

COMMUNITY SERVICES & WORKFORCE DEVELOPMENT 1111 SAN FELIPE ROAD, SUITE 107 • HOLLISTER, CA 95023 (831) 637-9293 • FAX (831) 637-0996

San Benito County Workforce Development Board **Full WDB MEETING** 1161 San Felipe Road, Hollister, CA 95023 January 11, 2022 @ 3:00 P.M.

AGENDA

THIS MEETING WILL BE CONDUCTED PURSUANT TO THE PROVISIONS OF THE GOVERNOR'S EXECUTIVE ORDER N-29-20 DATED MARCH 17, 2020. WHICH SUSPENDS CERTAIN REQUIREMENTS OF THE RALPH M. BROWN ACT.

At this time, the Workforce Development Board (WDB) is continuing to hold board meetings to conduct essential business. Members of the public are encouraged to participate electronically. Based on guidance from the California Department of Public Health, the Governor's Executive Order and Office, and the San Benito County Public **Health Officer**

Join Zoom Meeting

https://zoom.us/j/97879980043?pwd=a0lyMkFNdEFsQmVzbCswNmdNNjFjdz09

Meeting ID: 978 7998 0043

Passcode: 392237

One tap mobile

+16699006833,,97879980043#,,,,*392237# US (San Jose)

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| Quo | Quorum Met: Yes 🗆 No 🗆 u=Unexcused | | | | | | | | | |
|-----|------------------------------------|-------------------------------|-------------------------|--|---------------------------|--|-------------------|--|--|--|
| | Representing the P | Sector (PR) | Representing the Public | | | | | | | |
| | Bianchi, Richard, Chair | hair 🛛 Para, Karen, Secretary | | | Adams, Lamont | | Leonard, Michelle | | | |
| | Fisher, Mike | | Sanchez-Turner, Liz | | Alarid, Kristi | | Leonor, Nelson | | | |
| | Frowein, Chuck, Vice Chair | | Vacant | | Bobsin, Kendra, Treasurer | | Reese, Scott | | | |
| | Giancola, Shelley | | Vacant | | Bradford, Duane | | Rodriguez, Jose | | | |
| | | | Vacant | | Brown, Randy | | Rubalcava, Lupe | | | |

I. **GENERAL INFORMATION:**

П. Public Comment Period: Select the "Participants Tab" and click "Raise Hand" icon, the zoom facilitator will unmute you when your turn arrives. Guests may introduce themselves and request to comment on any non-agenda items. Time is limited to three (3) minutes per guest unless the board determines that more time is needed.

Success Stories: Staff and/or participants will present success stories.

III. **REGULAR AGENDA:**

- A. Roll Call: Roll will be taken to determine excused absences for attendance requirements.
- **B.** Meeting Minutes:
 - 1. Executive Committee: The November 9, 2021 Ex Committee meeting minutes are



COMMUNITY ACTION BOARD & WORKFORCE Development BOARD SERVING SAN BENITO COUNTY SINCE 1978 The County CSWD is an equal opportunity employer/program



The County of San Benito complies with the Americans with Disabilities Act (ADA) by assuring that auxiliary aids for services are available upon request to persons with disabilities. Persons with hearing disabilities can call the TDD/TTY phone (831) 637-3265. Persons requiring any special needs for access should call the CSWD office at 831-637-9293 at least five business days before the needed date to arrange for the special accommodations

enclosed for board review and approval.

- 2. **Full WDB**: October 12, 2021 full WDB draft minutes are enclosed for board information.
- C. <u>Mid-Year Program Budget Expenditure Review</u>: A presentation of the <u>enclosed</u> midyear expenditure review will be conducted by fiscal staff.
- IV. <u>CONSENT AGENDA</u>: Items as a whole may be voted on. For any item the board wishes to discuss further, the board may request it to be pulled and placed in the Discussion/Action Items.
 - A. <u>Labor Market/Unemployment and Economic Summary</u>: <u>Enclosed</u> is the November, 2021 report.
 - B. <u>Information Notices & Directives</u>: The most recent Workforce Services Directives <u>WSD21-01 thru WSD21-03</u> and Information Notices <u>WSIN 21-21-thru WSIN 21-27</u> are enclosed.

V. <u>DISCUSSION/ACTION ITEMS</u>:

- A. **Board Membership**: Any applications received may be reviewed for appointment to the board. The current vacancies are: Private Sector Representatives (3).
- B. <u>America's Job Center of California (AJCC) Continuous Improvement Plan:</u> The Comprehensive and Affiliate/Specialized Certification was submitted to the state in November and the Continuous Improvement Plan (CIP) was submitted in December. <u>Enclosed</u> the CIP.
- C. <u>EDD, Workforce Development Board Memorandum of Understanding (WDB MOU)</u>: The WDB MOU is due to expire on June 30, 2022. Staff will provide an update on any action needed per directives.
- D. <u>Committee Updates:</u> Committee members may provide recommendations or updates for their respective committee.
 - 1. <u>Audit Committee</u>: The State Compliance Review Division completed the program review on December 17th. We are awaiting the draft report.
 - 2. Ag Committee:
 - 3. Business Services Committee (BSC):
 - 4. <u>Membership Committee:</u> Committee Members or staff may provide an update on recent recruitment efforts.
 - 5. <u>Youth Committee</u>: Committee may provide an update on their meeting held December 6, 2021.

VI. **ADDITIONAL INFORMATION:**

- A. Meeting Calendar for 2022: Enclosed
- VII. <u>ADJOURNMENT</u>:

The full WDB meeting is scheduled for January 11, 2022 at 3 PM

The next Executive Committee meeting is scheduled for February 8, 2022 at 3 PM





Health & Human Services Agency

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kkSan Benito County Workforce Development Board Executive Committee 1161 San Felipe Road, Hollister, CA 95023 November 9, 2021 @ 3:00 P.M.

MINUTES

| Quorum | Quorum Met: Yes | | | | | | | | |
|-------------|---|-------------|--------------------------------|--|--|--|--|--|--|
| R | epresenting the Private Sector (PR) | | Representing the Public | | | | | | |
| \boxtimes | Richard Bianchi, Chair | \boxtimes | Kendra Bobsin, Treasurer | | | | | | |
| \boxtimes | Chuck Frowein, Vice Chair | \boxtimes | Nelson Leonor | | | | | | |
| \boxtimes | Karen Para, Secretary | | Lupe Rubalcava | | | | | | |
| Un | Lizz Sañchez Turner | | | | | | | | |
| Staff: En | rique Arreola, Andi Anderson, Ruby Soto | | | | | | | | |
| Guests: C | lair Grissom, Mike Fisher | | | | | | | | |

Chair, Richard Bianchi, called the meeting order at 3:03 P.M.

I. <u>GENERAL INFORMATION</u>:

A. <u>Public Comment Period</u>: Introductions were made by everyone present to include their role and time on the board. Guests included: Claire Grissom, Assistant Principal at the High School and has worked there for 8-9 years. Mike Fisher introduced himself as a Culinary Arts Teacher at the High School and owner of Fisher's Catering.

II. **<u>REGULAR AGENDA</u>**:

- A. <u>**Roll Call**</u>: Roll was taken to determine excused absences for attendance requirements. Individuals who called in were excused by the chair.
- B. Meeting Minutes:
 - 1. <u>Executive Committee</u>: There was no meeting in August, 2021. The September 14, 2021 and the held on October 26, 2021 Special Ex Committee meeting minutes are enclosed for board review and approval. *Nelson Leonor /Karen Para*.
 - 2. **<u>Full WDB</u>**: October 12, 2021 full WDB draft minutes are enclosed for board information.
- III. <u>CONSENT AGENDA</u>: Items as a whole may be voted on. For any item the board wishes to discuss further, the board may request it to be pulled and placed in the Discussion/Action Items. *M/S/C Karen Para/Nelson Leonor*.
 - A. <u>Labor Market/Unemployment and Economic Summary</u>: Enclosed was the October, 2021 report.
 - B. <u>Layoff Aversion Services/Rapid Response Report/Business Services Report:</u> Enclosed was the report for October 2021.
 - C. <u>Information Notices & Directives</u>: The most recent Workforce Services Directives <u>WSD21-</u> <u>01 thru WSD21-02</u> and Information Notices <u>WSIN 21-17-thru WSIN 21-20</u> are <u>enclosed</u>.





D. <u>Expenditure Updates</u>: Enclosed are the September, 2021 expenditure report for board info.

IV. <u>DISCUSSION/ACTION ITEMS</u>:

- A. **Board Membership**: Any applications received may be reviewed for appointment to the board. The current vacancies are: Private Sector Representatives (4).
 - 1. <u>Term Expiration-Kristina Chavez Wyatt</u>: The term of Kristina Chavez Wyatt expired on October 23, 2021. She has decided not to continue on the board so that she may focus on the Business Council.
 - 2. Applications Received:
 - a. The enclosed application was received from Mike Fisher, Small Business Owner, to fill a vacancy on the Private Sector. After discussion the board approved the appointment of Mike Fisher for the Private Sector Representative. His application will be forwarded to the Board of Supervisors (BOS) for final appointment to the WDB. *M/S/C Karen Para/Nelson Lenore.*
 - b. The enclosed application was received from Claire Grissom, Assistant Principal at San Benito High School, to serve on the WDB Youth Committee. After discussion the board approved the appointment of Claire Grissom to the WDB Youth Committee. Her application will be forwarded to the BOS for final appointment to the WDB *M/S/C Karen Para/Chuck Frowein.*
- B. <u>America's Job Center of California (AJCC) Comprehensive and Affiliate/Specialized</u> <u>Certification:</u> Staff provided an update on the Directive WSD20-08 which was due to be submitted to the State by the November 1, 2021 deadline; an extension was given and the report will be submitted by November 12, 2021. Completed every few years, this policy provides the guidance and procedures regarding certification of comprehensive and affiliate/specialized AJCC locations. This policy also required the AJCC to submit a Continuous Improvement Plan which is due December 31, 2021.
- C. Program Reports: Staff and board chair met to discuss the various employment opportunities in the surrounding Tri-counties and locally and the issues filling said positions, how to engage with employers and the types of trainings such as work experience and vocational which are currently in place. Will discuss local positions in San Benito County, how to assist employers, marketing, and development of partnerships. A policy is being worked on to be included in the discussion. It is important to assist employers to know about the services provided and the possibility of developing an employer outreach campaign with a goal to share the services offered and recruitment efforts. Improvement with partnership with high school to include: resume writing, career exploration, job interviews, etc. Mike Fisher discussed what he does with the culinary program and how he has been assisting his students with employment development and his goal of incorporating work experience into the curriculum and finding the funding to support this. There are students that are actually employees of the school, and they work in the cafeteria through the Culinary Program preparing meals to be sold to teachers. The long-term goal is to try to open that up so students can go work in local restaurants, bakeries and that it isn't an added expense for the employer, but an extension of the high school culinary program. This is a similar concept to the summer youth employment program and Mike's input is in alignment with WIOA programs which are already in place. Discussed ways to partner using existing programs, eligibility requirements, pursue other grant funding/match funds, etc. It would be worth it to come together to discuss further in order to best serve the students. Discuss this further at the next youth committee meeting. Claire asked for information so she can be better informed, and staff will send. She stated 85% of student's self-report that they are continuing on to secondary education, 10% are either going to work or the military. The Youth Committee will schedule a meeting in December and come back with recommendations for the board and staff. Also discussed needs for employers and why people may or may not want to work due to COVID and receiving unemployment and getting more money by not working.

Also discussed was if a survey had been completed for employees and why they may have left their previous employer.

- D. <u>Committee Updates:</u> The Board Chair asked that all committees come back to the next meeting with any recommendations or updates for their respective committee. In doing so, it could help the board and staff to be more effective with their time and energy moving forward.
 - 1. <u>Ag Committee</u>:
 - 2. Audit Committee: A program desk review was scheduled for the 1st week in November.
 - 3. Business Services Committee (BSC):
 - 4. <u>Membership Committee:</u> The committee provided an update on recruitment recommendations and emailed to committee members to review and provide and edits. Staff will resend the list for edits.
 - 5. <u>Youth Committee</u>: Committee members provided an update and are happy to add Heidi Jumper and Clair Grissom to the committee. Schedule a meeting in December to discuss the items as discussed above under program updates. A few dates will be provided to staff for scheduling.

V. <u>ADDITIONAL INFORMATION</u>:

VI. <u>ADJOURNMENT</u>: M/S/C Nelson Leonor/ Chuck Frowein 3:48 P.M.

The next Executive Committee meeting is scheduled for December 14, 2021 at 3 PM

The full WDB meeting is scheduled for January 11, 2022 at 3 PM





Health & Human Services Agency

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San Benito County Workforce Development Board Full WDB MEETING 1161 San Felipe Road, Hollister, CA 95023 October 12, 2021 @ 3:00 P.M.

MINUTES

| Quo | Quorum Met: Yes 🛛 No 🗆 u=Unexcused | | | | | | | | | |
|-------------|--|-----------------|---------------------|-----------------|---------------------------|-------------|-------------------|--|--|--|
| | Representing the | nte Sector (PR) | | Representing th | ie Puł | olic | | | | |
| u | Bianchi, Richard, <i>Chair</i> 🛛 Para, Karen, Secretary | | | \boxtimes | Alarid, Kristi | \boxtimes | Adams, Lamont | | | |
| \boxtimes | Frowein, Chuck, Vice Chair | u | Rodriguez, Jose | \boxtimes | Bobsin, Kendra, Treasurer | ex | Rubalcava, Lupe | | | |
| Χ | Giancola, Shelley | X | Sanchez-Turner, Liz | \boxtimes | Bradford, Duane | u | Leonard, Michelle | | | |
| | | | | \boxtimes | Brown, Randy | ex | Leonor, Nelson | | | |
| | | | | \boxtimes | Gonzalez, Al, Jr | | | | | |
| Staf | Staff: Enrique Arreola, Andi Anderson, Sylvia Jacquez, Ruby Soto, Omar Rosa, Diana Ballard | | | | | | | | | |
| Gue | est: Scott Reese, Yesenia Ro | mero | , Vivian Estrada | | | | | | | |

Secretary, Karen Para, called the meeting to order at 3:07 P.M.

I. <u>GENERAL INFORMATION</u>:

- A. <u>Public Comment Period</u>: Introductions were made by everyone present. Scott Reese provided a brief bio on his qualifications and service.
- B. <u>Success Stories</u>: CalWORKS ESE Training Participant, Yesenia Romero, shared her story of success by stating that she was hired by County HHSA. Then COVID began and work experience trainees were laid-off. AJCC Staff, Thomas Abear, was instrumental in assisting her with getting a position at Child Support. She has since been hired as a full-time county employee and is now on her 3rd month at Behavioral Health. During her training period she assisted at AJCC front office. She stated the pre-employment training prepared her for job interviewing, how to complete her resume, dress code, hand placement, etc. She stated it was great training and she learn many things she didn't know about the interviewing process. She indicated that she did have issues with County pre-employment test and could have used some coaching. She stated this is one area which could be improved upon to assist participants to become more successful.

II. **<u>REGULAR AGENDA</u>**:

- A. **<u>Roll Call</u>**: Roll was taken to determine excused absences for attendance requirements. Individuals who called in were excused by the secretary.
- B. **Board Recognition**: Staff presented WDB recognition and awards, thanked board members for their time and commitment to serving San Benito County. Several board members thanked staff by stating that receiving the plaque and certificate of thanks in the mail was an unexpected and welcomed surprise. "*It touched my heart to know that you all were seeing me over these years.*"

C. Meeting Minutes:

1. Full WDB: July 13, 2021 full WDB minutes were approved as presented. M/S/C Duane



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Bradford Al Gonzalez, Jr.

- 2. <u>Executive Committee</u>: There was no meeting in August, 2021. The September 14, 2021 minutes were enclosed for board information
- III. <u>CONSENT AGENDA</u>: Items as a whole may be voted on. For any item the board wishes to discuss further, the board may request it to be pulled and placed in the Discussion/Action Items. Motion to accept the consent agenda with deletion of "Andi do you have the report" *M/S/C Lamont Adams/Lizz Sanchez Turner*.
 - A. <u>Labor Market/Unemployment and Economic Summary</u>: Enclosed was the August, 2021 report.
 - B. <u>Layoff Aversion Services/Rapid Response Report/Business Services Report:</u> Enclosed was the report for Oct. 2021.
 - C. <u>Information Notices & Directives</u>: The most recent Workforce Services Directives <u>WSD21-01 thru WSD21-02</u> and Information Notices <u>WSIN 21-14-thru WSIN 21-17</u> were enclosed.
 - D. <u>Expenditure Updates</u>: Enclosed was the <u>August, 2021</u> expenditure report for your information.

IV. **<u>DISCUSSION/ACTION ITEMS</u>**:

- A. **Board Membership**: Any applications received may be reviewed for appointment to the board. The current vacancies are: Private Sector Representatives (4).
 - 1. <u>Term Expiration-Al Gonzalez, Jr.</u>: The term of Al Gonzalez, Jr. expires on October 23, 2021 and he is retiring after 41 years and will not continue on the board.
 - <u>Application Received:</u> The <u>enclosed</u> application was received from Scott Reese, Local 393 Business Agent Steamfitter, to fill the position vacated by Al Gonzalez, Jr. *M/S/C Lamont Adams/ Al Gonzalez.*
- B. AJCC Comprehensive and Affiliate/Specialized Certification: Directive WSD20-08 was enclosed for review. This policy provides the guidance and procedures regarding certification of comprehensive and affiliate/specialized AJCC locations, which is due to the State by November 1, 2021. Staff explained the certification process and the checklist as required to be conducted by a neutral party. Under this direction departments who are not a part of the day-to-day operations can complete the check list and make any recommendations. The neutral party who will conduct the recertification is the HHSA Fiscal Division. AJCC staff will meet with HHSA Fiscal Division next week to complete and submit the report to the State. Their recommendations to certify the AJCC will need to be reviewed and approved by the Executive Committee. The Ex Committee will need to hold a special meeting later this month to review and approve the recommendation to certify the AJCC as a comprehensive AJCC center.
- C. <u>Program Reports</u>: Staff provided a slideshow presentation to update board on enrollments and expenditures. The presentation also had Occupations with the most job openings in San Benito County along with Top In-Demand Careers in 2021. When asked if changes are being made to programs or partnerships based on the current employment trends that were presented staff indicated yes. AJCC also partners with neighboring schools, colleges, etc. to promote their training and open positions. Any training programs need to be on the Eligible Training Program List (ETPL) in order to be funded through WIOA.
- D. <u>Committee Updates:</u> Committee updates may be provided by committee members.
 - 1. <u>Nomination Committee</u>: Enclosed was the updated committee list and WDB roster. Info Only.
 - 2. <u>Ag Committee</u>: No Report
 - 3. <u>Audit Committee</u>: Staff provided an update on the Fiscal & Procurement Review for PY 2020-2021 held the week of June 7-11, 2021. There was a finding that staff is working toward correcting. A program desk review is scheduled for the 1st week in November.
 - 4. Business Services Committee (BSC): Staff and committee members may provide an

update on the goals identified and determining next steps.

- 5. <u>Membership Committee:</u> The committee will provide an update on recruitment efforts. An application was sent to Mike Fischer.
- 6. <u>Youth Committee</u>: Staff provided an update on the Summer Youth Program stating, 10 participants were successfully enrolled in the six-week Summer Youth Employment and Training Program. The superb training included a life skills component and helped participants to excel; ultimately culminating in two of the participants being hired permanently by the employers! Three verbally withdrew from the program: one for personal reasons, one got a better job, one didn't like their assignment. The rest have gone back to school. The Chamber of Commerce provided an email that the two youth employees they had were very good and computer savvy. Staff will provide follow-up on other youth once they finalize the report for the Community Foundation. Staff did reach out to students to request they attend the WDB meeting to report on their experiences however it has been difficult to get them to come to the meeting. The following success stories were shared:
 - 1. One individual was placed at Ridgemark Gold Club & Resort as an Office Assistant Trainee. She was continually lauded by the employer for her customer focus, excellence in completing assignments ahead of schedule, and her cheerfulness. She was routinely rated Excellent in all performance areas of her evaluations. The employer subsequently hired her upon conclusion of the SYEP on July 30, 2021.
 - 2. One individual was placed at Garden Mart as a Nursery Assistant Trainee. He was also continually lauded by the employer for his attention to detail, work ethic, and courteous attitude. He was routinely rated Excellent in all performance areas of his evaluations. The employer subsequently hired him upon conclusion of the SYEP on July 30, 2021

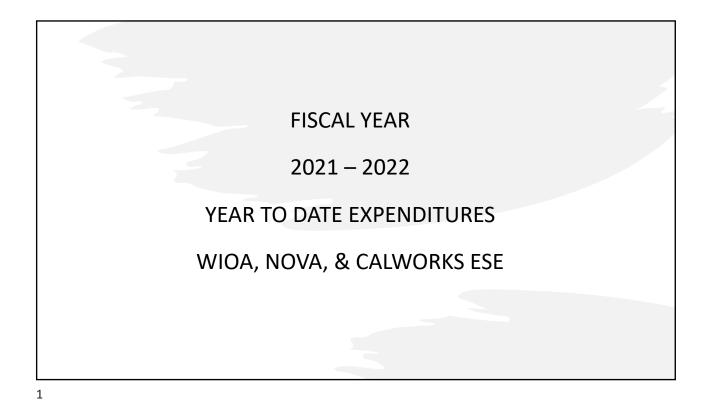
Would also like to increase the summer youth program to serve more youth. Vision is to hire 100 youth and search for revenues to make it happen. Also discussed was creating a committee to review and possibly increase the pay amount for program enrollees. Board members who are currently hiring stated that it may not be the dollar amount being offered but simply that people are being offered job but not accepting them, not following through, or simply not showing up to work once hired. Per discussion at the Meeting of the Minds, this seems to be a statewide issue. *Table to continued discussion on wage increase*. Provided an update on the Youth Homeless Demonstration Program (YHDP) funding in the amount of \$5.4 million. This collaboration is with Salinas/Monterey & San Benito County. Once contract is entered, there may be funding available for employment services. There may be the possibility to partner with the Community Action Board on the project.

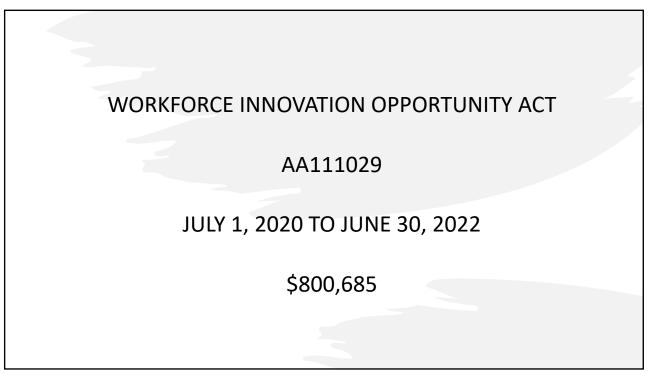
V. <u>ADDITIONAL INFORMATION</u>:

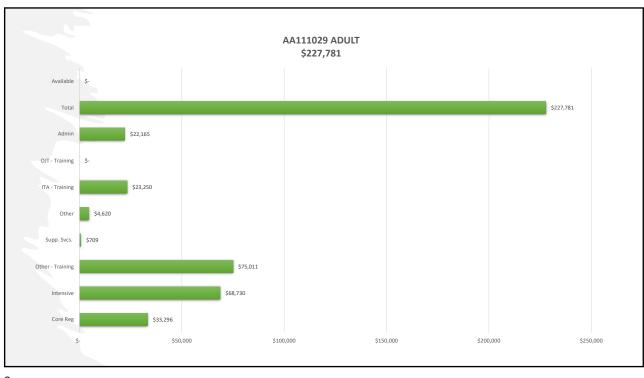
VI. <u>ADJOURNMENT</u>: M/S/C Lamont Adams/ Duane Bradford 4:27 P.M.

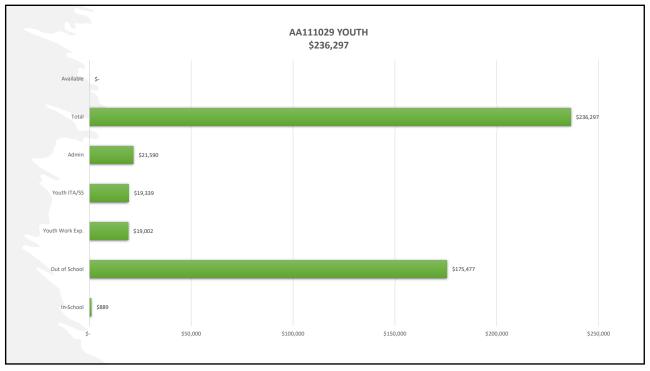
The next Executive Committee meeting is scheduled for November 9, 2021 at 3 PM

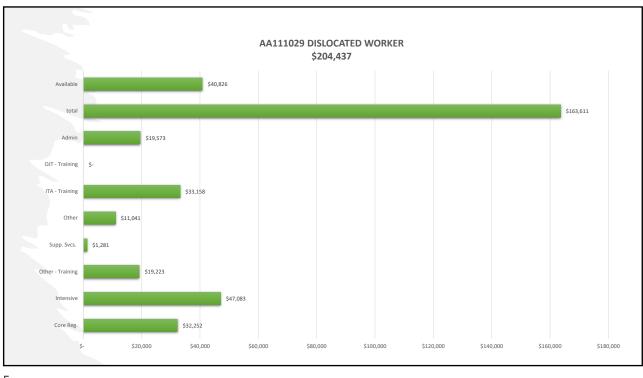
The full WDB meeting is scheduled for January 11, 2022 at 3 PM

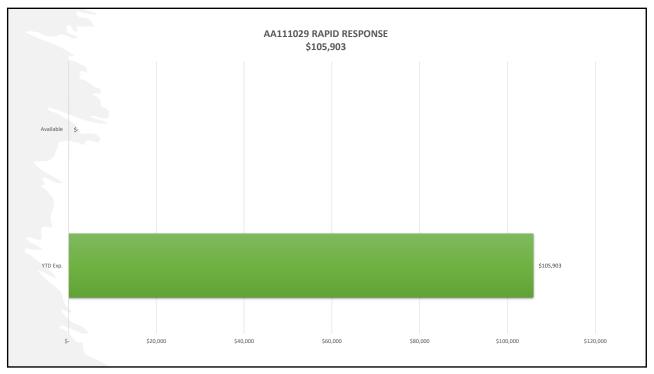


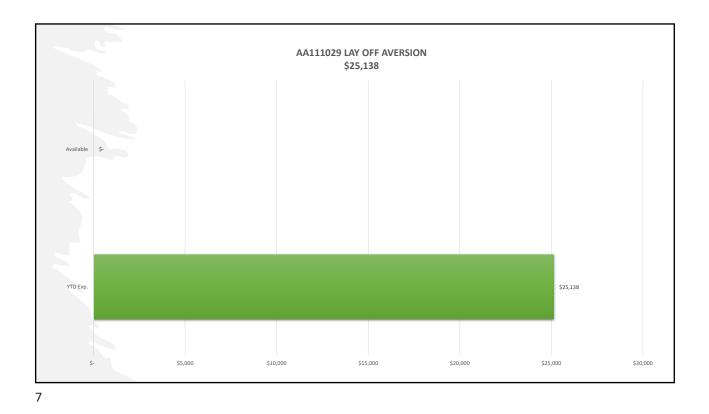


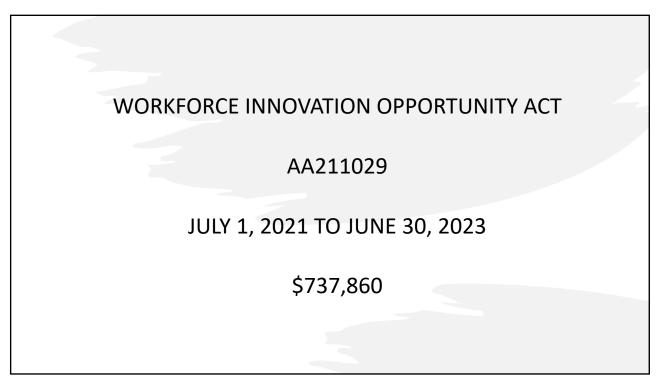


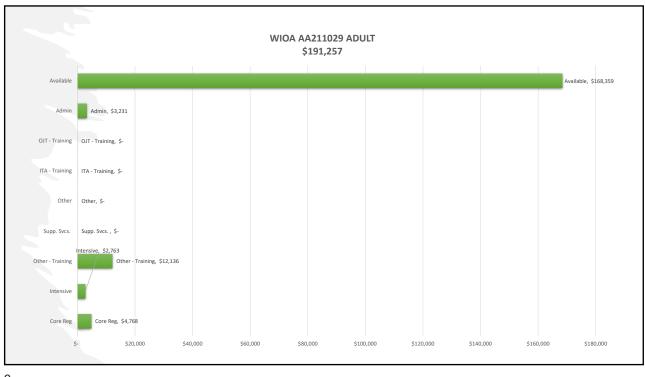


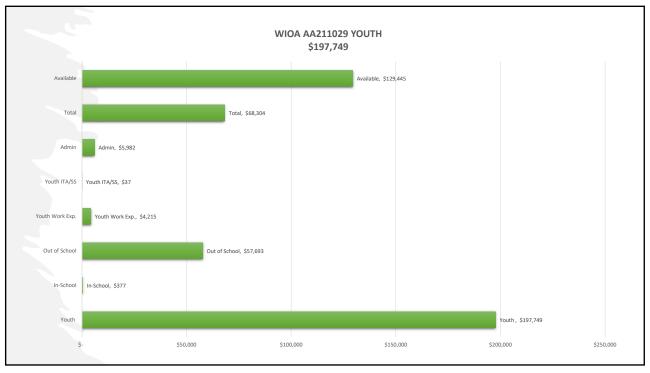


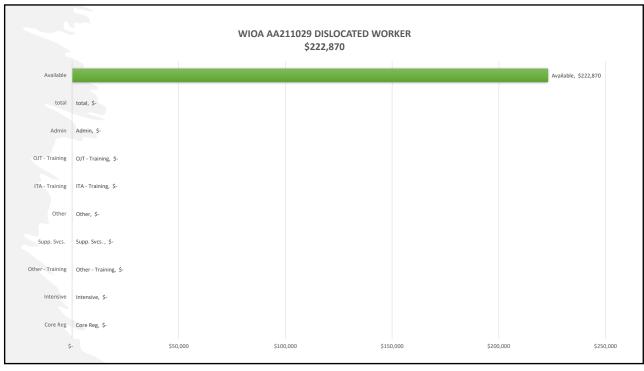


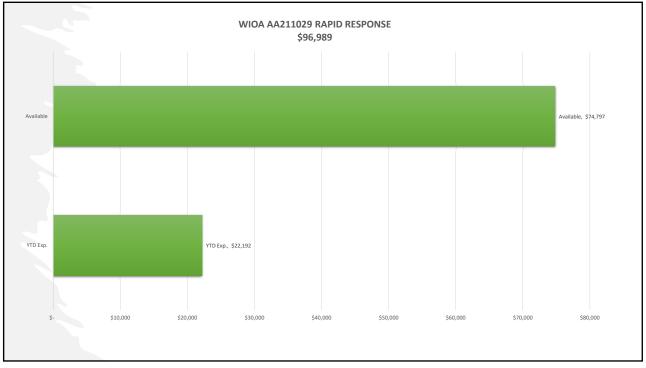


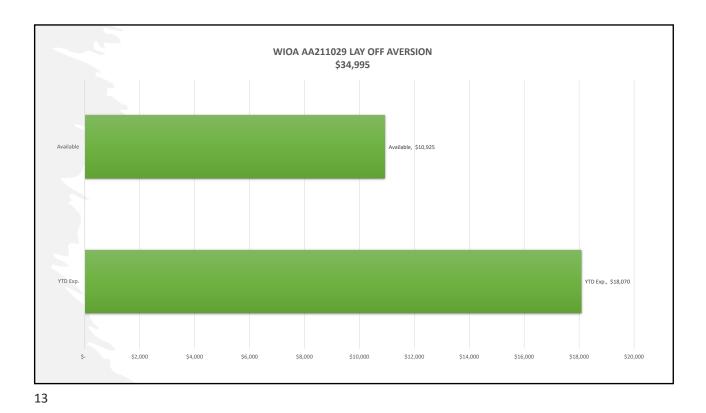




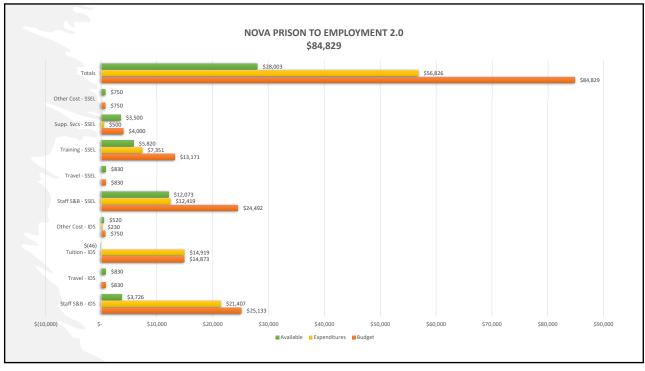


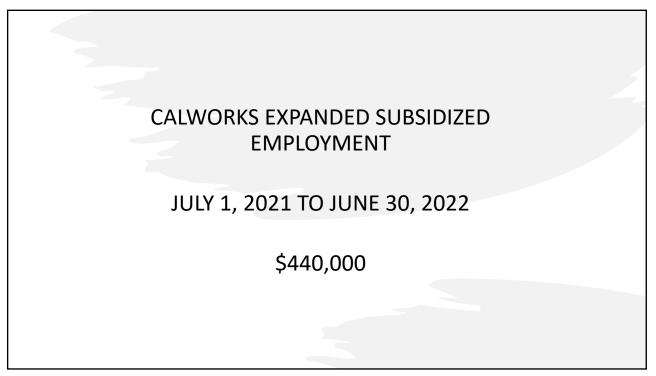


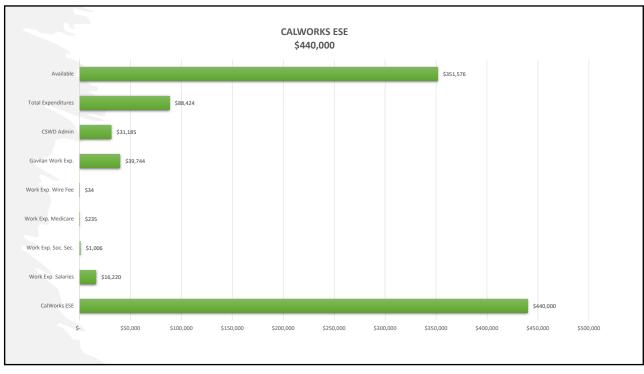




NOVA PRISON TO EMPLOYMENT 2.0 JANUARY 1, 2020 TO MARCH 31, 2022 \$84,829









REPORT 400 C Monthly Labor Force Data for Counties October 2021 - Preliminary

Data Not Seasonally Adjusted

| COUNTY | RANK BY RATE | LABOR FORCE | EMPLOYMENT | UNEMPLOYMENT | RATE |
|-----------------|-----------------|-------------|------------|--------------|-------|
| STATE TOTAL | | 19,103,500 | 17,936,800 | 1,166,700 | 6.1% |
| ALAMEDA | 21 | 809,500 | 769,400 | 40,100 | 5.0% |
| ALPINE | 51 | 470 | 430 | 40 | 7.7% |
| AMADOR | 31 | 14,760 | 13,930 | 830 | 5.6% |
| BUTTE | 27 | 94,700 | 89,500 | 5,200 | 5.4% |
| CALAVERAS | 16 | 21,660 | 20,650 | 1,010 | 4.7% |
| COLUSA | 55 | 11,180 | 10,250 | 930 | 8.3% |
| CONTRA COSTA | 25 | 540,700 | 511,900 | 28,800 | 5.3% |
| DEL NORTE | 37 | 9,500 | 8,930 | 570 | 6.0% |
| EL DORADO | 16 | 92,000 | 87,700 | 4,300 | 4.7% |
| FRESNO | 50 | 443,400 | 409,500 | 33,900 | 7.6% |
| GLENN | 27 | 12,930 | 12,230 | 700 | 5.4% |
| HUMBOLDT | 20 | 60,700 | 57,800 | 2,900 | 4.8% |
| IMPERIAL | 58 | 68,400 | 56,300 | 12,100 | 17.7% |
| INYO | 16 | 8,220 | 7,840 | 390 | 4.7% |
| KERN | 55 | 390,100 | 357,800 | 32,300 | 8.3% |
| KINGS | 53 | 56,200 | 51,800 | 4,400 | 7.9% |
| LAKE | 41 | 28,800 | 27,010 | 1,790 | 6.2% |
| LASSEN | 5 | 10,340 | 9,910 | 430 | 4.1% |
| LOS ANGELES | 52 | 5,027,300 | 4,632,800 | 394,500 | 7.8% |
| MADERA | 49 | 61,600 | 57,100 | 4,500 | 7.3% |
| MARIN | 1 | 134,300 | 129,700 | 4,600 | 3.4% |
| MARIPOSA | 31 | 7,520 | 7,100 | 420 | 5.6% |
| MENDOCINO | 21 | 36,750 | 34,900 | 1,850 | 5.0% |
| MERCED | 54 | 117,800 | 108,300 | 9,500 | 8.0% |
| MODOC | 13 | 3,450 | 3,290 | 160 | 4.6% |
| MONO | 36 | 8,020 | 7,550 | 470 | 5.9% |
| MONTEREY | 30 | 222,600 | 210,300 | 12,300 | 5.5% |
| NAPA | 10 | 71,100 | 67,900 | 3,200 | 4.5% |
| NEVADA | 10 | 47,740 | 45,610 | 2,140 | 4.5% |
| ORANGE | 16 | 1,588,300 | 1,512,900 | 75,400 | 4.7% |
| PLACER | 5 | 187,700 | 180,100 | 7,600 | 4.1% |
| PLUMAS | 44 | 7,800 | 7,270 | 530 | 6.7% |
| RIVERSIDE | 42 | 1,125,800 | 1,055,300 | 70,500 | 6.3% |
| SACRAMENTO | 34 | 715,700 | 674,000 | 41,700 | 5.8% |
| SAN BENITO | 34 | 31,800 | 30,000 | 1,900 | 5.8% |
| SAN BERNARDINO | 42 | 988,200 | 925,700 | 62,500 | 6.3% |
| SAN DIEGO | 25 | 1,553,900 | 1,471,000 | 82,900 | 5.3% |
| SAN FRANCISCO | 4 | 562,100 | 540,200 | 21,800 | 3.9% |
| SAN JOAQUIN | 48 | 333,100 | 309,000 | 24,100 | 7.2% |
| SAN LUIS OBISPO | 7 | 132,600 | 127,000 | 5,700 | 4.3% |
| SAN MATEO | 2 | 442,200 | 426,300 | 15,900 | 3.6% |
| SANTA BARBARA | 10 | 220,800 | 211,000 | 9,900 | 4.5% |
| SANTA CLARA | 3 | 1,034,500 | 996,300 | 38,200 | 3.7% |
| SANTA CRUZ | 24 | 134,200 | 127,300 | 6,900 | 5.2% |
| SHASTA | 27 | 75,400 | 71,300 | 4,100 | 5.4% |
| SIERRA | 7 | 1,390 | 1,330 | 60 | 4.3% |
| SISKIYOU | 37 | 17,320 | 16,290 | 1,040 | 6.0% |
| SOLANO | 40 | 202,400 | 190,000 | 12,400 | 6.1% |
| SONOMA | 7 | 249,300 | 238,700 | 10,600 | 4.3% |
| STANISLAUS | 46 | 241,500 | 224,900 | 16,600 | 6.9% |
| SUTTER | 45 | 46,300 | 43,100 | 3,200 | 6.8% |
| TEHAMA | 31 | 26,380 | 24,900 | 1,470 | 5.6% |
| TRINITY | 13 | 4,630 | 4,410 | 220 | 4.6% |
| TULARE | 57 | 199,200 | 180,900 | 18,300 | 9.2% |
| TUOLUMNE | 37 | 19,690 | 18,510 | 1,180 | 6.0% |
| VENTURA | 21 | 411,900 | 391,100 | 20,700 | 5.0% |
| YOLO | 13 | 107,200 | 102,300 | 4,900 | 4.6% |
| YUBA | 47 | 30,500 | 28,300 | 2,100 | 7.0% |
| | 1 '' | 60,000 | 20,000 | 2,100 | 1.070 |

Notes

1) Data may not add due to rounding. The unemployment rate is calculated using unrounded data.

2) Labor force data for all geographic areas now reflect the March 2020 benchmark and Census 2010 population controls at the state level.

November 19, 2021 Employment Development Department Labor Market Information Division (916) 262-2162

San Jose Sunnyvale Santa Clara MSA

(San Benito and Santa Clara Counties) Industry Employment & Labor Force March 2020 Benchmark

| Data Not Seasonally Adjusted | | | | | | |
|--|----------------------|------------------|----------------------|-----------------|-----------------------|----------------------|
| | Oct 20 | Aug 21 | Sep 21 | Oct 21 | Percent | - |
| | 4 050 000 | 4 055 700 | Revised | Prelim | Month | Year |
| Civilian Labor Force (1) | 1,050,200 | 1,055,700 | 1,058,500 | 1,066,300 | 0.7% | 1.5% |
| Civilian Employment | 982,300 | 1,004,900 | 1,016,500 | 1,026,200 | 1.0% | 4.5% |
| Civilian Unemployment | 68,000 6.5% | 50,800 4.8% | 42,000 4.0% | 40,100 | -4.5% | -41.0% |
| Civilian Unemployment Rate (CA Unemployment Rate) | 9.3% | 4.8% 7.5% | 4.0% | 3.8% 6.1% | | |
| (U.S. Unemployment Rate) | 9.3 <i>%</i> 6.6% | 7.3% 5.3% | 0.4 <i>%</i> 4.6% | 4.3% | | |
| | 0.070 | 0.070 | 4.070 | 4.070 | | |
| Total, All Industries (2) | 1,075,300 | 1,104,900 | 1,109,900 | 1,127,200 | 1.6% | 4.8% |
| Total Farm | 5,800 | 5,800 | 5,600 | 5,800 | 3.6% | 0.0% |
| Total Nonfarm | 1,069,500 | 1,099,100 | 1,104,300 | 1,121,400 | 1.5% | 4.9% |
| Total Private | 975,400 | 1,012,100 | 1,015,000 | 1,029,100 | 1.4% | 5.5% |
| Goods Producing | 221,500 | 224,000 | 224,800 | 225,500 | 0.3% | 1.8% |
| Mining, Logging, and Construction | 53,100 | 50,600 | 50,800 | 51,600 | 1.6% | -2.8% |
| Mining and Logging | 200 | 200 | 200 | 200 | 0.0% | 0.0% |
| Construction | 52,900 | 50,400 | 50,600 | 51,400 | 1.6% | -2.8% |
| Specialty Trade Contractors | 39,000 | 37,000 | 37,600 | 37,700 | 0.3% | -3.3% |
| Building Equipment Contractors | 17,900 | 17,800 | 17,800 | 17,800 | 0.0% | -0.6% |
| Manufacturing | 168,400 | 173,400 | 174,000 | 173,900 | -0.1% | 3.3% |
| Durable Goods | 157,200 | 161,600 | 162,200 | 162,500 | 0.2% | 3.4% |
| Machinery Manufacturing | 10,900 | 11,100 | 11,100 | 11,100 | 0.0% | 1.8% |
| Computer & Electronic Product Manufacturing | 120,000 | 122,300 | 122,400 | 123,100 | 0.6% | 2.6% |
| Computer & Peripheral Equipment Manufactu | 58,000 | 58,900 | 59,300 | 59,900 | 1.0% | 3.3% |
| Electronic Computer Manufacturing | 55,700 | 56,800 | 57,200 | 57,800 | 1.0% | 3.8% |
| Semiconductor & Electronic Component Mfg | 38,600 | 38,700 | 38,400 | 38,400 | 0.0% | -0.5% |
| Bare Printed Circuit Board Manufacturing | 3,500 | 3,400 | 3,400 | 3,400 | 0.0% | -2.9% |
| Semiconductor & Related Devices Manufac | | 26,700 | 26,500 | 26,400 | -0.4% | -2.6% |
| Electronic Instrument Manufacturing | 16,100 | 16,100 | 16,200 | 16,400 | 1.2% | 1.9% |
| Transportation Equipment Manufacturing | 5,600 | 5,400 | 5,300 | 5,300 | 0.0% | -5.4% |
| Aerospace Product & Parts Manufacturing | 4,400 | 4,300 | 4,200 | 4,100 | -2.4% | -6.8% |
| Nondurable Goods | 11,200 | 11,800 | 11,800 | 11,400 | -3.4% | 1.8% |
| Service Providing | 848,000 | 875,100 | 879,500 | 895,900 | 1.9% | 5.6% |
| Private Service Providing | 753,900 | 788,100 | 790,200 | 803,600 | 1.7% | 6.6% |
| Trade, Transportation & Utilities | 117,900 | 119,100 | 119,000 | 120,100 | 0.9% | 1.9% |
| Wholesale Trade | 28,500 | 28,900 | 28,600 | 28,700 | 0.3% 0.9% | 0.7% 4.9% |
| Merchant Wholesalers, Durable Goods | 20,400 | 21,800 | 21,200 | 21,400 | | |
| Retail Trade | 73,500 | 72,800 3,600 | 72,700 3,600 | 73,700 3,600 | 1.4% 0.0% | 0.3% -2.7% |
| Electronics & Appliance Stores | 3,700 | 3,800 5,800 | , | , | | |
| Building Material & Garden Equipment Stores | 5,600 17,600 | 5,800 16,700 | 5,700 16,600 | 5,600 16,200 | -1.8% -2.4% | 0.0% -8.0% |
| Food & Beverage Stores | 4,300 | 4,200 | 4,300 | 4,400 | -2.4 % | -8.0% |
| Health & Personal Care Stores | 4,300 8,100 | 4,200 8,300 | 4,300 8,200 | 4,400 8,400 | 2.3% | 2.3 <i>%</i> 3.7% |
| Clothing & Clothing Accessories Stores General Merchandise Stores | 12,800 | 12,400 | 12,600 | 13,100 | 2.4 <i>%</i> 4.0% | 2.3% |
| Transportation, Warehousing & Utilities | 12,800 | 12,400 | 12,600 | 17,700 | 4.0% | 2.3% 11.3% |
| Transportation, Warehousing & Otilities | 14,200 | 15,500 | 15,800 | 15,800 | 0.0% | 11.3% |
| Couriers & Messengers | 5,800 | 6,400 | 6,400 | 6,300 | -1.6% | 8.6% |
| Information | 106,000 | 0,400 110,600 | 110,500 | 111,800 | -1.0% | 5.5% |
| Publishing Industries (except Internet) | 37,700 | 37,900 | 37,600 | 37,800 | 0.5% | 0.3% |
| Telecommunications | 4,800 | 4,700 | 4,700 | 4,700 | 0.0% | -2.1% |
| Financial Activities | 37,800 | 37,500 | 37,300 | 38,300 | 2.7% | 1.3% |
| Finance & Insurance | 23,200 | 22,700 | 22,600 | 23,000 | 1.8% | -0.9% |
| Credit Intermediation & Related Activities | 13,600 | 13,300 | 13,200 | 13,100 | -0.8% | -0.9% |
| Real Estate & Rental & Leasing | 14,600 | 14,800 | 13,200 | 15,300 | -0.8 <i>%</i> 4.1% | 4.8% |
| Real Estate | 12,900 | 14,800 | 14,700 | 13,300 | 4.1% | 4.8 <i>%</i> 3.1% |
| Professional & Business Services | 237,500 | 244,200 | 246,300 | 250,800 | 4.7% | 5.6% |
| Professional, Scientific & Technical Services | 237,500 | 169,400 | 240,300 | 173,200 | 1.6% | 5.8% |
| Architectural, Engineering & Related Services | 18,400 | 19,600 | 19,900 | 20,100 | 1.0% | 9.2% |
| Computer Systems Design & Related Services | | 90,900 | 91,300 | 91,900 | | 5.4% |
| Scientific Research & Development Services | 24,600 | 27,300 | 27,100 | 27,600 | | 12.2% |
| | 2 1,000 | 21,000 | 21,100 | 21,000 | | 12.270 |

November 19, 2021 Employment Development Department Labor Market Information Division (916) 262-2162

San Jose Sunnyvale Santa Clara MSA

(San Benito and Santa Clara Counties) Industry Employment & Labor Force March 2020 Benchmark

| Data Not Seasonal | lly Adjusted |
|-------------------|--------------|
|-------------------|--------------|

| | Oct 20 | Aug 21 | Sep 21 | Oct 21 | Percent | Change |
|---|---------|---------|---------|---------|---------|--------|
| | | | Revised | Prelim | Month | Year |
| Management of Companies & Enterprises | 14,800 | 14,800 | 14,800 | 14,800 | 0.0% | 0.0% |
| Administrative & Support & Waste Services | 59,000 | 60,000 | 61,000 | 62,800 | 3.0% | 6.4% |
| Administrative & Support Services | 56,300 | 57,300 | 58,300 | 60,200 | 3.3% | 6.9% |
| Employment Services | 21,800 | 22,000 | 22,500 | 23,600 | 4.9% | 8.3% |
| Educational & Health Services | 169,200 | 173,800 | 173,400 | 179,100 | 3.3% | 5.9% |
| Educational Services | 41,200 | 39,300 | 39,400 | 42,500 | 7.9% | 3.2% |
| Colleges, Universities & Professional Schools | 26,900 | 25,900 | 25,500 | 28,500 | 11.8% | 5.9% |
| Health Care & Social Assistance | 128,000 | 134,500 | 134,000 | 136,600 | 1.9% | 6.7% |
| Ambulatory Health Care Services | 44,100 | 48,900 | 48,100 | 49,800 | 3.5% | 12.9% |
| Hospitals | 30,000 | 30,500 | 30,700 | 30,500 | -0.7% | 1.7% |
| Nursing & Residential Care Facilities | 12,800 | 12,400 | 12,300 | 12,400 | 0.8% | -3.1% |
| Social Assistance | 41,100 | 42,700 | 42,900 | 43,900 | 2.3% | 6.8% |
| Leisure & Hospitality | 63,500 | 77,600 | 78,700 | 80,100 | 1.8% | 26.1% |
| Accommodation & Food Services | 54,600 | 62,600 | 63,200 | 64,300 | 1.7% | 17.8% |
| Accommodation | 4,700 | 6,400 | 6,500 | 6,600 | 1.5% | 40.4% |
| Food Services & Drinking Places | 49,900 | 56,200 | 56,700 | 57,700 | 1.8% | 15.6% |
| Restaurants | 47,300 | 50,700 | 51,300 | 52,500 | 2.3% | 11.0% |
| Other Services | 22,000 | 25,300 | 25,000 | 23,400 | -6.4% | 6.4% |
| Government | 94,100 | 87,000 | 89,300 | 92,300 | 3.4% | -1.9% |
| Federal Government | 11,100 | 10,300 | 10,300 | 10,300 | 0.0% | -7.2% |
| Department of Defense | 700 | 700 | 700 | 700 | 0.0% | 0.0% |
| State & Local Government | 83,000 | 76,700 | 79,000 | 82,000 | 3.8% | -1.2% |
| State Government | 7,300 | 6,300 | 6,900 | 7,200 | 4.3% | -1.4% |
| State Government Education | 5,200 | 4,200 | 4,800 | 5,100 | 6.3% | -1.9% |
| State Government Excluding Education | 2,100 | 2,100 | 2,100 | 2,100 | 0.0% | 0.0% |
| Local Government | 75,700 | 70,400 | 72,100 | 74,800 | 3.7% | -1.2% |
| Local Government Education | 36,300 | 30,000 | 31,700 | 34,800 | 9.8% | -4.1% |
| Local Government Excluding Education | 39,400 | 40,400 | 40,400 | 40,000 | -1.0% | 1.5% |
| County | 22,200 | 22,200 | 22,500 | 22,100 | -1.8% | -0.5% |
| City | 12,500 | 13,300 | 13,100 | 13,000 | -0.8% | 4.0% |
| Special Districts plus Indian Tribes | 4,700 | 4,900 | 4,800 | 4,900 | 2.1% | 4.3% |

Notes:

 (1) Civilian labor force data are by place of residence; include self-employed individuals, unpaid family workers, household domestic workers, & workers on strike.
 Data may not add due to rounding. The unemployment rate is calculated using unrounded data.

(2) Industry employment is by place of work; excludes self-employed individuals, unpaid family workers, household domestic workers, & workers on strike. Data may not add due to rounding.

These data are produced by the Labor Market Information Division of the California Employment Development Department (EDD). Questions should be directed to: Amanda Ha 415-749-2002 or Nati Martinez 209-941-6551

These data, as well as other labor market data, are available via the Internet at http://www.labormarketinfo.edd.ca.gov. If you need assistance, please call (916) 262-2162.

#####

EMPLOYMENT DEVELOPMENT DEPARTMENT Labor Market Information Division 745 Franklin Street San Francisco, CA 94102

Contact: Amanda Ha (415) 747-2002

SAN JOSE-SUNNYVALE-SANTA CLARA METROPOLITAN STATISTICAL AREA (MSA) (SAN BENITO AND SANTA CLARA COUNTIES)

Leisure and hospitality led major industries in year-over growth

The unemployment rate in the San Jose-Sunnyvale-Santa Clara MSA was 3.8 percent in October 2021, down from a revised 4.0 percent in September 2021, and below the year-ago estimate of 6.5 percent. This compares with an unadjusted unemployment rate of 6.1 percent for California and 4.3 percent for the nation during the same period. The unemployment rate was 5.8 percent in San Benito County, and 3.7 percent in Santa Clara County.

Between September 2021 and October 2021, total employment in the San Jose-Sunnyvale-Santa Clara MSA, which also includes San Benito County, increased by 17,300 jobs to reach 1,127,200 jobs.

- Private educational and health services improved by 5,700 jobs. Growth was evident in both private schools (up 3,100 jobs) and health care and social assistance (up 2,600 jobs).
- Professional and business services (up 4,500 jobs), government (up 3,000 jobs), leisure and hospitality (up 1,400 jobs), and information (up 1,300 jobs) surged.
- Trade, transportation, and utilities grew by 1,100 jobs, predominantly due to retail trade (up 1,000 jobs).
- In comparison, other services cutback 1,600 jobs, the largest month-over contraction since April 2020.

Between October 2020 and October 2021, combined employment in the South Bay counties of San Benito and Santa Clara, rose by 51,900 jobs, or 4.8 percent.

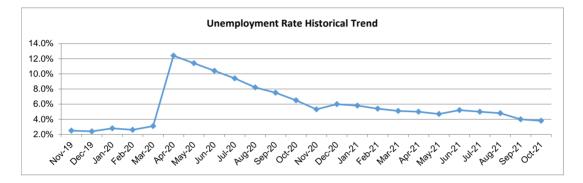
- Leisure and hospitality (up 16,600 jobs) and professional and business services (13,300 jobs) reported the two largest payroll expansions among the major industries.
- Private educational and health services (up 9,900 jobs) experienced a year-over growth. Most of the growth was concentrated in health care and social assistance (up 8,600 jobs), although private schools improved (up 1,300 jobs) as well.
- Information (up 5,800 jobs), manufacturing (up 5,500 jobs), and trade, transportation, and utilities (up 2,200 jobs) posted absolute job gains.
- Government (down 1,800 jobs) and construction (down 1,500 jobs) were the only two major industries to wane. For government, declines were evident across all detailed industries: local government (down 900 jobs), federal government (down 800 jobs), and state government (down 100 jobs) all fell.

State of California EMPLOYMENT DEVELOPMENT DEPARTMENT Labor Market Information Division 745 Franklin Street San Francisco, CA 94102

Amanda Ha 415-749-2002

IMMEDIATE RELEASE SAN JOSE-SUNNYVALE-SANTA CLARA METROPOLITAN STATISTICAL AREA (MSA) (San Benito and Santa Clara Counties)

The unemployment rate in the San Jose-Sunnyvale-Santa Clara MSA was 3.8 percent in October 2021, down from a revised 4.0 percent in September 2021, and below the year-ago estimate of 6.5 percent. This compares with an unadjusted unemployment rate of 6.1 percent for California and 4.3 percent for the nation during the same period. The unemployment rate was 5.8 percent in San Benito County, and 3.7 percent in Santa Clara County.



| Industry | Sep-2021 | Oct-2021 | Change | Oct-2020 | Oct-2021 | Change |
|----------|----------|----------|--------|----------|----------|--------|
| industry | Revised | Prelim | Change | 001-2020 | Prelim | Change |

| T I AU | | | | 1 | | |
|--------------------------|-----------|-----------|---------|----------------|-----------|---------|
| Total, All | | | | | | |
| Industries | 1,109,900 | 1,127,200 | 17,300 | 1,075,300 | 1,127,200 | 51,900 |
| Total Farm | 5,600 | 5,800 | 200 | 5 <i>,</i> 800 | 5,800 | 0 |
| Total Nonfarm | 1,104,300 | 1,121,400 | 17,100 | 1,069,500 | 1,121,400 | 51,900 |
| | | | | | | |
| Mining, Logging, | | | | | | |
| and Construction | 50,800 | 51,600 | 800 | 53,100 | 51,600 | (1,500) |
| Mining and | | | | | | |
| Logging | 200 | 200 | 0 | 200 | 200 | 0 |
| Construction | 50,600 | 51,400 | 800 | 52,900 | 51,400 | (1,500) |
| Manufacturing | 174,000 | 173,900 | (100) | 168,400 | 173,900 | 5,500 |
| Trade, | | | | | | |
| Transportation & | | | | | | |
| Utilities | 119,000 | 120,100 | 1,100 | 117,900 | 120,100 | 2,200 |
| Information | 110,500 | 111,800 | 1,300 | 106,000 | 111,800 | 5,800 |
| Financial | | | | | | |
| Activities | 37,300 | 38,300 | 1,000 | 37,800 | 38,300 | 500 |
| | | | | | | |
| Professional & | | | | | | |
| Business Services | 246,300 | 250,800 | 4,500 | 237,500 | 250,800 | 13,300 |
| Educational & | | | | | | |
| Health Services | 173,400 | 179,100 | 5,700 | 169,200 | 179,100 | 9,900 |
| Leisure & | | | | | | |
| Hospitality | 78,700 | 80,100 | 1,400 | 63,500 | 80,100 | 16,600 |
| Other Services | 25,000 | 23,400 | (1,600) | 22,000 | 23,400 | 1,400 |
| Government | 89,300 | 92,300 | 3,000 | 94,100 | 92,300 | (1,800) |

Notes: Data not adjusted for seasonality. Data may not add due to rounding Labor force data are revised month to month Additional data are available on line at www.labormarketinfo.edd.ca.gov January 2022

TO: Workforce Development Board (WDB) Members

FROM: Sylvia Jacquez, Program Manager; Enrique Arreola, Deputy Director

Summary of EDD Workforce Services Directives and Workforce Services Information Notices

Background/Summary: Directives provide policy and guidance regarding various Workforce Services program requirements, funding and activities for EDD Workforce Services Staff and Workforce Partners.

Background/Summary (Information Notices): The Employment Development Department (EDD) issues Workforce Services Information Notices (WSIN) to disseminate announcements, general information, and procedural guidance on departmental programs for EDD staff, workforce partners, stakeholders, and other individuals in the workforce development system. Through the Workforce Innovation and Opportunity Act and the Wagner-Peyser Act, the EDD administers program for veterans, youth, dislocated workers, people with disabilities, including Trade Adjustment Assistance, CalJOBSSM, employer incentives and more. Directives provide policy and guidance regarding various Workforce Services program requirements, funding, and activities for EDD Workforce Services Staff and Workforce Partners.

Workforce Service Directives: <u>https://www.edd.ca.gov/Jobs_and_Training/Active_Directives.htm</u>

- <u>WSD21-03</u> ETPL Policy and Procedures
- WSD21-02 Salary and Bonus Limitations for 2021
- <u>WSD21-01</u> 70 Percent LLSIL and Poverty Guidelines for 2021

Information Notices: <u>https://www.edd.ca.gov/jobs_and_training/Information_Notices.htm</u>

- <u>WSIN21-27</u> Rural Public Health Workforce Training Network Program Grant Application Opportunity
- <u>WSIN21-26</u> Community Economic Resilience Fund Planning Phase Public Comment Period
- WSIN21-25 Community Economic Resilience Fund Program Final Regions
- WSIN21-24 PY 19-20 Training Expenditure Report
- WSIN21-23 Community Economic Resilience Fund Program RFI
- WSIN21-22 YouthBuild
- <u>WSIN21-21</u> Workforce Accelerator Fund 10 Request for Applications
- <u>WSIN21-20</u> Community Economic Resilience Fund Program Proposed Regions Public Comment Period
- WSIN21-19 Storing COVID-19 Vaccination Records and Testing for Work-based Activities
- <u>WSIN21-18</u> Good Jobs Challenge Grant Application Opportunity
- WSIN21-17 CalJOBS Modernization Project
- WSIN21-16 Workforce System Technical Assistance Collaborative

Manderson

01/07/22 Date

Enrique Arreola, Deputy Director San Benito County Workforce Development Board (WDB)



SAN BENITO COUNTY

JAMES A. RYDINGSWORD DIRECTOR

Health & Human Services Agency

COMMUNITY SERVICES & WORKFORCE DEVELOPMENT 1111 SAN FELIPE ROAD, SUITE 108 • HOLLISTER, CA 95023 (831) 637-9293 • FAX (831) 637-0996

June 29, 2018

Mr. Stephen Amezcua, Regional Advisor Program and Technical Assistance Section Workforce Services Division Employment Development Department P.O. Box 826880 MIC 50 Sacramento, CA 94280-0001

RE: America's Job Centers of California (AJCC) Hallmarks of Excellence Continuous Improvement Plan

Dear Mr. Amezcua:

We are pleased to provide you with the Continuous Improvement Plan for the San Benito County America's Job Center of California (AJCC). We have developed this plan as a result of the ongoing monthly AJCC Partner Meetings and the quarterly partner meetings held by our One Stop Operator throughout Program Year 2017-18. AJCC partners have had been active in the development of the Continuous Improvement Plan and have been assigned to our Customer Service, Business Service, and MIS Teams to begin addressing the areas of improvement identified throughout the process. AJCC partner leadership, program, and business services staff were allowed to provide anonymous feedback on the necessary areas of improvement via an online survey with subsequent discussions at the quarterly One Stop Operator hosted partner meetings.

AJCC San Benito County Continuous Improvement Plan

1. Develop a formal referral process amongst co-located and non-collocated AJCC partners to ensure that clients receive intended partner services.

Target Date for Achieving Goal: March 2019



EQUAL HOUSING OPPORTUNITY

COMMUNITY ACTION BOARD & WORKFORCE INVESTMENT BOARD SERVING SAN BENITO COUNTY SINCE 1978

The County CSWD is an equal opportunity employer/program

The County CSWD is an equal opportunity employer/program. - The County of San Benito complies with the Americans with Disabilities Act (ADA) by assuring that auxiliary aids for services are available upon request to persons with disabilities. Persons with hearing disabilities can call the TDD/TTY phone (831) 637-3265. Persons requiring any special needs for access to should call the CSWD office at 831-637-9293 at least five business days before the needed date to arrange for the special accommodations. 01.11.22 full WDB Agenda 24

SAN BENITO COUNTY



JAMES A. RYDINGSWORD DIRECTOR

Health & Human Services Agency COMMUNITY SERVICES & WORKFORCE DEVELOPMENT 1111 SAN FELIPE ROAD, SUITE 108 • HOLLISTER, CA 95023 (831) 637-9293 • FAX (831) 637-0996

2. Implement the CalJOBS Business CRM to maximize business engagement efforts and take advantage of productivity features.

Target Date for Achieving Goal: March 2019

3. Reconfigure AJCC lobby to align with Human Center Design standards.

Target Date for Achieving Goal: December 2018

4. Install Wi-Fi in AJCC Career Center to enhance customer experience

Target Date for Achieving Goal: June 2019

5. Secure CalJOBs training for AJCC partners

Target Date for Achieving Goal: December 2018

6. Develop an online AJCC WIOA orientation to provide more consistent program information and increase program access throughout San Benito County

Target Date for Achieving Goal: March 2019

7. Procure a new website to enhance the customer experience and increase program access in San Benito County

Target Date for Achieving Goal: June 2019

8. Develop and implement a process or protocol to obtain WIOA participant and business satisfaction with the AJCC's services.

Target Date for Achieving Goal: December 2018



EOUAL HOUSING

COMMUNITY ACTION BOARD & WORKFORCE INVESTMENT BOARD SERVING SAN BENITO COUNTY SINCE 1978

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SAN BENITO COUNTY



Health & Human Services Agency COMMUNITY SERVICES & WORKFORCE DEVELOPMENT 1111 SAN FELIPE ROAD, SUITE 108 • HOLLISTER, CA 95023 (831) 637-9293 • FAX (831) 637-0996

9. Engage AJCC partners in discussions on the sectors identified in local and regional plans.

Target Date for Achieving Goal: June 2019

10. Engage the AJCC partners in discussions on the career pathways information.

Target Date for Achieving Goal: June 2019

11. Enter discussions to co-locate Gavilan College (local community college) within AJCC

Target Date for Achieving Goal: December 2019

12. Engage the AJCC partners in discussions about job quality in San Benito County. Forward recommendation to WDB for approval of a local definition of a "quality job."

Target Date for Achieving Goal: June 2019

We appreciate the opportunity to submit our completed Continuous Improvement Plan for review and consideration by EDD and the CWDB. If you have any questions or need additional information, please do not hesitate to contact me at 831-634-4918 or earreola@cosb.us.

Sincerely,

Enrique Arreola Director



EQUAL HOUSING

COMMUNITY ACTION BOARD & WORKFORCE INVESTMENT BOARD SERVING SAN BENITO COUNTY SINCE 1978

The County CSWD is an equal opportunity employer/program

OPPORTUNITY
The County CSWD is an equal opportunity employer/program. - The County of San Benito complies with the Americans with Disabilities Act
(ADA) by assuring that auxiliary aids for services are available upon request to persons with disabilities. Persons with hearing disabilities can call
the TDD/TTY phone (831) 637-3265. Persons requiring any special needs for access to should call the CSWD office at 831-637-9293 at least
five business days before the needed date to arrange for the special accommodations.
01.11.22 full WDB Agenda 26



Full WDB: January, April, July, October

Ex Comm:

February, March, May, June, September, November, December

America*s**Job**Center of California[™]

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| F ull WDB: anuary, April, | 31 | | | | | | |

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| | March | | | | | | | | | | |
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| USA Holidays and Observances | | | | | | | | | |
|------------------------------|-----------------|--------|------------------|--------|--------------------------|--|--|--|--|
| Jan 01 | New Year's Day | Jan 18 | M L King Day | Feb 14 | Valentine's Day | | | | |
| Feb 15 | Presidents' Day | Apr 02 | Good Friday | Apr 04 | Easter Sunday | | | | |
| May 09 | Mother's Day | May 31 | Memorial Day | Jun 04 | National Donut Day | | | | |
| Jun 20 | Father's Day | Jul 04 | Independence Day | Jul 05 | Independence Day Holiday | | | | |
| Sep 06 | Labor Day | Oct 11 | Columbus Day | Oct 31 | Halloween | | | | |
| Nov 11 | Veterans Day | Nov 25 | Thanksgiving Day | Dec 25 | Christmas | | | | |

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