

WORKFORCE INNOVATION AND OPPORTUNITY ACT

LOCAL PLAN

PROGRAM YEARS 2021-2024

Local Workforce Development Area:



San Benito County

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Date of Submission:

Executive Summary

The San Benito County Workforce Development Board (WDB) Local Plan for Program Years 2021-2024 is required by the Workforce Innovation and Opportunity Act (WIOA). The California Workforce Development Board under the California Unified Strategic Workforce Development Plan (State Plan) is an overarching state policy document that provides a conceptual outline for Local Boards (San Benito WDB) and their local partners as they jointly develop Regional and Local Plans. The State Plan policy objectives, developed in collaboration with WIOA partners and Local Boards, drive towards the shared vision of creating a comprehensive system that impacts poverty, promotes income mobility, and embeds equity as a cornerstone of service delivery.

San Benito County is one of the smallest counties in our state with a population of 62,808 (stats of 2019), but with a truly dedicated business community in support of the work the San Benito WDB and partners provide those businesses an understanding of the job skills needed to employ unemployed and under-employed individuals with business so there is a successful match. The San Benito County Workforce Development Board's mission is to provide a variety of trainings, services and resources to unemployed, under-employed and dislocated workers which will raise their education and skill levels to ensure their success in the workforce. The mission of San Benito WDB continues in working with local business, so workforce training is geared to support local business needs.

Due to San Benito County's limited resources, partners come together to serve those in need daily. This is one of the richest counties in terms of local collaboration to help and support one another.

The Local Plan provides an action plan for operationalizing the roadmap laid out in the Regional Plan (Regional Plan for San Benito, Santa Cruz, and Monterey County's) by describing how individuals access services through the America's Job Center of California (AJCC) system. The Local Plan demonstrates coordination with our Local Partners from the previous Local Plan and Modification processes and highlights key service delivery strategies moving forward.

Local Plan Content:

1. Executive Summary	2
2. WIOA Core and Required Partner Coordination	4
3. State Strategic Partner Coordination	7
4. WIOA Title I Coordination	11
5. Appendices-	16
a. MOU Phase I	
b. MOU Phase II	
c. Stakeholder and Community Engagement Summary	
d. Public comments received that disagree with the Local Plan.	
e. Signature Page-	

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1. Workforce Innovation and Opportunity Core and Required Partner Coordination

This section of the Local Plan should address coordination with WIOA core and required program partners identified under WIOA Section 121.

A. How the Local Board and AJCC partners coordinate the services and resources identified in the WIOA Memorandum of Understanding, as outlined in WSD18-12, WIOA Memorandums of Understanding.

The mission of the San Benito County Workforce Development Board and AJCC partners is to provide a variety of training, services and resources to unemployed, under-employed, dislocated workers and youth, to raise their education and skill levels to ensure their success in the workforce.

The Local Board and AJCC partners coordinate these services through continuous partnership building, joint planning, local plan development, and modification of activities as services and changes are needed and/or required by state and federal partners, and economic influences.

All relevant parties to the WIOA MOU dated May 2016, (Appendices Attachment I) including San Benito County Workforce Development Board and the America's Job Center of California (AJCC) partners established an agreement concerning the operations of the AJCC delivery system. This agreement established a cooperative working relationship between the parties to define their respective roles and responsibilities in achieving the policy objectives. The policy objectives include fostering demand-driven skills attainment; enabling upward mobility for all Californians; and aligning coordinating and integrating programs and services of the partners. The MOU also serves as the framework for providing services to employers, employees, job seekers and others needing workforce services.

The WIOA MOU dated July 2019 (Appendices Attachment II), agreed to share in the operating costs of the AJCC system, either through cash or in-kind services. The cost of services, operating cost, and infrastructure costs of the system are funded by all AJCC partners through a separately negotiated cost sharing agreement based on an agreed upon formula or plan.

AJCC partners will ensure that the shared costs are supported by accurate data, the shared costs are consistently applied over time, and the methodology used in determining the shared costs are reflected in the separately negotiated Cost Sharing Agreement.

Services and resources are coordinated through the America's Job Center co-location of Partners to the MOU's. San Benito County job seekers benefit from the small community orientation by being able to access most services at one location, truly a One-Stop shop.

B. How the Local Board and AJCC Partners work towards co-enrollment and/or common case management as a service delivery strategy, as outlined in WSD 19-09 Strategic Co-Enrollment- Unified Plan Partners.

The Local Board and AJCC Partners meet monthly to give an opportunity for partners, both mandated and not, the opportunity to integrate services and ensure common policies and practices are adhered to. The meetings drive discussions of shared funding opportunities and have led to proposals that can enhance the resources of the local workforce system, such as the applications for Accelerator Grants and participation in regional Slingshot efforts among all partners.

The San Benito WDB has developed Local Partnership Agreements and referral systems so applicants are provided the most up-to-date and appropriate services possible. The Local Board has a Local Partnership Agreement with California Health and Human Services Agency, Department of Developmental Services, Department of Rehabilitation, California Department of Education, and San Andreas Regional Center to develop a Blueprint that is designed to jointly identify ways to increase opportunities for individuals with intellectual and developmental disabilities or “ID/DD” to prepare for and engage in competitive integrated employment (CIE). This Agreement is designed to help collaborate and communicate with community partners to eliminate gaps in the transition and adult systems to increase placing students and individuals with ID/DD into CIE and allowing them a wealth of options for individualized (person-centered) employment.

The Local Board has had a long-term partnership with the San Benito Health and Human Services Agency (HHSA) in working towards co-enrollment and common case management to the low-income community including those receiving CalFresh services and those participating in the County’s Employment & Training Program (E&T Program). The Local Board prioritizes these clients through a referral process. This has allowed for a seamless common case-management and co-enrollment of the WIOA eligible clients whether they are Adult, Dislocated Workers, or Youth participants.

With the newly formed North Central Coast Region the San Benito WDB is excited to work with the newly formed regional planning unit in the development of co-enrollment across the region, with their partners from Santa Cruz and Monterey counties. The SB1 pre-apprenticeship construction careers program is an example of this and prioritizes partnerships that link local building and construction trades councils with our boards, local community colleges, and community-based organizations. This new program offers structured pathways, with core curriculum and critical supportive services, which may lead to state-certified apprenticeships leading to living wage jobs and careers.

C. How the Local Board and AJCC partners will facilitate access to services provided through the one-stop delivery system, including in remote areas, using technology and other means.

WIOA emphasizes technology as a critical tool for making all aspects of information exchange possible, including client tracking, common case management, reporting and

data collection. To support the use of these tools, each San Benito County AJCC Partner agrees to:

- Comply with the applicable provisions of WIOA, Welfare and Institutions Code, California Education Code, Rehabilitation Act, and any other appropriate statutes or requirements.
- The principles of common reporting and shared information through electronic mechanisms, including shared technology.
- Commit to share information to the greatest extent allowable under their governing legislation and confidentiality requirements.
- Maintain all records of the AJCC customers or partners (e.g., applications, eligibility and referral records, or any other individual records related to services provided under this MOU) in the strictest confidence and use them solely for purposes directly related to such services.
- Develop technological enhancements that allow interfaces of common information needs, as appropriate.
- Understand that system security provisions shall be agreed upon by all partners.
- With the closure of the AJCC due to COVID-19, services are also offered via phone, video conferencing and online appointments, or by mail.
- The Local Board and AJCC partners work together to provide News and events through the WDB Facebook page, through Instagram, and regular updated links to partners activities on the SBC WDB website.

It came to the Local Board's attention through the Community Input Sessions that incorporating the local Radio Station, especially in Spanish, would be an effective strategy to provide outreach to the community of the service all Partners offer at the AJCC as well.

D. How the Local Board and AJCC partners coordinate workforce and education activities with the provision of appropriate supportive services.

San Benito WDB has established the Priority of Service Policy to ensure that low-income individuals are given priority to receive workforce services if funding is available. The policy gives priority to those receiving public assistance such as CalFresh participants for eligible Adults, Dislocated Workers, and Youth.

Eligible participants receive transportation assistance at the AJCC and through the local Community Action Agency. All WIOA participants may receive supportive services including transportation, childcare, needs based payments and other services needed so they can be placed into a position of success at reaching their employment and training goals. For those participants needing additional supportive services, through the local Community Action Agency, they may be able to receive Rental Assistance, PG&E Assistance, Housing Assistance, free tax preparation services, and other services the Agency may be able to provide.

E. How the Local Board and AJCC partners will comply with WIOA Section 188 and applicable provisions of the Americans with Disabilities Act of 1990 regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, as outlined in WSD17-01.

Given that the San Benito County Workforce Development Board sees access to services for individuals with disabilities as a primary function of our work, we have ensured that physical structures are compliant for individuals with disabilities to have access to all services, as well as ensure that ADA requirements on accommodations for employees and customers alike are adhered to.

As part of the monthly meetings of the Local Board and AJCC partners, the discussion also focuses around accessibility on a regular basis.

We have an assigned Equal Opportunity compliance officer with the Agency to assist with any type of ADA issues. Each year, the Agency is required to complete the self-assessment Methods of Administration (MOA) consisting of the biennial Physical and Program Access (PPA) Self-Assessment and Checklist. Additionally, we are required to have the AJCC ADA compliant via completion of the biennial Compliance Monitoring Checklist. We have had no issues with the State regarding ADA compliance.

Partners from all agencies are invited to participate in the monthly meetings of the Local Board and AJCC partners to ensure “no one is left behind”. This includes our LGBTQ Resource Center in San Benito and the Trevor Project, where youth in crisis reach out in times of trouble and stress.

2. State Strategic Partner Coordination

This section of the Local Plan addresses coordination with the partnerships established in WSD18-01, Regional and Local Plans PY 17-21- Two Year Modifications.

A. How the Local Board will coordinate with County Health and Human Services Agencies and other local partners who serve individuals who access Cal Fresh Employment and Training services.

The Local Board has had a long-term partnership with the San Benito County Health and Human Services Agency (HHSA) for the integration and collaboration of services to the low-income community including those receiving CalFresh services. The Workforce Development Board falls under the County governance structure and directly under HHSA which is why the WDB has a true partnership with HHSA. Over the years, the HHSA has had a seat on the Local Board and has been an active participant and advocate for welfare-to-work programs.

There are monthly Partner Meetings held (prior to COVID-19), now being held via Zoom where the Local Board and partners work together to support individuals accessing Cal Fresh Employment and Training services.

The County Health and Human Services Agency partners with CalWORKS and CalFresh for referrals. There is an ESE Integrated case worker who provides assessments for eligibility, so CalWORKS participants are work ready and can be placed into jobs for up to one year. The County Health and Human Services Agency Partner also participates in the local farmers market to issue food tokens and provide outreach services to CalFresh participants. There is a Housing Support Program that the Agency partners as well.

All the partners work collectively to support the needs of the individuals from the CalFresh caseload to effectively support individuals needs to develop tools toward self-sufficiency.

B. How the Local Board coordinates with Local Child Support Agencies and other local partners who serve individuals who are non-custodial parents.

Since the new State partnership between the California Workforce Development Board and the California Department of Child Support Services to serve non-custodial parents (NCP), San Benito County WDB and Child Support Services have worked together to improve connectivity of workforce services with CSS staff and clients. This partnership creates a unique opportunity to strategically help and support this population with workforce services which individuals may not be familiar or which they may have avoided due to misconceptions and the lack of knowledge.

The Local Board has partnered with the Community Action Board (CAB) to adopt agency policy with the Local Child Support Agency to discuss common clients and how best to support their needs. Ongoing meetings take place between the WDB and the Child Support office as both continue to provide meaningful services to this population. The referral process has been refined since the last local plan so participants can access WIOA more readily.

Non-custodial parents (NCP) with child support orders have a diverse array of needs that impede their likelihood of success including past arears, lack of education, English Language Learners, unemployed, poverty, justice involved, etc. The WIOA partners at the AJCC continue to support and serve NCP with workforce services. When the updated referral form is received at the AJCC, staff schedule an appointment for an orientation (via online until the AJCC opened March 10, 2021- as this Plan was being developed), and for an assessment. The Local Board and AJCC work diligently to identify resources to meet the client needs. Referrals are made dependent on the need of the individual to the AJCC Partners or community partners.

A top priority for the WDB and its partners as participants are transitioned to viable employment and career opportunities is to facilitate successful labor market outcomes so the participants progress to livable wage jobs and careers. There must be strategic efforts to break the cycle of poverty among non-custodial parents and among the general

population. When participants enroll in training, staff assists them to explore labor market information to better assess their career goals. High demand career pathways in high wage jobs are always an equation to the service delivery strategy of all participants. Staff and Partners are available from the beginning to the end of the participants cycle and will provide case management and follow-up services to ensure success. The focus of industry occupations trainings will be in alignment with the local and regional sectors including Health Care, Construction, Information Technology, Manufacturing and Hospitality.

C. How the Local Board coordinates with Local Partnership agreement partners established in alignment with the Competitive Integrated Employment Blueprint, and other local partners who serve individuals with developmental and intellectual disabilities.

The Local Board has had a long-term partnership with the Department of Rehabilitation (DOR) for more than 20 years, where they recognize the value of DOR to provide workforce services to individuals with ID and DD. DOR is an on-site partner that provides services on a fixed schedule. The Partners have formed a Local Partnership Agreement between Local Education Agencies, Department of Rehabilitation, and San Andres Regional Center to develop a Blueprint that is designed to jointly identify ways to increase opportunities for individuals with intellectual and developmental disabilities or “ID/DD” to prepare for and engage in competitive integrated employment (CIE).

This partnership meets monthly, which has been formed as a business advisory committee where DOR, HOPE, Gavilan Community College, EDD staff, Community Action Agency staff, Local Board staff and other entities serving individuals with disabilities meet to collaborate on best practices in serving those individuals where a collaborative using the Competitive Integrated Employment Blueprint can grow and prosper.

D. How the Local Board coordinates with community-based organizations and other local partners who serve individuals who are English language learners, foreign born, and/or refugees.

The Local board has established an efficient system with community-based organizations and other local partners who serve all populations including individuals who are English language learners, foreign born, and/or refugees. During the last two years, the Local Board in collaboration with the Community Services Block Grant (CSBG) under the Community Action Agency have adopted an Agency Policy to provide services that enhance and/or differ from those offered by other providers, i.e., bundled services.

All services provided with the CSBG funding are delivered by San Benito County Community Services & Workforce Development (CSWD) staff via direct services. Clients either walk-in, phone or are referred by partner agencies for services. Clients are provided an application either on-site or via mailing. As individuals apply for services at the AJCC, or online via AJCC, they meet with the Vocational Assistant who provides an overview of the menu of services that are offered by partner programs. Once participants go through the eligibility process, they are enrolled in their program of choice including

vocational training, work experience or on-the-job training to prepare them in high demand and high paying jobs and careers. With co-location of staffing, services are provided in a seamless manner based on client needs.

By partnering with the Community Action Agency, clients may receive assistance with their utility payments (LIHEAP), rental assistance, transportation tokens, Volunteer Income Tax Assistance (VITA), Recreational/Enrichment Scholarships, Food Vouchers, Housing Assistance for the homeless, hotel vouchers, and In-Home Support Services through Provider care takers. This partnership has resulted in a more comprehensive services delivery to local customers at the America's Job Center.

The Local Board also offers outreach services to English Language Learners (ELL), foreign born, refugees, and the Migrant Center. With COVID-19, in-person contact has been scarce over the last year, however, that should be changing with the AJCC re-opening March 10, 2021. Outreach efforts will also begin as soon as the State allows. In the interim, the WDB will outreach through social media, radio stations, Education flyers, etc.

In addition to outreach activities, many of the activities in the AJCC are designed with the language needs of the San Benito County community in mind. Examples include, but are not limited to:

- Translation services are provided to limited English individuals,
- Most staff are bilingual in Spanish, and are given additional compensation when they are certified bilingual,
- All documents are printed in both Spanish and English.

3. WIOA Title I Coordination

This section of the Local Plan describes strategies for staff preparation, training, and ongoing professional development to effectively respond to participant needs. This section of the Plan should also address the services, activities, and administration requirements established for Local Boards under WIOA Title I.

A. Training and/or professional development that will be provided to frontline staff to gain and expand proficiency in digital fluency and distance learning.

Through the Regional Planning Unit, it is proposed that frontline staff be offered Performance Training because the decisions made by everyone in the WIOA system affect performance measures—from managers to providers to frontline workers, MIS specialists, WDBs and WIOA partners. Building on an understanding of the common measures, participants of the training will learn more about the importance of collecting and using information to inform decisions in four key areas that affect performance during a customer’s involvement in WIOA – intake and registration, participation, exit and follow-up.

San Benito WDB frontline staff will receive training in professional development through Dynamic Works, a training entity under contract through the RPU. Professional development and Certification training consists of 9 courses and a final certification exam. The professional competency courses are developed around the National Association for Workforce Development Professionals (NAWDP) core competency defined areas.

Staff will also have an opportunity to expand their Business Services and Employer Engagement Toolkit through review of existing business/employers’ services. Staff may also receive training through a workforce project to assist with the placement of dislocated participants into employment using On-The-Job Training and customized Training funds, where they will refine their employer outreach skills.

B. Training and/or professional development that will be provided to frontline staff to ensure cultural competencies and an understanding of the experiences of trauma-exposed populations.

San Benito WDB has an on-line training program, Relias, which prompts all staff of their annual training requirements with deadlines to take courses, to ensure staff gain and expand proficiency in digital fluency and distance learning.

San Benito WDB works with AJCC partners to ensure all frontline staff receive professional development in cultural competencies annually as per guidelines of Community Services Development agency.

Through the Regional Planning Unit, front line staff will receive an introductory course to the concepts of equity diversity and inclusion. How equity is defined and practiced in the workplace and daily life.

C. How the Local Board will coordinate workforce investment activities carried out in the Local Area with statewide rapid response activities, as outlined in WSD16-04, Rapid Response and Layoff Aversion Activities.

It is the policy of the San Benito County Workforce Development Board (WDB) to provide Rapid Response Services to all employers and impacted employees located within the jurisdiction. Whenever possible, these services are provided utilizing the full resources of the WDB, the AJCC, and the local community, including cooperative efforts with adjacent Workforce Development Boards in and outside our region.

The San Benito County WDB maintains a Rapid Response Unit. This Unit provides services to all employers and impacted employees located within the jurisdiction. If a business is closing, the WDB coordinates with the business owner and employees to provide Rapid Response and Dislocated Worker services. Unemployment insurance information benefits, Wagner-Peyser and Trade Adjustment Act services are all coordinated with EDD. We coordinate Rapid Response activities through strong partnerships with EDD Wagner-Peyser program and other agencies. Based on the employees impacted, the WDB coordinates all Rapid Response activities with organized Labor and Trade Adjustment Act, as appropriate.

The San Benito County WDB staff always make information and resources available to Client and their employees. During the pandemic, the WDB staff has met with clients through social distancing protocols. When any Layoff Notification is received, the in-house Business Services Team immediately reaches out to business that is impacted. The AJCC/EDD team share tools to Layoff Aversion and resources for both employer and employees through email and Zoom meetings. Most recently, the jurisdictions reopened the AJCC on March 10 and can now meet with customers in-person.

The San Benito County WDB Rapid Response Unit participates in the statewide rapid response meetings and activities to ensure updated information and materials are available to the employers and employees in the local jurisdiction.

D. A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the Local Area, including how the Local Board will ensure that priority for adult career and training services will be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient, as outlined in WSD15-14, WIOA Adult Program priority of Service.

San Benito County WDB mission is to provide a variety of trainings, services and resources to unemployed, under-employed and dislocated workers which will raise their education and skill levels to ensure their success in the workforce. The reason we do this is to see our vision of getting individuals trained, skilled and become a relevant workforce that meets the needs of employers and that it increases the quality of life in our community.

The San Benito County One-Stop Career Center provides many services designed to help workers in any phase of their job search. Basic employment services are offered free of charge and include information about job openings and filing for unemployment benefits, job search workshops, resume information and assistance.

Specialized employment services offered to Adult and Dislocated Workers include:

--On the Job Training (OJT): OJT is a training by an employer that is provided to a paid participant while engaged in productive work. OJT provides knowledge or skills essential to the full and adequate performance of the job. Reimbursement to the employer of up to a maximum of 50% of the wage rate is provided to offset the extraordinary costs of the provision of the training and additional supervision required during the training. OJT agreements are limited of 600 hours in duration as appropriate to the occupation for which the participant is being trained, considering the content of the training, the prior work experience of the participant, and the individual service strategy of the participant.

-- Work Experience: Work Experience is a planned, structured learning experience that takes place in a workplace for a limited period. The Work Experience Program is an Individualized Service available to Youth, unemployed Adults, and Dislocated Workers. Anyone referred or recruited to the program will go through the eligibility process. Those enrolled will complete the Individual Employment Plan which identifies Work Experience as part of the sequential process to assist in reaching their employment goal. This program is time limited to 600 hours. The County maintains as the employer of record during the training period.

-- Individual Training Account (ITA): Scholarship may be awarded to eligible Adults, Dislocated Workers, and Out-of-School Youth for up to 1 year of training and \$5,000 for certified courses published in the Statewide Eligible Training Provider List (ETPL). This amount includes monies for tuition, books, fees, support services and required training supplies necessary to complete the program.

San Benito County WDB has a long history of working with the Health and Human Services Agency which oversees recipients of public assistance, and other low-income individuals who are basic skills deficient, as outlines in WIOA Adult Program Priority of Service. Given the WDB is housed with the HHSA and accepts referrals from the E&T Program on behalf of the HHSA, these participants always receive priority of service.

E. A description and assessment of the type and availability of youth workforce investment activities in the Local Area, as outlined in WSD17-07, WIOA Youth Program Requirements, including any strategies the Local Board has about how to increase the digital literacy and fluency of youth participants, including youth with disabilities.

The San Benito County Workforce Development Board is committed to shaping today's youth into a productive and skilled workforce of tomorrow. The County offers a variety of programs and services that are especially designed for youth or may be of interest to youth.

Our programs prepare youth for postsecondary educational opportunities or employment linking academic and occupational learning together. Programs include tutoring, study skills training, and instruction leading to completion of secondary school (including dropout prevention), alternative school services, mentoring by appropriate adults, paid and unpaid work experience (such as internships and job shadowing), occupational skills training, leadership development, and appropriate supportive services. Youth participants will also receive guidance and counseling and follow-up services.

San Benito County utilizes the following specific strategies as well:

--On the Job Training (OJT): OJT is a training by an employer that is provided to a paid participant while engaged in productive work. OJT provides knowledge or skills essential to the full and adequate performance of the job. Reimbursement to the employer of up to a maximum of 50% of the wage rate is provided to offset the extraordinary costs of the provision of the training and additional supervision required during the training. OJT agreements are limited to 600 hours in duration as appropriate to the occupation for which the participant is being trained, considering the content of the training, the prior work experience of the participant, and the individual service strategy of the participant.

-- Work Experience: Work Experience is a planned, structured learning experience that takes place in a workplace for a limited period. The Work Experience Program is an Individualized Service available to Youth, unemployed Adults, and Dislocated Workers. Anyone referred or recruited to the program will go through the eligibility process. Those enrolled will complete the Individual Employment Plan which identifies Work Experience as part of the sequential process to assist in reaching their employment goal. This program is time limited to 600 hours. The County maintains as the employer of record during the training period.

-- Individual Training Account (ITA): Scholarship may be awarded to eligible Adults, Dislocated Workers, and Out-of-School Youth for up to 1 year of training and \$5,000 for certified courses published in the Statewide Eligible Training Provider List (ETPL). This amount includes monies for tuition, books, fees, support services and required training supplies necessary to complete the program.

--Outreach to youth in colleges & high schools: The San Benito County WDB is in constant contact with the schools and colleges in our area. The WDB has participated not only in outreach from schools to youth, but to youth directly through the utilization of Youth Customer Focus Groups, in cooperation with other workforce board partners in the region. These focus groups give feedback to the boards to determine the best strategies both for outreach and outcomes to ensure success for program participants in achieving their educational and employment goals.

--San Benito County America's Job Center of California in partnership with the San Benito High School District Career Technical Education Department seeks funds from the Community Foundation for Youth and Education purposes to provide a temporary summer work employment training for five weeks for five youth that are referred by the San Benito

High School District Community Technical Education. The youth enrolled in the summer work experience program build their job skills, receive career counseling, job search assistance, mentoring services, resume building assistance and much more. This program will be implemented once covid restrictions are removed.

The objective is to create employable youth enrolled in San Benito High School District Career Technical Education Department courses to gain real life work experience skills during the summer months. This will allow exposure for the young individuals to gain employment opportunities. The young individuals receive employment readiness skills, work ethics, customer service and real-life skills during the time of placement in a local community organization. This is a perfect opportunity to initiate a relationship with the San Benito High School District Career Technical Education Department and community businesses.

Through career technical education collaboration with the High School Academic Focus Times, and the San Andreas Continuation School, the Local Board and Community Action Agency have a vision of developing vocational training in culinary arts for those qualifying students.

The Local Board offers Customer Satisfaction Surveys to all youth, adult, dislocated workers to learn from the customer how services are being received, and how they may improve.

F. The entity responsible for the disbursement of grant funds as determined by the Chief Elected Official (CEO) or the Governor, and the competitive process that will be used to award the sub-grants and contracts for WIOA Title I activities.

The County of San Benito Community Services & Workforce Development (CSWD) is the recipient of all grant funds. If services are procured, the WDB will act on behalf of the CSWD and follow procurement guidelines of San Benito County.

The County Board of Supervisors will then ratify the board's action.

Eventually, the County will disburse the funds and staff will monitor the progress.

G. Describe how the Local Board fulfills the duties of the AJCC Operator and/or the Career Services Provider as outlined in WSD19-13, Selection of AJCC Operators and Career Services Providers. Include the name(s) and role(s) of all entities the Local Board contracts with.

San Benito County WDB under the CSWD continues as the operator of services.

Our last Youth RFQ was a failed one. We anticipate releasing another RFP soon.

The San Benito County WDB AJCC Operator is:

- Racy Ming, Consultant
- 1111 San Felipe Road, Suite 107, Hollister, CA 95023

4. Appendices

1. Attachment I – MOU Phase I
2. Attachment II – MOU Phase II

5. Stakeholder and Community Engagement

Stakeholder meetings will be held via ZOOM due to Covid-19 ‘gatherings’ restrictions.

Local Plan Stakeholder meetings scheduled March 10, 2021 from 10:00-11:30 a.m. via ZOOM.

Local Plan Stakeholder meeting scheduled March 10, 2021 from 5:30-7:00 p.m. via ZOOM.

Regional Plan Stakeholder meeting scheduled March 15, 2021 from 10:00 a.m. -12:00 p.m. via ZOOM.

6. Public Meetings and Public Comment

Public Comment offered from March 12 through April 11, 2021

San Benito County Workforce Development Board open meeting via ZOOM held April 13, 2021.

San Benito County Board of Supervisors Meeting open meeting via ZOOM held April 27, 2021.

SIGNATURE PAGE

Instructions

The Local Board chairperson and local CEO must sign and date this form. Include the original signatures with the request.

By signing below, the local CEO and Local Board chair agree to abide by the Local Area assurances included in this document.

**Local Workforce Development Board
Chair**

Local Chief Elected Official

Signature

Signature

Richard Bianchi
Name

Mark Medina
Name

WDB Chair
Title

Chair, County Board of Supervisors
Title

Date

Date