

work2future - Local Plan Modification

Department of Social Services (DSS)-CalFresh Employment & Training (E&T) Partnership:

i. Partnerships for service delivery

DSS-CalFresh Employment and Training will continue to partner with work2future to effectively provide recipients of CalFresh Employment and Training (E&T) programs. Through this partnership, CalFresh participants will continue to gain education and training that will lead to better employment and a path to economic self-sufficiency.

A robust partnership will entail a new approach to CalFresh Employment & Training, which will use work2future One-Stop Career Center as an on-ramp to connect CalFresh recipients with local colleges and CBOs, such as Catholic Charities of Santa Clara County, Goodwill of Silicon Valley, Sacred Heart Community Service, Silicon Valley Children's Fund and Working Partnerships USA. This will allow participants to leverage available match funds, allows for increased federal funding and innovative, job-driven approaches.

In addition, work2future and Department of Social Services, has a formal Memorandum of Understanding (MOU). The purpose of this MOU is to establish a cooperative working relationship between work2future Workforce Development Board and the County of Santa Clara Social Services Agency, a member of the AJCC system. As part of this partnership, a network of career services has been established throughout the county to enable individuals to find the help they need in the areas of job training, employment services, and other related support services.

work2future as the locally-driven system continues to develop this partnership and provides programs and services to achieve three main policy objectives established by the California Workforce Development Strategic Plan, which includes the following:

- Foster demand-driven skills attainment
- Enable upward mobility for all Californians
- Align, coordinate, and integrate programs and services

These objectives have been accomplished by ensuring access to high-quality AJCC that provide the full range of services available in the community for all CalFresh customers seeking employment and training assistance with any of the following:

- Looking to find a job.
- Building basic educational or occupational skills.
- Earning a postsecondary certificate or degree.
- Obtaining guidance on how to make career choices.

In order, to ensure a robust partnership work2future and Dept. of Social Services (SSA) have continued to enhance their respective-responsibilities, which are as follows:

SSA responsibilities:

- Participate in joint planning meetings,
- Refer customers who are seeking employment services to work2future - WIOA career services
- Assess customers referred by work2future regarding eligibility for public benefits,
- Provide training for work2future and AJCC partners about benefit programs and services and application methods

work2future responsibilities:

- Lead and Participate joint planning meetings,
- Provide employment related services to customers referred by SSA
- Provide training on work2future services,
- Participate in SSA led trainings about benefit programs and services
- Assist customers who may be eligible for benefit programs, including CalWORKs, CalFresh and Medi-Cal, by providing information and support for customers applying for benefits.

viii-x. Braiding resources and expanding services

work2future and SSA- CalFresh E & T, will leverage resources to maintain a consistent delivery of services and will work on identifying data collection methodology with the aim to develop a baseline of service delivery and resource usage. Through this partnership, work2future is committed to providing priority of services to recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient when providing individualized career services and training services with WIOA adult funds. In addition, in order to, leverage funding and provide access to no or low-cost training, work2future staff will continue to work closely with CalFresh staff to refer customers to community resources as appropriate.

xi. Sector pathway programs

CalFresh participants in partnership with work2future will strengthen their employability through sector pathway programs offered at community colleges, community-based organizations and ETPL training providers. These include educational programs that improve basic skills or otherwise improve employability (e.g., basic skills, English Language Learning, high school equivalency) and programs that provide skills training (e.g., career technical/vocational education).

Through this partnership, these participants will continue to receive WIOA-Career Services such as career counseling; interview training; job search, placement, and retention services; educational plans; academic monitoring; tutoring; and case management. Participants will also continue to receive supportive services to help reduce their financial barriers to participation, such as reimbursement for transportation, textbooks, and supplies.

In Santa Clara County, partners providing training funded through CalFresh offer sector pathway programs including those with industry recognized certification: A+ Certification, Google IT Support Professional Certification, Network+ Certification, HVAC Certification, pre-apprenticeship construction training program, Autism Advantage (for careers in Information Technology), Forklift Certification, and Safe Serve Certification. Through work2future, CalFresh E&T participants may access on-line learning tools, such as Metrix, that includes Computer & Data Systems and Software Applications. In addition, CalFresh participants working with work2future may have access to other sector-based training and career pathway programs through WIOA funding.

xii. Supportive services

CalFresh participants are eligible for supportive services that may include transportation, costs associated with school/ training, interview clothing, and tools of the trade to start employment.

xiii. Retention strategies

CalFresh partners and AJCC staff will track attendance and progress for individuals in training programs and provide follow up services to individuals reporting placement to assist participants with retention and career advancement. Services include guidance on soft skills such as employer/co-worker communication, time management, and basic work ethics based on individual needs. Referrals are made to community services as needed.

Department of Child Support Services (DCSS) Partnership:

xvii. Comprehensive provision of services and service coordination

xiv & xi. Workforce services eligibility impact and obstacles to partnership

xiii & xx. Tools to motivate and support participation

work2future and DCSS staff have met to develop an initial understanding of services and will continue the dialog to assure a comprehensive provision of services. One of the challenges that needs to be addressed, according to the DCSS representative, facing this partnership are the WIOA workforce services eligibility requirements and how this impacts access to services.

Partnerships between work2future, DCSS and other Child-Support Agencies can help participants in training programs by offering career services and supportive services to foster sustained participation. Additionally, DCSS can suppress certain automated enforcement or perhaps suspend other types of enforcement activities including filing contempt actions against those obligors who are not paying towards their child support obligations. Participants coming to the AJCC's will have access to information on tools that can be utilized to incentivize parents obligated to pay support to remain engaged in training and progress into livable wage jobs. In addition, staff of the agencies working with the individual will be checking on progress, providing support and encouragement, and sharing information and outcomes between agencies.

In an effort, to bolster services provided to these participants, work2future plans to regularly meet with these agencies to understand their programs and explore ways to work together to serve the non-custodial parent population. These agencies will be invited to participate in work2future Program Orientations to better understand WIOA services and share program information with other CBOs serving this target population. work2future will work on a process with DCSS for referral and tracking of individuals as they are referred from LCSA offices and Family Court. One possibility under exploration is a website accessible only via secure login providing a referral mechanism as well as a structure for information and outcome sharing.

ix. Supportive services to support job retention

DCSS participants are eligible for supportive services that may include transportation, costs associated with school/ training, interview clothing, and tools of the trade to start employment.

xv. Retention strategies

AJCC staff will track attendance and progress for individuals in training programs and provide follow up services to individuals reporting placement to assist participants with retention and career advancement. Services include guidance on soft skills such as employer/co-worker communication, time management, and basic work ethics based on individual needs. Referrals are made to community services as needed.

xviii. Engaging community-based organizations

work2future will regularly meet with community-based organizations to understand their programs and explore ways to work together to serve the non-custodial parent population. Organizations will be invited to participate in work2future's orientations to share program information with other CBOs, adult education, and other members and to participate in professional development.

xix. Referral process and forms to track participants

work2future is currently working on a process for referral and tracking of individuals as they are referred from the LCSA office and Family Court.

Department of Rehabilitation (DOR) and other Competitive Integrated Employment Partners (CIE) Partnership:

v-vi. DOR / AJCC connections for service coordination and outreach

work2future and DOR staff have met to develop an initial understanding of services and will continue the dialog to assure a comprehensive provision of services. These conversations around forging formidable partnerships will enable work2future service delivery staff to better understand modalities around serving individuals with intellectual disabilities and developmental disabilities (ID/DD). work2future will continue to collaborate with regional agencies and plans to have a DOR presence at the AJCC and convene monthly meetings between work2future and DOR to discuss service coordination and provide professional development and capacity building.

iv. AJCC staff training

DOR staff have agreed to provide their disability and diversity awareness training to work2future staff. work2future will continue to explore other CIE partners within Santa Clara county who can provide linkages to service providers who are serving vocational rehabilitation customers.

work2future and DOR (as well as other agencies) plans to develop a more robust system of referrals and mechanisms for sharing assessments and opportunities for co-enrollment.

work2future will continue to work with DOR staff to consider ways to outreach to employers and others to support opportunities for this target population. DOR and work2future will leverage its resources and assist with internships opportunities for ID/DD customers. This partnership will allow employers to “try out” an individual and assess suitability for a long-term position.

English Language Learners, the Foreign Born and Refugee Partners:

i. Braiding resources and coordinating service delivery

work2future, South Bay Consortium for Adult Education and ALLIES (Alliance for Language Learners' Integration, Education and Success) will continue to work together to serve this target population. work2future will continue attending the ESL Provider Network - a twice yearly convening of ESL providers in Santa Clara; a unique opportunity for ESL practitioners representing community colleges, adult schools, and community based organizations serving adult English Learners to make connections, learn from each other, share collaboration success stories, get policy updates, and stay connected with serving this target population. Community organizations serving the immigrant population (such as legal and social services providers), public libraries, and local government agencies are welcome and encouraged to attend.

In 2016, ALLIES convened a diverse group of stakeholders to develop an Immigrant Integration Framework. The ambitious Immigrant Integration Framework is an attempt to address the full spectrum of immigrants' needs, assets and goals and offers a new, innovative way to identify and measure the critical factors for successful immigrant integration. The framework shows that the ELL population needs wraparound support services to help in reaching their goals - services that are specific to this target population. Immigrants and English learners need assistance in navigating education, healthcare, and legal challenges. Workplace culture must be addressed for employment success. In addition, staff cultural competency is critical in working with this population so that immigrants and ELLs feel comfortable and included. The Immigrant Integration Framework provides a system for users to enhance their current support for immigrants to help ensure retention as this population progresses into livable wage jobs and careers. work2future plans to be a partner, in order, to help coordinate services for the immigrant and ELL populations.

ii. Retention in sector pathway programs

iii. Local Plan incorporation with plans developed by stakeholders

The County of Santa Clara receives funding from the Federal Office of Refugee Resettlement and as a condition of that funding is required to have a County Refugee Services Plan. ALLIES connects with refugee service providers through the Refugee/Immigrant Forum, a coalition of providers and resettlement agencies that meets monthly. The group includes a subcommittee that is working on issues related to the skilled immigrant population (degree-holders) and is reaching out to education providers to develop pathways and to interface with CBOs, such as Upwardly Global, specializing in providing services to this target population.

These participants, in partnership with work2future will strengthen their employability through sector pathway programs offered at community colleges, community-based organizations and ETPL training providers. These include educational programs that improve basic skills and provide career pathways programs. The ability of these individuals to participate in Career Pathway programs is conditional on a robust system of supports being in place for them to do so.

Through this partnership, these participants will continue to receive WIOA-Career Services such as career counseling; interview training; job search, placement, and retention services; educational plans; academic monitoring; tutoring; and case management. Participants will also continue to receive supportive services to help reduce their financial barriers to participation, such as reimbursement for transportation, textbooks, and supplies.

Through work2future, participants may access on-line learning tools, such as Metrix, that includes Computer & Data Systems and Software Applications. In addition, participants working with work2future may have access to other sector-based training and career pathway programs through WIOA funding.

work2future - Local Plan Modification (Attachments)

A. Department of Social Services (DSS)-CalFresh Employment & Training (E&T) Partnership:

i-ii. Partnerships

work2future serves CalFresh participants currently and is working with County staff in Santa Clara counties to expand the reach of our AJCC services throughout our service area to serve additional CalFresh recipients. Such mechanisms may include streaming job seeker workshop content and providing AJCC staff on site.

iii. Size and characteristics of population

In Santa Clara County, work2future workforce area portion of the county includes approximately 10,000 CalFresh work registrants and about 9,000 Able Bodied Adults Without Dependents. The majority are English speakers, and males and females are about evenly represented. According to the FFY2019 Santa Clara County CalFresh E&T Plan, there will be an estimated 6,101 voluntary E&T participants for the whole of Santa Clara county.

iv. Types of services needed

The types of services needed include: GED/high school diploma, job search assistance, resume writing, ESL training, and work experience and Career Pathway programs. There is a need for additional short-term vocational training due to funding limitations.

v. Employment barriers

Barriers facing the CalFresh population include: geographic distance (where many areas are not accessible via public transportation) which may pose a particular challenge for persons with disabilities. Many have insufficient educational background, language barriers, homelessness, mental and physical health issues, substance abuse, criminal record and domestic violence issues.

vi and vii. Current and prospective partners & information sharing

work2future and SSA- CalFresh E & T, will leverage resources to maintain a consistent delivery of services and will work on identifying data collection methodology with the aim to develop a baseline of service delivery and resource usage. Through this partnership, work2future is committed to providing priority of services to recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient when providing individualized career services and training services with WIOA adult funds. In addition, in order to,

leverage funding and provide access to no or low-cost training, work2future staff will continue to work closely with CalFresh staff to refer customers to community resources as appropriate.

B. Department of Child Support Services Partnership:

i-ii. Overview of Child Support Program population

Santa Clara County DCSS has a total caseload of 32,050 cases as of October 31, 2018. Data in the child support system shows approximately 80% of these obligors reside in CA. Of those obligors who reside in CA, approximately 50% reside in Santa Clara County.

iii, iv, vi. Barriers and assessment of services needed

Customers in the child support program often face challenges that make it difficult for them to comply with their child support obligations and to obtain permanent employment. Some of these issues are:

• Unemployment	• Ex-offenders
• Lack of education	• Substance abuse
• Undocumented	• Mental Disabilities
• Homelessness	• Other health disabilities

Other obligors face unexpected job loss or an inability to find employment in their chosen field. Compounding their financial situation are issues surrounding the custody, visitation, and support of their children which may involve court action or other potential automated enforcement, including the suspension of their driver’s or professional licenses, bank levies against their accounts, and interception of the unemployment or disability income toward the payment of support. Another barrier is the need for immediate income; however, in many cases the initial employment placement does not match the customer’s skills and desired career path.

v, vii, viii. Current baseline services and resources to assist with overcoming barriers

Currently Santa Clara County DCSS does not have a formal screening and referral process. Caseworkers have participated in trainings with local organizations and may refer customers to these agencies. Also, Santa Clara County DCSS maintains a Resource Library, available to caseworkers, with informational flyers from local agencies. Customers may be referred to these agencies or programs which include but are not limited to: a friendly hire list of local employers, Bay Area Workforce Development Boards, City of San Jose Clean Slate Program and Homeless Veterans

Rehabilitation Program,

C. Department of Rehabilitation (DOR) and Competitive Integrated Employment (CIE) Partnership:

i- iii. Partnerships to increase CIE

work2future is committed to working with DOR and other local partners to increase CIE for ID/DD job seekers. work2future has met with DOR staff from Santa Clara counties to initiate discussions relative to strategies for increasing employment opportunity.

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work2future - Local Plan Modification Stakeholder Engagement and Community Outreach Efforts

The Bay-Peninsula RPU Regional Organizer, Racy Ming, notified the designated CWDB contacts on October 18, 2018 about work2future’s two scheduled public listening sessions, which were held as follows:

Wednesday, November 7, 2018 — 5:00 p.m. to 6:00 p.m.
One-Stop Career Center
[1601 Foxworthy Avenue](#)
[San Jose, CA 95118](#)

Thursday, November 29, 2018 — 10:00 a.m to 11:00 a.m. (combined with NOVA’s San Mateo Region)
JobTrain
[1200 O'Brien Drive](#)
[Menlo Park, CA 94025](#)

An email was sent on October 22, 2018 to invite almost 200 required partners in each category and other stakeholders to attend at least one of the meetings to provide input to the local and regional plans. In addition, work2future staff met with representatives from each of the local and regional plan categories, as identified below, to discuss partnership and provide input for the Plan.

Corrections and Workforce Partnerships		
Agency	Names	Meeting Dates
Santa Clara County Office of the Sheriff	Eric Taylor Maria-Rocha Sanchez Sandy Martinez Melanie Jimenez- Perez	9/25/2018 and 1/11/2019
Santa Clara County- Rehabilitation Programs	Patrick Marshall	10/4/2018, 10/9/2018, 10/21/2018, 11/16/2018, 11/29/2018
Santa Clara County Office of Re-Entry Services	Javier Aguerre	11/21/2018
Santa Clara County Probation Dept. Juvenile Institutions Division	Nick Birchard David Putney Steve Sanchez	10/22/2018, 12/4/2018, 1/4/2019
Dept. of Social Services: CalFresh Partnerships		
Santa Clara County-CalFresh	Rafaela Perez Margareta Hodzic	11/15/2018
Dept. of Child Support Services & Workforce System Partnership		
Santa Clara County Dept. of Child Support Services	Ignacio Guerrero Regina Martin	11/29/2018
Dept. of Rehabilitation and Competitive Integrated Employment Partnerships		
CA. Dept. of Rehabilitation (DOR)	Linda Labit Donna Hezel	11/6/2018
English Language Learners, Foreign and Refugees		
ALLIES	Ilse Pollet	11/27/2018