

WORKFORCE DEVELOPMENT BOARD GENERAL MEETING

Workforce Development Board Conference Room
Workforce Development Department Administration Office
290 North "D" Street, 6th Floor, San Bernardino, California

WEDNESDAY, APRIL 17, 2019, 12:00 PM

This agenda contains a brief description of each item of business to be considered at today's meeting. In accordance with the Brown Act, this meeting agenda is posted at least 72 hours prior to the regularly scheduled meeting on the Workforce Development Board website and on the official Workforce Development Board Bulletin Board outside of the Workforce Development Department Administration Office at 290 North D Street, 6th Floor, San Bernardino, CA 92415. The agenda, its supporting documents and all writings received by the Board related to these items are public records and available for review during regular business hours at the WDD Administration Office at 290 North D Street, 6th Floor, San Bernardino, CA 92415. The agenda and its supporting documents can be viewed online at www.SBCounty.gov/workforce. However, the online agenda may not include all available supporting documents nor the most current version of documents. Items listed on the Consent Calendar are expected to be routine and non-controversial and, unless the Board directs that an item be held for further discussion, the entire Consent Calendar will be acted upon as the first item of business on the Discussion Calendar.

Members of the public may address the Board on any item on the agenda and on any matter that is within the Board's jurisdiction. To address the Board regarding an item that is on the agenda, complete and submit the purple form entitled "Public Comment". These requests must be submitted to the Executive Secretary to the Board prior to the time the item is called for consideration or prior to the public comments section on the agenda. The Chair will call speakers forward to present their comments at the appropriate time.

Conflict of Interest Advisement

WDB members please be advised: If an item on the Agenda relates to the provision of services by you, your immediate family, the entity you represent, or any person who has made \$250 in campaign contributions to you during the last twelve months, or if approval or disapproval of an Agenda item would have a foreseeable material effect on an economic interest of you, your immediate family, or the entity you represent, then please follow these procedures:

"When the Agenda item is first introduced, please immediately announce that you are recusing yourself from participating in the agenda item, and then refrain from discussing, voting on, or otherwise influencing the Board's consideration of the Agenda item."

AGENDA

12:00 PM CONVENE MEETING OF THE WORKFORCE DEVELOPMENT BOARD

OPENING

- 1) Chair Call Meeting to Order
- 2) Pledge of Allegiance
- 3) Adoption of the Agenda
- 4) Introductions
- 5) Success Stories
 - a) Business Services
 - b) AJCC Client
 - c) Youth

REVIEW AND APPROVAL OF MEETING MINUTES

- 6) Approval of Minutes from the February 27, 2019 Workforce Development Board General Meeting

PUBLIC COMMENT

- 7) Comments from the General Public in Attendance

DISCUSSION

- 8) Approval of the Hallmarks of Excellence Assessments and Certifications for Affiliate America's Job Centers of California
- 9) Approval of the Local Workforce Development Area Designation and Local Board Recertification
- 10) Approval of Contract Amendment with the Foundation for California Community Colleges
- 11) Approve Recommendation of Fiscal Year 2019-2020 Budget
- 12) Consideration and Election of Workforce Development Board Officers: Chair, Vice Chair and Second Vice Chair

REPORTS AND INFORMATION

13) Committee Reports

- i) Executive Board
- ii) Youth Committee
- iii) Economic Development and Business Resource Committee
- iv) Special Populations Committee

14) One-Stop Operator Report

15) Economic Development Report

16) County Report

ADJOURNMENT

In conformity with Government Code section 54957.5, any writing that is a public record, that relates to an item listed on the Agenda, and that will be distributed to all or a majority of the Board less than 72-hours prior to this meeting (or is distributed at this meeting), will be available for public inspection at the time the writing is distributed. This inspection may be made at the office of the Workforce Development Department, 290 North D Street, 6th Floor, San Bernardino, California 92415, or during this meeting.

The Workforce Development Board meeting facility is accessible to persons with disabilities. If assistive listening devices or other auxiliary aids or services are needed in order to participate in the public meeting, requests should be made through the Board Secretary at least three (3) business days prior to the Board meeting. The Board Secretary's telephone number is (909) 387-9886 and the office is located at 290 North D Street, 6th Floor, San Bernardino, California 92415. California Relay Service 711

This WIOA Title –I financially assisted program or activity is an equal opportunity employer/program. Auxiliary aides and services are available upon request to individuals with disabilities.

**San Bernardino County
Workforce Development Board
Agenda Item**

MEETING DATE: April 17, 2019

ITEM: (6)

SUBJECT: Minutes from February 27, 2019 Workforce Development Board
General Meeting

PRESENTED BY: Molly Wiltshire, Assistant Director
Workforce Development Department (WDD)

CONSENT **DISCUSSION** **INFORMATION**

RECOMMENDATION: Approve Minutes from February 27, 2019 Workforce Development Board
General Meeting

BACKGROUND: See attached minutes

WORKFORCE DEVELOPMENT BOARD MEETING
 Workforce Development Board Conference Room
 Workforce Development Department Administration Office
 290 North D Street, 6th Floor, San Bernardino, California

WEDNESDAY, FEBRUARY 27, 2019, 12:00 p.m.

MEETING MINUTES

ATTENDANCE:

Members					
		Present			Present
Tony Myrell <i>(Chair)</i>	X	Robert Loeun	X		
Phil Cothran <i>(Vice-Chair)</i>	X	Dale Marsden	X		
Will Sterling <i>(Second Vice-Chair)</i>	X	Paul Moreno			
John Andrews	X	Jon Novack	X		
Ken Boshart	X	B.J. Patterson	X		
Rene Castellanos		Henry Shannon	X		
Mike Gallo		Anita Tuckerman	X		
Cherilyn Greenlee	X	Jonathan Weldy	X		
		Joseph Williams	X		

Staff to WDB		Present
Devra Bell		X
Sandy Harmsen		X
Reg Javier		X
Molly Wiltshire		X
WDD Staff & Other		
Fred Burks		X
Michael Ector		X
Mariann Johnson		X
Miguel McQueen		X
Stephanie Murillo		X

OPENING

- 1) **Chair Call Meeting to Order** at 12:11 pm
- 2) **Pledge of Allegiance** was led by Ken Boshart
- 3) **Adoption of the Agenda** - Chair requested a motion to adopt the agenda. Dale Marsden motioned; Anita Tuckerman seconded the motion. None opposed. Motion carried.
- 4) **Introductions** – Introductions were made around the room.
- 5) **Success Stories**
 - **Business Services:** Mike Holtz from the High Desert AJCC introduced Darryl Evey, Executive Director of the Family Assistance Program. Mr. Evey provided background of their business and their work with the San Bernardino County Workforce Development in training individuals with no skills. After 90 days of training, the students start working hard at this business. Tony Myrell asked him to provide more information on their program and Mr. Evey discussed their programs, which include assistance for domestic violence, homelessness, runaway youth and human trafficking.
 - **AJCC Client:** Christine Watson and Sam McMakin introduced Topaz Jones, who is a disabled veteran. Ms. Jones discussed her history of being homeless and how she was able to turn her life around after working with the AJCC. She thanked the staff and the Workforce Board for helping her get back on her feet and was grateful for their assistance.
 - **Youth:** Anthony Mello from Career Institute provided an introduction regarding the Ambassadors from the Career Institute. He also introduced Alyssa Guay, who provided her background related

to her time in the program. She did the training program at the Career Institute and completed Financial Freedom. She is now a certified EMT and her goal is to start college to become a Registered Nurse. She will be taking classes while working as an EMT. She is helping others come into the program.

REVIEW AND APPROVAL OF MEETING MINUTES

6) Approval of Minutes from December 12, 2018 Workforce Development Board General Meeting

The Chair requested a motion to approve the minutes from the December 12, 2018 General Board meeting. Will Sterling motioned; Henry Shannon seconded the motion. None opposed. Motion carried.

PUBLIC COMMENT

7) Comments from the General Public in Attendance

There were no public comment cards presented.

PRESENTATION

8) Local and Regional Plan Modification

Stephanie Murillo and Anita Cirillo presented the Local and Regional Plan Modification. In 2017, the San Bernardino County Workforce Development Board had released a four year Local and Inland Empire Regional Workforce Plan, which requires a biennial review. There are four areas of focus required to develop plan modifications; CalFresh on the Employment and Training Program, Child Support Agencies for Non-Custodial Parents, Department of Rehabilitation on the Competitive Integrated Employment, and partners to serve English Language Learners, Foreign Born individuals and Refugees. Ms. Murillo also discussed the required modification content pertaining to the Regional Plan, which includes Re-entry and Workforce Services to the Formerly Incarcerated Individuals, as well as the Multi-Craft Core Curriculum Pre-Apprenticeship in Construction. A discussion ensued about the various programs and how we can best measure their success. Mrs. Murillo noted that we are utilizing the funds from the grant to create systems together and develop a tracking system.

DISCUSSION

9) Approve the Submission of the Local and Regional Plan Modification

Molly Wiltshire provided an overview of the item. With no additional discussion, the Chair requested a motion to approve the Local and Regional Plan Modification. Phil Cothran motioned; Will Sterling seconded the motion. None opposed. Motion carried.

10) Approve the Release of a Request for Qualification for Training Providers

Molly Wiltshire provided an overview of the item. With no additional discussion, the Chair requested a motion to approve the release of a Request for Qualification for Training Providers. B.J. Patterson motioned; Jon Novack seconded the motion. None opposed. Motion carried.

REPORTS AND INFORMATION

11) Committee Reports

- Executive Board – Tony Myrell announced the Nomination Committee for this year, which includes John Andrews, Cheri Greenlee and Dale Marsden.
- Youth Committee – B.J. Patterson reported that the format for the Youth Committee will be changed to create an engaging environment and this will be reflected in the next Committee meeting. The first meeting will include goals for the committee and the first workshop topic will center around the homeless youth, who are transitioning out of Foster care. In addition, Mr. Patterson reported on the need for businesses to provide feedback regarding the Career Pathways program.
- Economic Development and Business Resource Committee – Jon Novack also reported on the changes to the EDBR Committee format. The committee will monitor and look at the Labor Market report and include sessions that will dive down into some of that data. Mr. Novack would also like to receive collaboration from the other committees, so they can look at parallel ideas.
- Special Populations Committee – Anita Tuckerman reported on the strategy session was conducted and how the committee will now focus on one special population at each meeting. The

first population will surround the Justice Involved and we would have individuals with real life experiences attend the meeting and participate.

12) One-Stop Operator Report

Angela Gardner provided updates and reported on the Hallmarks of Excellence. There was a certification that occurred at the two affiliate offices, including the High Desert on 2/26 and the East Valley office on 2/28. Ms. Gardner thanked Tony Myrell, Phil Cothran and B.J. Patterson for their time and assistance in evaluating those offices. The High Desert passed with 76% and some of the items received 4.5 out of a possible 5 score. A discussion ensued about the scoring process and the reporting guidelines. Ms. Gardner noted that a detailed report and timeline recommendations will be provided and information from these two affiliates will be included with the Hallmarks of Excellence quarterly reports provided to the Executive Board.

13) Economic Development Agency Report

Reg Javier reported on the South Korea Trade Mission and provided handouts to the members. He noted that one-on-one meetings will occur with businesses in South Korea and there will be facility tours. He stated if other businesses are interested in joining EDA on this trip, to reach out to Reg. A discussion ensued about sectors they are looking at, which included technology, logistics and the building industry.

14) County Report

Molly Wiltshire provided updates on the CWA Day at the Capitol event, which will occur on March 6, 2019, in Sacramento, California. She also reported on the NAWB Forum 19 conference, which will take place in Washington D.C. from March 23rd-28th. In addition, an AJCC orientation video was shown to the Board members.

The Chair, Tony Myrell, left the meeting at 2:10 pm. Phil Cothran, Vice Chair, took over as the Acting Chair for the remainder of the meeting.

WORKSHOP

15) Labor Market Update – UC Riverside

Adam Fowler from U.C. Riverside provided an update of the Labor Market in San Bernardino County. A discussion ensued about how to best utilize this data.

ADJOURNMENT

The Acting Chair called for a motion to adjourn. Will Sterling motioned; Anita Tuckerman seconded. None opposed. Motion carried. The meeting adjourned at 2:38 pm.

The next Workforce Development Board General Meeting is scheduled for Wednesday, April 17, 2019 at 12:00 pm, to be held at WDD Administration, 290 North D Street, 6th Floor, San Bernardino, CA 92415.

Devra Bell, WDB Secretary

**San Bernardino County
Workforce Development Board
Agenda Item**

MEETING DATE: April 17, 2019

ITEM: (8)

SUBJECT: **Hallmarks of Excellence Assessments and Certifications for the High Desert & East Valley Affiliate America's Job Centers of California**

PRESENTED BY: Molly Wiltshire, Assistant Director
Workforce Development Department

CONSENT _____ **DISCUSSION** X **INFORMATION** _____

RECOMMENDATION: Approve the Local Board Certification Process, Hallmarks of Excellence Assessment, Affiliate/Specialized America's Job Center of California (AJCC) Certification Form, and Continuous Improvement Plan (CIP) for the High Desert & East Valley Affiliate AJCCs.

BACKGROUND: The Workforce Innovation and Opportunity Act (WIOA) requires Local Boards to conduct an independent and objective evaluation of Affiliate AJCCs once every three years, and establishes a framework for maintaining a network of high quality, effective AJCCs. To assist with these efforts, the California Workforce Development Board developed an objective criteria and procedures for Local Boards to use when certifying AJCCs within the local area.

The State Board, in compliance with WIOA, outlines three key requirements for AJCC certification: effectiveness of the AJCC, physical and programmatic accessibility for individuals with disabilities, and continuous improvement.

The AJCC Hallmarks of Excellence Assessment is intended to ensure that every AJCC complies with WIOA regulations, and encourages continuous improvement by identifying areas where an AJCC may be exceeding quality indicators, as well as areas where improvement is needed.

On February 26 and 28, 2019, the Certification Taskforce evaluated the High Desert and East Valley AJCCs, respectively, using the Hallmarks of Excellence Assessment, in accordance with Workforce Services Draft Directive 192 issued by the State of California's Employment Development Department (EDD). The time constraints within the draft directive called for immediate action to be taken by the Workforce Development Board (WDB). A final directive will be released and may contain differences with regard to timeline requirements. The assessments conducted by the Certification Taskforce resulted in the High Desert and East Valley AJCCs gaining the Hallmarks of Excellence Certification. In addition, based on the recommendations of the Taskforce, CIPs for the High Desert and East Valley AJCCs were developed to continually improve and progress within each Hallmark of Excellence.

On April 17, 2019, the Executive Board recommended the Local Board Certification Process, Hallmarks of Excellence Assessment, Affiliate/Specialized AJCC Certification Form, and CIP for both AJCCs be submitted to the WDB for approval.

Approval of this item will allow Workforce Development Department staff to submit the Local Board Certification Process (methodology and timelines associated with the assessment), Hallmarks of Excellence Assessment (results of the assessment), Affiliate/Specialized AJCC Certification Form (scoring total and approval of certification), and CIP (required activities for ongoing improvement) for both AJCCs to the assigned EDD Regional Advisor by the required date of May 1, 2019.

Attachments:

Local Board Certification Process – High Desert AJCC
Hallmarks of Excellence Assessment – High Desert AJCC
Affiliate/Specialized AJCC Certification Form – High Desert AJCC
Continuous Improvement Plan – High Desert AJCC
Local Board Certification Process – East Valley AJCC
Hallmarks of Excellence Assessment – East Valley AJCC
Affiliate/Specialized AJCC Certification Form – East Valley AJCC
Continuous Improvement Plan – East Valley AJCC

Local Board Certification Process

Local Board Certification Process				
<p>1. Local Workforce Development Board (Local Board): San Bernardino County Workforce Development Board (WDB)</p>				
<p>2. AJCC: High Desert America's Job Center of California (AJCC)</p>				
<p>3. Reviewer(s): WDB determined an independent review and evaluation will be conducted by a Certification Taskforce. The Certification Taskforce includes:</p> <ul style="list-style-type: none"> • Angela Gardner – San Bernardino County One-Stop Operator, Workforce Development Solutions, Inc. • Tony Myrell – San Bernardino County Workforce Development Board, Executive Chair • Phil Cothran - San Bernardino County Workforce Development Board, Vice Chair • William Sterling - San Bernardino County Workforce Development Board, 2nd Vice Chair • Chris Heminger – Workforce Development Coordinator III, California Indian Manpower Consortium, Inc. • Anita Cirillo – Program Specialist II, San Bernardino County Workforce Development Department • Clarissa Jimenez - Staff Analyst I, San Bernardino County Workforce Development Department 				
<p>4. Reviewer's organization: (Enter the name of the organization for which the reviewer(s) works). Please see Section #3</p>				
<p>5. Reviewer's relationship: (Enter the reviewer's relationship to the Local Board). Please See Section #3</p>				
<p>6. Outline of certification process: (Describe the process the Local Board used to certify each affiliate/specialized AJCC within their Local Area).</p> <p>Steps included in the process and the associated timeline:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="padding: 5px;"> <p>January 24, 2019 Affiliate Certification Hallmarks of Excellence Introductory and Pre-Assessment meeting.</p> </td> </tr> <tr> <td style="padding: 5px;"> <p>February 20, 2019 High Desert AJCC conducts self-assessment for Hallmarks of Excellence Certification.</p> </td> </tr> <tr> <td style="padding: 5px;"> <p>February 26, 2019 Taskforce Team conducts review and evaluation of the Affiliate High Desert AJCC using the Hallmarks of Excellence Assessment and creates the Continuous Improvement Plan.</p> </td> </tr> <tr> <td style="padding: 5px;"> <p>April 17, 2019 WDB Executive Committee reviews and recommends the Local Board Certification Process, Hallmarks of Excellence Assessment, Affiliate/Specialized AJCC Certification Form and Continuous Improvement Plan be submitted to the WDB for approval.</p> </td> </tr> </tbody> </table>	<p>January 24, 2019 Affiliate Certification Hallmarks of Excellence Introductory and Pre-Assessment meeting.</p>	<p>February 20, 2019 High Desert AJCC conducts self-assessment for Hallmarks of Excellence Certification.</p>	<p>February 26, 2019 Taskforce Team conducts review and evaluation of the Affiliate High Desert AJCC using the Hallmarks of Excellence Assessment and creates the Continuous Improvement Plan.</p>	<p>April 17, 2019 WDB Executive Committee reviews and recommends the Local Board Certification Process, Hallmarks of Excellence Assessment, Affiliate/Specialized AJCC Certification Form and Continuous Improvement Plan be submitted to the WDB for approval.</p>
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<p>February 20, 2019 High Desert AJCC conducts self-assessment for Hallmarks of Excellence Certification.</p>				
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<p>April 17, 2019 WDB Executive Committee reviews and recommends the Local Board Certification Process, Hallmarks of Excellence Assessment, Affiliate/Specialized AJCC Certification Form and Continuous Improvement Plan be submitted to the WDB for approval.</p>				

April 17, 2019

WDB reviews and approves the Local Board Certification Process, Hallmarks of Excellence Assessment, Affiliate/Specialized AJCC Certification Form and Continuous Improvement Plan.

May 1, 2019

WDB submits to the EDD Regional Advisor the Local Board Certification Process, Hallmarks of Excellence Assessment, Affiliate/Specialized AJCC Certification Form and Continuous Improvement Plan for the High Desert AJCC.

7. Firewalls: (Enter what firewalls were in place to avoid conflict of interest if applicable).

The Workforce Development Board has established firewalls that are substantive enough to remove and avoid any potential conflicts or biases.

- a. One-Stop Operator (OSO) reports directly to the Workforce Development Board.
- b. Economic Development Agency holds the OSO's contract and is responsible for oversight.
- c. The Workforce Development Department's organizational structure has clear and strong firewalls that separate staff that work at the AJCCs from staff who will conduct the on-site evaluations.

8. Other: (Describe any additional criteria the Local Board chose to include if applicable).

N/A

Hallmarks of Excellence Assessment

As part of the certification process, Local Workforce Development Boards (Local Board) must submit a Hallmarks of Excellence Assessment that includes a continuous improvement plan to either improve or maintain a "5" ranking for each category.

San Bernardino County Workforce Development Board – High Desert AJCC

Hallmarks of Excellence #1 The AJCC's physical location and facility enhances the customer experience
<p>Quality Indicators: (Describe quality indicators used.)</p> <ul style="list-style-type: none"> • Customers are greeted as they enter the AJCC. • The AJCC uses ALICE and VOS Greeter which includes MOU Partner information. • The AJCC prepared multiple binders to show evidence of meeting each hallmark. • The AJCC identifies as part of the AJCC system and meets state branding requirements of Workforce Services Information Notice 12-43. • The AJCC is clean with a professional appearance, neat, and equipment is in working order. • Emergency evacuation procedures are in place and those procedures address the needs of individuals with disabilities. • Adequate safety and security precautions are in place to protect both customers and staff. • Staff and customer interviews.
<p>Assessment of the AJCC's Strengths and Continuous Improvement Recommendations:</p> <ul style="list-style-type: none"> • The AJCC gave detailed information of available public transportation. • Consistent overhead signage throughout the AJCC. • The AJCC is easily accessible with external signage that clearly identifies the location. • Recommend larger office space for the AJCC in the future.
<p>Ranking (1-5): 4 – Significantly meeting Hallmarks of Excellence with room for improvement.</p> <p>Rationale for this Ranking:</p> <ul style="list-style-type: none"> • Alice and VOS Greeter are in use for customer check-in. • The AJCC meets branding requirements. • The AJCC is clean and professional in appearance with equipment in working order. • Emergency evacuation procedures are in place including safety drills. • There is aisle congestion from the Resource Room to the Chancery/Intake Room. • The AJCC is in need of more space in order to serve more businesses and job seekers. • Exterior had some large cracks in concrete.
<p>Continuous Improvement Plan and Timeline: (Enter narrative and projected timeframe)</p> <ul style="list-style-type: none"> • Ongoing County real estate process of researching new location - TBD • Reduce aisle congestion from the Resource Room to the Chancery/Intake Room - 9/30/2019

Hallmarks of Excellence #2

The AJCC ensures universal access with an emphasis on individuals with barriers to employment

Quality Indicators: (Describe quality indicators used.)

- The AJCC prepared multiple binders to show evidence of meeting each hallmark.
- Multiple forms of assistive technology devices available for people with disabilities.
- Staff honor and accommodate diversity and are comfortable and adept in working with all types of individuals, including those with disabilities, cultural differences, and all individuals with barriers to employment.
- The AJCC has a Limited English Proficiency Plan to provide meaningful access for individuals that do not speak English as their primary language including interpreter services and google translation.
- The AJCC uses the principles of universal and customer-centered design to ensure inclusive space and materials are available to individuals regardless of their range of abilities, mobility, age, language, learning style, intelligence, or educational level.
- The AJCC refers to MOU Partners to assist with educational attainment.
- The AJCC implements the Veteran's preference and priority of service requirements.
- Staff and customer interviews.

Assessment of the AJCC's Strengths and Continuous Improvement Recommendations: (Enter narrative or not applicable.)

- Staff is trained on the use of assistive technology.
- The AJCC implements the Veterans preference and priority of service requirements.
- The AJCC has a high quality, high performing partner Veterans services team.
- Virtual services are available through VOS as well as the AJCC website.
- Computer stations with assistive technology require privacy either with privacy screens and/or relocated to a more private area of the resource room.
- Recommend privacy screens for all staff computers.
- Recommend Staff Attitudinal Training to increase awareness about working with people with disabilities.

Ranking (1-5): 3 – Have a satisfactory amount of the Hallmarks of Excellence #2 in place the majority of the time.

Rationale for this Ranking: [Click here to enter text.](#)

- The AJCC implements the Veterans preference and priority of service requirements.
- The AJCC has multiple forms of assistive technology devices available for people with disabilities.
- Lack of privacy for people using assistive technology.
- Lack of privacy for staff computers.
- Staff would benefit from annual attitudinal training for working with people with disabilities and other barriers to employment.

Continuous Improvement Plan and Timeline: (Enter narrative and projected timeframe)

- Add privacy screens for the assistive technology computers - 12/31/2019
- Collaborate with MOU Partner, Department of Vocational Rehabilitation, to ensure staff receive Windmills-type training on an annual basis - 12/31/2019

Hallmarks of Excellence #3

The AJCC actively supports the one-stop system through effective partnerships

Quality Indicators: (Describe quality indicators used.)

- The AJCC has a strong connection to the Comprehensive AJCC within their Local Area.
- The AJCC prepared multiple binders to show evidence of meeting each hallmark.
- The AJCC records and a system is in place for follow-through on any referrals made.
- The Chancery (Intake Room) serves as triage to determine what referrals are needed.
- Collocated and noncollocated partners believe the AJCC adds value to their program and customers.
- Staff interviews.

Assessment of the AJCC's Strengths and Continuous Improvement Recommendations:

- The AJCC has a good working relationship with the Comprehensive AJCC.
- The AJCC recently improved the customer's first visit by adding a triage process to ensure the customer's needs are assessed and receives an appointment and referrals during first visit.
- The AJCC tracks partner referrals that are made.
- The AJCC has room for improvement on the follow-through of referrals made.
- The AJCC has room for improvement in staff knowledge of MOU partners in order to continue to increase the alignment, coordination and integration of programs and services.

Ranking (1-5): 3 – Have a satisfactory amount of the Hallmarks of Excellence category in place the majority of the time.

Rationale for this Ranking: [Click here to enter text.](#)

- *If allowed by the State, the Certification Task Force would give the ranking of 3.5 for this Hallmark.*
- The AJCC exhibited good progress; more than satisfactory, less than significant, therefore the Task Force believes a 3.5 is justified.
- Continued staff cross-training on partners and partner referral process is needed.

Continuous Improvement Plan and Timeline: (Enter narrative and projected timeframe)

- Implement monthly review of referrals (referral log) to ensure customer received the intended service - 6/30/2019
- Staff training on the partner referral process - 6/30/2019
- Continue staff cross-training on partner programs and services - Ongoing

Hallmarks of Excellence #4
The AJCC provides integrated customer-centered services

Quality Indicators: (Describe quality indicators used.)

- AJCC identifies with the local one-stop system and not just their specific program.
- The AJCC prepared multiple binders to show evidence of meeting each hallmark.
- AJCC received customer service and customer-centered design training.
- AJCC staff are versed in referring customers to either partner programs and/or the local Comprehensive AJCC.
- AJCC has established protocols to co-enroll customers in more than one partner program.
- Staff and customer interviews.

Assessment of the AJCC's Strengths and Continuous Improvement Recommendations:

- Staff identify with the System, not just their program.
- Staff articulated and displayed a customer-centered approach.
- The AJCC partners collaborate to provide a positive experience for business customers and job seekers.
- Customers are assessed, assigned an advisor and/or given a referral during the first visit.

Ranking (1-5): 4 – Significantly meeting the Hallmarks of Excellence category with room for improvement.

Rationale for this Ranking: [Click here to enter text.](#)

- *If allowed by the State, the Certification Task Force would give the ranking of 4.5 for this Hallmark.*
- The AJCC is doing great on this Hallmark although there is some room for improvement as it relates to co-enrollment protocols.
- Customers commented that the process is seamless.
- Customers commented they feel like a person not a number.
- Integrated customer-centered services are evident as partners coordinate services and braid resources to meet client needs.

Continuous Improvement Plan and Timeline: (Enter narrative and projected timeframe)

- Train and retrain staff on co-enrollment protocols - 9/30/2019

Hallmarks of Excellence #5
The AJCC is an on-ramp for skill development

Quality Indicators: (Describe quality indicators used.)

- The AJCC prepared multiple binders to show evidence of meeting each hallmark.
- The AJCC has skill development and/or training opportunities for customers at all skill and experience levels.
- AJCC staff are committed to and competent in helping customers navigate career pathways that result in industry-recognized credentials, however, their program fits into that pathway.
- The AJCC does not implement a “sequence of service requirement” for training and does not have cumbersome entry steps that prohibit easy access to education and training.
- If available within the context of the colocated program(s), the AJCC ensures that supportive services are available to customers, as appropriate, to facilitate participation in training services.
- The AJCC strives to increase the number and percentage of their customers receiving skill development and training services.
- Customer and staff interviews.

Assessment of the AJCC’s Strengths and Continuous Improvement Recommendations:

- The AJCC staff know their target sectors and assist customers accordingly.
- Customers were able to articulate their career pathway.
- By using the ETPL, there are a variety of training opportunities within the five target sectors.
- Supportive services are given to support successful completion of training.
- ITAs are tracked to ensure training will lead to industry-recognized credentials.
- There is no sequence of service requirement; new process with the Duty of the Day.

Ranking (1-5): 4 – Significantly meeting the Hallmarks of Excellence category with room for improvement.

Rationale for this Ranking: (Enter rationale or explain why the category is not applicable.)

- *If allowed by the State, the Certification Task Force would give the ranking of 4.5 for this Hallmark.*
- Customers are happy with the process to receive training.
- Staff focused on employments, yet, understand the AJCC is an on-ramp for skill development.
- Management shares numbers on training, however staff could benefit from regular discussions about how to increase the number and percentage of those in training.

Continuous Improvement Plan and Timeline: (Enter narrative and projected timeframe)

- Begin to include a discussion to strategize how to increase the number and percentage (when necessary) of customers employed, enrolled and in training during staff meetings - 6/30/2019

Hallmarks of Excellence #6
The AJCC actively engages industry and labor

Quality Indicators: (Describe quality indicators used.)

- The AJCC promotes systems and partnerships that connect workers to high quality jobs or entry level work with clear routes to advancement.
- The collocated partners work with the Local Area to understand any defined strategies in place to regularly seek and capture employer advice in the design and delivery of demand-driven services for job seekers.
- The AJCC works with the Local Area to minimize redundant employer contacts while maximizing access to system-wide, integrated business services.
- If applicable, the AJCC offers a range of AJCC-based services for employers such as referral of qualified candidates, on-site recruitment, pre-employment testing, skill-verification, and hiring and training subsidies.
- The AJCC consistently seeks feedback and satisfaction data from businesses on the delivery of services and applies knowledge gained for continuous improvement.
- Interviews with employers.

Assessment of the AJCC's Strengths and Continuous Improvement Recommendations:

- Partners coordinate employer outreach to reduce redundant employer contacts.
- The Business Services Team is involved in local chambers and other employer groups.
- Industry in the High Desert is limited, however, AJCC team focuses on the target sectors.
- Employers reported high satisfaction with referral of candidates, pre-screening, and recruitments.
- Satisfaction surveys are done with employers immediately following recruitments.
- Business Services Team could be more aware of the partner services and programs.
- Business Services Team consistently remind employers of the HR Hotline.

Ranking (1-5): 4 – Significantly meeting the Hallmarks of Excellence category with room for improvement.

Rationale for this Ranking: [Click here to enter text.](#)

- Employers were very satisfied with services provided by the AJCC.
- The AJCC uses an integrated services approach to serving businesses in their Local Area.
- The AJCC regularly surveys employers and uses knowledge gained for continuous improvement.
- Business Services Team would benefit from ongoing training on partner services and programs.
- Business Services Team ensure all employers are aware of the free HR Hotline.

Continuous Improvement Plan and Timeline: (Enter narrative and projected timeframe)

- Business Services Team participate in MOU partner cross-training - 9/30/2019
- Business Services Team develop strategies to ensure employers are informed about the HR Hotline during initial contact and reminded about the service upon subsequent contacts - 9/30/2019

Hallmarks of Excellence #7
The AJCC has high-quality well informed cross-trained staff

Quality Indicators: (Describe quality indicators used.)

- If the AJCC is part of the Local Area's service delivery strategy, the AJCC must be used to supplement and enhance customer access to services.
- AJCC staff has received training on how to effectively assist customers in registering with CalJOBSSM and how to match customers to available jobs.
- Where applicable, AJCC staff have been cross-trained in collocated partner programs.
- The AJCC prepared multiple binders to show evidence of meeting each hallmark.
- Employer and customer interviews.

Assessment of the AJCC's Strengths and Continuous Improvement Recommendations:

- Staff participate in "stand-up" meetings twice each week and monthly all-staff meetings.
- Various Local Area and Regional staff trainings are ongoing.
- Staff has been trained on the use of CalJOBS.
- Opportunity to train staff on the intricacies of CalJOBS.
- Cross-training of partner programs and services is ongoing.
- Opportunity for increased customer service training particularly for reception staff and workshop facilitators.

Ranking (1-5): 3 – Have a satisfactory amount of the Hallmarks of Excellence category in place the majority of the time.

Rationale for this Ranking: [Click here to enter text.](#)

- Staff participate in regular meetings and receive email updates.
- Staff have opportunities for ongoing training and cross-training.
- Employers satisfied with staff.
- Customers expressed satisfaction with room for improvement in customer service.
- Staff in process of updating CalJOBS workshop; should include staff training on the intricacies of CalJOBS.

Continuous Improvement Plan and Timeline: (Enter narrative and projected timeframe)

- In-depth CalJOBS training and retraining - 12/31/2019
- Customer service training for all staff with an emphasis on front desk/reception to create positive first impressions for all customers - Quarterly beginning 9/01/2019
- Continue cross-training on partner programs and services - Ongoing
- Development tools and/or methods to measure the effectiveness of staff training - 12/31/2019

Hallmarks of Excellence #8

The AJCC achieves business results through data driven continuous improvement

Quality Indicators: (Describe quality indicators used.)

- The AJCC operates in a cost efficient manner and the resources invested are justified by the results.
- The AJCC has a system in place to collect satisfaction data from individuals and employers using the AJCC's services.
- The AJCC has a system in place to capture and respond to specific customer feedback, complaints, and compliments.
- The AJCC analyzes and reviews feedback to develop specific plans for AJCC services improvements.
- The AJCC identifies areas of needed technical assistance and taps available resources.
- The AJCC prepared multiple binders to show evidence of meeting each hallmark.
- Staff interviews.

Assessment of the AJCC's Strengths and Continuous Improvement Recommendations: (Enter narrative or not applicable.)

- Staff displayed knowledge of performance data and how it affects business results.
- Management staff respond to customer feedback, complaints and compliments.
- Staff referred to new monthly reports used to review performance and use for process improvements.
- AJCC has "Brag Board" with a statistical graphic of January 2019 enrollments.
- Staff referenced process improvements made as a result of customer focus groups.
- Staff expressed that expenditures require multi-level approval to ensure cost efficiency.
- Opportunity to develop strategies to assess all staff knowledge of how data is used for continuous improvement.

Ranking (1-5): 4 – Significantly meeting the Hallmarks of Excellence category with room for improvement.

Rationale for this Ranking: [Click here to enter text.](#)

- The AJCC reviews customer feedback and responds to specific customer feedback, complaints and compliments.
- The AJCC understands the importance of operating in a cost efficient manner.
- The AJCC has a system in place to collect satisfaction data from customers and business with hard copy surveys, ALICE and email.
- The AJCC has an opportunity to train and retrain staff to increase knowledge of the way data is used for continuous improvement.

Continuous Improvement Plan and Timeline: (Enter narrative and projected timeframe)

- Develop strategies to ensure all staff understand the way data is used for continuous improvement - 9/30/2019
- Develop method to assess staff knowledge of AJCC performance indicators - 9/30/2019

Affiliate/Specialized AJCC Certification Form

Name of Local Board San Bernardino County Workforce Development Board

Name of AJCC High Desert AJCC

Certification Criteria		
1. Memorandum of Understanding (MOU)	Yes <small>(Check box if yes)</small>	No <small>(Check box if no)</small>
An MOU is in place between the the Local Workforce Development Board (Local Board) and each partner within the America’s Job Center of California SM (AJCC).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Equal Opportunity	Yes <small>(Check box if yes)</small>	No <small>(Check box if no)</small>
The AJCC ensures equal opportunity for individuals with disabilities in accordance with the Americans with Disabilities Act, the Workforce Innovation and Opportunity Act (WIOA) Section 188, and all other applicable federal and state guidance.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. Local Board Certification Process	Attached <small>(Check box if Attachment 2 is completed and attached)</small>	
The Local Board’s outline of the process used to certify the affiliate/specialized AJCC.	<input checked="" type="checkbox"/>	
4. Hallmarks of Excellence		
Include quality indicators, assessment of the AJCC’s strengths and continuous improvement opportunities, continuous improvement goals and recommendations, and rational for ranking	Attached <small>(Check box if category is explained on Attachment 3)</small>	Ranking <small>(Select from dropdown menu)</small>
Category #1 – The AJCC physical location and facility enhances the customer experience.	<input checked="" type="checkbox"/>	4
Category #2 – The AJCC ensures universal access with an emphasis on individuals with barriers to employment.	<input checked="" type="checkbox"/>	3
Category #3 – The AJCC actively supports the One-Stop system through effective partnerships.	<input checked="" type="checkbox"/>	3
Category #4 – The AJCC provides integrated, customer-centered services.	<input checked="" type="checkbox"/>	4

Category #5 – The AJCC is an on ramp for skill development.	<input checked="" type="checkbox"/>	4
Category #6 – The AJCC actively engages industry and labor.	<input checked="" type="checkbox"/>	4
Category #7 – The AJCC has high-quality, well-informed, and cross trained staff.	<input checked="" type="checkbox"/>	3
Category #8 – The AJCC achieves business results through data driven continuous improvement.	<input checked="" type="checkbox"/>	4

Check one of the options below:

- The Local Board has determined the AJCC meets certification requirements.
- The Local Board has determined the AJCC is not yet able to certify.
- The State Board will determine the certification status of the AJCC.

The Local Board Chair must attest the Local Board's certification decision by signing below.

Signature

Name

Antonio Myrell

Title

WDB Chair

Continuous Improvement Plan Affiliate AJCC – Hallmarks of Excellence

The Hallmarks of Excellence America's Job Center of CaliforniaSM (AJCC) Certification is intended to encourage continuous improvement by identifying areas where an AJCC may be exceeding quality expectations, as well as areas where improvement is needed. These were developed in alignment with Training and Employment and Guidance Letter 4-15, California's Unified Strategic Workforce Development Plan (State Plan), and the AJCC Certification Workgroup's vision for California's One-Stop delivery system.

Local Boards must submit a continuous improvement plan to their Regional Advisor for each Affiliate AJCC by May 1, 2019.

Name of Local Board San Bernardino County Workforce Development Board

Name of AJCC High Desert America's Job Center of California

Hallmark of Excellence #1

The AJCC's physical location and facility enhances the customer experience

AJCC Continuous Improvement Plan:

<i>Plan of Action to be Taken</i>	<i>Date of Completion</i>
Ongoing County real estate process of researching new location	TBD
Reduce aisle congestion from the Resource Room to the Chancery/Intake Room	September 30, 2019

Hallmark of Excellence #2

The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

AJCC Continuous Improvement Plan:

<i>Plan of Action to be Taken</i>	<i>Date of Completion</i>
Add privacy screens for the assistive technology computers	December 31, 2019
Collaborate with MOU Partner, Department of Vocational Rehabilitation, to ensure staff receive Windmills-type training on an annual basis	December 31, 2019

Hallmark of Excellence #3

The AJCC actively supports the One-Stop system through effective partnerships

AJCC Continuous Improvement Plan:

<i>Plan of Action to be Taken</i>	<i>Date of Completion</i>
Implement monthly review of referrals (referral log) to ensure customer received the intended service	June 30, 2019
Staff training on the partner referral process	June 30, 2019
Continue staff cross-training on partner programs and services	Ongoing

Hallmark of Excellence #4

The AJCC provides integrated, customer-centered services

AJCC Continuous Improvement Plan:

<i>Plan of Action to be Taken</i>	<i>Date of Completion</i>
Train and retrain staff on co-enrollment protocols	September 30, 2019

Hallmark of Excellence #5

The AJCC is an on-ramp for skill development

AJCC Continuous Improvement Plan:

<i>Plan of Action to be Taken</i>	<i>Date of Completion</i>
Begin to include a discussion to strategize how to increase the number and percentage (when necessary) of customers employed, enrolled and in training during staff meetings	June 30, 2019

Hallmark of Excellence #6

The AJCC actively engages industry and labor

AJCC Continuous Improvement Plan:

<i>Plan of Action to be Taken</i>	<i>Date of Completion</i>
Business Services Team participate in MOU partner cross-training	September 30, 2019
Business Services Team develop strategies to ensure employers are informed about the HR Hotline during initial contact and reminded about the service upon subsequent contacts	September 30, 2019

Hallmark of Excellence #7

The AJCC has high-quality, well-informed, and cross-trained staff

AJCC Continuous Improvement Plan:

<i>Plan of Action to be Taken</i>	<i>Date of Completion</i>
In-depth CalJOBS training and retraining	December 31, 2019
Customer service training for all staff	(Quarterly) Beginning September 1, 2019
Continue cross-training on partner programs and services	Ongoing
Development tools and/or methods to measure the effectiveness of staff training	December 31, 2019

Hallmark of Excellence 8

The AJCC achieves business results through data-driven continuous improvement

AJCC Continuous Improvement Plan:

<i>Plan of Action to be Taken</i>	<i>Date of Completion</i>
Develop strategies to ensure all staff understand the way data is used for continuous improvement	September 30, 2019
Develop method to assess staff knowledge of AJCC performance indicators	September 30, 2019

Local Board Certification Process

Local Board Certification Process				
<p>1. Local Workforce Development Board (Local Board): San Bernardino County Workforce Development Board (WDB)</p>				
<p>2. AJCC: East Valley America’s Job Center of California (AJCC)</p>				
<p>3. Reviewer(s): WDB determined an independent review and evaluation will be conducted by a Certification Taskforce. The Certification Taskforce includes:</p> <ul style="list-style-type: none"> • Angela Gardner – San Bernardino County One-Stop Operator, Workforce Development Solutions, Inc. • Tony Myrell – San Bernardino County Workforce Development Board, Executive Chair • Phil Cothran - San Bernardino County Workforce Development Board, Vice Chair • William Sterling - San Bernardino County Workforce Development Board, 2nd Vice Chair • Chris Heminger – Workforce Development Coordinator III, California Indian Manpower Consortium, Inc. • Anita Cirillo – Program Specialist II, San Bernardino County Workforce Development Department • Clarissa Jimenez - Staff Analyst I, San Bernardino County Workforce Development Department 				
<p>4. Reviewer’s organization: (Enter the name of the organization for which the reviewer(s) works). Please see Section #3</p>				
<p>5. Reviewer’s relationship: (Enter the reviewer's relationship to the Local Board). Please See Section #3</p>				
<p>6. Outline of certification process: (Describe the process the Local Board used to certify each affiliate/specialized AJCC within their Local Area).</p> <p>Steps included in the process and the associated timeline:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="padding: 5px;"> <p>January 24, 2019 Affiliate Certification Hallmarks of Excellence Introductory and Pre-Assessment meeting.</p> </td> </tr> <tr> <td style="padding: 5px;"> <p>February 21, 2019 East Valley AJCC conducts self-assessment for Hallmarks of Excellence Certification.</p> </td> </tr> <tr> <td style="padding: 5px;"> <p>February 28, 2019 Taskforce Team conducts review and evaluation of the Affiliate East Valley AJCC using the Hallmarks of Excellence Assessment and creates the Continuous Improvement Plan.</p> </td> </tr> <tr> <td style="padding: 5px;"> <p>April 17, 2019 WDB Executive Committee reviews and recommends the Local Board Certification Process, Hallmarks of Excellence Assessment, Affiliate/Specialized AJCC Certification Form and Continuous Improvement Plan be submitted to the WDB for approval.</p> </td> </tr> </tbody> </table>	<p>January 24, 2019 Affiliate Certification Hallmarks of Excellence Introductory and Pre-Assessment meeting.</p>	<p>February 21, 2019 East Valley AJCC conducts self-assessment for Hallmarks of Excellence Certification.</p>	<p>February 28, 2019 Taskforce Team conducts review and evaluation of the Affiliate East Valley AJCC using the Hallmarks of Excellence Assessment and creates the Continuous Improvement Plan.</p>	<p>April 17, 2019 WDB Executive Committee reviews and recommends the Local Board Certification Process, Hallmarks of Excellence Assessment, Affiliate/Specialized AJCC Certification Form and Continuous Improvement Plan be submitted to the WDB for approval.</p>
<p>January 24, 2019 Affiliate Certification Hallmarks of Excellence Introductory and Pre-Assessment meeting.</p>				
<p>February 21, 2019 East Valley AJCC conducts self-assessment for Hallmarks of Excellence Certification.</p>				
<p>February 28, 2019 Taskforce Team conducts review and evaluation of the Affiliate East Valley AJCC using the Hallmarks of Excellence Assessment and creates the Continuous Improvement Plan.</p>				
<p>April 17, 2019 WDB Executive Committee reviews and recommends the Local Board Certification Process, Hallmarks of Excellence Assessment, Affiliate/Specialized AJCC Certification Form and Continuous Improvement Plan be submitted to the WDB for approval.</p>				

April 17, 2019

WDB reviews and approves the Local Board Certification Process, Hallmarks of Excellence Assessment, Affiliate/Specialized AJCC Certification Form and Continuous Improvement Plan.

May 1, 2019

WDB submits to the EDD Regional Advisor the Local Board Certification Process, Hallmarks of Excellence Assessment, Affiliate/Specialized AJCC Certification Form and Continuous Improvement Plan for the East Valley AJCC.

7. Firewalls: (Enter what firewalls were in place to avoid conflict of interest if applicable).

The Workforce Development Board has established firewalls that are substantive enough to remove and avoid any potential conflicts or biases.

- a. One-Stop Operator (OSO) reports directly to the Workforce Development Board.
- b. Economic Development Agency holds the OSO's contract and is responsible for oversight.
- c. The Workforce Development Department's organizational structure has clear and strong firewalls that separate staff that work at the AJCCs from staff who will conduct the on-site evaluations.

8. Other: (Describe any additional criteria the Local Board chose to include if applicable).

N/A

Hallmarks of Excellence Assessment

As part of the certification process, Local Workforce Development Boards (Local Board) must submit a Hallmarks of Excellence Assessment that includes a continuous improvement plan to either improve or maintain a “5” ranking for each category.

San Bernardino County Workforce Development Board – East Valley AJCC

Hallmarks of Excellence #1 The AJCC’s physical location and facility enhances the customer experience
<p>Quality Indicators: (Describe quality indicators used.)</p> <ul style="list-style-type: none"> • Customers are greeted as they enter the AJCC. • The AJCC uses ALICE and VOS Greeter which includes MOU Partner information. • The AJCC identifies as part of the AJCC system and meets state branding requirements of Workforce Services Information Notice 12-43. • The AJCC is clean with a professional appearance, neat, and equipment is in working order. • Emergency evacuation procedures are in place and those procedures address the needs of individuals with disabilities. • Adequate safety and security precautions are in place to protect both customers and staff. • Staff and customer interviews.
<p>Assessment of the AJCC’s Strengths and Continuous Improvement Recommendations:</p> <ul style="list-style-type: none"> • The AJCC has ample space with 15,000sf of interior square footage. • Consistent overhead signage throughout the interior of the AJCC. • Exterior signage to clearly identify the location as an AJCC would be helpful, however, there are limitations by the building owner that prohibit exterior signage. • The AJCC is accessible by public transportation. • The AJCC is exploring other locations that would provide easier access and better exterior signage.
<p>Ranking (1-5): 4 – Significantly meeting the Hallmarks of Excellence category with room for improvement.</p> <p>Rationale for this Ranking: Click here to enter text.</p> <ul style="list-style-type: none"> • Alice and VOS Greeter are in use for customer check-in. • The AJCC meets branding requirements. • The AJCC is clean and professional in appearance with equipment in working order. • Emergency evacuation procedures are in place including safety drills. • Carpet in need of repair or replacement. • Emergency evacuation was on a table, however, not posted in main conference room.
<p>Continuous Improvement Plan and Timeline: (Enter narrative and projected timeframe)</p> <ul style="list-style-type: none"> • Building owner should trim shrubbery blocking fire sprinkler/FDC (Fire Dept. Connection) - 6/30/2019 or sooner • Ensure all evacuation plans are posted and clearly visible - 6/30/2019

Hallmarks of Excellence #2

The AJCC ensures universal access with an emphasis on individuals with barriers to employment

Quality Indicators: (Describe quality indicators used.)

- Multiple forms of assistive technology devices available for people with disabilities.
- Staff honor and accommodate diversity and are comfortable and adept in working with all types of individuals, including those with disabilities, cultural differences, and all individuals with barriers to employment.
- The AJCC has a Limited English Proficiency Plan to provide meaningful access for individuals that do not speak English as their primary language including interpreter services and google translation.
- The AJCC uses the principles of universal and customer-centered design to ensure inclusive space and materials are available to individuals regardless of their range of abilities, mobility, age, language, learning style, intelligence, or educational level.
- The AJCC implements the Veteran's preference and priority of service requirements.
- Staff and customer interviews.

Assessment of the AJCC's Strengths and Continuous Improvement Recommendations:

- The AJCC staff reflects a welcoming, friendly environment.
- Staff is trained on the use of assistive technology.
- The AJCC implements the Veterans preference and priority of service requirements.
- Virtual services are available through VOS as well as the AJCC website.
- Recommend privacy screens for all staff computers.
- Recommend Staff Attitudinal Training to increase awareness about working with people with disabilities.

Ranking (1-5): 4 – Significantly meeting the Hallmarks of Excellence category with room for improvement.

Rationale for this Ranking: [Click here to enter text.](#)

- The AJCC implements the Veterans preference and priority of service requirements.
- The AJCC staff demonstrated multiple forms of assistive technology devices available for people with disabilities.
- AJCC did not discuss Limited English Proficiency Plan.
- Lack of privacy for staff computers.
- Staff would benefit from annual attitudinal training for working with people with disabilities and other barriers to employment.

Continuous Improvement Plan and Timeline: (Enter narrative and projected timeframe)

- Ensure AJCC has a Limited English Proficiency Plan in place and staff are trained - 9/30/2019
- Collaborate with MOU Partner, Department of Vocational Rehabilitation, to ensure staff receive Windmills-type training on an annual basis - 12/31/2019

Hallmarks of Excellence #3

The AJCC actively supports the one-stop system through effective partnerships

Quality Indicators: (Describe quality indicators used.)

- The AJCC has a strong connection to the Comprehensive AJCC within their Local Area.
- The AJCC records and a system is in place for follow-through on any referrals made.
- The Duty of the Day (Advisor) serves as triage to determine what referrals are needed.
- Staff interviews.

Assessment of the AJCC's Strengths and Continuous Improvement Recommendations: (Enter narrative or not applicable.)

- The AJCC has a good working relationship with the Comprehensive AJCC.
- The AJCC recently improved the customer's first visit by adding a triage process to ensure the customer's needs are assessed and receives an appointment and referrals during first visit.
- The AJCC tracks partner referrals that are made.
- The AJCC has room for improvement on the follow-through of referrals made.
- The AJCC has room for improvement in staff knowledge of MOU partners in order to continue to increase the alignment, coordination and integration of programs and services.

Ranking (1-5): 3 – Have a satisfactory amount of the Hallmarks of Excellence category in place the majority of the time.

Rationale for this Ranking: (Enter rationale or explain why the category is not applicable.)

- The AJCC has implemented new system of assigning each staff as a single point of contact for at least two MOU partners.
- Continued staff cross-training on partners and partner referral process is needed.

Continuous Improvement Plan and Timeline: (Enter narrative and projected timeframe)

- Implement monthly review of referrals (referral log) to ensure customer received the intended service - 6/30/2019
- Staff training on the partner referral process - 6/30/2019
- Continue staff cross-training on partner programs and services - Ongoing

Hallmarks of Excellence #4

The AJCC provides integrated, customer-centered services

Quality Indicators: (Describe quality indicators used.)

- AJCC identifies with the local one-stop system and not just their specific program.
- AJCC received customer service and customer-centered design training.
- AJCC staff are versed in referring customers to either partner programs and/or the local Comprehensive AJCC.
- AJCC has established protocols to co-enroll customers in more than one partner program.
- Staff and customer interviews.

Assessment of the AJCC's Strengths and Continuous Improvement Recommendations: Click here to enter text.

- Staff have received customer service and customer-centered design training.
- Customers are assessed, assigned an advisor and/or given a referral during the first visit.
- The co-enrollment protocols were not explained.
- Opportunity to improve seamlessness with additional cross-training on partner programs including use of the partner desk reference.

Ranking (1-5): 3 – Have a satisfactory amount of the Hallmarks of Excellence category in place the majority of the time.

Rationale for this Ranking: Click here to enter text.

- Staff have received customer service and customer-centered design training.
- Customers noted staff are welcoming and helpful.
- Staff tended to mention their specific program rather than the system.

Continuous Improvement Plan and Timeline: (Enter narrative and projected timeframe)

- Train and retrain staff on co-enrollment protocols - 9/30/2019
- Continue staff cross-training on the one-stop system, partner programs and services - Ongoing

Hallmarks of Excellence #5
The AJCC is an on-ramp for skill development

Quality Indicators: (Describe quality indicators used.)

- The AJCC has skill development and/or training opportunities for customers at all skill and experience levels.
- AJCC staff are committed to and competent in helping customers navigate career pathways that result in industry-recognized credentials, however, their program fits into that pathway.
- The AJCC does not implement a “sequence of service requirement” for training and does not have cumbersome entry steps that prohibit easy access to education and training.
- If available within the context of the colocated program(s), the AJCC ensures that supportive services are available to customers, as appropriate, to facilitate participation in training services.
- The AJCC strives to increase the number and percentage of their customers receiving skill development and training services.
- Customer and staff interviews.

Assessment of the AJCC’s Strengths and Continuous Improvement Recommendations:

- The AJCC staff know their target sectors and assist customers accordingly.
- There is no sequence of service requirement; new process with the Duty of the Day, GenerationGo! based at this AJCC.
- The AJCC staff help customers navigate career pathways, training and workforce preparation.
- Opportunity for staff to use data to increase the number and percentage of their customers receiving skill development and training services.

Ranking (1-5): 4 – Significantly meeting the Hallmarks of Excellence category with room for improvement.

Rationale for this Ranking: Click here to enter text.

- Customers are happy with the process to receive training.
- Staff focused on employments, yet, understand the AJCC is an on-ramp for skill development.
- There is no sequence of service requirement for training.

Continuous Improvement Plan and Timeline: (Enter narrative and projected timeframe)

- Regular reviews of performance data so staff may use it to increase the number and percentage of customers employed, enrolled and in training - 6/30/2019
- Begin to include a discussion to strategize how to increase the number and percentage (when necessary) of customers employed, enrolled and in training during staff meetings - 6/30/2019

Hallmarks of Excellence #6
The AJCC actively engages industry and labor

Quality Indicators: (Describe quality indicators used.)

- The AJCC promotes systems and partnerships that connect workers to high quality jobs or entry level work with clear routes to advancement.
- The colocated partners work with the Local Area to understand any defined strategies in place to regularly seek and capture employer advice in the design and delivery of demand-driven services for job seekers.
- The AJCC works with the Local Area to minimize redundant employer contacts while maximizing access to system-wide, integrated business services.
- If applicable, the AJCC offers a range of AJCC-based services for employers such as referral of qualified candidates, on-site recruitment, pre-employment testing, skill-verification, and hiring and training subsidies.
- The AJCC consistently seeks feedback and satisfaction data from businesses on the delivery of services and applies knowledge gained for continuous improvement.
- Interviews with employers.

Assessment of the AJCC's Strengths and Continuous Improvement Recommendations: Click here to enter text.

- The Business Services Team is involved in local chambers and other employer groups.
- AJCC team focuses on the target sectors.
- Employers reported high satisfaction with referral of candidates, pre-screening, and recruitments.
- Satisfaction surveys are done with employers immediately following recruitments.
- Business Services Team could be more aware of the partner services and programs.
- Business Services Team consistently remind employers of the HR Hotline.

Ranking (1-5): 4 – Significantly meeting the Hallmarks of Excellence category with room for improvement.

Rationale for this Ranking: Click here to enter text.

- *If allowed by the State, the Certification Task Force would give the ranking of 4.5 for this Hallmark.*
- Employers were very satisfied with services provided by the AJCC.
- The AJCC regularly surveys employers and uses knowledge gained for continuous improvement.
- Business Services Team would benefit from ongoing training on partner programs and services.
- Business Services Team ensure all employers are aware of the free HR Hotline.

Continuous Improvement Plan and Timeline: (Enter narrative and projected timeframe)

- Business Services Team participate in MOU partner cross-training - 9/30/2019
- Business Services Team develop strategies to ensure employers are informed about the HR Hotline during initial contact and reminded about the service upon subsequent contacts - 9/30/2019

Hallmarks of Excellence #7
The AJCC has high-quality well informed -cross-trained staff

Quality Indicators: (Describe quality indicators used.)

- If the AJCC is part of the Local Area's service delivery strategy, the AJCC must be used to supplement and enhance customer access to services.
- AJCC staff has received training on how to effectively assist customers in registering with CalJOBSSM and how to match customers to available jobs.
- Where applicable, AJCC staff have been cross-trained in collocated partner programs.
- Employer and customer interviews.

Assessment of the AJCC's Strengths and Continuous Improvement Recommendations:

- Staff participate in "stand-up" meetings each week and monthly all-staff meetings.
- Various Local Area and Regional staff trainings are ongoing.
- Staff has been trained on the use of CalJOBS.
- Opportunity to train staff on the intricacies of CalJOBS.
- Cross-training of partner programs and services is ongoing.

Ranking (1-5): 3 – Have a satisfactory amount of the Hallmarks of Excellence category in place the majority of the time.

Rationale for this Ranking: (Enter rationale or explain why the category is not applicable.)

- Staff participate in regular meetings and receive email updates.
- Staff have opportunities for ongoing training and cross-training.
- Employers satisfied with staff.
- Continued cross-training in partner programs and services is recommended.

Continuous Improvement Plan and Timeline: (Enter narrative and projected timeframe)

- In-depth CalJOBS training and retraining - 12/31/2019
- Customer service training for all staff - Quarterly beginning 9/01/2019
- Continue cross-training on partner programs and services - Ongoing
- Development tools and/or methods to measure the effectiveness of staff training - 12/31/2019

Hallmarks of Excellence #8

The AJCC achieves business results through data driven continuous improvement

Quality Indicators: (Describe quality indicators used.)

- The AJCC operates in a cost efficient manner and the resources invested are justified by the results.
- The AJCC has a system in place to collect satisfaction data from individuals and employers using the AJCC's services.
- The AJCC has a system in place to capture and respond to specific customer feedback, complaints, and compliments.
- The AJCC analyzes and reviews feedback to develop specific plans for AJCC services improvements.
- The AJCC identifies areas of needed technical assistance and taps available resources.
- Staff interviews.

Assessment of the AJCC's Strengths and Continuous Improvement Recommendations:

- The AJCC operates in a cost effective manner.
- Management responds to customer feedback, complaints and compliments.
- Management referred to a monthly performance report, however, staff were unable to speak to that report.
- The AJCC has an opportunity to show evidence of the use of data for continuous improvement.

Ranking (1-5): 2 – Have started progress on the Hallmarks of Excellence category but not yet satisfactory.

Rationale for this Ranking: Click here to enter text.

- Staff did not readily articulate performance numbers upon inquiry from the Task Force.
- The AJCC showed little evidence of the use of data for continuous improvement.
- The AJCC immediately began to address this hallmark ranking and the Task Force is confident improvements are already in process.

Continuous Improvement Plan and Timeline: (Enter narrative and projected timeframe)

- Ensure existing performance board is updated monthly - Immediately
- Develop strategies to ensure all staff understand the way data is used for continuous improvement - 9/30/2019
- Develop method to assess staff knowledge of AJCC performance indicators - 9/30/2019

Affiliate/Specialized AJCC Certification Form

Name of Local Board San Bernardino County Workforce Development Board

Name of AJCC East Valley AJCC

Certification Criteria		
1. Memorandum of Understanding (MOU)	Yes <small>(Check box if yes)</small>	No <small>(Check box if no)</small>
An MOU is in place between the the Local Workforce Development Board (Local Board) and each partner within the America’s Job Center of California SM (AJCC).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Equal Opportunity	Yes <small>(Check box if yes)</small>	No <small>(Check box if no)</small>
The AJCC ensures equal opportunity for individuals with disabilities in accordance with the Americans with Disabilities Act, the Workforce Innovation and Opportunity Act (WIOA) Section 188, and all other applicable federal and state guidance.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. Local Board Certification Process	Attached <small>(Check box if Attachment 2 is completed and attached)</small>	
The Local Board’s outline of the process used to certify the affiliate/specialized AJCC.	<input checked="" type="checkbox"/>	
4. Hallmarks of Excellence		
Include quality indicators, assessment of the AJCC’s strengths and continuous improvement opportunities, continuous improvement goals and recommendations, and rational for ranking	Attached <small>(Check box if category is explained on Attachment 3)</small>	Ranking <small>(Select from dropdown menu)</small>
Category #1 – The AJCC physical location and facility enhances the customer experience.	<input checked="" type="checkbox"/>	4
Category #2 – The AJCC ensures universal access with an emphasis on individuals with barriers to employment.	<input checked="" type="checkbox"/>	4
Category #3 – The AJCC actively supports the One-Stop system through effective partnerships.	<input checked="" type="checkbox"/>	3
Category #4 – The AJCC provides integrated, customer-centered services.	<input checked="" type="checkbox"/>	3

Category #5 – The AJCC is an on ramp for skill development.	<input checked="" type="checkbox"/>	4
Category #6 – The AJCC actively engages industry and labor.	<input checked="" type="checkbox"/>	4
Category #7 – The AJCC has high-quality, well-informed, and cross trained staff.	<input checked="" type="checkbox"/>	3
Category #8 – The AJCC achieves business results through data driven continuous improvement.	<input checked="" type="checkbox"/>	2

Check one of the options below:

- The Local Board has determined the AJCC meets certification requirements.
- The Local Board has determined the AJCC is not yet able to certify.
- The State Board will determine the certification status of the AJCC.

The Local Board Chair must attest the Local Board’s certification decision by signing below.

Signature

Name
Antonio Myrell

Title
WDB Chair

Continuous Improvement Plan Affiliate AJCC – Hallmarks of Excellence

The Hallmarks of Excellence America's Job Center of CaliforniaSM (AJCC) Certification is intended to encourage continuous improvement by identifying areas where an AJCC may be exceeding quality expectations, as well as areas where improvement is needed. These were developed in alignment with Training and Employment and Guidance Letter 4-15, California's Unified Strategic Workforce Development Plan (State Plan), and the AJCC Certification Workgroup's vision for California's One-Stop delivery system.

Local Boards must submit a continuous improvement plan to their Regional Advisor for each Affiliate AJCC by May 1, 2019.

Name of Local Board San Bernardino County Workforce Development Board

Name of AJCC East Valley America's Job Center of California

Hallmark of Excellence #1

The AJCC's physical location and facility enhances the customer experience

AJCC Continuous Improvement Plan:

<i>Plan of Action to be Taken</i>	<i>Date of Completion</i>
Building owner should trim shrubbery blocking fire sprinkler/FDC (Fire Dept. Connection)	June 30, 2019
Ensure all evacuation plans are posted and clearly visible	June 30, 2019

Hallmark of Excellence #2

The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.

AJCC Continuous Improvement Plan:

<i>Plan of Action to be Taken</i>	<i>Date of Completion</i>
Ensure AJCC has a Limited English Proficiency Plan in place and staff are trained	September 30, 2019
Collaborate with MOU Partner, Department of Vocational Rehabilitation, to ensure staff receive Windmills-type training on an annual basis	December 31, 2019

Hallmark of Excellence #3

The AJCC actively supports the One-Stop system through effective partnerships

AJCC Continuous Improvement Plan:

<i>Plan of Action to be Taken</i>	<i>Date of Completion</i>
Implement monthly review of referrals (referral log) to ensure customer received the intended service	June 30, 2019
Staff training on the partner referral process	June 30, 2019
Continue staff cross-training on partner programs and services	Ongoing

Hallmark of Excellence #4

The AJCC provides integrated, customer-centered services

AJCC Continuous Improvement Plan:

<i>Plan of Action to be Taken</i>	<i>Date of Completion</i>
Train and retrain staff on co-enrollment protocols	September 30, 2019
Continue staff cross-training on the one-stop system, partner programs and services	Ongoing

Hallmark of Excellence #5

The AJCC is an on-ramp for skill development

AJCC Continuous Improvement Plan:

<i>Plan of Action to be Taken</i>	<i>Date of Completion</i>
Regular reviews of performance data so staff may use it to increase the number and percentage of customers employed, enrolled and in training	June 30, 2019
Begin to include a discussion to strategize how to increase the number and percentage (when necessary) of customers employed, enrolled and in training during staff meetings	June 30, 2019

Hallmark of Excellence #6

The AJCC actively engages industry and labor

AJCC Continuous Improvement Plan:

<i>Plan of Action to be Taken</i>	<i>Date of Completion</i>
Business Services Team participate in MOU partner cross-training	September 30, 2019
Business Services Team develop strategies to ensure employers are informed about the HR Hotline during initial contact and reminded about the service upon subsequent contacts	September 30, 2019

Hallmark of Excellence #7

The AJCC has high-quality, well-informed, and cross-trained staff

AJCC Continuous Improvement Plan:

<i>Plan of Action to be Taken</i>	<i>Date of Completion</i>
In-depth CalJOBS training and retraining	December 31, 2019
Customer service training for all staff	(Quarterly) Beginning September 1, 2019
Continue cross-training on partner programs and services	Ongoing
Development tools and/or methods to measure the effectiveness of staff training	December 31, 2019

Hallmark of Excellence 8

The AJCC achieves business results through data-driven continuous improvement

AJCC Continuous Improvement Plan:

<i>Plan of Action to be Taken</i>	<i>Date of Completion</i>
Ensure existing performance board is updated monthly	Immediately
Develop strategies to ensure all staff understand the way data is used for continuous improvement	September 30, 2019
Develop method to assess staff knowledge of AJCC performance indicators	September 30, 2019

**San Bernardino County
Workforce Development Board
Agenda Item**

MEETING DATE: April 17, 2019

ITEM: (9)

SUBJECT: LOCAL WORKFORCE DEVELOPMENT AREA DESIGNATION AND LOCAL BOARD RECERTIFICATION UNDER THE WORKFORCE INNOVATION AND OPPORTUNITY ACT

PRESENTED BY: Molly Wiltshire, Assistant Director
Workforce Development Department

CONSENT _____ **DISCUSSION** X **INFORMATION** _____

RECOMMENDATION: Approve the submission of an application to the California Workforce Development Board for the Designation of the San Bernardino County Local Workforce Development Area and Recertification of the Local Board under the Workforce Innovation and Opportunity Act for a two-year period effective Program Years (PY) July 1, 2019 through June 30, 2021.

BACKGROUND: Workforce Innovation and Opportunity Act (WIOA) requires the Governor to designate Local Workforce Development Areas (LWDAs) for the state and to certify one Local Workforce Development Board (WDB) for each Local Area in the state once every two years.

In 2015, the California Workforce Development Board (CWDB) designated San Bernardino County as a LWDA and an initially certified WDB. The following year, after establishing the WIOA compliant membership, the WDB was recertified through 2018. The LWDA was then modified to include San Bernardino City in December 2016.

Although designation and certification were, by regulation, deemed for two-year timeframes, the State has only recently released guidance for continued designation and certification. On February 26, 2019, the Employment Development Department (EDD) released a draft directive (WSDD 196) regarding recertification of Local Boards and the designation of LWDAs. CWDB and EDD will recommend either the approval or denial of a request for recertification and designation of the LWDA to the Governor, effective July 1, 2019 through June 30, 2021. The Governor shall approve the request if the Local Board has:

- Met WDB membership provisions of WIOA,
- Sustained fiscal integrity,
- Performed successfully, and
- Engaged in the Regional Planning process.

The WDB has met the membership provisions of WIOA with a compliant board and application process and has maintained fiscal integrity by submitting timely reporting of expenditures and the completion of an annual county single audit as required by the State.

The LWDA has performed successfully as defined by the State of California and has successfully negotiated PY 2018-19 and PY 2019-20 performance goals within the designated Regional Planning Unit. The Inland Empire Regional Planning Unit (IERPU), comprised of Riverside and San Bernardino Counties' WDBs, has discussed performance and entered into negotiations together the last two PYs.

The WDB is engaged in the regional planning process, participating and contributing to regional planning and implementation efforts, and collaborated on the review and approval of the WIOA Regional Plan Modification. The IERPU's two-year Plan Modification was submitted to the CWDB on March 15, 2019.

With approval, the LWDA Designation and Local Board Recertification will be submitted to the Board of Supervisors on May 21, 2019 and subsequently, to the CWDB by the due date of May 31, 2019.

Attachment:
Existing Local Area Application

Existing Local Area

**Application for Subsequent Local Area Designation
and
Local Board Recertification
Program Year 2019-21**

Local Workforce Development Area

**San Bernardino County Workforce
Development Board**

Existing Local Area
Application for Subsequent Local Area Designation
and Local Board Recertification

This application will serve as your request for Local Workforce Development Area (Local Area) subsequent designation and Local Workforce Development Board (Local Board) recertification for PY 2019-21 under the *Workforce Innovation and Opportunity Act (WIOA)*.

If the California Workforce Development Board (State Board) determines the application is incomplete, it will either be returned or held until the necessary documentation is submitted. Please contact your [Regional Advisor](#) for technical assistance or questions related to completing and submitting this application.

San Bernardino County
Workforce Development Board
Name of Local Area
290 North D Street, Suite 600
Mailing Address
San Bernardino, CA 92415
City, State ZIP

May 21, 2019
Date of Submission
Reg Javier
Contact Person
909-387-4660
Contact Person's Phone Number

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Local Board Membership

The WIOA Section 107(b)(2)(A) through (E) states the requirements for nominating and selecting members in each membership category. The WIOA Section 107(b)(2)(A) requires that business members constitute a majority of the Local Board. The chairperson shall be a business representative, per WIOA Section 107(b)(3).

The local Chief Elected Official (CEO) is required to provide the names of the individuals appointed for each category listed on the following pages, attach a roster of the current Local Board, which identifies each member's respective membership category.

BUSINESS – A majority of the members **must** be representatives of business in the Local Area who (i) are owners of businesses, chief executives or operating officers of businesses, or other business executives or employers with optimum policy-making or hiring authority; (ii) represent businesses, including small businesses, or organizations; and (iii) are appointed from among individuals nominated by local business organizations and business trade association (WIOA Section 107[b][2][A]).

Please identify the Local Board chairperson by typing CHAIR after his/her name.

Name	Title	Entity	Appointment Date	Term End Date
Tony Myrell CHAIR	CEO	Premier Medical Transport	11/6/2018	12/31/2020
Phillip Cothran	President	State Farm Insurance	12/19/17	12/31/2019
Michael Gallo	President/CEO	Kelly Space & Technology, Inc.	06/13/17	12/31/2018 *
Terry Klenske	President/CEO	Dalton Trucking, Inc.	11/1/16	12/31/2018 *
Jonathan Novack	President	Patton Sales Corp.	07/10/2018	12/31/2019
Billy Patterson	CEO	Pacific Mountain Logistics, LLC	07/10/2018	12/31/2019
William Sterling	President	Sterling Synergy Systems, Inc.	12/19/2017	12/31/2019
Anita Tuckerman	Director, Asset Services	Stirling Development	12/4/2018	12/31/2020
Jonathan Weldy	President	Meridian Land Development Company	01/08/2019	12/31/2020
Kenneth Boshart	President	Boshart Automotive Testing	12/18/2018	12/31/2020

****Michael Gallo has applied and is in process of an updated term date. Terry Klenske represents the Board of Supervisor's third-district, a seat now filled by a new Supervisor. Applications are in process and membership will be updated accordingly.***

LABOR – Not less than 20 percent of the members must be representatives of workforce within the Local Area who

must include (i) representatives of labor organizations who have been nominated by state labor federations; (ii) a member of a labor organization or a training director from a joint labor-management apprenticeship program, or if no such joint program exists in the area, such a representative of an apprenticeship program in the area; and

may include (iii) representatives of community based organizations with demonstrated experience and expertise in addressing the employment needs of individuals with barriers to employment, veterans, or individuals with disabilities; and (iv) representatives of organizations with demonstrated experience and expertise in addressing the employment, training, or education needs of eligible youth and/or out-of-school youth (WIOA Section 107[b][2][B]).

Name	Title	Entity	Appointment Date	Term End Date
Joseph Williams	CEO	Youth Action Project	09/11/2019	12/31/2019
Laurie Stalnaker	Labor Organization Executive Secretary/ Treasurer	Central Labor Council	11/15/2016	12/31/2018 *
Rene Castellanos	Registered Apprenticeship/ Apprenticeship Coordinator	Operating Engineers	02/14/2017	12/31/2018 *
Paul R. Moreno	Labor Organization/ Organizer	Iron Workers 433	01/10/2017	12/31/2017 *

**Paul Moreno and Rene Castellanos remain serving on the WDB as voting members. Laurie Stalnaker has retired from her Labor Organization position, her replacement is currently in the application process for appointment to the WDB. The appointment process has been delayed due to transition of the new Board of Supervisors Chairman. Once the new Labor Organization representative is in place, Mr. Castellanos and Mr. Moreno will receive new term dates.*

Education – Each Local Board shall include representatives of entities administering education and training activities in the Local Area who

must include (i) a representative of eligible providers administering Title II adult education and literacy activities; (ii) a representative of institutions of higher education providing workforce investment activities; and

may include (iii) representatives of local educational agencies, and community-based organizations with demonstrated experience and expertise in addressing the education or training needs of individuals with barriers to employment (WIOA Section 107[b][2][C]).

Name	Title	Entity	Appointment Date	Term End Date
Dale Marsden	Adult Education & Literacy/ Superintendent	San Bernardino City School District	12/4/2018	12/31/2020
Henry Shannon	Institution Higher Education/ President	Chaffey College	9/11/2018	12/31/2019

Economic and Community Development – Each Local Board shall include representatives of governmental, economic, and community development entities serving the Local Area who

must include (i) a representative of economic and community development entities; (ii) a representative from the State employment service office under the *Wagner-Peyser Act*; (iii) a representative of the Vocational Rehabilitation program; and

may include (iv) representatives of agencies or entities administering programs serving the Local Area relating to transportation, housing, and public assistance; (v) Representatives of philanthropic organizations serving the Local Area; and (E) individuals or representatives of entities as the chief elected official in the Local Area may determine to be appropriate (WIOA Section 107(b)(2)(D) and [E]).

Name	Title	Entity	Appointment Date	Term End Date
John Andrews	Economic & Community Dev / Director, Economic Development	City of Ontario	09/11/2018	12/31/2019
Cherilyn Greenlee	Employment Service / Deputy Division Chief	California Employment Development Department	11/6/2018	12/31/2020
Robert Loeun	Rehabilitation Act of 1973 / District Administrator	California Department of Rehabilitation	09/11/2018	12/31/2019

Sustained Fiscal Integrity

The Local Area hereby certifies that it has not been found in violation of one or more of the following during PYs 16-17 or 17-18:

- **Final determination of significant finding(s)** from audits, evaluations, or other reviews conducted by state or local governmental agencies or the Department of Labor identifying issues of fiscal integrity or misexpended funds due to the willful disregard or failure to comply with any WIA requirement, such as failure to grant priority of service or verify participant eligibility.
- **Gross negligence** – defined as a conscious and voluntary disregard of the need to use reasonable care, which is likely to cause foreseeable grave injury or harm to persons, property, or both.
- **Failure to observe accepted standards of administration.** Local Areas must have adhered to the applicable uniform administrative requirements set forth in Title 29 *Code of Federal Regulations* (CFR) Parts 95 and 97, appropriate Office of Management and Budget circulars or rules, WIOA regulations, and state guidance.

Highlights of these responsibilities include the following:

- Timely reporting of WIOA participant and expenditure data
- Timely completion and submission of the required annual single audit
- ***Have not been placed on cash hold for longer than 30 days***

(In alignment with WIOA Section 106[e][2])

Engaged in Regional Planning

The Local Area hereby certifies that it has participated in and contributed to regional planning and negotiating regional performance measures in the following ways:

The Inland Empire Regional Planning Unit (IERPU):

- Convenes local industry leaders in manufacturing, healthcare, and transportation and logistics to discuss and action plan around further business engagement, training needs of the industry, skill gaps, and other issues that affect the ability for these sectors to grow in the Inland Empire.
- Hosts and participates in meetings to discuss information about target industry sectors, career pathways, and strategic planning. Partners in attendance include:
 - Adult Education Program Consortia,
 - AJCC System mandated partners, and
 - Representatives from the Community College Consortium.
- Meets quarterly, in a public forum where the business-lead members of each county's WDB set the stage for future action for each target industry sector.
- Hosted four (4) Regional Plan Modification and Prison to Employment strategy sessions to enhance collaboration efforts between 18 agencies and CBOs in order to better link job training, work experience, education, and additional services for justice-involved individuals.
- Conducted performance negotiations for the last two program years. Regional goals were discussed pertaining to performance negotiations and the impending additions to regional measurements.

Local Area Assurances

Through PY 19-21, the Local Area assures the following:

- A. It will comply with the applicable uniform administrative requirements, cost principles, and audit requirements included in the appropriate circulars or rules of the Office of Management and Budget (WIOA Section 184[a][2] and [3]).

Highlights of this assurance include the following:

- The Local Area's procurement procedures will avoid acquisition of unnecessary or duplicative items, software, and subscriptions (in alignment with Title 2 CFR Section 200.318).
- The Local Area will maintain and provide accounting and program records, including supporting source documentation, to auditors at all levels, as permitted by law (Title 2 CFR Section 200.508).

Note that failure to comply with the audit requirements specified in Title 2 CFR Part 200 Subpart F will subject the Local Area to potential cash hold (Title 2 CFR Section 200.338).

- B. All financial reporting will be done in compliance with federal and state regulations and guidance.

Highlights of this assurance include the following:

- Reporting will be done in compliance with Workforce Services Directive *Quarterly and Monthly Financial Reporting Requirements* (WSD16-13) (November 28, 2016).
- All close out reports will comply with the policies and procedures listed in Workforce Services Directive *WIOA Closeout Requirements* (WSD16-05) (July 29, 2016).

Note that failure to comply with financial reporting requirements will subject the Local Area to potential cash hold. (Title 2 CFR Section 200.338)

- C. Funds will be spent in accordance with federal and state laws, regulations, and guidance.

Highlights of this assurance include the following:

- The Local Area will meet the requirements of State Assembly Bill 1149 (Chapter 324, Statutes of 2017), to spend a minimum of 30 percent of combined total of adult and dislocated worker formula fund allocations on training services (*California Unemployment Insurance Code* Section, 14211).
- The Local Area will not use funds to assist, promote, or deter union organizing (WIOA Section 181[b][7]).

- D. The Local Board will select the America's Job Center of CaliforniaSM (AJCC) Operator(s), with the agreement of the local CEO, through a competitive process such as a Request for Proposal (RFP), unless granted a waiver by the state (WIOA Section 121[d][2][A] and 107[g][2]).

- E. The Local Board will collect, enter, and maintain data related to participant enrollment, activities, and performance necessary to meet all CalJOBSSM reporting requirements and deadlines.
- F. The Local Board will comply with the nondiscrimination provisions of WIOA Section 188, including the collection of necessary data.
- G. The Local Area will engage in and contribute to, regional planning and regional plan implementation (for example, the Local Area has participated in regional planning meetings and regional plan implementation efforts, and the Local Board and local CEO have reviewed and approved the regional plan and modifications).
- H. The Local Area will participate in regional performance negotiations.
- I. It will comply with State Board policies and guidelines, legislative mandates and/or other special provisions as may be required under federal law or policy, including the WIOA or state legislation.
- J. Priority shall be given to veterans, recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient for receipt of career and training services funded by WIOA Adult funding (WIOA Section 134[c][3][E] and Training and Employment Guidance Letter 19-16, Subject: *Guidance on Services provided through the Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act (WIOA) and the Wagner-Peyser Act Employment Service (ES), as amended by title III of the WIOA Final Rules, (March 1, 2017).*

Application Signature Page

Instructions – The local CEO and Local Board chair must sign and date this form. Include the original signatures in the application package.

By signing the application below, the local CEO and Local Board chair request subsequent designation of the existing Local Area and subsequent certification of the existing Local Board. They certify that the Local Area has performed successfully, sustained fiscal integrity during PYs 2016-2017 or 2017-2018, and engaged in the regional planning process as described in Section 106 (c)(1). Additionally, they agree to abide by the Local Area assurances included in this application.

Local Workforce Development Board Chair

Local Chief Elected Official

Signature

Signature

Tony Myrell

Curt Hagman

Name

Name

Chair

Chairman Board of Supervisors

Title

Title

Date

Date

**San Bernardino County
Workforce Development Board
Agenda Item**

MEETING DATE: April 17, 2019

ITEM: (10)

SUBJECT: **Contract Amendment with the Foundation for California Community Colleges**

PRESENTED BY: Molly Wiltshire, Assistant Director
Workforce Development Department

CONSENT _____ **DISCUSSION** X **INFORMATION** _____

RECOMMENDATION: Approve the development and submission to the Board of Supervisor of a contract amendment with the Foundation for California Community Colleges (Foundation) for the Employer of Record Program with a funding amount not to exceed \$3,128,356 for the period of March 21, 2018 through June 30, 2020.

BACKGROUND: This action will allow the Workforce Development Department (WDD) to develop and submit an amended contract with the Foundation to include participants enrolled in California Work Opportunity and Responsibility to Kids Youth Employment Program (CYEP) and California Work Opportunity and Responsibility to Kids Subsidized Employment Program (CSEP) as well as the participants in the GenerationGo! Career Pathways Program. CYEP and CSEP is funded through a Memorandum of Understanding between WDD and the Transitional Assistance Department.

As the employer of record the Foundation will continue to:

- Process and distribute wages to participants. Process all payroll taxes, insurance, and Affordable Care Act (ACA) tracking.
- Monitor monthly electronic invoicing.
- Handle employee off-boarding, including Consolidated Omnibus Budget Reconciliation Act (COBRA) notifications, separation notices, and annual employee tax reporting.

On November 15, 2017, the Executive Board of the Workforce Development Board recommended the approval of the original contract with the Foundation. On December 20, 2017, the San Bernardino County Workforce Development Board approved the funding recommendation.

On March 20, 2018, the contract for the Foundation as well as the required template for School Worksite Agreement and the template for Private Business Worksite Agreement was presented to and approved by the Board of Supervisors.

On March 12, 2019, the required GenerationGo! Career Pathways Interdepartmental Agreement Template for Board Governed Agencies was presented to and approved by the Board of Supervisors.

With approval, this item will be submitted to the Board of Supervisors for approval on April 30, 2019.

**San Bernardino County
Workforce Development Board
Agenda Item**

MEETING DATE: April 17, 2019

ITEM: (11)

SUBJECT: Fiscal Year 2019/2020 Budget

PRESENTED BY: Molly Wilshire, Assistant Director
Workforce Development Department

CONSENT _____ **DISCUSSION** X **INFORMATION** _____

RECOMMENDATION: Approve Recommendation of Fiscal Year 2019-2020 Budget

BACKGROUND: See Fiscal Year 2019-2020 Budget

THE DEPARTMENT OF WORKFORCE DEVELOPMENT
2019-20 REVENUE INVENTORY

ROW	COLUMN	A	B	C	D	E	F	G	H
		FY 17/18	FY 18/19	FY 18/19	FY 18/19	FY 19/20	FY 19/20	(F-C)	
0	Grant Name	Carryover	Allocation	Available Funds	Estimated Carryover	Allocation	Estimated Available Funds	CHANGE	NOTES
1	ADULT	\$ 2,849,096	\$ 5,659,070	\$ 8,508,166	\$ 1,341,214	\$ 5,659,070	\$ 7,000,284	\$ (1,507,882)	Reduction of \$5.3M due to less carryover funding from FY18-19 compared to FY17-18. Primarily from one time funding from City of San Bernardino.
2	DISLOCATED WORKER (DW)	\$ 2,378,360	\$ 4,623,986	\$ 7,002,346	\$ 1,252,575	\$ 4,623,986	\$ 5,876,561	\$ (1,125,785)	
3	YOUTH	\$ 5,029,891	\$ 5,932,193	\$ 10,962,084	\$ 2,316,314	\$ 5,932,193	\$ 8,248,507	\$ (2,713,577)	
4	RAPID RESPONSE	\$ 193,840	\$ 558,252	\$ 752,092	\$ -	\$ 558,252	\$ 558,252	\$ (193,840)	FY19-20 estimated to be flat funded.
5	SLINGSHOT	\$ 80,932	\$ -	\$ 80,932	\$ -	\$ -	\$ -	\$ (80,932)	Expended FY17-18 carryover
6	REGIONAL PLAN	\$ 692,717	\$ -	\$ 692,717	\$ -	\$ 550,000	\$ 550,000	\$ (142,717)	
7	National Dislocated Worker Grant (NDWG)	\$ -	\$ -	\$ -	\$ -	\$ 1,000,000	\$ 1,000,000	\$ 1,000,000	Additional Dislocated Worker funding.
8	Other - State Grant	\$ -	\$ -	\$ -	\$ -	\$ 1,838,225	\$ 1,838,225	\$ 1,838,225	\$1.4M grant funding for Prison to Employment with Riverside County - Regional funding
9	Other - Revenue/Reimbursement	\$ -	\$ 1,102,794	\$ 1,102,794	\$ -	\$ 1,116,472	\$ 1,116,472	\$ 13,678	Interest, Reimbursements from EDD for Rent, Phase II MOU, Staff time for Day Reporting Center (AB109, Housing Authority, Ontario Library).
10	TOTALS	\$ 11,224,836	\$ 17,876,295	\$ 29,101,131	\$ 4,910,103	\$ 21,278,198	\$ 28,188,301	\$ (2,912,830)	Net decrease of \$2.9M primarily due to less carryover funding from FY18-19 compared to FY17-18.

	COLUMN		A	B	C	D	E	F	G	H	I	J
ROW			FY17/18	FY17/18	FY18/19	FY18/19	FY19/20	(E-C)	(F/C)	FY18/19	FY19/20	
0	Object Code	Descriptions	Final Budget	Actuals	Final Budget	Estimated Actuals	Recommended Budget	CHANGE	% CHANGE	% OF BUDGET	% OF BUDGET	Notes
1	1000	Salaries and Benefits	\$ 9,632,761	\$ 7,867,378	\$ 11,076,304	\$ 8,760,862	\$ 10,507,922	\$ (568,382)	-5%	38%	40%	Deleted 14 vacant positions. 12 Regular positions and 2 Limited term positions.
2	2000	Services and Supplies	\$ 3,269,657	\$ 1,895,286	\$ 2,911,401	\$ 2,118,387	\$ 2,082,023	\$ (829,378)	-28%	10%	8%	Budget includes ISD charges, office supplies, computer, network charges, transportation, Countywide charges, program support, professional services contracts.
3	2410	Central Services	\$ 183,949	\$ 183,949	\$ 215,848	\$ 215,848	\$ 202,477	\$ (13,371)	-6%	1%	1%	County IT Data processing/infrastructure costs.
4	2940	Travel and Related Costs	\$ 261,572	\$ 170,670	\$ 283,440	\$ 186,792	\$ 202,500	\$ (80,940)	-29%	1%	1%	WIB members/staffing training and travel costs.
5	3000	Program/Training Costs	\$ 16,270,388	\$ 13,797,186	\$ 15,620,998	\$ 12,454,406	\$ 13,831,019	\$ (1,789,979)	-11%	54%	53%	Direct program costs and training - See details on "Recommended Program Budget" Page 3
6	4000	Equipment	\$ 100,000	\$ 40,807	\$ 50,000	\$ -	\$ 50,000	\$ -	0%	0%	0%	Equipment budgeted on a contingency basis.
7	5400	Transfers	\$ 2,412,849	\$ 1,731,864	\$ 1,827,140	\$ 1,847,671	\$ 2,233,457	\$ 406,317	22%	6%	9%	Rent, HR costs, County Counsel, Record Storage, etc.
8	5410	Reimbursements	\$ (3,865,825)	\$ (3,420,599)	\$ (2,884,000)	\$ (1,392,938)	\$ (3,086,694)	\$ (202,694)	7%	-10%	-12%	Reimbursement for Staff time, admin, and program related costs from TAD MOU (CSEP, CYEP, CalFresh), DJJ, Sheriff Inroads, etc.
9	6000	Reserves	\$ -	\$ -	\$ -	\$ -	\$ 165,597	\$ 165,597		0%	1%	
10	Total Appropriations		\$ 28,265,351	\$ 22,266,541	\$ 29,101,131	\$ 24,191,028	\$ 26,188,301	\$ (2,912,830)	-10%	100%	100%	
11												
12	Total Staffing		118	103	135	103	121	(14)	-10%			

THE DEPARTMENT OF WORKFORCE DEVELOPMENT
FY 2019-20 PROGRAM BUDGET

ROW	COLUMN		A	B	C	D	E	F	G
	Object Code	Other Description	FY17/18 Final Budget	FY17/18 Actuals	FY18/19 Final Budget	FY18/19 Estimated Actuals	FY19/20 Recommended Budget	(E-C) \$ CHANGE	Notes
1	3777	LMI Data	\$ 89,138	\$ 29,238	\$ 121,200	\$ 121,200	\$ 121,200	\$ -	Funded by the Rapid Response Grant to prevent layoffs through HR, marketing, business, productivity enhancement workshops and one on one industry consulting services.
2	3853	Job Fairs	\$ 24,000	\$ 20,530	\$ 22,887	\$ 22,887	\$ 22,887	\$ -	
3	3865	Business Consulting Services	\$ 230,000	\$ 349,804	\$ 230,000	\$ 235,000	\$ 250,000	\$ 20,000	
4	3873	Business Workshops	\$ 62,000	\$ 52,386	\$ 51,510	\$ 51,600	\$ 44,000	\$ (7,510)	
5	3903	LMI for Rapid Response	\$ 386,000	\$ 64,586	\$ 28,600	\$ 28,600	\$ 28,600	\$ -	
6	3761	Individual Training - ITA	\$ 3,918,105	\$ 3,014,398	\$ 3,464,916	\$ 2,691,372	\$ 2,600,000	\$ (864,916)	4.1M is WIOA funded training, which includes state required 30% of 19/20 Adult and Dislocated Worker Funds to be spent on training.
7	3763	On the Job Training - OJT	\$ 1,167,423	\$ 1,370,920	\$ 1,000,000	\$ 750,000	\$ 1,000,000	\$ -	
8	3720	Customized/Incumbent Training	\$ 500,000	\$ -	\$ 400,000	\$ 300,000	\$ 500,000	\$ 100,000	
9	Multiple	Supportive Services	\$ 310,000	\$ 338,737	\$ 390,000	\$ 399,400	\$ 395,000	\$ 5,000	Gas cards, bus passes, and other supportive services for WIOA clients.
10	Multiple	Out of School Youth Programs	\$ 4,446,083	\$ 4,295,241	\$ 5,147,205	\$ 4,523,740	\$ 4,210,100	\$ (937,105)	Youth Contracts
11	Multiple	In School Youth Programs	\$ 482,898	\$ 248,801	\$ 1,425,000	\$ 700,000	\$ 450,000	\$ (975,000)	Career Pathways - GenGo
12	3902	Youth Special Projects	\$ 458,010	\$ 316,439	\$ 335,093	\$ 335,093	\$ 335,100	\$ 7	Contracted services for Y4 event and Monster contract
13	3866	Prison to Employment	\$ -	\$ -	\$ -	\$ 151,189	\$ 1,389,942	\$ 1,389,942	New Funding with Riverside County - 3.37M - 50% is SBCounty
14	3771	Slingshot	\$ 400,000	\$ 267,935	\$ 81,820	\$ 231,650	\$ 81,820	\$ -	Training budget for Riverside and SB County
15	3854	Regional Plan	\$ -	\$ (49,579)	\$ 510,857	\$ 510,857	\$ 490,000	\$ (20,857)	600K Regional Plan awarded in Feb 2018 -2020.
16	3830	Housing Work Experience Prog.	\$ 184,806	\$ 210,769	\$ 113,226	\$ 81,219	\$ -	\$ (113,226)	Housing Authority MOU from 12/2016 to 12/2018
17	3828	TAD CalFresh	\$ -	\$ -	\$ -	\$ 30,000	\$ 468,270	\$ 468,270	TAD funded Program SNAP
18	3703	TAD Adult WEX Program (CSEP)	\$ 1,410,000	\$ 1,462,346	\$ 1,797,900	\$ 775,948	\$ 962,500	\$ (835,400)	CSEP
19	3908	TAD Youth Program (CYEP)	\$ 1,876,925	\$ 1,680,910	\$ 450,000	\$ 450,000	\$ 369,600	\$ (80,400)	CYEP-GENGO
20	Multiple	Other	\$ 325,000	\$ 123,725	\$ 50,784	\$ 64,651	\$ 112,000	\$ 61,216	Diversity training for clients and staff, Assessments
21	TOTALS		\$ 16,270,388	\$ 13,797,186	\$ 15,620,998	\$ 12,454,406	\$ 13,831,019	\$ (1,789,979)	

One-Stop Operator Work Plan Status ~ PY18-19

DELIVERABLES	TARGET DATE	Milestones/Status
AJCC Baseline Certification/High Desert AJCC – Team Lead		<i>N/A per Draft Directive WSDD-192 – Hallmarks for Affiliates</i>
AJCC Hallmarks of Excellence Certification/HDAJCC & EVAJCC – Team Lead	6/30/19	COMPLETE 2/26/19 & 2/28/19 5/1/19 – WDB complete & submit to State 6/30/19 – State confirm verification of submission
Assist Public Relations Team for system success stories & participation on Communications Team (Workforce System Messaging)	6/30/19	7/18;8/18;9/18;10/18;11/18;12/18;1/19;2/19;3/19;4/19
Attend and present at workforce conferences & trainings (Build Capacity of the Workforce System)	6/30/19	MMM 9/4-9/6; Youth@Work 2019: WORKCON2019
Conduct monthly visits to AJCCs and partner sites (Monitor AJCC System MOUs for partner compliance & participation)	6/30/19	7/18;8/18;9/18;10/18;11/18;12/18;1/19;2/19;3/19;4/19
Coordinate & Facilitate WDD Administration & AJCC partner staff cross-training, manager/supervisor collaboration, Business Services Team & AJCC staff meetings (Build Capacity of the Workforce System)	6/30/19	7/18;8/18;9/18;10/18;11/18;12/18;1/19;2/19;3/19;4/19
Coordinate Workforce Summit (Build Capacity of the Workforce System)	6/30/19	<i>Confirmed: 6/6/19 at The Entrepreneur High School</i>
Develop list of capacity building/staff training currently offered by MOU Partners (Build Capacity of the Workforce System)	6/30/19	<i>Tentative project start May 2019 – postponed due to Affiliate Certifications</i>
Enhance and monitor AJCCs Continuous Quality Improvement	6/30/19	Ongoing
Facilitate AJCC Customer Focus Groups (Coordinate Service Delivery)	12/31/18	COMPLETE-10/11 (WVAJCC & EVAJCC); 10/12 (HDAJCC)
Facilitate Business Services Working Group (Coordinate Service Delivery)	6/30/19	7/18;8/18;9/18;10/18;11/18;12/18;1/19;2/19;3/19;4/19
Facilitate Communications Working Group (Coordinate Service Delivery)	6/30/19	*New: 1 st meeting 2/19;3/19
Facilitate Desk Reference Working Group (Coordinate Service Delivery)	6/30/19	7/18;8/18;9/18;10/18;11/18;12/18;1/19;2/19;3/19
Facilitate Integrated Service Delivery Working Group (Coordinate Service Delivery)		7/18;8/18;9/18;10/18;11/18;12/18;1/19;2/19;3/19
Facilitate Referral Working Group (Coordinate Service Delivery)	6/30/19	7/18;8/18;9/18;10/18;11/18;12/18;1/19;2/19;3/19
Facilitate Workforce Summit Working Group (Coordinate Service Delivery)	6/30/19	7/18;8/18;9/18;10/18;11/18;12/18;1/19;2/19;3/19;4/19
Meet with SBCWDB Fiscal Team to review partner system and infrastructure contributions (Reconciliation Review of Partner Contributions)	6/30/19	Meetings scheduled upon request of Fiscal Team
Monthly OSO Update Meeting with Economic Development Agency	6/30/19	7/18;8/18;9/18;10/18;11/18;12/18;1/19;2/19;3/19;4/19
Plan, Coordinate, Facilitate & Follow-up activities associated with quarterly partner meetings (Monitor AJCC System MOUs for partner compliance & participation)	6/30/19	7/18;8/18;9/20/18 Q1 mtg;10/18;11/18;12/6/18 Q2 mtg; 3/5/19 Q3 mtg
WDB Reports – Monthly reports to WDB Executive Committee & Full Board	6/30/19	7/18;8/18;9/18;10/18;11/18;12/18;1/19;2/19;3/19;4/19