WDB
Workforce Development Board
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OAKLAND WORKFORCE DEVELOPMENT BOARD

Thursday, November 3, 2016

8:30 a.m. – 11:00 a.m.

<u>Hearing Room 3</u>
Oakland City Hall
One Frank H. Ogawa Plaza

OAKLAND WORKFORCE DEVELOPMENT BOARD (OWDB)
MEETING NOTICE
City Hall, 1 Frank H. Ogawa Plaza
Oakland, CA
Hearing Room 3
Thursday, November 3, 2016
8:30 a.m. – 11:00 a.m.

AGENDA

PAGE

V.   EXECUTIVE DIRECTOR'S REPORT

VI.   PUBLIC FORUM
The public wishing to address the Board on issues shall complete a Speakers Card.
Members of the public who wish to address the Board on published issues should do so at
the time the agenda item is being discussed.

VII. ANNOUNCEMENTS

VIII. CLOSING REMARKS

IX.   ADJOURN

NEXT OWDB MEETING IS THURSDAY, FEBRUARY 2, 2017, 8:30A-11:00A
ITEM I.a. Roll Call Roster

#	Name	Thursday, November 3 Present, Excused, Absent
1	Elena Anaya, Vice Chair	
2	John Brauer	
3	Kathleen Burris	
4	Kori Chen	
5	Rose Doss	
6	Dan Ferreira	
7	Herb Garrett, Chair	
8	Polly Guy	
9	Jonna Hensley	
10	Derreck Johnson	
11	Lisa Kershner	
12	Jowel Laguerre	
13	Darien Louie	
14	Michael McDonald	
15	Doreen Moreno	
16	Chudy Nnebe	
17	Gilbert Pete	
18	Ruben Rodriguez	
19	Brian Salem	
20	Obray Van Buren	

Thursday, August 4, 2016
8:30 a.m. – 10:30 a.m.
Minutes

Meeting called to order 9:05am.
Roll Call

1.	Elena Anaya, Vice Chair	Present
2.	John Brauer	Present
3.	Kathleen Burris	Excused
4.	Kori Chen	Excused
5.	Rose Doss	Excused
6.	Dan Ferreira	Excused
7.	Herb Garret, Chair	Excused
8.	Polly Guy	Present
9.	Susan Hollingshead	Excused
10.	Dereck Johnson	Excused
11.	Lisa Kershner	Excused
12.	Jowel Laguerre	Excused
13.	Darien Louie	Present
14.	Michael McDonald	Excused
15.	Doreen Moreno	Present
16.	Chudy Nnebe	Excused
17.	Gilbert Pete	Present
18.	Ruben Rodriguez	Present
19.	Brian Salem	Present
20.	Obray Van Buren	Present

Quorum established: Forty five percent (45%) of membership present.
Adoption of the Agenda

Board members suggested that staff communicate new strategies on board meeting process which include having members read items prior to meeting so that time is spent on discussion and answering questions, as opposed to item presentations. Also suggested was that members should submit comments and questions in advance of meeting they are unable to attend.

Vice Chair Anaya move forward to approval of the minutes as there were no questions raised regarding the August 4, 2016 Meeting Agenda.

Item #1.d.: Approval of 5/24/16, 5/25/16, 6/2/16 and 6/13/16 Minutes
Presented by OWDB Vice Chair

Vice Chair Anaya provided the Board time for review.
Member Obray Van Buren stated that he was present on May 24, 2016 meeting and was reported absent in the minutes. Vice Chair Anaya requested that the minutes be corrected to reflect his presence. Member Darien Louie also requested the minutes be revised to reflect her motion and nomination of the Chair. Members reviewed the May 24, 2016 minutes and determined that the Member Louie move the motion to elect Herb Garett as Chair of the Workforce Development Board.

Motion to approve the 5/24/16, 5/25/16, 6/2/16 and 6/13/16 minutes with corrections stated above:
Moved by John Brauer
Seconded by Obray Van Buren

OWDB Members	Approval of the 5/24/16, 5/25/16, 6/2/16 and 6/13/16 Minutes
Elena Anaya, Vice Chair	Aye
John Brauer	Aye
Polly Guy	Aye
Darien Louie	Aye
Doreen Moreno	Aye
Gilbert Pete	Aye
Ruben Rodriguez	Aye
Brian Salem	Aye
Obray Van Buren	Aye
Ayes	**9**
Nays	**0**
Abstentions	**0**
Recusals	**0**

Motion carried by consensus.

Item #2.a.: Approve and Accept FY 2016-17 General Fund Allocation Recommendation
Presented by OWIB Staff

Staff provided background on City Council's decision at the June 21, 2016 Council Meeting to approve funding allocation for Adult and Youth workforce services in the four areas following breakouts:
1. General Fund of $130,000 to Oakland Private Industry Council to allow the West Oakland center to remain open through FY 2016-17. Staff will develop a general fund contract retroactive to July 1, 2016 through June 30, 2017 and are not subject to WIOA contract performance.
2. General Fund of $100,000 to The Unity Council to allow the Fruitvale center to remain open through FY 2016-17. Staff will execute a general fund contract retroactive to July 1, 2016 through June 30, 2017 and are not subject to WIOA contract performance.
3. General Fund of $200,000 for Summer Youth Program services allocated equally to Lao Family Community Development, Youth Employment Partnership and Youth Uprising. These funds will be added to contract amendments being developed as a result of Board action on June 2, 2016 to approve augmentations and extensions of the 2015-16 contracts for the 2016 Classroom 2 Careers (C2C) summer services.
4. Approval of 100,000 to Civicorps. On June 2, 2016 the Board approved $106,861 to Civicorps, additionally the Board directed staff to find additional funds to align the funding levels with the other five (5) service providers. Staff will allocate the additional funds to the Civicorps for FY 2016-17 which bring the total allocation to $206,861.

Not cited in the report but staff is in the process of developing these contracts and expect to execute them in September, 2016.

Member Doreen Moreno raised the question over the recommendation for the total allocation of Civicorps FY 2016-17 contract being $206,861 and less than the other five (5) service providers. Vice Chair Anaya agreed and staff announce that it would be $3,000 less.

Speaker Card: Richard de Jauregui, Oakland Industry Council, stated that he supports the decision and recommendation of staff on the item. He thanked the Board, staff and City Council for supporting the neighborhood centers and Oakland's workforce system.

Vice Chair Anaya opened the floor for Board discussion.
Member John Brauer raised the question regarding the first two (2) contracts not being subject to contract performance and asked what were the desired outcomes or expectations. Staff advised that were not any at the recommendation of City Council, other than to keep the doors open. Staff is looking at an administrative type of contract for operational expenses in order to keep the doors open. A follow up question was raised regarding the outcome requirements for Civicorps contracts. Staff stated that Civicorps would be held to WIOA performance outcomes.

Speaker Card: Richard de Jauregui, Oakland Industry Council, stated that OPIC would like to develop deliverables that are consistent with the level of funding and expectations. He stated that OPIC is not adverse to developing deliverables with City staff.

Member Obray Van Buren stated that the neighborhood centers have been the first stop for individuals who have lost their jobs and our looking for employment. He stated that reports presented in the past had shown that more people have utilized services that what was anticipated.

Motion to approve and accept Fiscal Year 2016-17 General Funds to allocate to adult and youth service providers.
Moved by Ruben Rodriguez
Seconded by Obray Van Buren

OWDB Members	Approve and accept Fiscal Year 2016-17 General Funds to allocate to adult and youth service providers.
Elena Anaya, Vice Chair	Aye
John Brauer	Aye
Polly Guy	Aye
Darien Louie	Aye
Doreen Moreno	Aye
Gilbert Pete	Aye
Ruben Rodriguez	Aye
Brian Salem	Aye
Obray Van Buren	Aye
Ayes	**9**
Nays	**0**
Abstentions	**0**
Recusals	**0**

Motion carried by consensus.

Item #2.b.: Approve and Accept FY 2016-17 Rapid Response and Layoff Aversion Allocation Recommendation
Presented by OWIB Staff

Staff presented and explained that on June 2, 2016 a budget was presented which was reflective of the Employment Development Department's FY 2015-16 Rapid Response allocation of $226,550. Due to increased Rapid Response activity last year, the Oakland WDB received $359,147 in Rapid Response funds for FY 2016-2017, an increase of $132,597 over the prior year. Staff explained that OWDB has a team, the department of business engagement services unit, that engage in Rapid Response activities which includes staff visiting employers who are in the process of laying off personnel. Rapid Response funds are also intended to support layoff aversion activities to identify strategies to try and help businesses avoid layoffs, such as connecting them to other resources that are capable of providing loans, identify better space and upskill their current workforce. Staff reiterated the benefits and services which are included in

the packet as well as reporting at a later meeting with recommendation and activities to be funded by the increase.

Vice Chair Anaya opened the floor for Board discussion.
Member Darrien Louie asked how staff coordinates with Alameda County WIB as they also receive increases in funding for these activities. Staff explained coordination of services through a collaboration of East Bay Works members that includes four WIBs, Oakland, AC, Contra Costa and Richmond.

Member John Brauer expanded on local and regional activities and opportunities to coordinate and leverage larger funding opportunities. He stated that labor can play a significant role in identifying activities that will lead to lay-offs and union representatives can help in results achieved by Rapid Response efforts. Member Darien Louie expressed the importance of communicating and building awareness of services. Staff advised that OWDB has provided assistance to employers not meeting the minimum threshold for services through OPIC.

Speaker Card: Richard de Jauregui, Oakland Industry, stated that this is a shared responsibility between the Business Engagement Service provider and the comprehensive One Stop Center and suggested that additional funding should lead to additional resources. He stated that some companies do close and when they do it leads to a significant effort to provide the community services.

Motion to approve and accept additional FY 2016-17 Rapid Response and Layoff Aversion allocation of $132,597.
Moved by Ruben Rodriguez
Seconded by Gilbert Pete

OWDB Members	Approve and accept additional FY 2016-17 Rapid Response and Layoff Aversion allocation of $132,597.
Elena Anaya, Vice Chair	Aye
John Brauer	Aye
Polly Guy	Aye
Darien Louie	Aye
Doreen Moreno	Aye
Gilbert Pete	Aye
Ruben Rodriguez	Aye
Brian Salem	Aye
Obray Van Buren	Aye
Ayes	**9**
Nays	**0**
Abstentions	**0**
Recusals	**0**

Motion carried by consensus.

Item #9: Adjourn
Motion to adjourn the meeting.
Moved by Obray Van Buren
Seconded by Ruben Rodriguez

OWDB Members	Adjourn the meeting.
Elena Anaya, Vice Chair	Aye
John Brauer	Aye
Polly Guy	Aye
Darien Louie	Aye
Doreen Moreno	Aye
Gilbert Pete	Aye
Ruben Rodriguez	Aye
Brian Salem	Aye
Obray Van Buren	Aye
Ayes	**8**
Nays	**0**
Abstentions	**0**
Recusals	**0**

Motion carried by consensus.
Meeting adjourned at 11:10am

To: **Oakland Workforce Development Board**

From: Tamara Walker, Program Analyst II

Date: November 3, 2016

Re: **OWDB Policies and Procedures for Supportive Services, On-the-Job Training (OJT), Monitoring, and Personal Identifiable Information (PII)**

RECOMMENDATION:

That the Workforce Development Board approve and authorize staff to implement the S**upportive Services, On-the-Job Training**, **Program Monitoring and Personal Identifiable Information** Policies.

BACKGROUND:

The Oakland Workforce Development Board (OWDB) serves as a strategic leader and convener of local workforce development system stakeholders for the purpose of providing strategic and operational oversight to help develop a comprehensive and high-quality workforce development system in Oakland. The OWDB assists in the achievement of the strategic and operational vision and goals and works to improve the quality of services, customer satisfaction, and effectiveness of the services provided. This is accomplished by assisting with the development of clearly written policies and procedures that guide key activities that link strategy and vison to program operations.

Supportive Services Policy

The purpose of this policy is to address the issuance of supportive services funds to customers and to provide guidance to service providers when assessing the need and providing supportive service to customers. The provision of any and all supportive services is contingent upon the availability of funding.

The Workforce Innovation and Opportunity Act (WIOA) provides program guidelines for supportive services for adults and dislocated workers defined in WIOA Sections 3(59) and 134(d)(2) and (3). These include services such as transportation, child care, dependent care, housing, and assistance with uniforms and other appropriate work attire and work-related tools, including such items as eye glasses and protective eye wear, and Needs Related Payments (NRP) needed to enable individuals to participate in WIOA Title I activities. Supportive services for youth as defined in WIOA Section

129(c)(2)(G) can additionally include assistance with educational testing, reasonable accommodations for youth with disabilities, and referrals to health care.

All WIOA-enrolled adults, dislocated workers, and out-of-school (OSY) and in-school youth (ISY) are eligible for supportive services as defined in WIOA Section 3(59).

On-the-Job Training Policy

The purpose of this policy is to provide guidance regarding the limitations and eligibility of individuals and employers to participate in On-the-Job Training (OJT) opportunities under the WIOA.

On-the-Job Training (OJT) is a training option under WIOA that allows employers the opportunity to train new employees on specific knowledge or skills essential to the full and adequate performance on the job. OJT is not a subsidized employment program but a hire-first program. Employers must commit to retain the youth, adult or dislocated worker at the end of a successful training period.

OJT training payments are allocated to employers for the cost of extraordinary costs associated with training participants. OWDB will reimburse employers up to 75 percent with employers paying no less than the California state minimum wage (currently $10/hr., subject to change).

EXAMPLE			
Wage/Hr.	Employer Share/Hr.	OWDB Share/Hr.	Percentage
$15	$10	$5	33%
$22	$11	$11	50%

Monitoring Policy

This directive establishes the Oakland Workforce Development Board (OWDB)'s policy on monitoring and oversight responsibilities regarding WIOA and contains related procedures to standardized guidelines concerning oversight, evaluation and monitoring. As the Administrative entity we are responsible for monitoring and oversight of contracted Services Providers and other programs operated by or on behalf of the WDB. Monitoring and oversight is designed to comply with State and Federal standards. To execute this policy the OWDB has established protocols for conducting this process, to ensure program quality and fiscal integrity, which results in comprehensive reports of findings and documented follow-up for required corrective actions.

Handing and Protecting Personally Identifiable Information Policy

Federal and State regulations and policies require local Workforce Boards to implement policies and procedures to minimize identify theft of personal identification and other sensitive information of customers served through programs. Personally Identifiable Information is described as information that can be used to distinguish or trace an individual's identity, either alone or when combined with other personal or identifying information that is linked or linkable to a specific individual.

Attachments:

II.d.1. - Supportive Services Policy

II.d.2. -On the Job Training Policy

II.d.3. - Program Monitoring Policy

II.d.4. - Handling and Protecting Personally Identifiable Information Policy

Attachment II.d.1

Supportive Services Policy
Purpose

The purpose of this policy is to address the issuance of supportive services available to customers of the OWDB, and provide guidance to service providers when assessing the need and providing supportive service to customers. The provision of any and all supportive services is contingent upon the availability of funding.

The Workforce Innovation and Opportunity Act (WIOA) provides program guidelines for supportive services for adults and dislocated workers defined in WIOA Sections 3(59) and 134(d)(2) and (3). These include services such as transportation, child care, dependent care, housing, and assistance with uniforms and other appropriate work attire and work-related tools, including such items as eye glasses and protective eye wear, and Needs Related Payments (NRP) needed to enable individuals to participate in WIOA Title I activities. Supportive services for youth as defined in WIOA Section 129(c)(2)(G) can additionally include assistance with educational testing, reasonable accommodations for youth with disabilities, and referrals to health care.

All WIOA-enrolled adults, dislocated workers, and out-of-school (OSY) and in-school youth (ISY) are eligible for supportive services as defined in WIOA Section 3(59). The exception is NRPs, which are a form of supportive service available only to adults, dislocated workers, and out-of-school youth (OSY) ages 18-24 who are enrolled in training.

OWDB will not provide NRP's.

For FY 16-17, the OWDB will use a third-party entity, KRA Corporation, to process supportive services payments.

Policies and Procedures

Supportive services may be provided to customers enrolled in a WIOA and/or Special Program when it is determined **necessary** to enable participation in such programs and when the customers cannot afford to pay for such services on their own.

1. Prior to issuing any supportive services, program staff and/or customer must verify that these same services are not available through non-WIOA or Special Project funded sources to ensure the customer is not receiving duplicate services.
2. The attached Supportive Services Matrix (ATTACHMENT A) lists the allowable supportive services items available for customers of OWDB funded programs. Supportive services may be provided for Special Project participants if specified in the grant.

3. A Supportive Services Waiver must be submitted and documented for each item when the following applies:
   a. The service is not on the Supportive Services Matrix; or
   b. The cost of the service exceeds the maximum amount indicated on the Matrix
4. A Supportive Services waiver must approved by OWDB staff prior to providing the supportive services to the customer.
5. Payments may not be requested for expenses incurred prior to enrollment of any program. Payments may not be requested for bad debts, i.e., late service charges, penalties, tickets, and/or fines.
6. Where feasible, payments should be made payable to the entity providing the service. If a customer has provided adequate proof of payment, reimbursement may be payable to the customer. The customer's signature is required to document receipt. Therefore, payment cannot be sent via U.S. Mail. Proof of payment must accompany Check Request when submitted to the OWDB Financial Management Unit (KRA Corporation) for reimbursement.
7. When the policy specifies "one-time only" payment (e.g. rent and utilities) the service provider requesting the one-time payment must verify the customer is able to make subsequent payments.
8. WIOA customers who have been exited may receive supportive services for the 12-month follow-up period when necessary to enable the customer to participate in follow-up services.

Types of Supportive Services

A. ***Vouchers (Examples)***
Vouchers are pre-purchased and maintained by the service providers. Each provider is responsible for notifying the customer of their requirements to return a receipt(s) for items purchased in the amount of the voucher, and return a receipt(s) for items purchased in the amount of the voucher, and return the monetary balance, if applicable, before additional supportive services of any kind may be provided. For WIOA Youth, each service provider is responsible for purchasing and maintaining their supportive services including documentation.

Examples of possible vouchers and their uses include the following:
Gas Voucher
When issuing gas vouchers in support of training, employment, or job search, it must be documented in case notes that appropriate documentation has been verified. Such documentation may include Internet travel mileage information (MapQuest, Google Maps, etc) and documentation of activity in your on job search tracking system.

Food Voucher

When food vouchers are issued, service providers much inform each customer of unacceptable nonfood items such as: magazines, tobacco or alcohol. Customer is required to provide a return receipt for items purchased.

Work Attire Vouchers

When clothing vouchers are issued service providers must provide insight as to the appropriateness of the work attire. Customer is required to return a receipt for items purchased. Upon review of the receipt, if any of the purchases are disallowed or if a balance appears on the receipt, customer is required to return the difference of the voucher to staff.

B. _Reimbursement(customer)_

All supportive services reimbursement requests must be summited on a Check Request Template (Attachment B) and be accompanied by supporting documentation, i.e., copies of all appropriate receipts, invoices, or itemizations. Reimbursement in support of training, employment, or job search must be indicated in the case notes that appropriate documentation has been verified. Such documentation may include Internet travel mileage information (MapQuest, Google Maps, etc.) and documentation of activity.

Supportive Services Process

1. Each provider must assess the customer to determine if supportive services are needed. If need is demonstrated, service provider must submit the Supportive Services Request Form (along with supporting documentation) to the designated staff for approval.
2. The designated staff will review the forms and supporting documents and return the Supportive Services Request Form to the case manager. The form will show whether the request was approved or denied (if denied, there will be a reason for denial).
3. Document receipt of the supportive service on the Support Service Log.
4. Document supportive service in client's case files.
5. If applicable, add appropriate activity code for support services.
6. Provider should submit all forms (Supportive Services Request, Check Request, and Supportive Services Log) to KRA Corporation along with supporting documentation for reimbursement.

Required Documentation for Supportive Services

Documentation of supportive services for customers relies solely on the service providers and must include the supportive services requests, approval, and verification of documents.

1. *Supportive Service Matrix*

   The Adult matrix outlines the pre-approved supportive services items available to customers unless a specific grant indicated otherwise. Special Projects – please refer to OWDB staff for guidance.

2. *Supportive Service Request Form*

   The Supportive Service Request Form is necessary when requesting supportive services reimbursements (both customers and service providers). All check requests must be submitted with a signed Supportive Service Request Form and accompanying supportive documentation.

3. *Supportive Services Logs*

   Service providers must maintain all Supportive Services Logs to track vouchers or bus passes issued to customers and maintain inventory of any unused vouchers, receipts, or monetary change. This includes regular updates when inventory is replenished. Supportive services logs must be submitted to KRA Corporation when submitting invoices for reimbursements.

Attachment II.d.2

<h1 align="center">On-The-Job Training (OJT) Policy</h1>

Purpose

The purpose of this policy is to articulate how On-the-Job (OJT) training funds are to be administered in the City of Oakland under the Workforce Innovation and Opportunity Act (WIOA).

Affected Parties

This policy applies to all Adult and Dislocated Worker participants who will participate in an OJT.

Definition of Key Terms

The term "**On-the-Job Training**" means training by an employer that is provided to a paid participant while engaged in productive work in a job that:

A. Provides knowledge or skills essential to the full and adequate performance of the occupation.

B. Provides reimbursement to the employer for the costs of providing the training and additional supervision related to the training.

C. Is limited in duration as appropriate to the occupation for which the participant is being trained.

An **"Incumbent Worker"** is defined as an individual who has an established employment history with the employer for 6 months or more. For an individual to qualify for OJT under the WIOA guidelines, he/she will:

1. Have enrolled in CalJOBS.

2. Have completed an initial assessment or evaluation and have been determined to need training to find employment.

3. Earn less than $13.00 hourly wage.

4. Have an Individual Employment Plan (IEP), wherein the participant's interests, abilities and needs are identified.

Employer Eligibility

Potentially eligible employers able to participate in OJT contracting include: private-for-profit businesses, private non-profit organizations, and public sector employers. An employer will NOT be eligible to receive WIOA OJT training reimbursements if:

1. The employer has any other individual on layoff from the same or substantially equivalent position.

2. The OJT would infringe upon the promotion of or displacement of any currently employed worker or a reduction in their hours.

3. The same or a substantially equivalent position is open due to a hiring freeze.

4. The positions are for seasonal employment.

5. The employer is a private for-profit employment agency, i.e. temporary employment agency, employee leasing firm or staffing agency.

6. The position is not full time, i.e. minimum of 30 hours per week.

Occupational Eligibility

Seventy percent of OJT dollars must be used in OWDB priority sectors (healthcare, Advance Manufacturing, Transportation and Logistics, Digital Arts & Media (ICT)) which lead to employment opportunities enabling the participant to become economically self-sufficient and which will contribute to the occupational development and upward mobility of the participant.

POLICY

General WIOA OJT Requirements

1. WIOA OJT contracts shall not be made with employers who have previously exhibited a pattern of failing to provide OJT participants with continued long-term employment with wages, benefits and working conditions that are equal to those provided to regular employees who have worked a similar length of time and are doing the same type of work.1

2. Priority in WIOA OJT contracts will be given for new hires with an employer.

3. It is the expectation of OWDB staff that employers that use OJT funding will hire the individual receiving the training as a full-time employee provided benefits and working conditions at the same level and to the same extent as other employees working a similar length of time and doing the same type of work.

4. OJT contracts will generally not be written for low skill jobs that generally would require little or no training.

5. Per WIOA regulations (20 CFR 683.200(g)), "no individual may be placed in an employment activity if a member of that person's immediate family is directly supervised by or directly supervises that individual." For the purpose of this policy, the term "immediate family" includes a spouse, child, son-in-law, daughter in-law, parent, mother-in-law, father-in-law, sibling, brother-in-law, sister-in-law, aunt, uncle, niece, nephew, stepparent, stepchild, grandparent, and grandchild.

WIOA OJT Length

The maximum time frame for an OJT is 4.5 months or 520 hours. Duration of an OJT is a function of training needed, NOT the maximum allowed under this policy. Service Providers should consult with the employer and utilize the Occupational Information Network's (ONET) Specific Vocational Preparation Range (SVP) to determine the appropriate occupational training needed. Using the SVP provided by ONET, the following duration times are recommended in addition to the participants past skill and experience.

At the time of completion of the OJT program, individuals must be employed in occupations that meet the following criteria:

1. Hourly wage must be at least $15 per hour.
2. Seventy percent Occupation must be listed as an OWDB Priority Sector (seventy percent requirement).
3. The occupations must be a full time permanent position following the training (minimum of 32 hours per week).

WIOA OJT Funding Levels

Companies will be reimbursed up to $5,000 for training costs utilizing a percentage, up to seventy-five percent depending on company size, of the California minimum wage. This will assist in making OJTs available to more companies and more cost effective. Consideration for changes to the reimbursement schedule will be considered for trainings in which the recipient receives an industry recognized credential or for employers utilizing OJT services for the first time. . Contact WDB staff for approval if an employer is interested in two or more new workers.

Employer Requirements

Participating employers must guarantee that:

1. All participants shall be provided benefits and working conditions at the same level and to the same extent as other employees working a similar length of time and doing the same type of work.
2. The position provides the participant benefits per company policy (i.e. insurance, paid leave, profit sharing) other than those required by law.
3. Employees who have financial responsibilities related to the receipt and disbursement of funding under the Agreement shall be covered by fidelity bonding.
4. The training to be provided will be in accordance with WIOA 181(a)(1)(A) and 683.275 for wage and labor standards. Worker protection requirements are set forth in WIOA Sections 181(a) (1) (A) and (B), (b) (2), (3), (4) and (5) and 188.

5. The employer agrees to cooperate with monitoring efforts as required by WIOA legislation and adhere to all other applicable local, state and federal rules and regulations.

6. Funds are not used to directly or indirectly assist, promote or deter union organizing.

7. The employer agrees to respond to requests for wage and retention information of participants.

8. The employer commits to retain the trained employees for a minimum period of six months following the completion of training. Failure to do so may result in the employer being ineligible to receive further OWDB training funds for a period of at least one year.

Attachment II.d.3

Program Monitoring Policy

PURPOSE: This directive establishes the Oakland Workforce Development Board (OWDB)'s policy on monitoring and oversight responsibilities regarding the Workforce Innovation Opportunity Act (WIOA) and contains related procedures to standardized guidelines concerning oversight, evaluation and monitoring for contracted service providers.

POLICY: It is the policy of the OWDB to provide monitoring and oversight of its contracted service providers and other programs operated by or on behalf of the WDB. Monitoring and oversight will be designed to comply with state and federal standards. To execute this policy the OWDB has established protocols for conducting this process, to ensure program quality and fiscal integrity, which results in comprehensive reports of findings and documented follow-up for required corrective actions.

PROCEDURE: Required Monitoring for Service Providers (Youth and Adult)

Notifications and Scheduling of Review

The OWDB will produce the program compliance monitoring schedule and notify the service providers of the monitoring dates thirty (30) days prior to the scheduled date of the monitoring, set a specific time for the entrance conference, request arrangements for suitable workspace for the review of participant files and program documentation and arrange a private space in which to conduct confidential staff and participant interviews. If the monitor anticipates that some participants may be non-English speaking then the service provider should be asked if they can make staff available to translate. If the provider is unable to provide this support then the monitor will need to make alternate arrangements for translation services. A Notice of Intent to Monitor confirmation letter will be sent via email and/or U.S. Mail will contain the following information, requests for information and attachments:

a. Copy of WIOA Administrative Questionnaire (self-evaluation)
b. Request for names/contact information of staff that would be most appropriate to assist the program monitor in completing all of the above questionnaires.
c. Number of participant files that the program monitor will be reviewing (names will be provided at the entrance conference) (see section (b)(1) below for further information).
d. Number of participant interviews to be conducted (interviewees to be a sub-set of the participant file list)
e. Copy of the contract-specific (adult, youth, etc.) Applicable Participant Questionnaire
f. Confirmation of the workspace arrangements for the program monitor to conduct file reviews and private space for conducting confidential staff/participant interviews
g. Duration and timeframes for the on-site monitoring process, including start and end dates and entrance conference time

The monitors shall contact the service provider once more via email one week prior to the scheduled site visits as a courtesy reminder. A return acknowledgement of receipt of email will be required from the service provider.

Frequency of Monitoring
Program monitoring of service providers will be conducted at least one time each program year to ensure that programs are operated are in compliance with applicable federal, state and local regulations. Monitoring sessions will primarily consist of:

1. **Desk Review:**

   Desk Review shall consist of, but not limited to:
   1. Review contracts, files, documents, and related correspondence;
   2. Review Federal and State regulations, as applicable;
   3. Review Management Information Systems (MIS) information, including current enrollment and placement info;
   4. Review previous monitoring reports.

2. **On-Site Review:**

   On-site visits and reviews are conducted so that the monitor can:

   1. Determine the extent of program implementation and to identify problem areas;
   2. Determine what training is being provided and whether the training is in compliance with the contract/agreement;
   3. Verify data reviewed during the desk review phase;
   4. Determine the cause(s) of deviations from planned program performance which have been previously identified during the desk review;
   5. Review program information and activities that are not quantifiable and thus not evident in the desk review of performance data;
   6. Integrate hard data from document review with observations and input from participants and providers so that the entire program performance can be evaluated in context.

   The On- Site Review consists of the following:
   (a) Entrance Conference
      1. For **initial site visits**
         Present overview of the visit, including programs to be reviewed and information required to complete monitoring visit.

      2. For **compliance monitoring**
         Present overview of the visit, including programs to be reviewed and information required to complete monitoring visit.

      3. Interviews with staff involved with contract activity.

   (b) Document Review
      Program and fiscal records are the primary sources of information to review during an on-site monitoring visit. The on-site review of documents and records

serves to validate desk review findings and the responses on the WIOA administrative and contract-specific questionnaires. It identifies problems and discrepancies that may require further investigation. Under WIOA rules, program monitors have a right to see all records relating to WIOA-funded contracts/agreements. Proof of performance and contractual compliance should be evident based upon certain elements of documentation:

- Program records for compliance with contract;
- Review systems for controlling program administration, including determination of participant eligibility;
- Review pay records (time cards/sheet) and attendance reports to ensure controls are established for preventing unauthorized payments;
- Review (ITA/OJT, internship, etc.) contracts/agreements between service provider and the training provider to ensure that training is being provided and payments are appropriate. Contracts shall be checked for dates, authorized signatures, amounts paid, and supporting documents to justify payment;
- Review staff levels, operating procedures, and contracts to determine training provider capability to fulfill contract obligations;
- Review corrective action plan as applicable; and
- Review the procurement system as applicable.

A sample of the following records shall be reviewed:

Contract files:
    a) Contract;
    b) Modification(s);
    c) Contract Exhibit(s).
    d) Schedule(s)

Participant files:
    a) Client Action forms;
    b) Registration, enrollment and eligibility support documentation;
    c) Confidentiality form, signed by participant and dated;
    d) Job performance evaluation/assessment;
    e) Individual Service Strategy (ISS) or Individual Employment Plan (IEP);
    f) Placement/Termination forms;
    g) Documentation of competencies (youth or adults);
    h) Timesheets

3. Participant Case File Review (Youth and Adult Programs)

The review of participant case files is a key step in determining whether or not the service provider is following program guidelines, WIOA eligibility criteria, and the contract scope of work. The review is documented by use of the Youth Case File Review Worksheet and the Adult and Dislocated Workers Case File Review Worksheet.

Random Sampling

Participant Files

Participant files should be reviewed from three different categories – those who have recently entered the program, those who have been in the program for some time or are nearing completion, and those who have exited the program.

4. **Work Sites**

Work Sites are reviewed to ensure that providers are aware of and in compliance with applicable health and safety standards. The following is a list of guidelines that will be used in reviewing work sites during a visit:
- Health and safety standards (OSHA assurance, certification & regulations)
- Location
  - accessibility to clients
  - handicapped accessibility
  - access to public transportation
- Working environment
- Light, temperature, space, furniture, noise, etc.
- Maintenance and care of government equipment (where applicable)

5. **General Administration**

- Reception – prompt, courteous, knowledgeable, accommodations for non-English speaking participants
- Proper storage of records to ensure confidentiality

6. **Workshops**

- Learning environment
  - light, temperature, noise, space, furniture, health and safety
- Equipment and supplies provided per contract/agreement
- Attendance compared to attendance records
- ADA-compliant restroom, facilities/classroom

7. **Exit Interview**

An Exit Interview will be held with appropriate administrative staff when the monitoring visit is completed. Problem areas will be discussed in general terms to provide feedback on performance of good procedures and programs. The provider should be informed that technical assistance is available from Oakland WDB staff and they are encouraged to utilize it especially if there are performance problems.

8. **Monitoring Report**

A monitoring report will be written as a result of the desk review, field review, participant interviews, and other related activities, including findings, recommendations, and if needed, corrective action. This report shall be submitted to the WDB Program Manager for review and action. The final report is sent to the service provider and a copy

is placed in the contract file. If corrective action is required, a response from the service provider will be secured. Technical assistance will be made available to the provider. Follow-up on corrective action shall be accomplished until all issues are resolved.

If during the monitoring process the monitor suspects that he/she has discovered possible fraud/abuse, monitoring of the service provider will be terminated and findings reported immediately to the OWDB Executive Director. The OWDB Executive Director will make the necessary contact with the State and shall make a determination regarding submission of an Incident Report to the State EDD.

9. **Corrective Action Plans**

In the event that any findings are identified during the onsite monitoring process, the Provider will be notified within thirty (30) calendar days of the site visit. Potential findings and recommended corrective actions will be specified on the <u>Corrective Action Plan Template</u>. The Provider will have thirty (30) calendars days from the date of the notification to correct and respond to any findings. The implementation will be closely monitored for its effectiveness as well as to watch for unintended consequences of the plan by WDB staff. Staff will issue a final monitoring report upon satisfactory completion of corrective actions.

10. **Reporting Incidents of Suspected Fraud or Abuse/Waste of WIOA Funds**

If during the course of the monitoring process the program monitor determines that there may be possible program fraud, abuse or waste of WIOA funds, he/she must then file an incident report as outlined in Incident Reporting- EDD Directive WSD 12-18, which is available at the EDD website. This Directive contains the reporting information as well as the Incident Report form.

It is important to note that the monitor is **not** making a final determination as to whether or not fraud, abuse or waste exists. The State Civil Rights Division (CRD) or the Department of Labor's Office of the Inspector General will make this determination. The filing of an Incident Report is a significant event and should be noted in the monitoring report along with the reasons the report was filed.

11. **Follow up/Technical Assistance**

Program Monitors will offer technical assistance to help get the service provider back on track to reaching goals. Technical Assistance includes but is not limited to:

- Reviewing WIOA rules and regulations related to problem area with service provider;
- Reviewing completed paperwork;
- Workshops and one on one trainings on enrollment, exiting, and other program strategies;
- Informing service providers of any trainings or seminars available by federal or state departments that they may be able to attend.

The Program Monitor who conducted the monitoring review should do the follow up. It can be:

- Specific – if a corrective action item is critical to the proper operation and performance of the service provider's program than that particular item must be followed-up on, either by subsequent desk review or additional monitoring visits
- Ongoing – if the corrective action item is less critical to the proper operation and performance of the service provider's program, then the follow-up can occur during the course of the ongoing monitoring process and be targeted for closer scrutiny in the next annual monitoring

Attachment II.d.4

Handling and Protecting Personally Identifiable Information (PII) Policy

Purpose:
The purpose of this policy bulletin is to define the OWDB's policies and procedures for handling and protecting Personally Identifiable Information (PII).

Background:

Federal and state regulations and policies require local workforce boards to implement policies and procedures to minimize identify theft of personal identification and other sensitive information of customers served through programs.

Definitions:

PII - Personally Identifiable Information - information that can be used to distinguish or trace an individual's identity, either alone or when combined with other personal or identifying information that is linked or linkable to a specific individual. DOL has defined two types of PII:

1. Protected PII - information that if disclosed could result in harm to the individual whose name or identity is linked to that information. Examples of PII include, but are not limited to, social security numbers (SSNs), credit card numbers, bank account numbers, home telephone numbers, ages, birthdates, marital status, spouse names, educational history, biometric identifiers (fingerprints, voiceprints, iris scans, etc.), medical history, financial information and computer passwords.

2. Non-sensitive PII - information that if disclosed, by itself, could not reasonably be expected to result in personal harm. It is stand-alone information not linked or closely associated with any protected or unprotected PII. Examples of non-sensitive PII include first and last names, e-mail addresses, business addresses, business telephone numbers, general education credentials, gender, or race. However, depending on the circumstances, a combination of these items could potentially be categorized as protected or sensitive PII.

3. Sensitive Information - Any unclassified information whose loss, use, misuse, or unauthorized access to or modification of could adversely affect the interest or the conduct of Federal programs, or privacy to which individuals are entitled under the Privacy Act of 1974.

To illustrate the connection between non-sensitive PII and protected PII, the disclosure of a name, business e-mail address, or business address most likely will not result in a high degree of harm to an individual. However, a name linked to a social security number, a date of birth, and mother's maiden name could result in identity theft.

Policy/Procedures:
Administrative staff and service providers must not e-mail unencrypted sensitive PII to any entity. To ensure PII and other sensitive data is not transmitted to unauthorized users, transmit

via e-mail or store on CDs, DVDs, thumb drives, etc., using encrypted files that are Federal Information Processing Standards (FIPS) 140-2 compliant and National Institute of Standards and Technology (NIST) validated cryptographic module (http://csrc.nist.gov/publications/fips/fips140-2/fips1402.pdf.)

In addition to the above requirement, administrators and service providers must comply with all of the following:

- All PII data obtained through federal or state funded grants/contracts/sub-awards shall be stored in an area that is physically safe from access by unauthorized persons at all times and the data will be processed using information technology (IT) services at designated locations approved by NIWA. Accessing, processing, and storing of PII data on personally owned equipment, at off-site locations, e.g., employee's home, and non-grantee managed IT services, is strictly prohibited unless approved by the local workforce board.

- Employees and other personnel who will have access to sensitive/confidential or proprietary/private data must be advised of the confidential nature of the information, the safeguards required to protect the information, and that there are civil and criminal sanctions for noncompliance with such safeguards by Federal and state laws.

- Administrators and service providers must acknowledge their understanding of the confidential nature of the data, safeguards, and compliance in handling of sensitive data and that they may be liable to civil and criminal sanctions for improper disclosure.

- Administrators and service providers must not extract information from data supplied by any funding source for any purpose not stated in the grant, contract or sub-award agreement.

- Access to any PII created by federal or state grant, contract or sub-award agreement must be restricted to only those employees of the grant, contract, or sub-award agreement recipient who need it in their official capacity to perform duties in connection with the scope of work.

- All PII data must be processed in a manner that protects confidentiality of the records/documents and is designed to prevent unauthorized persons from retrieving records by computer, remote terminal or any other means. Data may be downloaded to, or maintained on, mobile or portable devices only if the data are encrypted. NOTE: wage data may only be accessed from secure locations.

- PII data obtained by administrators or service providers through a request from their funder must not be disclosed to anyone but the individual requestor except as permitted by the grant, contract, or sub-award agreement provider.

- Administrators and service providers must make records applicable to Federal/State grants, contracts, and sub-awards available to authorized persons for the purpose of inspection, review, and/or audit.

• Administrators and service providers will retain data received from ETA-funded grants only for the period of time required to use it for assessment and other purposes, or to satisfy applicable local/ state/ Federal records retention requirements, if any.

Failure to comply with requirements identified in this Policy, or any improper use or disclosure of PII for an unauthorized purpose, may result in the termination, suspension, or restrictions of the grant, contract, or sub-award, as deemed necessary to protect the privacy of participants or the integrity of data.

Procedures to protect PII:

• Before collecting PII or sensitive information from participants, have participants sign releases acknowledging the use of PII for grant purposes only.

• When possible, use unique identifiers for participant tracking instead of SSNs. If SSNs are to be used for tracking purposes, they must be stored or displayed in a way that is not attributable to a particular individual, such as using a truncated SSN.

• Destroy sensitive PII in paper files by depositing in locked shredding bins and securely deleting sensitive electronic PII.

• Do not leave records containing PII open and unattended.

• Store documents containing PII in locked cabinets when not in use.

Reporting a Breach:

Any breach or suspected breach of PII will immediately be reported to the Agency Director and to the Oakland Workforce Development Executive Director.

To: **Oakland Workforce Development Board**

From: **Lazandra Dial, Program Analyst III**

Date: **November 3, 2016**

Re: **Budget Update and Funding Appropriations**

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RECOMMENDATIONS:

That the Workforce Development Board:

1. Augment the FY 2015-2017 Oakland Private Industry Council (OPIC) Contract for the West Oakland Neighborhood Career Center with $48,098 of WIOA FY 2014-2016 carry forward funds and authorize staff to negotiate appropriate service and performance requirements associated with same.

2. Consider appropriating $17,997 in Rapid Response funds to the Oakland Private Industry Council (OPIC) for the purposes of supporting their role in the provision of Rapid Response services from July 1, 2016 through October 31, 2016.

3. Consider appropriating up to $46,774 in Rapid Response funds to the Oakland Private Industry Council (OPIC) for the purposes of supporting their role in the provision of Rapid Response services for the balance of FY 2016-2017 from November 1, 2016 through June 30, 2017.

4. Authorize the Board Chair to establish an *Ad Hoc* Budget Committee to determine any additional FY 2016-2017 funding appropriation priorities and request the committee develop recommendations to the full board.

BACKGROUND:

The Oakland City Council at its June 14, 2016 meeting indicated its desire to provide funding that might allow the West Oakland neighborhood career center to remain open through June 30, 2017. Council directed staff to estimate what unspent funds would be available from the FY 2015-16 allocation for the neighborhood centers that could potentially be carried forward to the next fiscal year, thus determining what additional new funds would be necessary to maintain funding at the same level for the centers through FY 2016-2017. That analysis was the basis for the amount of funding for the neighborhood centers approved by the Oakland Workforce Development Board (WDB) and Council over the summer of $130,000. The one-time funding to operate the West Oakland Neighborhood Center was approved at the June 21, 2016 Council meeting. The WDB at its August 4, 2016 accepted and approved the recommendation made by Council. WDB staff developed a non-performance General Funds contract for FY 2016-17.

Upon receipt and processing of OPIC invoices submitted by June 30, 2016, staff analysis determined that unspent funds from FY 2015-2016 contract was $31,902 much less than the $80,000 that was estimated. OPIC and staff met in July 2016 and agreed that there was a difference of $48,098 and that, if it was Council's intent to provide additional funding to maintain the prior funding levels, then an amendment to the OPIC contract should be considered to allow for this unspent .

In the reconciliation of FY 2015-2016 WDB actual expenditures, staff identified $48,098 in carry forward funds. These are WIOA funds and it is recommended that the FY 2015-2017 OPIC West Oakland Neighborhood One Stop Career Contract be augmented by $48,098. These funds are subject to WIOA performance measures.

The Committee of Economic Development (CED) members approved an augmentation of $48,098 WIOA funds to OPIC for the West Oakland Neighborhood Career Center at its October 25, 2016 meeting.

At the June 2, 2016 WDB meeting, staff presented a budget that included an allocation of $226,550 Rapid Response /Layoff Aversion funds. The allocation was based on an estimated amount that reflected a reduction over the Fiscal Year 2015-2016 allocation. The Employment Development Department released the Fiscal Year 2016-2017 Rapid Response and Layoff Aversion Funds June 2016. The local area received $279,874 Rapid Response and $79,273 Layoff Aversion funds for a total allocation of $359,147. This total was $132,597 greater than the estimated amount previously approved in the WDB budget. The WDB at is August 4, 2016 meeting approved and accepted the additional Rapid Response funds of $132,597.

At its October 25, 2016 meeting, the City Council's Committee of Economic Development (CED) members received an oral informational report on workforce system Rapid Response and Layoff Aversion services. In addition to receiving an oral update from staff about this matter, the CED committee heard public comment from the Oakland Private Industry Council (OPIC) about its need for additional financial resources to support its role.

Finally, in light of both the budgetary issues cited above and other factors, it is recommended that an *Ad Hoc* committee convene to determine appropriations of these funds to best meet the needs of businesses and job seekers in the City of Oakland.

To: **Oakland Workforce Development Board**

From: **Stephen Baiter, Executive Director**

Date: **November 3, 2016**

Re: **Ad Hoc Governance Committee**
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RECOMMENDATION:

That the WDB authorize the Board Chair to establish an *Ad-Hoc* Governance Committee for the purposes of establishing key leadership and oversight functions of the Oakland Workforce Development Board (WDB) and request the committee develop recommendations to the full WDB membership around bylaws, officers/leadership, committee structure and related issues for consideration.

BACKGROUND:

As a newly appointed body by the City of Oakland Mayor, the WDB is charged with recommending governance systems and structures to the Mayor so that it can fulfill its mission of overseeing the investment of federal, state, and other resources to help support workforce development in Oakland and the broader East Bay region.

With the enactment of the Workforce Innovation & Opportunity Act (WIOA), local workforce development areas were charged with pursuing a twofold process to ensure continuation from the predecessor legislation. Local Area Designation, a process to confirm the continued interest of local areas to be recognized under federal law, was completed in spring 2015; more recently (March 2016), the City of Oakland went through the local board recertification process, which in turn created a new (WIOA-compliant) board structure and appointed members to respective seats in this structure. This body is now charged with making recommendations for governance and structure.

Having strong governance procedures and systems for the WDB will help to ensure efficient, effective, and transparent decision-making processes around workforce development investments in the county and broader East Bay region and ensure that customers reap maximum benefits from these efforts.

It is expected that most – but potentially not all – of the governance and structural issues under the purview of the Governance Committee will be completed by February 2017. Any remaining and/or unfinished business as designated by the committee may continue through the end of calendar year 2017 as appropriate and recommended by the *ad hoc* committee.

To: Oakland Workforce Development Board

From: OWDB Staff

Date: November 3, 2016

Re: Local/Regional Strategic Planning

RECOMMENDATION:

That the Workforce Development Board authorize the Board Chair to establish an *Ad-Hoc* Committee to establish local and regional planning priorities and authorize the committee to select and enter into a contract with a qualified entity to support and facilitate the local strategic planning process for 2017-2020 and empower the *ad hoc* committee to serve as the lead body of the OWDB for the purposes of completing the OWDB's 2017-2020 strategic plan.

BACKGROUND:

The Workforce Innovation Opportunity Act (WIOA) requires Local Workforce Development Boards to develop local and regional workforce plans for Program Year 2017-2020. Regional and local plans must be submitted to the California State Workforce Development Board no later than March 15, 2017.

Regional plans and partnerships required by WIOA function under California's State Plan as the primary mechanism for aligning educational and training provider services with regional industry sectors needs in California fourteen WIOA Regional Planning Units (RPUs). California state law requires coordination between the K-12, Community College, AND WIOA systems. It also requires the use of sector strategies as the operational framework for the state's workforce system.

The function of the local plan and partnerships is to facilitate access to workforce services at the local level. While regional plans and partnerships are focused on constructing a regional training and education structure that aligns with regional markets, individuals will access and experience this regional workforce architecture primarily through local service delivery efforts, principally those of WIOA partners operating in the America's Job center of California (AJCCs).

Under the State Plan, AJCCs will continue to provide the full menu of One Stop services. The State Plan mandates a greater emphasis on treating AJCC's as an access point for education and

training services for those who want and need them. Local plans and AJCC's Memorandum Of Understanding must provide more emphasis on coordinating and aligning program services across WIOA core programs to best service relevant client populations.

The Oakland WDB staff must conduct procurement for a person or entity to develop the local plan by the due date. Staff will develop and issue a Request for Quotation (RFQ) per City of Oakland contracting and compliance policies and procedures.

The EastBay RPU Directors have been meeting to discuss development of the joint regional plan. The Contra Costa County Workforce Development (CCCWDB) has an existing contract with Pacific Consulting Group (PCG). PCG provides industry-leading management and consulting to help public sector government clients achieve their performance goals and better serve population in needs. They help organizations develop reporting and analysis infrastructure and have a proven gap analysis methodology that can identify and provide solutions for service and skills gaps in a region, helping workforce systems make data driven investment decisions. PCG has a history in the East Bay having developed an Environmental Scan and Access Map for both Alameda County and Contra Costa County. Directors agreed to piggy back on the CCCWDB existing procurement with PCG for the regional plan development.

To: Oakland Workforce Development Board

From: Enjema Hudson, Program Analyst II

Date: November 3, 2016

Re: FY 2015-16 Youth UpRising "Pay-for-Performance" Update

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BACKGROUND:

The Oakland Workforce Development Board (OWDB) convened a regular quarterly meeting on June 2nd, 2016. An Action Item was to approve a "Pay-for-Performance" Contract to Youth UpRising (YU) for Out-of-School Youth (OSY) for Fiscal Year 2015-2016. The OWDB approved the motion and awarded YU the contract totaling $212,500.

The "Pay-for-Performance" Contract Schedule is as follows:

Program Units of Service	Dollar Value
1st Performance Based Reimbursement (100% out of school youth served) • Eligibility determination and enrollment • Pre-Literacy/Numeracy Testing	$14,000
2nd Performance Based Reimbursement (80% of out of school youth served) • Attainment of a degree or certificate	$43,160
3rd Performance Based Reimbursement (75% of out of school youth served) • Completion of subsidized or unpaid work experience, internship	$70,840
4th Performance Based Reimbursement (Youth Statewide Common Measures) Exit one or more of the following: (80% of out of school youth) • Placement in Unsubsidized employment and/or post-secondary education OR; Performance Based Reimbursement (Basic Skill Deficient) (Youth Statewide Common Measures)	$70,000 $42,000

Exit one or more of the following: (80% of out of school youth) • Placement in Unsubsidized employment and/or post-secondary education (60% of out of school youth) • Of those out of school basic skills deficient youth, an established improvement in the literacy and numeracy as recognized by the state Post-Literacy/Numeracy Testing	$28,000
5th Performance Based Reimbursement (60%- by Quarter 2, 40%- by Quarter 3 respectively, of out of school youth served) A minimum of 12 months of documented follow-up	$14,500
Program Dollars Grant Award	$212,500

The following information reports the status of YU's Performance Contract goals:

- Per CalJOBS, YU has completed a total of 3 of the 28 Workforce Innovation and Opportunity Act (WIOA) Out-of-School Youth (OSY) eligibility determination and CalJOBS enrollment. (They were contractually required to enroll 28 OSY).
- Per CalJOBS, there is no activity or case notes documenting Literacy and Numeracy completed (CASAS testing) for the 3 enrolled OSY.
- Per CalJOBS, there are no activity or case notes documenting enrollment in Education or Subsidized employment training activities for the 3 enrolled OSY.
- Per CalJOBS, there are no activity or case notes documenting Post-Secondary education (College) enrollment or Employment for the 3 enrolled OSY.
- Follow Up Services must be completed by 06/30/2017 (the end of the Fiscal Year).

Oakland Workforce Development Board Staff initiated – Technical Assistance:

- YU Youth Coordinator has received CalJOBS training on WIOA Eligibility, Enrollment, and Follow-Up from OWDB staff on 06/30/2016. The YU Coordinator completed WIOA Youth Eligibility determinations for 30 OSY. During the CalJOBS training on 06/30/2016 OWDB Staff and the Youth Coordinator input 27 OSY into CalJOBS. Staff trained the YU Coordinator on how to enter CalJOBS participation and activities for each OSY. Staff entered 3 OSY participations and activities. The YU Coordinator was tasked with enrolling the remaining 3 OSY in CalJOBS, and entering CalJOBS Participation & Activities for 27 OSY.
- YU Youth Coordinator received CalJOBS training on entering WIOA Participation and Activities from staff on 07/20/2016.
- YU Youth Coordinator received CalJOBS refresher training via email regarding entering Activity dates.
- YU Youth Coordinator received a "Refresher" training in 08/05/2016 to ensure that all CalJOBS/WIOA Follow-Up measures are met.

- Staff visited the YU provider site on 09/30/2016. Staff conducted an informal Case File Audit to assist Fiscal Staff with identifying supporting invoice documentation for Pay-for-Performance Contract.
- On 10/03/2016 Staff provided an informal report that included steps for corrective action, to YU of the Case File Audit performed.
- Staff provided YU an update on Final Reporting and steps for Pay-for-Performance invoicing documentation was also provided.

YU has completed the first benchmark performance goal for approximately 3 Out-of-School Youth. They are in the process of updating the 28 OSY in CalJOBS, providing invoices, and supporting documentation for each benchmark performance goal achieved.

Overall, YU has not fully met any of its Pay-for-Performance goals to date.

To: **Oakland Workforce Development Board**

From: OWDB Staff

Date: November 3, 2016

Re: **Local Area Performance FY 2016-17 and FY 2017-18**

BACKGROUND:

The Workforce Innovation and Opportunity Act(WIOA) requires States to reach an agreement with the Secretary of Labor on state level performance goals the Wagner-Peyser Act, and WIOA Adults and Dislocated Worker and Youth programs for the two program years of performance accountability that began July 1, 2016.

WIOA further states that the Local Workforce Development Board (WDB), chief elected official, and the Governor shall negotiate and reach agreement on the local levels of performance for the same time periods as the state negotiated goals for the primary indicators of performance. Workforce Service Directive 149 required Local Workforce Development Board to negotiate Program Year (PY) 2016-17 and PY 2017-18 through a process with representatives from Regional Planning Units (RPU). The Oakland WDB is a part of the East Bay RPU consisting of Alameda County, Contra Costa and the City of Richmond WDBs.

Local areas will be held accountable for local level negotiated performance. However, PY 2016-17 negotiated performance will not be used for performance accountability purposes. Therefore, PY 2016-17 are being used to establish a base line for local area performance. Local areas will have an opportunity to renegotiate PY 2017-18 in the fourth quarter of PY 2016-17, following the state's negotiation with the DOL and the approval of local and regional plans.
The Oakland WDB's PY 2016-17 and PY 2017-18 proposed goals were submitted and approved by the California WDB on September 2016. See Attachment III.B.

OAKLAND WORKFORCE DEVELOPMENT BOARD
PERFORMANCE GOALS

FISCAL YEAR 2016-17

	Adults	Adult	Dislocated Workers	Dislocated Workers	Wagner-Peyser *	Youth	Youth
Employment Rate 2nd Quarter After Exit	65.0%	70%	68.0%	72%	53.7%	62.4%	64%
Employment Rate 4th Quarter After Exit	62.5%	66%	66.5%	70%	53.7%	64.2%	66%
Median Earnings 2nd Quarter After Exit	$4,957	$5,200	$7,308	$7,500	$4,862	BASELINE	baseline
Credential Attainment within 4 Quarters After Exit	52.9%	54%	60.0%	70%	N / A	54.7%	56%

FISCAL YEAR 2017-18

	Adults	Adult	Dislocated Workers	Dislocated Workers	Wagner-Peyser *	Youth	Youth
Employment Rate 2nd Quarter After Exit	68.0%	70%	71.0%	72%	56.7%	65.4%	66%
Employment Rate 4th Quarter After Exit	65.5%	66%	69.5%	70%	56.7%	67.2%	68%
Median Earnings 2nd Quarter After Exit	$5,157	$5,200	$7,523	$7,700	$5,162	BASELINE	baseline
Credential Attainment within 4 Quarters After Exit	55.9%	56%	63.0%	70%	N / A	57.7%	58%

To: **Oakland WDB**

From: **Enjema Hudson, Program Analyst II**

Date: **September 20, 2016**

Re: **2015-2016 Adult and Dislocated Worker Preliminary Performance**

Adult & Dislocated Worker Services Performance Report

WIOA Adult Performance Measures		
Performance	*Adult*	*Dislocated Worker*
Entered Employment State Goal	**64.2%**	**63.5%**
Entered Employment (Actual Averaged Total)	**73.14%**	**92.4%**
Entered Employment Success Rate	**114% (Exceeded State Goal)**	**145.5% (Exceeded State Goal)**
Retention State Goal	**82%**	**85.5%**
Retention Rate (Actual Averaged Total)	**82.52%**	**86.20%**
Retention Success Rate	**100.6% (Exceeded State Goal)**	**100.8% (Exceeded State Goal)**
Average Earnings State Goal	**$14,573**	**$19,201**
Averaged Totals (Actual)	**$12,946.69 (Did not meet State Goal)**	**$17,800.06 (Did not meet State Goal)**
Average Earnings Success Rate	**88.84%**	**92.70%**

Adult & Dislocated Worker Services Performance Report

WIOA Individual Provider Adult State Performance (Percentages)	Entered Employment				Employment Retention			
	State	Actual	State	Actual	State	Actual	State	Actual
Adult (A) & Dislocated Worker (DW)	**(A)**	**(A)**	**(DW)**	**(DW)**	**(A)**	**(A)**	**(DW)**	**(DW)**
ASSETS Senior Employment Program	60%	60% Met	63.5%	100% Met	77.5%	81.82% Met	82.5%	100% Met
OPIC Comprehensive Career Center	60%	64.39% Met	63.5%	73.33% Met	77.5%	80.87% Met	82.5%	87.23% Met
OPIC East Oakland Career Center	60%	91.18% Met	63.5%	92.86% Met	77.5%	*74.07% Not Met*	82.5%	100% Met
OPIC West Oakland Career Center	60%	63.33% Met	63.5%	100% Met	77.5%	83.33% Met	82.5%	*75% Not Met*
Unity Council	60%	86.79% Met	63.5%	95.83% Met	77.5%	92.50% Met	82.5%	*68.75% Not Met*
TOTALS	60%	365.69%	63.5%	462.02%	77.5%	412.59%	82.5%	430.98%
Averaged Totals	60%	73.14% Met	63.5%	92.4% Met	77.5%	82.52% Met	82.5%	86.20% Met

*ASSETS Enrollments and Entered Employment totals were not included in the Averaged Totals for all Providers.

Adult & Dislocated Worker Services Performance Report

WIOA Individual Provider Adult Performance Measures	Average Earnings		Enrollments (07/01/15 - 06/30/16)		Entered Employment		Employment Retention	
	Adult	Dislocated Worker	Adult	Dislocated Worker	Adult	Dislocated Worker	Adult	Dislocated Worker
ASSETS Senior Employment Program	$12,409	$16,669	14*	0*	18	2	18	3
OPIC Comprehensive Career Center	$12,694	$19,793	537	128	340	209	296	164
OPIC East Oakland Career Center	$9,576	$19,370	33	14	31	13	20	8
OPIC West Oakland Career Center	$14,280	$16,087	57	15	19	4	15	3
Unity Council	$15,772	$17,078	56	11	46	23	37	11
TOTALS	$64,733	$89,000	683	168	436	249	386	189
Averaged Totals	$12,946	$17,800	170.75	42	109	62.25	77.2	37.8

*ASSETS Enrollments and Entered Employment totals were not included in the Averaged Totals for all Providers.

Adult & Dislocated Worker Services Performance Report

WIOA Individual Provider Adult Performance Measures	Enrollments (Actual) 07/01/15 - 06/30/16		Enrollments (Local Contract) 07/01/15 - 06/30/16		Entered Employment (Actual)		Entered Employment (Local Contract)	
	Adult	Dislocated Worker	Adult	Dislocated Worker	Adult	Dislocated Worker	Adult	Dislocated Worker
ASSETS Senior Employment Program	14*	0*	*19* Not Met*	*0**	18	2	19* Not Met	0*
OPIC Comprehensive Career Center	537	128	**225 Met**	**275 Met**	340	209	**173 Met**	212 Not Met
OPIC East Oakland Career Center	33	14	**28 Met**	**12 Met**	31	13	21	9
OPIC West Oakland Career Center	57	15	**38 Met**	**17 Met**	19	4	29	13
Unity Council	56	11	**38 Met**	*17 Not Met*	46	23	29	13
TOTALS*	**683**	*168*	**329 Met**	*321 Not Met*	**436**	**249**	**252 Met**	**247 Met**

*ASSETS totals were not included in the Averaged Totals for all Providers.

To: **Oakland WDB**

From: **Ricardo Quezada, Program Analyst II**

Date: **November 3, 2016**

Re: **2015-2016 Youth Service Preliminary Performance**

Oakland Youth Services Performance Update
WIA and WIOA Year Round Youth Services Performance
Comparison 2013-2015 and 2015-16 Performance Projections

WIA Youth Performance Measures	2013-14	2014-15	2015-16 WIOA Performance Projections
Placement State Goal	59.2%	55%	55%
Placement Actual Performance	46.6%	58.6%	74.52%*
Placement Success Rate	**78%**	**106.5%**	**135%***
Credential State Goal	55%	56.5%	51.5%
Credential Actual Performance	24.3%	33.6%	48.48%*
Credential Success Rate	**44%**	**59.5%**	**94%***
Lit/Num State Goal	25%	40.5%	40.5%
Lit/Num Actual Performance	7.4%	22.6%	53.79%*
Lit/Num Success Rate	**30%**	**55.9%**	**134%***

*Success Rates are not reflective of final performance figures due to the issuance of the State's final report. Data tracking supports OWDB staff's expectation that the City of Oakland will meet all State negotiated goals for FY 2015-16 performance.

Staff believes that the Youth Services Provider network has made significant strides in their understanding of WIA, improving service delivery, implementing strategies to improve performance measure outcomes, reporting participant data in CalJOBS and that the contractors are committed to implementing the legislative requirements under WIOA contracted in FY 2015-17 agreements.

Oakland Workforce Development System
Youth Services
2015 Quarter Summary

2015 Youth Performance through the Fourth Quarter	Num/ Dem	First Qtr	Second Qtr	Third Qtr	Fourth Qtr	Total	Goal	Actual	Success Rate	
Placement in Emp/Ed	Num	25	9	39	39	117	55.0%	74.52%	135%	☑
	Dem	35	14	62	44	157				
Attainment	Num	8	4	16	19	48	51.5%	48.48%	94%	☑
	Dem	19	6	39	35	99				
Lit/Num	Num	9	24	23	14	71	40.5%	54.20%	134%	☑
	Dem	14	45	38	32	131				

Numbers reported in this chart do not equal figures in FY 2015-16 tables below as additional outcomes from agencies no longer funded, but still impacting Performance, are included in the State's reporting of these Exit cohorts. Data tracking supports OWDB staff's expectation that the City of Oakland will meet all State negotiated goals for performance.

The following tables one through four summarize how Youth Service Providers are performing in FY 2015-16 through September 20, 2016:

TABLE 1

ENROLLMENTS			
Service Provider	Enrolled	Enrollment Goal	% of Enrollment Goal
Civicorps	30	32	94%
Lao Family	43	35	123%
Youth Employment Partnership	49	48	102%
Youth Radio	25	24	104%
Youth UpRising	3	28	11%

Youth Uprising figures below reflect youth served under the FY 2014-15 Contract. Youth Uprising closed out services to 18 participants enrolled prior to June 15, 2015 in the FY 2014-15 WIA contract on 6/2/2016. New Youth Uprising WIA lead staff received training on May 17,

2016 to begin reporting Follow Up activities in CalJOBS for 17 additional youth which were Closed from the system from June 30, 2015 through December 30, 2015. YU staff Closed out the remaining Active YU participants from CalJOBS on June 2, 2016. A separate report highlighting YU's progress is included in the packet asItem III.a. Information.

Performance Indicators

Data for the following charts is drawn from the ETA 9090 WIOA Quarterly Summary which was last updated on 8/14/2016. Staff has provided copies and individual and network trainings to the youth service providers on how to access and read these federal reports. The reports are included as attachments.

TABLE 2

PLACEMENT IN EMPLOYMENT OR EDUCATION					
Service Provider	**Category**	**Total Through 4th Quarter**	**State Goals**	**% of Placement to Exit**	**Success Rate**
Civicorps	Placement	18			
	Exit	24	55.0%	75%	136%
Lao Family	Placement	37			
	Exit	45	55.0%	82.22%	149%
Youth Employment Partnership	Placement	43			
	Exit	64	55.0%	67.19%	122%
Youth Radio	Placement	10			
	Exit	10	55.0%	100%	182%
Youth UpRising	Placement	7			
	Exit	12	55.0%	58.33%	106%

TABLE 3

ATTAINMENT OF DEGREE OR CERTIFCATE					
Service Provider	**Category**	**Total Through 4th Quarter**	**State Goals**	**% of Attainment to Exit**	**Success Rate**
Civicorps	Attainment	6			
	Exit	19	51.5%	31.58%	61%
Lao Family	Attainment	21			
	Exit	34	51.5%	61.76%	120%
Youth Employment Partnership	Attainment	18			
	Exit	22	51.5%	81.82%	159%
Youth Radio	Attainment	2			
	Exit	12	51.5%	16.67%	32%
Youth UpRising	Attainment	1			
	Exit	10	51.5%	10.00%	19%

OWDB staff efforts to renegotiate the State goals to levels equal to the City's regional partners were essential in ensuring the system's successful attainment of the Attainment performance measure. Staff is confident that final reporting will increase numbers for all youth service providers.

TABLE 4

LITERACY AND NUMERACY GAINS					
Service Provider	**Category**	**Total Through 4th Quarter**	**State Goals**	**% of Gain to Deficient**	**Success Rate**
Civicorps	Gains	24			
	Deficient	31	40.5%	77%	190%
Lao Family	Gains	11			
	Deficient	15	40.5%	73.33%	181%
Youth Employment Partnership	Gains	21			
	Deficient	42	40.5%	50%	123%
Youth Radio	Gains	10			
	Deficient	26	40.5%	38.46%	95%
Youth UpRising	Gains	4			
	Deficient	14	40.5%	28.57%	71%

OWDB Staff led training for the Youth Service Provider network on strategies to increase Literacy/Numeracy resulted in system-wide increases in the City's Literacy and Numeracy outcomes. The City saw substantial gains in Literacy and Numeracy which has been a measure failed significantly across the country.

ITEM IV.c. – REPORTS

To:	**Oakland WDB**
From:	**Honorata Lindsay, Program Analyst II**
Date:	**November 3, 2016**
Re:	**2015-2016 Training Expenditure Report**

BACKGROUND:

Local boards must spend at least 25 percent of the combined total of their adult and dislocated worker WIA formula fund allocations on training services, imposed by Senate Bill 734. Up to 10 percent of the combined total of the adult and dislocated worker formula fund allocation can be met by applying designated leveraged resources used for training.

The following table provides a breakdown of the total training expenditure requirement and leveraged resources reported for PY 2014-15.

2014-15 Adult and DW Allocation:	$ 2,774,609
Training Expenditure Requirement:	$ 693,652
Total Adult and DW Training Spent:	$ 357,518
Leverage Reported:	$ 277,460
Total Spent on Training:	$ 634, 978
% of Training funds and Leverage used toward Training Expenditure Requirement:	23%
Requirement Met?	NO

Oakland Workforce Development Board 2017 Meeting Calendar	
Per the Bylaws:	1st Thursday, February, May, August, and November (8:30-11:00am)
February 2017	**Thursday February 2, 2017**
May 2017	**Thursday May 4, 2017**
August 2017	**Thursday August 3, 2017**
November 2017	**Thursday November 2, 2017**

SUPPORTIVE SERVICES MATRIX

Applies to WIOA funded programs and special projects when grant budget permits. Payments may **not** be requested for bad debts, i.e., late service charges, penalties, tickets, and/or fines.

SUPPORTIVE SERVICES	MAXIMUM AMOUNT	GUIDELINES
AUTO		Direct proof of vehicle ownership is required for assistance with all auto-related expenses. Bank Stubs or statements will not be accepted as proof of ownership.
Payment	$250	One-time payment only, not to exceed maximum. Payment may represent only one month's worth of auto payment. Bank stubs or statements will be accepted as proof of the monthly payment unless they provide direct proof of the vehicle description.
Insurance	$100	One-time payment only, not to exceed maximum. Payment may represent only one installment period.
Misc. Repairs	$200	One-time payment only, not to exceed maximum. At least two estimates required.
Tires	$200	One-time payment only, not to exceed maximum. At least two estimates required.
BOOKS/COMPUTERS SOFTWARE OR SUPPLIES	$300 Per Semester up to one year	**Must maintain documentation in customer file regarding book(s) as a condition of employment or in support of job search**
		An itemization of books/costs must accompany requests and must include the cumulative amount of book costs for the semester.
		It is at the discretion of the service providers to determine if books required by school, CVT, or OJT employer should be charged to training/tuition cost category (Tuition/Educational Fiscal Authorization required) or the supportive services cost category.

SUPPORTIVE SERVICES	MAXIMUM AMOUNT	GUIDELINES
TATTOO REMOVAL	N/A	Refer customer to free services
TELEPHONE	$50	One-time payment only, not to exceed maximum. Payment may represent only one month's worth of telephone service for customer's primary phone.
TOOLS/SUPPLIES	$500	If required as a condition of employment or training. Employer or training provider must provide itemized list of tools/supplies and costs. It is at the discretion of service provider to determine if tools/supplies required by school, CVT, or OJT employer should be charged to the training/tuition cost category or the supportive services cost category.
TRANSPORTATION		Note: Reimbursement for taxi cabs is not an approved supportive service. All participants must provide job search log to receive transportation assistance.
Bus Passes

Gas
Voucher/Reimbursement | Actual Cost

$80/month | No more than one per month

Mileage reimbursement must be accompanied by Internet travel mileage printout. Reimbursement will be calculated at the City of Oakland's Financial mileage reimbursement rate = (Miles from Internet travel mileage printout X Oakland reimbursement rate X # of trips.) |
| UNION DUES | Actual Cost | Initial fees and first month's due. |
| UTILITIES

Gas, Water, Refuse | $200

Combined | One-time payment only, not exceed maximum. Payment may represent only one month's worth of utility payment. If listed on a separate billing, a cumulative total must be provided. |
| Electric | $200 | One-time payment only, not to exceed maximum. Payment may represent only one month's worth of utility payment. |

SUPPORTIVE SERVICES	MAXIMUM AMOUNT	GUIDELINES
DMV Registration	 Per DMV Cost	One-time payment only, not to exceed maximum. Proof of vehicle ownership required. Payment may represent only on e year's registration
Smog Test	Per DMV Cost	As needed for employment or training.
CA Driver's License/ID/Printout	Per DMV Cost	As needed for employment or training.
EYE EXAM/GLASSES	$150	Must provide documentation regarding eye care needs. One-time payment only, not to exceed maximum
FOOD Vouchers	$150 no more than $50 per visit	Original receipts must be submitted to Financial Services Unit. Case manager should refer custome to other sources for further assistance
HAIRCUT	$45 each	As needed for employment or job search, not to exceed maximum
HEARING EXAM/AID	$150	Must provide documentation regarding hearing care needs. One-time payment only, not to exceed maximum.
MEDICAL PRESCRIPTION	$150 (cumulative)	Must provide documentation from physician
PHYSICAL EXAM	$100	Must maintain documentation in customer file regarding exam as condition of employment or training. Includes TB test
RENT/MORTGAGE	$1,000	Must be an emergency situation May not be used to pay security deposit Must provide copy of lease, rental agreement, eviction notice or other documentation. One-time payment only, not to exceed maximum.

SUPPORTIVE SERVICES	MAXIMUM AMOUNT	GUIDELINES
WORK ATTIRE	$200	Clothing vouchers may be provided for customer to purchase work/interview attire/uniforms for customers only. Customer must provide receipts for total amount.
CRENDENTIALS, LICENSES CERTIFICATIONS, TESTING, **FINGERPRINTING, BACKGROUND CHECKS,** **PROCESSING FEES**	$500	Based upon assessment and/or condition of employment.
		One time per certification. Supportive services may be provided for required Industry Certification within the maximum threshold of $500 per certification.
		Includes offsite GED testing.
DENTAL	$250	Must provide documentation regarding emergency dental care needs. One-time payment only, not to exceed maximum.

SUPPORTIVE SERVICES LOG

GRANT TITLE (Check One Only)
☐ WIOA Adult
☐ WIOA Dislocated
☐Youth

For the Month of: _____

NO.	Customer Name (Print)	Type of Supportive Service	Case Number	Amount	Employment Specialist (Signature)	Date
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
11.						

Executive Director Signature: _____