

Contract number	213-501
Program Year	23-24
Funding	DW
Modification #	

Name of Agency:	CLC Partnership
Name of Program:	Title I - WIOA Dislocated Worker Programs

Line Item	Operational Budget Summary	Admin	Basic Career Services	Individualized Career Services	Follow-up Career Services	Total Agreement Amount
1	Staff Salaries	\$60,480	\$379,727	\$676,641	\$48,867	\$1,165,715
2	Payroll Taxes	\$5,131	\$32,217	\$57,408	\$4,146	\$98,902
3	Fringe Benefits	\$7,711	\$48,415	\$86,272	\$6,231	\$148,629
4	Operational Costs	\$22,145	\$7,192	\$12,815	\$927.00	\$43,079
5	Indirect Costs (cannot exceed 7%)	\$0	\$0	\$0	\$0	\$0
6	Profit (cannot exceed 10%)	\$10,607	\$51,950	\$92,571	\$6,686	\$161,814
7	TOTAL FUNDING	\$106,074	\$519,501	\$925,707	\$66,857	\$1,618,139

7%

1,618,139

## **Dislocated Worker Services**

### **Scope of Work**

June 12, 2023

#### **What will be done?**

CLC Partnership (CLCP) will perform the following Title I WIOA DW Program services: CLCP will provide qualified, experienced and motivated staff that will work as team along with the America Job Centers of California's (AJCC's) Partners and the FRWDB to provide continued results driven employment and training services. CLCP staff will continue to provide customer based DW program services while adhering to all FRWDB directives and WIOA State and Federal regulations. Yet, design and develop creative and innovative workforce development strategies for our AJCC's participants. Services will be divided into four major areas of participant benefits: Basic Career, Individualized Career, and Training Services; and 12 months of participant follow-up services after job placement. Some FRWDB directed services CLCP staff will provide include: program eligibility, outreach, orientations, career aptitude/interest assessments, partner referrals, labor market information (LMI), supportive services, job ready/soft skills workshops, career counseling, referrals to vocational training, on-the-job training, direct job placement services, follow-up services.

#### **Who will do it?**

CLCP will do this work and is comprised of three individual organizations: FMTK Central Labor Council (CLC), Regenerate California Innovation (RCI) and ProPath, Inc. (ProPath).

#### **Who will receive services?**

The identified FRWDB America Job Centers of California and CLCP non-WIOA affiliate sites in Fresno County are available for services for the general public 18 and older. These centers & affiliates will serve the diverse population of Fresno County (e.g. WIOA eligible participants, public assistance recipients, individuals with disabilities, Veterans, justice involved, displaced workers, limited English proficient, employers, etc.).

#### **Where will it be done?**

Services will be provided at the identified FRWDB America Job Centers of California including virtual platforms & various CLCP non-WIOA affiliate sites. Currently there are two sites located in Fresno, one in Parlier and one in Mendota. CLCP has secured agreements with the Fresno County Public & Coalinga-Huron Library districts making available 36 other locations throughout Fresno County to deliver services at no additional cost.

#### **Marketing Plan**

CLCP staff will work closely with the FRWDB Marketing and Training Manager, to develop materials highlighting Dislocated Worker details and the steps for Orientation such as flyers, PowerPoint presentations, and videos.

There are a number of key community partners the Outreach Specialist will engage with to share details about the Dislocated Worker Grant and to ask for assistance in making referrals to the program when appropriate. Outreach staff will request opportunities to meet with Partner staff

to encourage Dislocated Worker referrals and offer to conduct presentations for their customers who have potential to be Dislocated Workers starting with Employment Development Department, Adult and Young Adult Program Staff, Department of Social Services, Department of Rehabilitation, State Center Adult Education Consortium, local School Districts (Adult Education), local Municipalities & Chambers, etc. Outreach Specialist and other designated staff will attend the One-Stop Operator's quarterly "Workforce Connection Community Alliance" meeting.

#### Rapid Response & Business Services Placement Team

- Work closely with Rapid Response Coordinator to present directly to those laid off or facing a layoff, and to receive referrals from the Rapid Response Coordinator efforts.
- Maintain a close relationship with the Business Services Center Team. They are knowledgeable of the rural areas and the municipal resources, and the Outreach Specialist will work with them to learn about the needs of local residents that may have been displaced.

#### Spotlight Training Provider Presentations (as needed)

- Training Providers on the Local Eligible Training Provider List will be invited to events such as Zoom presentations, Resource Room visits and Training Provider Forums to promote local career training programs for potential Dislocated Workers.

#### Refer a Friend Flyers

- Refer a Friend Flyers will be sent to all participants via email when they complete the JRW and Interview Prep Workshops, at the completion of training and upon entering employment.

#### Libraries

- CLCP has obtained a commitment from the local Library Districts to collaborate on behalf of the WIOA program. They will allow for the use of space and to display materials in the library branches. Contact will be made with the branches to make these arrangements and to collaborate on other ways to engage with local residents who may benefit from Dislocated Worker services.

#### Resource Room

- Staff in the Resource Room will be trained to introduce themselves to visitors and screen for the possibility of the need for Dislocated Worker Services especially for those using the UIB phones & EDD inquiries. When appropriate the visitors will be provided with the opportunity to view Orientation and take the next steps for program enrollment.

#### EDD Marketing Collaboration

- CLCP will continue to work with EDD staff to refer and promote WIOA services in RESEA presentations. CLCP staff will work with EDD management staff to explore innovative ideas to outreach to unemployment recipients via email, US Postal Service, or CalJOBS.

### **Partner Collaborations**

CLCP realizes the importance of One-Stop Operator function and role of responsibility and how it can impact the success of both the Adult and Dislocated Worker (DW) programs as well as the functionality of the AJCC's. The One-Stop Operator plays a big role in maintaining AJCC's partner collaboration by consistently organizing meetings that assist in the development of how agencies will work together and share resources. CLCP plans to positively participate in these meetings to

ensure a clear understanding of what the FRWDB and One-Stop Operator desire in regards to customer flow, service and center partner relationships. These meetings establish a process where WIOA and non-WIOA resources can be identified and presented in a way that make the best use of the resources without duplication of service. CLCP embraces and understands the importance of seamless service delivery & working well with everyone involved at the center. In terms of working effectively with the WIOA Adult Career Service Provider, CLCP has discovered the DW and Adult programs operate hand-in-hand in terms of services provided. What really separates the two programs is the eligibility requirements. Current processes are identical for both programs. It really is to the advantage of both the DW and Adult operators to work in a fashion that is seamless to all participants. Each service provider is able to ensure that WIOA and local directives are utilized in identifying requirements for each program. Our goal will be to continue to join scheduled meetings with the One-Stop Operator, partner agencies and the Adult program service provider in order to operate with seamless distinction and provide quality service to all customers who visit Workforce Connection Centers throughout Fresno County.

### **Collaboration with FRWDB Business Services Center**

CLCP will assign their respective Job Placement (JS) Staff a pool of job ready participants. Those JS Staff will be responsible for managing their-pool of job seekers and preparing them for employment that match the skills and career goals of said job seekers.

CLCP JS staff will:

- A. Be responsible for working directly with each of their assigned participants to verify and understand the participant's skills and career goals.
- B. Provide outreach and direct job ready participants to the Sector Orientations, as appropriate. Will present on general eligibility during orientation.
- C. Work with their assigned job seekers and employers to identify and develop appropriate On-the-Job training (OJT), or Transitional Job opportunities for in-demand jobs in locally defined industry sectors. JS staff will be responsible for creating and overseeing OJT and Transitional Job contracts. Employer referrals can include ones provided by the BSC to JS Staff.
- D. Conduct job readiness interviews (with an Employment Readiness Specialist (ERS) to verify that the participant is job ready and meets the work readiness requirements and expectations for their chosen occupational path. Placement team staff reserve the right to participate in job readiness process with prospected candidates for employers when they feel it is needed. When participating, Placement team staff will provide feedback to ensure viable candidates will be available for future needs.
- E. Respond to Job Announcements submitted by Placement team staff via I-Train within 24 hours. JS staff will refer pre-screened, qualified, job ready candidates to Placement team staff for job placement services. If JS Staff has no eligible participants to refer, a response to notify the Placement team will still be required.
- F. Work with Placement team staff to determine job readiness of participants submitted, and stay in communication with participants submitted over by the

- Placement team to employer for job referral to determine outcome.
- G. Will work with Placement team staff to determine areas of improvement for participants who were not submitted to employer, or who were not selected by employer for interview. Provider of Services will then determine areas needing improvement (interviews skills, or technical skills) and work with the participant to upgrade skills as needed

## **Resource Room Management**

CLCP will manage daily resource room activities ensuring Basic Career Services are available to all resource room visitors. CLCP will ensure resource room is staffed at all times Monday through Friday from 8:00am to 5:00pm (except holidays) and visitors feel welcomed and receive timely assistance when requested. Our goal is to ensure a quality seamless level of service for all AJCC visitors. For co-located Adult and DW AJCC's CLCP will work directly with the Adult Services providers management team to establish a cooperative plan of how Basic Career Services will be divided or shared. Staffing assignments will be based on the established plan which will include providing services in the Resource Rooms. One that participants only see one team of staff members providing services to them. We will also include our one stop partner agencies that provide services within the One Stop Centers to be a part of the planning and implementation process of staffing the resource rooms and providing Basic Career Services.

## **Self-Reliance Teams Management**

CLCP will conduct initial Adult/DW system program screening utilizing the FRWDB Workforce Connection Assistance Request Form to schedule potential participants on to the appropriate Adult or DW SRT calendar or refer to the appropriate Young Adult program provider. SRT's will be scheduled by appointment only and will be conducted by provider staff. This will allow providers to screen and make appropriate referrals provided to the customer. Both providers will agree on the appropriate referrals (WIOA Adult Program, Dislocated Worker Program, Young Adult Program and or the appropriate partner agency). All customers will be screened utilizing the FRWDB approved SRT Questionnaire and SRT documentation will be entered in to the CalJOBS system regarding the outcome of the SRT. CLCP staff will utilize eligibility criteria approved by the FRWDB to ensure all prospective WIOA participants are first screened for DW eligibility and enrolled accordingly. WIOA and Partner referrals will be entered in an approved FRWDB Unite Us referral system. CLCP staff will work closely with the Adult Services provider staff to develop an agreed upon SRT schedule and staffing plan that is mutually beneficial to both programs. The SRT is a scheduled appointment activity allowing each provider to reach out to partner agency to check participation availability. If a partner agency is not available in person or virtually then a phone call during the SRT can be made if something during the screening is identified that can best be addressed by the appropriate partner agency. If contact is not made a referral will be provided. In addition, if partner staff is not available and cannot be contacted by phone an email will be sent.

## **Virtual Services**

CLCP will continue to use digital platforms for virtual services as it will allow staff to provide Workforce services to participants throughout the large geographical footprint of the county. This also allows staff to make good use of time "face-to-face" with participants minimizing road time yet maximizing participants the ability to receive services throughout all areas of the county. This

will be especially useful for group activities such as workshops, spotlight presentations, live orientations, and activities or services provided by specialty staff such as eligibility, assessments, ERS, TMS etc. However, in person participant participation is priority and encouraged first. It will be important to have the loaner laptops “on hand” especially at the rural locations so as not to slow down the delivery of services. Outreach staff will inquire with the local libraries to see what type of access may be available to residents to use library resources for virtual services as another option.

## **Program Staffing**

CLCP has many years of experience in operating workforce programs throughout Fresno County. We can forecast and assign staff based on expected economic conditions. CLCP has had qualified staff providing quality management and oversight of service delivery throughout Fresno County. Analyzing FRWDB processes, management to line staff ratio, cost per participant, funds awarded, staff salaries, non-personnel costs aides CLCP Directors in ensuring the project is fully staffed with a sufficient number of qualified personnel for the quality management and oversight of the WIOA Basic Career, Individualized Career, and Training Services delivered throughout Fresno County. CLCP believes in cross training all staff to provide quality service at all times (including our management staff). Over the past year CLCP staff has become quite adept at delivering services using virtual platforms so distance will never interfere with the delivery of service. CLCP plans to station management and Individualized Career staff in the comprehensive center (they will provide services in the rural areas on an as needed/scheduled basis). Basic Career and Individualized Career staff will be stationed at all three locations (Fresno, Reedley and Mendota). CLCP will ensure participants will be able to receive all levels of services at each location.

## **Staff Development/Training**

CLCP's Director of Operations and Contract Compliance is CLCP's representative chiefly responsible for overall operational effectiveness, Federal and State WIOA regulations and FRWDB local policies, directives and procedures for the WIOA DW program. As such, within 24 hours of their publication(s), the Regional Project Manager reviews, analyzes, and distributes to staff all policies, procedures, directives, TEGs and notices issued by the FRWDB, State, or DOL. Distribution is just the first step in ensuring that line staff fully understands and are knowledgeable about its contents. This is generally followed by written instructions or information by the Regional Project Manager or assigned management staff about how the policy or procedure affects program operations and how it is to be implemented within CLCP. Such information is typically communicated by e-mail, thereby creating a permanent record that can be referred to in the future. Information conveyed is reinforced through training and discussion that occurs at staff meetings, which are held on a regularly scheduled basis. These meetings provide the opportunity for management and staff to engage in productive dialogues regarding new or updated policies. Not only are staff able to ask questions to gain a better understanding of policies and procedures, they are able to share their opinions and/or innovative ideas on how such guidance should/can be implemented at the program level. Staff or One-Stop meetings provide opportunities to share and discuss emerging policy procedures that have been discussed at FRWDB meetings, among task team members, or in other system venues. The Director of Operations and Contract Compliance and the Regional Project Manager participation in FRWDB led meetings also ensure early awareness among CLCP staff of potential policy changes and new FRWDB priorities.

Information from these meetings is quickly disseminated throughout the organization to promote CLCP's preparedness to implement changes as they occur.

**Describe how you will manage the AJCCs daily operations in coordination with the FRWDB for the lease, utilities, and other property activities in support of AJCC premises. Include how you will manage the AJCCs hours of operation.**

CLCP will continue to support and collaborate with the One Stop Operator, Adult Service Provider, and Fresno Regional Workforce Development Board's General Services to assist in the coordination of the AJCC'S daily operations to include the lease, utilities, and other property activities. CLCP will continue to maintain constant communication to assist in the maintenance and upkeep of the facilities and equipment to ensure proper working order for the partners and the public, to include safety and sanitation. Communication methods could be via general services facility meetings, one on one face to face meetings, telephone, email, etc. CLCP will continue to ensure that the AJCC'S hours of operation are maintained in accordance with the Fresno Regional Workforce Development Board's policies. CLCP will assist in these areas at the AJCC comprehensive site and will continue to operate in this manner when managing the Dislocated Work site and all additional affiliate sites.