- In 2017, the LWDBs submitted 4-year Local Workforce Plans to the Governor, all of which were, ultimately, approved.
- In accordance with WIOA requirements, a biennial review of the 4-year Local Plans is required.
- California has established specific guidelines for the biennial review of Local Plans, including updates and addenda to bring the plans into alignment with California's 2018 update of the State Workforce Plan.

Required modifications to local plans must address:

- New partnerships with CalFresh Employment and Training Programs
- New Partnerships with Local Child Support Agencies
- Enhanced Collaboration with local representatives of the California Department of Rehabilitation and other agencies within the disability services network to implement Competitive Integrated Employment models
- Enhanced partnerships with local education agencies, community-based organizations and other stakeholders to serve English language learners, foreign born individuals and refugees

OVERVIEW OF REGIONAL PLAN GUIDANCE REGARDING ENGLISH LANGUAGE LEARNERS, FOREIGN BORN INDIVIDUALS AND REFUGEES

- English language learners, foreign born individuals and refugees comprise a significant percentage of California's workers
- Individuals from this target group face barriers to employment that keep family-supporting wages and entering California's middle class out of reach
- Practices from various regions in California and programs in other states suggest that models exist that are successful in accelerating skills acquisition and wage gains among this target group
- The quality and variety of partnerships, training options, career planning and support services may be key factors in achieving successful outcomes for this target population

OBJECTIVES OF THIS COMMUNITY AND STAKEHOLDER FORUM

- Give stakeholders and the community the opportunity to weigh in on the needs of this target group
- Learn from practitioners about best practices in meeting service needs
- Identify gaps in services
- Hear recommendations for improving the content, availability and quality of services for English language learners, foreign born individuals and refugees

FOR YOUR CONSIDERATION AND INPUT

- What are the unique needs of English language learners, foreign born individuals and refugees?
- What are the principal barriers to employment faced by these individuals?
- What partnerships and collaborative efforts exist that enable local organizations to provide services to meet these needs?

- What outreach and recruitment strategies are effective in connecting individuals from these target groups to skills training and livable wages?
- What strategies are in place to provide these individuals with job skills and training that will enable them to progress into livable wage jobs and careers?
- Where do gaps in services exist for this target population and what can we do to bridge these gaps?

Thanks!
We greatly appreciate your input!

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

Community and Stakeholder Forum on:

Improving Services to English Language Learners and Foreign Born Individuals

October 3, 2018 at 10:00 a.m.

**Workforce Connection
3302 N. Blackstone Avenue, Suite 209
Fresno, CA 93726**

Mission Statement: The Fresno Regional Workforce Development Board exists to oversee the optimal administration of Workforce Innovation and Opportunity Act funds in the Fresno region. In serving both the business community and the individual job seeker with the provision of human capital development services, we hope to foster the economic vitality of the Fresno region.

Item

1. **Call to Order**

David Shinder called the meeting to order at 10:06 a.m.

2. **Local Workforce Planning and the Biennial Updates**

- *Workforce development programs operated under the federal Workforce Innovation and Opportunity Act (WIOA) are administered in California by 45 distinct Local Workforce Development Boards (LWDBS).*
- *In 2017, the LWDBs submitted four (4)-year Local Workforce Plans to the Governor, all of which were, ultimately, approved.*
- *In accordance with WIOA requirements, a biennial review of the four (4)-year Local Plans is required.*
- *California has established specific guidelines for the biennial review of Local Plans, including updates and addenda to bring the plans into alignment with California's 2018 update of the State Workforce Plan.*
- *Required modifications to local plans must address: New partnerships with CalFresh Employment and Training Programs, new partnerships with local child support agencies, enhanced collaboration with local representatives of the California Department of Rehabilitation and other agencies within the disability services network to implement Competitive Integrated Employment models, and enhanced partnerships with local education agencies, community-based organizations and other stakeholders to serve English Language Learners, foreign born individuals and refugees.*

3. **Overview of Regional Plan Guidance Regarding English Language Learners, Foreign Born Individuals and Refugees**

- *English language learners, foreign born individuals and refugees comprise a significant percentage of California's workers.*
- *Individuals from this target group face barriers to employment that keep family-supporting wages and entering California's middle class out of reach.*
- *Practices from various regions in California and programs in other states suggest that models exist that are successful in accelerating skills acquisition and wage gains among this target group.*
- *The quality and variety of partnerships, training options, career planning and support services may be key factors in achieving successful outcomes for this target population.*

ACCOMMODATIONS FOR PERSONS WITH DISABILITIES

Disabled individuals and individuals who are limited English proficient who need special assistance to attend or participate in this meeting may request assistance by contacting the Fresno Regional Workforce Development Board, at 2125 Kern Street, Suite 208, Fresno, California, or by calling (559) 490-7100. Every effort will be made to reasonably accommodate individuals with disabilities or who are limited English proficient by making meeting materials available in alternative formats. Requests for assistance should be made at least three (3) working days in advance of the meeting.

4. Objectives of this Community and Stakeholder Forum

- Give stakeholders and the community the opportunity to weigh in on the needs of this target group.
- Learn from practitioners about best practices in meeting service needs.
- Identify gaps in services.
- Hear recommendations for improving the content, availability and quality of services for English language learners, foreign born individuals and refugees.

5. For Your Consideration and Input

5a. What are the unique needs of English language learners, foreign born individuals and refugees?

Nasrin Rostami, Participant – Ms. Rostami is an English language learner. Job search has been difficult as she cannot understand everything on websites or on applications. She got connected with Ana Escareno, FRWDB ELL Navigator, who was able to provide the assistance she needed for improving her English, as well as help with job search and completing employment applications.

Ruby DeLaCruz-Caravantes, Fresno County Welfare to Work Program – Works with Assyrian clients in the Muslim faith. Many of these individuals are very educated but cannot find work. They would like to utilize their education, but many times end up taking whatever job they can get. It is frustrating for them to look for employment.

Maikia Thao, ResCare Workforce Services – Ms. Thao was born in Thailand and still struggles with adapting to the American culture. Many immigrants will go outside the house and practice the American culture, but at home, the native culture is still practiced. Believes immigrants need guidance and people to help influence them. Find out why they want to work. Is it to send money back home? So in addition to a language barrier, there is also a cultural barrier.

Maria Ceja, Reading and Beyond – Some immigrants will opt to take a lower paid, lower skilled job to sustain their family rather than working on getting their GED. They feel they just need to get to work to get paid.

David Shinder – Immigrants, in general tend to take lower paid, lower skills jobs to sustain their family and it minimizes their opportunity to participate in night school. Some people can manage this if the support is available to them.

Teresita Magana, Participant – Ms. Magana explained that when she first came to the US, she felt very lost. She knew her English skills weren't good, but she needed to find a job. She went to adult school to study English. She was connected with Ana Escareno, FRWDB, and got the help she needed. She had a coach and good guidance. She feels confident and motivated.

Rebeca DeLeon, A Ticket to Success – A barrier for this population is fear. If someone in their family is in the US illegally, they are hesitant to receive help from social services agencies because they believe it will "raise a red flag" and they or their family member will be reported.

5b. What are the principal barriers to employment faced by these individuals?

Maikia Thao, ResCare Workforce Services – Transportation to get to and from work. Many individuals in this population also do not know how to use public transportation.

Roselinda Rolph, Fresno County DSS – Transportation for individuals living in the rural areas. In some rural areas, there is only one bus a day going to and from their neighborhood to Fresno. Also there is a challenge to passing the test for a Driver's License.

Kajai Yang, Reading and Beyond – Going to interviews is a barrier for some in this population. Providers can assist with guidance, writing resumes, and job interview practice, but actually going to the interview is a struggle for many. Finding a company who can interview them in their native language is difficult. Many have to settle for low paying jobs that do not require an interview. Individuals may be embarrassed of their limited English speaking ability.

David Shinder – Language is a big barrier in Fresno County, but there are also cultural barriers in working with this population.

Ruby DeLaCruz–Caravantes, Fresno County Welfare to Work Program – There are cultural issues that are barriers to employment. Some women may not be comfortable being in the presence of a man, some men would not be comfortable being interviewed by a woman, shaking hands is not the norm in some cultures between men and women.

5c. What partnerships and collaborative efforts exist that enable local organizations to provide services to meet these needs?

Ana Escareno, FRWDB – Under the ELL Navigator Pilot program, we've been able to partner with agencies such as the New American Legal Clinic, the Mexican Consulate, Centro La Familia, Fresno City College, the State Center Adult Education Consortium, and the Fresno County Department of Social Services.

David Shinder - Noted the importance of a “warm handoff” of a client when referring them to another agency. He stated that the disability community has a very strong network of providers that know one another and work together as a network. This discussion is a great starting to building that kind of network for this population.

Alejandro Segura, Centro La Familia – We partner with Community Based Organizations and Workforce Connection to refer our clients to if we do not have the resources in-house.

Lorina Napoles, Fresno County DSS – We work with Centro La Familia and CalWorks.

David Shinder - Asked the question “Do we have a literacy program we refer to”?

Oscar Hinojosa, State Center Adult Education Consortium – The Fresno County Library does have a literacy program. They also do outreach to the rural areas.

Anthony Gomez, EDD Farmworker Program – We refer to SER, Jobs for Progress, Inc. for GED, and also to Proteus and Adult Education.

Phyllis Stogbauer, FRWDB – In reference to ESL or literacy programs, once the school year is completed, participants lose a lot of the skills they built while they were in school. Where do individuals go to stay engaged in the learning process when there are no services available during a particular time of year?

5d. What outreach and recruitment strategies are effective in connecting individuals from these target groups to skills training and livable wages?

Oscar Hinojosa, State Center Adult Education Consortium – At the Consortium, we have been varying our hours. We have been thinking outside the regular hours for ESL training.

Maikia Thao, ResCare Workforce Services – We also have classes for the youth after normal business hours. Most of these participants need transportation from their parents.

Maria Ceja, Reading and Beyond – There needs to be more discussions like this. When we are at job fairs and different events, we're busy recruiting and talking to clients and don't have time to network and connect to formulate new ideas.

Anthony Gomez, EDD Farmworker Program – The time of day you try to contact clients is important. Mornings and evenings are when they are home. Also, we go to the fields to reach the farmworker population. We reach a crew of 20 – 30 people at the job sites.

Roselinda Rolph, Fresno County DSS – We're looking at social media to reach out to particular populations. Facebook is for “old people” now. The younger generation communicates via text and not the phone.

Exhibit A-5-e Meeting notes summarizing the content of forum discussions

Maria Macedo, Proteus, Inc. Farmworker Program – Several times a week we post stories or events on Facebook. This has helped reach people.

Maikia Thao, ResCare Workforce Services – When you talk about refugees or immigrants, the older generation will not be on social media. Most don't have smart phones.

Ruby DeLaCruz-Caravantes, Fresno County DSS – We work with a lot of non-profit organizations, but a lot of the non-profits do not have funding to hire our clients. Things are changing at our agency and we are now going to clients' homes. Non-traditional hours will make a big difference.

David Shinder – Who's missing from this discussion?

Sylvia Maydon, Fresno County DSS – Department of Education and Adult schools.

Roselinda Rolph, Fresno County DSS – Employers

David Shinder – Are there businesses in Fresno who have been champions for the immigrant community?

Roselinda Rolph, Fresno County DSS – We have a couple of employers who will take ESL, ELL individuals, but it's not "very vast". One of the challenges we face is when we do have our clients placed in employment, sometimes the employer isn't patient with the language barrier. We try to get the employer to understand that the employee is learning the language. It is a challenge.

Phyllis Stogbauer, FRWDB – We've been trying to come up with a good Incumbent Worker Training program. They have a lot of people who are mono lingual or limited English. They're good workers and employers want to advance them; however their English limitations prevent them from doing that. What we're trying to figure out how can we get on the job site and provide help – employers want that too. But they don't have the ability. Hard for an individual to work all day and then go home and spend another two hours in a class somewhere.

David Shinder – Strategies that might be promising for the community of ELL. Their level of fluency will vary, but still could use some training. What about working with businesses to insert ESL training into the work day? Or maybe in the middle of the work day? The Employment Training Panel has funded a number of such projects for what we call incumbent workers. That's a strategy that we should give some thought to.

5e. What strategies are in place to provide these individuals with job skills and training that will enable them to progress into livable wage jobs and careers?

David Shinder – Our typical strategy for delivering education services tends to be during the day, during the school year, Monday through Friday. Do we need to be more agile, a little more creative, a little more modular in the way we deliver services – like looking at mobile, nights/weekends, technology? Can we harness other resources? Can we envision alternate strategies and approaches?

Forrest Jeffreys, Proteus, Inc. Adult/DW – That's what our program coordinator has done. Non-traditional hours. When it flip flopped from younger youth/older youth – we started doing weekends, evenings, going to different Chambers. It's been successful, but we've had to do non-traditional hours to achieve it.

Maria Macedo, Proteus, Inc. Farmworker Program – I attend a lot of job fairs to find out who provides what services so when I need to refer somebody to ESL or Adult School, I know who to send them to. We partner with EDD and go to the rural community to do health fairs to let them know services are available and how you can have access to the services. We also have a mobile unit. We go to the rural areas and depending on the funding, we do child care, high school, adult, youth farmworkers. One challenge we have now a lot of people have moved out of the area because of the drought. We have to go out and find people to give services to. Rental services, food vouchers, clothing. Go to the community, utilize local media. Spanish radio stations. We go out randomly and give them a list of services we provide.

5f. Where do gaps in services exist for this target population and what can we do to bridge these gaps?

Adriana Chavez, SER, Jobs for Progress, Inc. – We offer different services, such as High School Fluency Program. We offer Spanish and English GED classes to farmworkers. They come in mostly from Mexico and want to learn English and we help them in Spanish also. We have classes and instruction in Spanish to get their GED. Then the next step is to get them to continue in school or get a job. We try to assist them through challenges such as transportation and child care and try to refer them. We partner with Migrant Education Program run by the Fresno County Office of Education, Proteus, Workforce Connection, and two local adult schools. We encourage them, after they obtain their GED, to go into ESL.

Forrest Jeffreys, Proteus, Inc. Adult/DW – Everything that's been talked about today is a challenge. Not a lot of follow through with literacy. I think a lot goes back to the fear factor. Also individuals may start an ELL class, but then a seasonal job comes along, so they drop out to work and then they don't want to start over.

Rebeca DeLeon, A Ticket to Success – I think working with the schools. I learn about a lot of services that are available because my kids bring the information home from school. I wonder if we could partner up with schools and send fliers home with the kids so the parents would see it. I attended a job fair at a school at the end of a school day. A lot of resources were provided for the parents.

David Shinder – Using the family network to recruit candidates. Children bringing home information – we can reach a larger group. This should absolutely be a part of our strategy.

Ana Escareno, FRWDB – One thing I would say about working with this population is that some are very skeptical in reaching out for services and resources. It's better if they have a person they know and can go to directly to help...they can talk to them in their language. It's important we continue to join forces and work together to provide services to this population.

Kajai Yang, Reading and Beyond – Asked if anyone knows where to get help translating diplomas and degrees from other countries. Oscar Hinojosa stated that the international students office at Fresno City College and Fresno State are great resources. He warned, though, to be careful because there's *translation* and there's *evaluation*. And there can be a big cost for these services.

**Community Forum on Local Workforce Planning
November 1, 2018**

Attendee List

1. Sasha Feldstein	CIPC	sfeldstein@caimmigrant.org
2. Jessica Rangel	County of Fresno DSS	jeramirez@co.fresno.ca.us
3. Maria L. Gonzalez	Proteus, Inc.	mgonzalez@proteusinc.org
4. Stan Tavares	Proteus, Inc.	stan@proteusinc.org
5. Deborah Edell	County of Fresno DSS	dedell@fresnocountyca.gov
6. Chris Zeitz	Reading and Beyond	czeitze@readingandbeyond.org
7. Pat R. Barr	FRWDB	patrbarr37@gmail.com
8. Corinna Pereira	West Hills CCD	corinna.pereira@whccd.edu
9. Sherri Watkins	State Center Adult Ed Consort.	sherri.watkins@statecenter.com

Fresno Regional Workforce Development Board

Date: November 1, 2018
Subject: Community Forum on
 Local Workforce Planning

Local Plan Stakeholder Convening

Name (Please Print)	Organization	Email Address
Sasha Feldstein	CIPC	sfeldstein@caimmigrant.org
Jessica Rayed	County of Fresno - Dept of Social Services	jaramirez@co.fresno.ca.us
Maria L. Gonzalez	Proteus Inc.	mgonzalez@proteusinc.org
Stan TAVARES	Proteus Inc	Stan@proteusinc.org
Deborah Edell	County of Fresno - OSS	dedell@fresnoCountyCA.gov
Chris Zeitz	Reading and Beyond	CZeitz@readingandbeyond.org
PATR BARR	FCWDB	patrbarr37@gmail.com
Corinna Pereira	West Hills CCD	Corinna.pereira@whccd.edu
Sherri Watkins	State Center Adult Ed Consortium	Sherri.Watkins@statecenter.org

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

Community Forum on Local Workforce Planning

November 1, 2018 at 5:30 p.m.

Workforce Connection
3302 N. Blackstone Avenue, Suite 209
Fresno, CA 93726

Mission Statement: The Fresno Regional Workforce Development Board exists to oversee the optimal administration of Workforce Innovation and Opportunity Act funds in the Fresno region. In serving both the business community and the individual job seeker with the provision of human capital development services, we hope to foster the economic vitality of the Fresno region.

REMINDER: PLEASE TURN OFF CELL PHONES OR PUT ON VIBRATE

1. CALL TO ORDER

Item #	Description
2.	Local Workforce Planning and Biennial Updates
3.	Why Hold a Community Forum?
4.	Objectives of this Community Forum
5.	For Your Consideration and Input
5a.	What services and support do job seekers need to help prepare for and find work?
5b.	What types of training are most needed in the area?
5c.	Do people in the community have a good understanding of the programs and services that area available to assist them? If not, what is the best way to get the word out?
5d.	Are there specific gaps between the services that are available and the services that people need? If so, how can we bridge those gaps?
5e.	If you were writing the local workforce plan, what would your priorities be and why?

ACCOMMODATIONS FOR PERSONS WITH DISABILITIES

Disabled individuals and individuals who are limited English proficient who need special assistance to attend or participate in this meeting may request assistance by contacting the Fresno Regional Workforce Development Board, at 2125 Kern Street, Suite 208, Fresno, California, or by calling (559) 490-7100. Every effort will be made to reasonably accommodate individuals with disabilities or who are limited English proficient by making meeting materials available in alternative formats. Requests for assistance should be made at least three (3) working days in advance of the meeting.

Community Forum on Local Workforce Planning

Fresno Regional Workforce Development Board

November 1, 2018

Local Workforce Planning and Biennial Updates

- ▶ Workforce development programs operated under the federal Workforce Innovation and Opportunity Act (WIOA) are administered in California by 45 distinct Local Workforce Development Boards (LWDBs).
- ▶ In 2017, the LWDBs submitted 4-year Local Workforce Plans to the Governor, all of which were, ultimately, approved.
- ▶ In accordance with WIOA requirements, a biennial review of the 4-year Local Plans is required.
- ▶ California has established specific guidelines for the biennial review of Local Plans, including updates and addenda to bring the plans into alignment with California's 2018 update of the State Workforce Plan.

Required modifications to local plans must address:

- ▶ New partnerships with CalFresh Employment and Training Programs
- ▶ New Partnerships with Local Child Support Agencies
- ▶ Enhanced Collaboration with local representatives of the California Department of Rehabilitation and other agencies within the disability services network to implement Competitive Integrated Employment models
- ▶ Enhanced partnerships with local education agencies, community-based organizations and other stakeholders to serve English language learners, foreign born individuals and refugees

Why Hold a Community Forum?

- ▶ To ensure that the interests of client populations are placed at the center of planning conversations.
- ▶ The California Workforce Development Board is encouraging every local board to participate in a meaningful community engagement process.
- ▶ The State has also encouraged Local Boards to work with stakeholders, including community-based organizations, to better understand the data, demographics, employment trends and other relevant information specific to the populations targeted by state and local plans to develop better strategies to serve them. This engagement could be conducted through specific stakeholder input sessions that are focused on these populations.

Objectives of this Community Forum

- ▶ Give stakeholders and the community the opportunity to weigh in on the needs of the workforce
- ▶ Learn from practitioners about best practices in meeting service needs
- ▶ Identify where gaps in services may currently exist
- ▶ Hear recommendations on building and/or strengthening services and programs to address currently unmet needs

For Your Consideration/Input

- ▶ What services and support do job seekers need to help prepare for and find work?
- ▶ What types of training are most needed in the area?
- ▶ Do people in the community have a good understanding of the programs and services that are available to assist them? If not, what is the best way to get the word out?

- ▶ Are there specific gaps between the services that are available and the services that people need? If so, how can we bridge those gaps?
- ▶ If you were writing the local workforce plan, what would your priorities be and why?

Thanks!
We greatly appreciate your input.

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD

Community Forum on Local Workforce Planning

November 1, 2018 at 5:30 p.m.

Workforce Connection
3302 N. Blackstone Avenue, Suite 209
Fresno, CA 93726

Mission Statement: The Fresno Regional Workforce Development Board exists to oversee the optimal administration of Workforce Innovation and Opportunity Act funds in the Fresno region. In serving both the business community and the individual job seeker with the provision of human capital development services, we hope to foster the economic vitality of the Fresno region.

Item

1. Call to Order

Phyllis Stogbauer called the meeting to order at 5:35 p.m..

2. Local Workforce Planning and the Biennial Updates

- *Workforce development programs operated under the federal Workforce Innovation and Opportunity Act (WIOA) are administered in California by 45 distinct Local Workforce Development Boards (LWDBS).*
- *In 2017, the LWDBs submitted four (4)-year Local Workforce Plans to the Governor, all of which were, ultimately, approved.*
- *In accordance with WIOA requirements, a biennial review of the four (4)-year Local Plans is required.*
- *California has established specific guidelines for the biennial review of Local Plans, including updates and addenda to bring the plans into alignment with California's 2018 update of the State Workforce Plan.*
- *Required modifications to local plans must address: New partnerships with CalFresh Employment and Training Programs, new partnerships with local child support agencies, enhanced collaboration with local representatives of the California Department of Rehabilitation and other agencies within the disability services network to implement Competitive Integrated Employment models, and enhanced partnerships with local education agencies, community-based organizations and other stakeholders to serve English Language Learners, foreign born individuals and refugees.*

3. Why Hold a Community Forum?

- *To ensure that the interests of client populations are placed at the center of planning conversations.*
- *The California Workforce Development Board is encouraging every Local Board to participate in a meaningful community engagement process.*
- *The State has also encouraged Local Boards to work with stakeholders, including Community Based Organizations, to better understand the data, demographics, employment trends and other relevant information specific to the populations targeted by state and local plans to develop better strategies to serve them. This engagement could be conducted through specific stakeholder input sessions that are focused on these populations.*

ACCOMMODATIONS FOR PERSONS WITH DISABILITIES

Disabled individuals and individuals who are limited English proficient who need special assistance to attend or participate in this meeting may request assistance by contacting the Fresno Regional Workforce Development Board, at 2125 Kern Street, Suite 208, Fresno, California, or by calling (559) 490-7100. Every effort will be made to reasonably accommodate individuals with disabilities or who are limited English proficient by making meeting materials available in alternative formats. Requests for assistance should be made at least three (3) working days in advance of the meeting.

4. Objectives of this Community Forum

- Give stakeholders and the community the opportunity to weigh in on the needs of the workforce.
- Learn from practitioners about best practices in meeting service needs.
- Identify where gaps in services may currently exist.
- Hear recommendations on building and/or strengthening services and programs to address currently unmet needs.

5. For Your Consideration and Input

5a. What services and support do job seekers need to help prepare for and find work?

Stan Tavares, Proteus, Inc. – Childcare, legal assistance, transportation assistance.

Jessica Rangel, Fresno County Department of Social Services (DSS) – Soft skills training.

Chris Zeitz, Reading and Beyond – Soft skills training.

Pat Barr, FRWDB – Help with understanding and developing a spending plan for when participants begin working and making a salary.

Corinna Pereira, West Hills Community College District (WHCCD) – Access to internet.

5b. What types of training are most needed in the area?

Stan Tavares, Proteus, Inc. – Construction worker, warehouse worker, truck driver, and welding.

Jessica Rangel, DSS – Medical front and back office. Also align trainings with the labor market.

Pat Barr, FRWDB – Bus driving and dead tree removal.

5c. Do people in the community have a good understanding of the programs and services that are available to assist them? If not, what is the best way to get the word out?

Corinna Pereira, WHCCD – Hold community forums for people to come get information about training.

Pat Barr, FRWDB – Have individuals who have been through the program come and share their experience and success stories at the forums.

Stan Tavares, Proteus – Have a mobile unit to go where the people are and have resources available there.

Jessica Rangel, DSS – Social media.

Corinna Pereira, WHCCD – Social media – create Facebook page for specific communities.

Sasha Feldstein, CIPC – Have opportunities for community based organizations and service providers come and hear what is available and the process so they can go back and share with their population.

5d. Are there specific gaps between the services that are available and the services that people need? If so, how can we bridge those gaps?

Corinna Pereira, WHCCD – Participants are hesitant to go through training and just opt to go find a job because there are too many steps to get through the services and training.

Chris Zeitz, Reading and Beyond – Agreed with Ms. Pereira that this is a barrier for clients. Clients are focused on the short term.

Jessica Rangel, DSS – Agreed that the timeline is too long for most clients.

Maria Gonzalez, Proteus – Agreed that there are too many hoops to jump through for participants.

Exhibit A-6-e Meeting notes summarizing the content of forum discussions

Sherri Watkins, State Center Adult Education Consortium – Hold a networking night where all the funding sources come together to learn and make connections with each other.

Jessica Rangel, DSS – Create a workforce continuum.

Chris Zeitz, Reading and Beyond – Agreed with the creation of a workforce continuum group.

Sherri Watkins, State Center Adult Education Consortium – Agreed with the creation of the continuum, including line staff and decision makers.

5e. If you were writing the local workforce plan, what would your priorities be and why?

Sherri Watkins, State Center Adult Education Consortium – Pool resources to help pay clients while they are in training.

Jessica Rangel, DSS – Develop a workforce continuum group to help reduce redundancy and be more purposeful with the funding each agency has.

Sherri Watkins, State Center Adult Education Consortium – Take programs to where the people need the training rather than have them come to the service providers.