

CAREER CENTERS

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Sacramento, CA 95818
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7000 Franklin Blvd., Suite 540
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GALT

1000 C Street, Suite 100
Galt, CA 95632
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GREATER SACRAMENTO URBAN LEAGUE

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Sacramento, CA 95838
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5655 Hillsdale Blvd., Suite 8
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5451 Lemon Hill Avenue
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Administrative Offices & Employer Services

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Website: <http://www.seta.net>



SACRAMENTO WORKS, INC. PLANNING/OVERSIGHT COMMITTEE

Date: Wednesday, September 17, 2008

Time: 8:30 a.m.

Location: SETA Board Room
925 Del Paso Blvd., Suite 100
Sacramento, CA 95815

AGENDA

1. Call to Order/Roll Call
2. **ACTION ITEM:** Approval of Minutes of the July 16, 2008 Meeting
3. **ACTION ITEM:** Approval of Modifications to the 2008-2009 Sacramento Workforce Investment Area Strategic Five-Year Local Workforce Investment Plan
4. Discussion of Initiatives in Critical Occupational Clusters
5. Input from the public
6. Adjournment

Committee Members: Mike Dourgarian (Chair), Lynn Conner, Kathy Kossick, Jim Lambert, James Pardun, Joan Polster, Tim Ray.

DISTRIBUTION DATE: FRIDAY, SEPTEMBER 12, 2008

Sacramento Works, Inc.
Planning/Oversight Committee
Minutes/Synopsis

SETA Board Room
925 Del Paso Blvd., Suite 100
Sacramento, CA 95815

Wednesday, July 16, 2008
8:30 a.m.

1. **Call to Order/Roll Call:** Mr. Dourgarian called the meeting to order at 8:31

Members Present: Lynn Conner, Mike Dourgarian, Jim Lambert, James Pardun, Tim Ray.

Members Absent: Kathy Kossick, Joan Polster.

Others Present: Phil Cunningham, Terri Carpenter, Cindy Sherwood-Green, Robin Purdy, Bette Blanchard, Patti Espinosa, Patty Correia, Ralph Giddings, John Harden, Sandra Brown, Christine Welsch, Becky Walton, Marsha Strode

2. **ACTION ITEM:** Approval of Minutes of the April 16, 2008 Meeting

Minutes were reviewed; no questions or corrections.

Moved/Lambert, second/Conner, to approve the minutes.

Voice Vote: Unanimous approval.

3. **ACTION ITEM:** Modification of Sacramento Works Critical Occupations

Mr. John Harden reviewed this item and distributed a list of possible occupations to be omitted from critical occupations listings. He looked at percentages, not at absolute numbers of jobs. None of the occupations have had any customers trained in/for at the career centers. The clusters are not changing, just revision of the contents of the jobs based on numbers not percentage growth.

Ms. Purdy stated that SETA received a grant from Caltrans and EDD that will work on the construction infrastructure jobs. Some of the jobs being recommended to be deleted are slated to grow based on the grants.

Mr. Dourgarian requested that this item be tabled until there is a unanimous recommendation on modifications.

4. Update on Launch of Integrated Service Delivery System
- Skills review – QuickGuide and ProoveIT
 - Workshop scheduler and master calendar
 - Financial Assistance/Scholarships

Ms. Purdy stated that the new integrated service system launched July 1 in all 12 career centers. Everyone coming into the career centers are given a short survey of their skills and assessment. During the first two weeks, 780 new customers were registered; in previous years for the whole year, 3,000 total were registered. Ms. Pattie Espinosa stated that a lot of the customers are getting a more one-on-one connection with staff and they like that. They talk with a coach about a job search approach and where they want to go. Resources for staff and more staff are needed, but the customers really like the new system.

Ms. Cindy Sherwood talked about customer financial assistance. Staff merged four policies regarding financial assistance into one. The procedures for scholarships for people funded for training was changed. The maximum amount was \$10,000; now it is \$2,000 which will serve more people. The amount of paperwork was reduced from 10 sheets to 1 sheet.

Ms. Bette Blanchard stated that staff has reviewed all of the directives in place to decide what to merge and eliminate signatures to make it all electronic. All policies and procedures have been put on a shared drive for all to review.

Mr. Lambert inquired whether security issues have been resolved. Ms. Purdy stated that staff is working on making sure the security is tightened up. Ms. Conner asked if there were any issues with paperwork needed. Ms. Espinosa stated that the customers that do not bring in their 'right to work' documents are not sent away but they are sent to EDD for services. Once they bring in their documents, they are then enrolled and will be provided services at the career centers. Ms. Blanchard stated that one of the centers told her they were surprised with the number of people coming in to career centers with their right to work documents.

Ms. Espinosa stated that the Sacramento region is one of the areas where information collection is going smoothly. Ms. Welsch stated that the youth are feeling they are included. The SMARTware form is being updated to include signatures for parents.

Ms. Patty Correia provided a report of the Quick Guide Self Assessment which will be utilized at the career centers. Career centers recently implemented the initial assessment and comprehensive assessment which is internet based. It is unknown yet how many customers have already been through the tutorial and how successful they were. A committee member inquired whether this will be tied into the LEED program? Ms. Purdy stated that staff will sit down with LEED and educate them on how it works; staff will have to see how it will complement Career GPS.

Mr. Ralph Giddings reviewed the workshop schedule. The schedule has been populated with the workshops that are available for customers.

Ms. Terri Carpenter stated that the master calendar is on the web site so that anyone at any time can look at all of the workshops for all career centers. The calendar is updated frequently and can be sorted by career center.

5. Discussion: Ideas for Critical Industry Skill Development Initiatives
 - Architecture and Engineering
 - Human Services

Ms. Purdy stated that training in construction, transportation and health care has been fairly well defined. Two new industry initiatives are being started up. Mr. Lambert has been working with ACE program for architectural and engineering students. Bina Lefkovitz has been working on the Human Services Worker positions to develop a pipeline for new human services workers.

Mr. Lambert spoke of the Architecture, Contracting, Engineering (ACE) mentoring program. This academic year, 14 schools will participate. The industry realized the need to bring youth into the industry. ACE is working with a national organization where the industry will mentor students in their particular trade, craft, or position. For three weeks, architects will come in and explain the jobs and all of the related jobs within the AIA area. Then representatives of the construction industry will come in and talk for three weeks. The same thing for engineering. At the end of the projects, students are given a project to produce. Right now it is limited to high school students.

Marsha Strode and Becky Walton have been working on the beginning stages of the Human services critical industry. Ms. Bina Lefkovitz convened a group comprised of representatives from the community college system and others in the human services industry. The group is brainstorming all of the different levels of career development in the very broad human services field. A certificate program is being developed at SCC for youth workers; Folsom Lake College will also be participating. Staff from SCOE and the high school districts are looking at ROP courses to see if there are programs to support the human services industry. Staff has been approached by DHA mental health services to work on mental health Proposition 63 program to help produce more mental health workers. A Youth Worker Summit will probably happen toward the end of the year.

6. **Input from the public:** No comments.
7. **Adjournment:** Meeting adjourned at 9:49 a.m.

ITEM 3 - ACTION

APPROVAL OF THE 2008-2009 MODIFICATION OF THE SACRAMENTO WORKFORCE INVESTMENT AREA STRATEGIC FIVE-YEAR LOCAL WORKFORCE INVESTMENT PLAN

BACKGROUND:

On August 8, 2008, the State of California, Employment Development Department released a directive announcing a one-year extension to existing Local Workforce Investment Areas (LWIA) Five-Year Strategic Local Plans via the local plan modification process. This process provides an opportunity to realign the plan and incorporate

- changes in local economic and labor market conditions;
- changes in financing available to support WIA Title I and partner-provided WIA services;
- changes in design, products and services and policies and procedures; or
- changes in process measures, success indicators and/or performance goals.

An Integrated Service Transformation Initiative Plan was approved by your Board in January, 2008 which outlined the strategies identified in developing the Integrated Services Learning Lab that was launched on July 1st, 2008. This Modification outlines the progress that the Sacramento Works Career Center System has made in moving toward the Service Integration model.

The Executive Summary of the Plan Modification is attached for review.

RECOMMENDATION:

Review and approve the Sacramento Workforce Investment Act (WIA) Local Plan Modification 2008-2009

**SACRAMENTO COUNTY WORKFORCE INVESTMENT ACT
LOCAL PLAN MODIFICATION 2008-2009
EXECUTIVE SUMMARY**

Introduction

Beginning in February, 2008, the State of California Employment Development Department and the California Workforce Association hosted a series of meetings attended by twelve Local Workforce Investment Boards who volunteered to transform the one-stop career center system to a skill-based system, and were tasked with developing a talent pool to meet the needs of regional employers. The meetings were centered on blending Workforce Development Programs that in the past have been separated according to customer base, eligibility, performance measures, customer flow and tracking methods, and the types of services provided. These Workforce Development Programs included the Workforce Investment Act (WIA), Adult and Dislocated Worker Programs, Wagner-Peyser, and the Trade Adjustment Reform Act of 2002.

Sacramento Employment and Training Agency (SETA), Sacramento Works, Inc., and the Sacramento branch of the Employment Development Department (EDD) volunteered to be one of California's Integrated Services Learning Labs. For the past year, the partners in the one-stop career center system in Sacramento County have been developing and implementing strategies for an "Integrated Service Delivery Initiative." The Workforce Investment Area Local Plan Modification (2008-2009), includes significant changes that have resulted in the development and implementation of this Initiative as it relates to key functional areas, staffing and supervision, documentation, data collection and management, performance measures, tracking, customer flow, policies and procedures.

I. Service Integration Model – Where Were We?

The implementation of the Integrated Service Delivery Initiative required SETA staff to examine, evaluate, redefine and realign current processes and procedures at each level of program planning and service delivery; effectively deploy resources while improving the quality of services delivered through the one-stop career center system; subtract inefficient processes and reduce paperwork to free staff time for customer services.

A. The process of "subtraction" began in the fall of 2008 when workgroups were asked to focus on those practices/procedures currently used in SETA's service delivery system and identify those practices/procedures that were redundant or could interfere with providing services to one-stop customers. This subtraction process was concluded with the anticipation of the new Integration model requiring the registration and enrollment of all customers who receive a staff-assisted service. This shift equates to the enrollment of more than ten times the number of customers served during the previous year.

B. Integration Leadership Teams were formed to represent key functional areas of the Integration model. These teams, comprised of representatives of SETA/Sacramento Works Career Centers, EDD and other SWCC partners provided support and guidance throughout the implementation process with these objectives:

1. scrutinize all aspects of SETA's service delivery system and develop customer flow processes;
2. redesign an Integrated SMARTware Application that could be aligned with California's Job Training Automation (JTA) system;
3. develop referral processes;
4. identify assessment tools;
5. compile "Product Boxes" for both Skills Development and Job-getting Services;
6. develop registration/enrollment policy and procedures that would minimize and simplify documentation for both customer and staff; and
7. design a more client centered approach where "Coaching" becomes the vehicle of support to customers and every customer has the opportunity to know their skills, improve their skills, and obtain a job with the skills they have acquired.

The Integration Leadership Teams have evolved from planning and implementation to evaluating, responding to the needs of staff for additional training, and fine-tuning processes and procedures.

II. Service Integration Model – Where Are We?

All twelve Sacramento Works Career Centers (SWCC) successfully "launched" on July 1, 2008, and have quickly made the transition to "Integration Mode."

A. Technology/Reduction in Paperwork:

The Integrated Service model requires all customers of the career center system enroll as a career center member and receive "Staff Assisted" services. The requirement of enrolling everyone is a major systemic change which required a reduction in the paperwork. All eligibility information is now being entered into the SMARTware System, and activity is tracked by scanning barcodes or data entry. This information will be automatically uploaded into JTA, eliminating paperwork previously required of one stop staff. Several forms have been eliminated also creating a more streamlined system. Staff can use the SMARTware Workshop Scheduler to easily enroll customers into workshops and

track their attendance. Bar codes are also used for other staff assisted services, documentation of the provision of support services and enrollment into training activities such as Individual Training Accounts and On the Job Training.

SETA staff continues to work with State EDD Information Technology staff to streamline the eligibility documentation requirements, and insure that the data elements included in the newly revised SMARTware application are aligned with those elements required by the JTA system.

B. Shift to Coaching from Case Management:

In the past customers were identified as either core service and self-directed, or enrolled/intensive service and case managed. Career “Coaching,” a more client-centered approach is a vehicle of ongoing support to customers and helps guide them in the use workshops, assessment tools, job leads and recruitment events, and other Career Center resources to achieve their occupational goals. In the Integrated Service Delivery Plan, all customers receive an assessment, skill review, and coaching services during their initial visit.

1. Workshops and other Career Center events/activities are scheduled in SMARTware as well as a Master Calendar that is accessible on the agency website. In the Workshop Scheduler, staff can schedule an event, enroll customers in events at any SWCC, update the roster and provide documentation of attendance.
2. Customers have a menu of services and products that are available to them to enhance their skills including enrollment in adult education, community college, individual training accounts, on-the-job-training, small business development, and other skill development services.
3. The Quick Guide Skill Review is used at 11 of the Sacramento Works Career Centers to determine the basic skills of each customer. Sacramento Works Career Center at Lemon Hill is piloting a CASAS initial assessment.
4. In an effort to identify a career readiness certificate that is equally meaningful to employers, educators, and individuals, the Sacramento Works Career Center system chose WorkKeys, a national career readiness certification system developed by ACT (American College Testing, Inc.). The use of WorkKeys compliments SETA’s efforts to shift to a skill-based system that offers opportunities for all customers to receive skills development.
 - a) WorkKeys provides an on-line skill improvement curriculum known as KeyTrain, used to improve customer’s basic skills in applied math, reading for information and locating information.

- b) The WorkKeys Assessment can be administered to customers who are considering training and their results be used by Career Coaches to help determine if the customer has the foundational skills to enter the training of interest. If not, the coach can guide the customer to occupations where they demonstrate high skill levels, or enroll them into training.
- c) WorkKeys is used to help customers determine their suitability and readiness to enter particular occupations. Customers are generally assessed in the foundational skills of Reading, Locating Information, and Applied Math.
- d) SETA offers WorkKeys as an Employer Service to enhance recruitment, screening and training efforts provided to employers, and has participated in ten WorkKeys pilots over the last three years, administering assessments to approximately 600 customers. Campbell Soup, FedEx and the City of Sacramento have utilized this service and plans are being made to expand the marketing of this service to local employers.

C. Focus on Skill/Talent Development and Marketing:

The Integration model focus on a skill-based system that promotes opportunities for all customers to receive skills improvement and get the best job possible with their skills. Objectives include identifying education and training opportunities currently available in the region; reviewing Basic Skills/Enhancing Skills products; building relationships with the Community College District, Adult Education programs and other community based training providers; enhancing job development and placement services, job retention and support services, and ensuring that job seekers are prepared to meet the demands of local employers. Highly successful Sector Initiatives respond to the needs of current and future employer demands and help prepare workers with the experience, skills and training to enter into careers identified in Critical Occupations.

1. Sector Initiatives to Build Skills in Critical Occupations:

- a) High Tech Training: Since October 2002, SETA in partnership with TechSkills, a local training provider offering technical and professional career education programs for Information Technology, Healthcare and Business. To date, SETA and Tech Skills have provided training to nearly 1600 incumbent workers, delivered \$2,857,720 in Employment Training Panel funds to the region and met the needs of 36 local employers including Federal Express Freight Systems, Intel, TASQ Technology, Raging Wire, and Vail Communications. SETA has received an additional \$2,160,000 to serve 900 incumbent workers over the next two years.

b) Construction Initiatives: In 2007-2008, SETA was awarded WIA 15% Governor's Discretionary funds and funding from the California Department of Transportation for the Sacramento Works Construction Transportation Initiative. Partners include:

- (1) Sacramento Works Career Centers
- (2) Holt of California
- (3) American River College
- (4) Sacramento Builders Exchange
- (5) Northern California Construction Training, Inc. (NCCT)
- (6) Local Apprenticeship Programs

The Construction Initiative has focused on opportunities for both job seekers and incumbent workers with construction/transportation options supporting:

- (1) Diesel Technology Training
- (2) Cost Estimating and Safety Training
- (3) Pre-apprenticeship Construction Training

c) Healthcare Initiatives – The State of California Employment Development Department (EDD) recognized SETA's Regional Nurse Support II project as a new and innovative program and added the project to its "Promising Practices" website. RNsII is training new Registered Nurses at Associate and Bachelor Degree levels, and assisted immigrants with patient-care experience in their country of origin to re-entering the healthcare profession. Partners in the RNsII Project:

- (1) Los Rios Community College District
- (2) CSUS
- (3) Sutter Health
- (4) Sacramento Sierra Region
- (5) Kaiser Permanente
- (6) Catholic Healthcare West
- (7) UC Davis Medical Center

In 2007, SETA was awarded WIA 15% Governor's Discretionary funding to expand the Associate Degree in Nursing (ADN) to Bachelor of Science Degree in Nursing (BSN) offered by CSUS. The project, called Nurse Advance, funded the development of a sustainable web-based distance education component that enabled ADNs employed full-time in partner hospitals to attend BSN classes at a time most convenient for them. Fifty (50) nurses

are enrolled in the project. Partners in the Nurse Advance project include:

1. CSUS
2. U.C. Davis Medical Center
3. Sutter Heal Sacramento Sierra Region
4. Catholic Healthcare West
5. Kaiser Permanente

Los Rios Community College District contracts with SETA/Sacramento Works to provide coaching, case management and support services to students enrolled at Sacramento City College and American River College Nursing programs.

d) In 2008-2009, SETA/Sacramento Works will be implementing sector initiatives in the following critical occupational clusters:

- Architecture and Engineering
- Human Services Worker
- Clean Energy and Green Technology

D. Skill Development Programs for Targeted Populations:

SETA remains committed to providing services to those most in need and continues to serve those persons who are included in the “Special Populations” categories identified in the Workforce Investment Act. SETA and Sacramento Works, Inc. have determined that Sacramento County currently has adequate funds to provide necessary employment and training services for the low-income and special populations. These include CalWorks recipients, Refugees, Limited English-speakers, Foster Youth, and Ex-offenders. Additionally, SETA supports and continues to partner with other organizations serving the needs of Special Populations.

1. Welfare to Work: A collaboration between the Sacramento County Department of Human Assistance and SETA/Sacramento Works has implemented a host of skill development services to assist adults in the CalWorks program to engage in work and training to successfully transition to self-sufficiency. Services include job search/job club programs, internships in career centers, intensive coaching, and on-the-job-training.

2. High Risk Youth: In 2007 SETA was awarded a Juvenile Justice Challenge grant from the Office of Juvenile Justice/Dept. of Corrections and Rehabilitation and a WIA Governor’s Discretionary grant to serve high risk youth, including youth involved in the criminal justice system, youth with disabilities and foster youth. These programs provide employment

and academic services coupled with substance abuse and mental health counseling. SETA is partnering with:

- a) Sacramento Chinese Community Service Center
- b) Asian Resources
- c) The Effort
- d) SCUSD
- e) Northern California Construction and Training
- f) Sacramento Sierra Building and Construction Trades Council
- g) American River College

3. New Start: A collaboration between the California Department of Corrections and Rehabilitation (CDCR), the California Workforce Investment Board (CWIB), and 6 local Workforce Investment Boards including Sacramento Works Career Centers, collectively formed and implemented the California “New Start” Program. This Employment-focus program identifies inmates upon release from prison and provides essential job search services, referrals, case management, follow-up and support to help ensure a successful re-entry of participants to the workforce.

4. Disability Program Navigator (DPN) Initiative: The DPN Initiative was established by the Social Security Administration and Department of Labor to assist people with disabilities “navigate” through the challenges of seeking work, and to better inform beneficiaries and others with disabilities about the work support programs available at One-Stop Career Centers. In program year six of the DPN, SETA is focused on cultivating partnerships and strengthening the capacity of Career Center staff in providing services and support to job seekers with disabilities. Working in tandem with the DPN Initiative, the Ticket to Work and Work Incentives Assistance and Planning (WIPA) Programs offers incentives to beneficiaries who are able and want to return to work. As an approved Employment Network of the Social Security Administration’s Ticket the Work Program, SETA offers employment and training services through the SWCC System in collaboration with Crossroads. Additional Partners Include:

- a) CA Department of Rehabilitation
- b) CA Employment Development Department
- c) Protection and Advocacy
- d) Veterans Resource Center
- e) California Foundation for Independent Living Centers
- f) Traumatic Brain Injury Network

D. Workforce Intelligence/Labor Market Research

Each year the Sacramento Works, Inc. Board reviews the local labor market projections of employment provided by the Employment Development Department's Labor Market Information Division, and also conducts local labor market studies to update the occupational content of the regional Critical Occupational Clusters list. This list provides guidance to job seekers and customers utilizing the Sacramento Works One Stop Career Center system in their search for employment in the region.

In addition, the Critical Occupational Clusters list also provides education and training agencies, as well as local employers with information regarding the occupations that will provide the best employment opportunities in the region. The list also assists career center staff in identifying relevant training programs, for those demand occupations that will, in turn, provide One-Stop Career Center customers with scholarship training opportunities. For Fiscal Year 2008-2009, the Critical Occupational Clusters approved by the local Workforce Investment Board are:

1. Administrative and Support Services
2. Architecture and Engineering
3. Construction
4. Clean Energy and GreenTechnology
5. Healthcare and Support Services
6. Human Services
7. Information Technology
8. Installation, Maintenance, and Repair
9. Tourism and Hospitality
10. Transportation

The Critical Occupational Clusters list was modified for Fiscal Year 2008-2009 to include:

1. The occupations defined in the Human Services cluster are currently projected to provide nearly 6,900 jobs due to growth and more than 5,300 jobs due to separation in the Sacramento region by 2014.
2. Occupations in Clean Energy and Green Technologies continue to cross all industries and employer types in one form or another. Sacramento Works, Inc. staff will continue to work with our regional partners to evaluate and identify those occupations and/or industries that are most closely associated with Clean Energy and Green Technology.

E. Employer Services

1. Sacramento Works, Inc. Employer Outreach Committee is working to increase the participation and satisfaction of employers through involvement with a business-led and employer driven outreach and marketing plan, as well as tools. The EOC has put together a public relations campaign to:

- a) Determine needs of employers
- b) Identify and develop private sector-led training initiatives
- c) Improve coordination with local workforce organizations
- d) Develop strategic partnerships with employers
- e) Develop a strong regional marketing program from Sacramento Works, Inc.
- f) Market SWI as vehicle for employment solutions
- g) Educate employers and job seekers through marketing efforts
- h) Increase visibility in the business community
- i) Improve interaction between employers and education sector, in particular the K-12 school system
- j) Improve employer customer satisfaction with SWCC Services.

2. CareerGPS.com, an interactive web-based application designed to provide job seekers, students, workforce development professionals, teachers, and employers with one central location to find the information they need to make informed education and career decisions. The application is comprised of two individual searchable online relational databases:

- a) the first database contains a comprehensive listing of public and private sector education and training providers in the Sacramento region as well as and the programs they offer (Sacramento Regional Education and Training Resource);
- b) and the second database contains industry/occupational forecast information on the top 75 industry sectors and their occupational composition. These 75 sectors, and sub-sectors, represent approximately 80% of the employment in the Sacramento region. The forecast includes the breakdown of occupational employment by industry sector over the next 2 years, 5 years, and 10 years as well as the ability to view industry sector data based on the training level of each individual sector.

F. New Policies

The process of streamlining, eliminating or modifying procedures has resulted in the need to revise various policies to fit cohesively into the Integrated Service

Delivery Plan. The Policy and Procedures Leadership Team reviewed existing policies/directives, made recommendations and received feedback from other Leadership Teams before the new directives were issued. All Directives can be found on the SETA website at www.seta.net:

1. Learning Lab Talent Pool Customer Flow Directive: The Integrated Customer Flow is designed to help advance each customer from one functional area to the next with a great deal of flexibility, with the goal of preparing a skilled talent pool that meets the needs of employers in the Sacramento Region. The Customer Flow begins with the Welcoming of each customer and engaging them in the benefits of enrollment, giving them access to a variety of Products that will lead to Talent Marketing/Job Getting.

2. Enrollment and Eligibility: While some services are accessible to everyone at a Career Center, customers are encouraged to complete the process of enrollment in order to take advantage of additional benefits. Enrollment as a SWCC Member is completed once a customer completes their SMARTware Application and the information is entered into the SMARTware System, and:

a) the customer attends a Workshop or participates in another activity at the Career Center; these activities are scanned and tracked in the SMARTware System.

b) the customer provides evidence of age/birth date, Right-to-Work, and Selective Service Registration (when applicable).

3. Documentation:

a) The EDD brochure “Attention all Job Seekers” is given to all customers and provides a list of acceptable Right-to-Work documents

b) Local policy regarding Selective Service Registration states that in order to be enrolled in WIA-funded programs, males born after December 31, 1959, must be registered for Selective Service. Staff can determine if a customer is registered by accessing www.sss.gov. If a male and age-appropriate customer has not registered for Selective Service, staff will offer to help them register on-line. If the customer is over 26 years old and can no longer register, they must provide a valid reason for not “knowingly and willfully” failing to register. In this case, the customer will be given a “Request for Status Information Letter” with instructions on how to complete it, including a statement explaining their reason for not registering with Selective Service. A Career Coach will review the letter with the customer and summarize the Customer’s reason for

failing to register in SMARTware, they will also mail the Request for status Information letter to Selective Service. If the Coach determines that the Customer's reason for not registering is unacceptable, they will not be enrolled. Acceptable reasons adopted by the WIB include:

- (1) Serving in the military
- (2) Institutionalized (hospitalized, incarcerated)
- (3) Entered the country after age 26
- (4) Lawful non-immigrant on Visa
- (5) High school drop-out (if dropped from school prior to be notified they were required to register)
- (6) Language barrier (if individual did not understand oral/written instructions to register)
- (7) Customer shows by a preponderance of the evidence that his failure to register was not a knowing and willful act.

4. OJT Policies and Procedures/Contract Document: The On-the-Job Training Process has been restructured to reflect current policies and streamlined to reduce the amount of documentation required.

5. Financial Assistance (Paid Training, Support Services, Incentives): The Integrated System necessitated substantial changes in existing policies and procedures regarding how funds are distributed for support services, incentives, Individual Training Accounts/Scholarships. New policies help to ensure that funds are distributed to more customers who are in need of financial support. The maximum scholarship funding amount for training programs (related to critical occupational clusters) is \$2000. Customers are encouraged to research additional funding sources such as institutional, state and federal educational grants; and to utilize more free and low-fee training offered through the SWCC programs and partners. This includes Adult Education programs and Distance Learning. The new financial assistance procedures minimize the amount of staff time devoted to accountability, reporting and compliance, allowing them to spend more time on the delivery of services. Financial Assistance may be available to customers who meet established criteria specific to each type of service.

SETA's requests approval from the State of California to reimburse customers with support services having a value of \$25 or less without original receipts.

6. Transfer of Funds – Adult Dislocated Worker Formula Allocations: Workforce Services Draft Directive WSDD-13, dated July 10, 2008, provides State policy and procedures for the transfer of funds between Title I adult and dislocated worker programs. Sacramento Works, the

Local Workforce Investment Board has approved a transfer of up to 100% of the WIA Title I Dislocated Worker funds to the WIA adult funding stream.

G. Memorandums of Understanding (MOUs):

SETA has revised all MOUs to be consistent with current requirements of the Employment Development Department (EDD) and the revised local plan. The integrated service delivery model policy framework with revisions has been incorporated, ensuring all MOUs are consistent with the local plan. The Sacramento Works Workforce Investment Board adopted the current MOU in May 2008; they are currently being executed. Represents Required Partner MOUs:

1. AARP Foundation
2. California Indian Manpower
3. Elk Grove Unified School District
4. Galt Unified School District
5. Grant Joint Union High School District
6. Housing Authority (City and County of Sacramento)
7. Los Rios Community College District
8. Sacramento County Department of Human Assistance
9. Sacramento County Office of Education
10. Sacramento Job Corps
11. San Juan Unified School District
12. State of California Employment Development Department
13. Vietnam Veterans of California, Inc.

H. Staff Capacity Building

The Capital Area Investment Zone, a partnership between the Sacramento Employment and Training Agency, County of Yolo, Department of Employment and Social Services and Golden Sierra Job Training Agency has been developing region-wide training to meet capacity building needs of Workforce Development staff since 1996. Every three (3) years the CAIZ Training Team develops a survey to elicit information from staff about their training needs. The survey was just completed and a list has been developed, which becomes the three-year Training Plan for all three agencies. The team works together to design and organize training opportunities. Many of the trainings target staff who work on the front lines. Survey results have just been released and include:

1. Dealing with Difficult Customers
2. Coaching/Customer Empowerment
3. Financial Planning for Retirement
4. Wellness/Healthy Living
5. Recognizing Differences for the Four Generations in the Workforce
6. Job Search Strategies
7. Special Needs of Re-Entry Customers (Ex-Offenders)
8. Facilitation/Presentation Skills
9. Using Technology for Developing Resumes
10. Managing Change and Handling Stress
11. Computerized Assessment/Career Exploration
12. Job Retention Strategies

III. What is Success?

A. Statewide Process Measures/Benchmarks for Learning Labs

Over the last year, SETA’s Deputy Director, Workforce Development has acted as Co-Chair of the State-wide Common Customer Pool Workgroup. This Workgroup has been instrumental in developing policy around the Integration and specifically regarding data collection and the connectivity of the various automated systems that are crucial to a successful system.

The Workgroup has recently begun to develop a set of key performance metrics that each career center staff person can adopt as their set of operational accountabilities. These staff metrics will focus on the day to day (and week to week) activities over which staff has direct control.

If these metrics are defined properly the use of daily and or weekly metrics will drive staff to engage in activities that will result in improved customer service, as well as improved placement, retention and wage rates for our customers. This concept is currently in draft format and each learning lab team will review and providing input prior to any final decision.

The chart below outlines those process measures and the measures that are proposed:

Process Measures and Benchmarks	
Process Measure	Measured By:

Staff Productivity	<ol style="list-style-type: none"> 1. Number of new customers completing initial assessment and coaching 2. Average time to complete assessment/coaching. 3. Number of repeat customers 4. Data entry accuracy
Customer Engagement	<ol style="list-style-type: none"> 1. Number customers returning to career center for a staff assisted service within 30 days of enrollment. 2. Average number of repeat visits per customer within 30 days of enrollment.
Skill Development	<ol style="list-style-type: none"> 1. Number of customers referred to/enrolled in skill development workshops, activities, services. 2. Number of customers completing a skill development workshop. 3. Number of customers enrolled in training/ skills development. 4. Customers receiving 2 or more skills development services 5. Dual customer enrollment (100% of TAA and Veterans customers)
Customer Wait Time	<ol style="list-style-type: none"> 1. Wait time minutes prior to registration/initial assessment

B. Common Measures

Performance Goals for Sacramento County:

1. Adult Measures:

- a) Entered Employment: 74%
- b) Employment Retention: 79.5%
- c) Average Earnings: \$11,000

2. Youth Measures:

- a) Placement in Employment or Education: 65%
- b) Attainment of a Degree or Certificate: 45%
- c) Literacy and Numeracy Gains: 15%

- WIA Local Plan Modification PY 2008–09**
- Modification #** WSDD-16

LWIA: SETA

Date: 07/01/08

Budget, Participant, and Performance Forms

TITLE IB PARTICIPANT PLAN SUMMARY

WIA 118; 20 CFR 661.350(a)(13) TEGL 17-05

Plan the number of individuals that are in each category.

Totals for PY 2008 (07/01/08 through 06/30/09)	ADULT	DW*	OY	YY
1. Registered Participants Carried in from PY 2007	412	334	122	182
2. New Registered Participants for PY 2008	23,190	5,566	339	255
3. Total Registered Participants for PY 2008 (Line 1 plus 2)	23,602	5,900	461	437
4. Exiters for PY 2008	10,621	2,655	207	197
5. Registered Participants Carried Out to PY 2009 (Line 3 minus 4)	12,981	3,245	254	240

PROGRAM SERVICES				
6. Core Self Services	23,602	5,900		
7. Staff Assisted Services (Core-Registered)	23,602	5,900		
8. Skill/Talent Deveopment Services (Intensive/Training)	11,801	2,950		
9.				

EXIT STATUS				
10. Entered Employment	7,753	2,124	114	53
10A. Training-related	N/A	N/A	34	13
11. Remained with Layoff Employer		0		
12. Entered Military Service				0
13. Entered Advanced Training			10	0
14. Entered Postsecondary Education			21	0
15. Entered Apprenticeship Program				N/A
16. Attained High School Diploma/GED				85
17. Returned to Secondary School				N/A
20. Exited for Other Reasons	2,868	531	62	59

Contact Person, Title

Telephone

Date Prepared

Comments: SETA is participating with the State of California as an Integrated Service Delivery Learning Lab focusing on providng staff assisted services to all customers and "skills development services" rather than traditional "intensive and training" WIA services.

***SETA is transferring 100% of its Dislocated Worker funds to Adult; therefore, the DW column is a subset**

WIA Local Plan Modification PY 2008-09

Modification # WSDD-16

LWIA: SETA

Date: 04/01/08

Budget, Participant, and Performance Forms
TITLE IB BUDGET PLAN SUMMARY (Youth)

WIA 118; 20 CFR 661.350(a)(13)

PROGRAM TYPE for PY 2008, beginning 04/01/08 through 06/30/09

Grant Code 301/302/303/304 WIA IB-Youth

FUNDING IDENTIFICATION	R8xxxxx Subgrant	R9xxxxx Subgrant
1. Year of Appropriation	2007	2008
2. Formula Allocation		4,053,092
3. Allocation Adjustment - Plus or Minus		
4. TOTAL FUNDS AVAILABLE (Line 2 plus 3)		4,053,092
TOTAL ALLOCATION COST CATEGORY PLAN		
5. Program Services (sum of Lines 5A and 5B)		3,647,783
A. In School		1,652,244
B. Out-of-School (30%)		1,995,540
6. Administration (Line 4 minus 5)		405,309
7. TOTAL (Line 5 plus 6)		4,053,092
QUARTERLY TOTAL EXPENDITURE PLAN (cumulative from April 1, 2007 and April 1, 2008 respectively)		
8. June 2007		
9. September 2007		
10. December 2007		
11. March 2008		
12. June 2008		
13. September 2008		1,013,273
14. December 2008		2,026,546
15. March 2009		3,039,819
16. June 2009		4,053,092
17. September 2009		
18. December 2009		
19. March 2010		
20. June 2010		
COST COMPLIANCE PLAN		
21. % for Administration Expenditures (Line 6/Line 4)		10%

Roy Kim, Fiscal Manager

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8/20/2008

Contact Person, Title

Telephone Number

Date Prepared

Comments:

NOTE: Final Rule 667.160, What Reallocation Procedures Must the Governors Use, discusses local area obligation rates, recapture, and reallocation. Also see WIA Directive WIAD01-10.