

Workforce Investment Act
Local Plan Modification
Program Year 2011-12

Local Workforce Investment Area (local area):

Name of Local Area: County of Merced

Submitted on: 6/30/2011

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AREA CODE PHONE NUMBER

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LOCAL PLAN MODIFICATION QUESTIONS

The Workforce Investment Act (WIA) gives states and Local Workforce Investment Areas (local areas) a unique opportunity to develop employment and training systems tailored specifically to state and local area needs. The local plan should represent a collaborative process among the Chief Elected Official (CEO) and the local system partners. This collaboration will create a shared understanding of the local area's workforce investment needs, a shared vision of how the local workforce investment system can be designed to meet those needs, and agreement on the key strategies to achieve this vision. Additionally, the local plan should reflect the current and future strategies of the local area. Please respond to each question by describing and assessing your local area's current and future strategies and identifying steps to implement and improve your service level or actions as appropriate.

1. Identify the workforce investment needs of businesses and job seekers in your local area. [WIA Section 118(b)(1)(a)]

State LMI information indicates that local area projects the business needs and states employment is expected to increase to 82,900 in Merced County by 2016 with a gain of 5,700 jobs for an annual average growth rate of about 0.7 percent. The largest amount of job growth is expected to occur in the Government sector with the addition of 2,200 jobs. One-half of this increase is expected in State Government Education. Significant increases are also forecast in Professional and Business Services (900), Transportation, Warehousing, and Utilities (800) and Education Services, Health Care and Social Assistance (600). Construction, Manufacturing, Information, and Financial Activities are expected to decline. Job Seekers will be needed for approximately 5,700 new jobs from industry growth, about 17,090 job openings from Net Replacements for a combined total of nearly 22,790 job openings.

The 50 occupations with the most job openings are forecasted to generate about 15,200 total job openings, which is about 67 percent of all job openings in Merced County. The top two occupations are Farmworkers and Laborers, Crop, Nursery, and Greenhouse and Personal and Home Care Aides. These occupations pay \$8.30 and \$9.47 per hour, respectively. Occupations requiring short to moderate on-the-job training make up 70 percent of the list. Higher-skilled occupations, requiring a bachelor's degree or higher, include Farm, Ranch, and Other Agricultural Managers, General and Operations Managers, and Teachers. The 50 fastest growing occupations anticipate an annual growth rate of 9.2 percent or higher. The three fastest growing occupations are Personal and Home Care Aides, Correctional Officers, and Farm, Ranch, and Other Agricultural Managers. The fastest growing occupations with the highest wages are in the education field with median wages ranging from \$54,104 to \$99,749 per year. Other occupations earning over \$50,000 per year

In addition, the Merced WIB and our regional partners have conducted several studies and employer focus group that give a more specific picture of the needs of employers in five sectors of focus adopted by the region. The five sectors are

Transportation and Logistics, Manufacturing (in high skilled occupations), Renewable Energy (including recycling), and Agriculture (including biotech) and Health Care. These regional focus groups indicate needs for higher skilled workers Health Care, Manufacturing and Renewable.

2. What are the current and projected employment opportunities in your local area? [WIA Section 118(b)(1)(B) and California Unemployment Insurance Code (CUIC) Section 14221(a)]

Outside of the projection from LMID, Health Care is one of the LWIA's high demand clusters with occupations of all types. Both for the short term and the long term employment outlook, it appears that the Health Care industry has a demand for high skills and high wage jobs that are certificated or licensed positions in the Merced labor market. The WIB has also adopted, Transportation and Logistics, Manufacturing (in high skilled occupations), Renewable Energy (including recycling), and Agriculture (including biotech), as sectors in which employment opportunities are projected to grow in the future.

In 2010 and 2011, the WIB has partnered regionally with the Central California Workforce Collaborative to study Health, Energy, and Government Infrastructure opportunities for employment. It appears that each of the above sectors has target occupations that will need to be addressed and we are currently determining which occupations should be addressed on a regional level and which can be more efficiently addressed at the local level.

3. Describe any significant changes in your local area resulting from the current economic downturn and any differences in the way services are being delivered. [Title 20 Code of Federal Regulations (Title 20 CFR) Part 661.355]

The LWIA has had extremely high unemployment during the current downturn in the economy. Merced had the highest unemployment rate in our region and is noted for being in the top 20 most economically stressed areas in the Country. With a poor economic climate, the demand for one stop services has continued to be high. Industries that have been employing residents in the past have collapsed and the jobs are not returning. For those industries that are beginning to recover, new and higher skill levels are required, most of which include technology. Jobs available are seasonal or entry level or tend to be for high skilled jobs with specific certificates/licensure that take longer to prepare for. The size of the Merced One-Stop Center has been reduced by 44% at the same time demand had not changed. Small group services have continued to address reduced overall resources.

The Merced One Stop has adopted several internet based service solutions for our customers including a Virtual One Stop (VOS) for self assessment, resume building and job search. Skill development courses are available starting from the improvement of basic education to specific job skills. Internet based courses offered are self paced, can be accessed at anytime the customer can attend and provide certification of skills attainment from accredited organizations. Shorter term training via Individual Training Accounts (ITA) and On-the-Job training are popular as customers want to get employed as soon as possible. Services may continue if a

customer is under employed.

The One Stop no longer offers on site GED preparation, however this service is still available in the local area via One Stop Partners.

Services to employers have been integrated into Enterprise Zone services to leverage employer visits.

4. How is your local area serving Unemployment Insurance claimants? How is your local area supporting workers receiving benefits under the Trade Adjustment Assistance program? [WIA Section 121(b)(1)(B)(xii)]

Unemployment claimants are served through both Adult and Dislocated Worker programs as appropriate. A full array of core, intensive and training services are offered as resources are available. When Trade Adjustment Assistance eligible participants are identified, the One Stop staff works in concert with the local Employment Development Department representative to provide wraparound services or initial services as needed.

5. What programs and funding streams support service delivery through the One-Stop Career Center (One-Stop) system? If applicable, what are the anticipated changes to those programs or funding streams? [WIA Section 121(b)(1)(B)]

The following programs provide support:

Merced County Department of Workforce Investment (One Stop Operator) Title I programs;

Merced College, Carl Perkins Act;

Merced Union High School District (Adult School), Title II, Adult Education Literacy Activities;

Merced County Office of Education, Carl Perkins Act;

Central Valley Opportunity Center, WIA 167 Migrant and Seasonal Workers;

Housing Authority of the County of Merced, Housing and Urban Development;

Merced County Community Action Agency, Community Services Block Grants;

State Department of Rehabilitation, Title IV Workforce Investment Act

Merced County Commerce, Aviation, and Economic Development, County Funds

SCORE – Service Corps of Retired Executives, Small Business Administration

It is anticipated that funding for most of these programs is expected to lessen overall.

6. Are each of the required WIA partners included in your One-Stop delivery system? If a required partner is not involved, explain the reason. [WIA Section 117(b)(2)(A)]

All required Partners are included in our One Stop delivery system excluding Native Americans as this group is not located in the LWIA. Each partner's level of participation is outlined in the required MOU's. All partners are invited to participate in the Worknet Leadership Team, whose role is to oversee the planning and implementation of One Stop activities.

7. Describe how your local area's WIA funds are used to leverage other federal, state, local, and private resources. How do these coordinated resources lead to a more effective local system that expands the involvement of business, employers and individuals? [WIA Section 112(b)(10) and 121(c)(2)(A)(ii)]

The LWIA has obtained funding through regional grants and contracts from various sources that leverage funding for the local system in Merced. Local funds are used to share the cost to provide expanded services, provide required program matches that help to expand services and training thus increasing the capacity of the system. Additionally, local funds have been used to initiate new and innovative practices that are then integrated into the local workforce system and paid for through other funding.

Examples:

- Merced was successful in securing grant funding for both the "Green Job Corps" and the "Bridges to Success" grant for youth. In both cases, in-kind funding was provided by the County Schools Regional Occupational Program (ROP) and built on programs that were WIA Youth funded programs. These partnerships allowed expanded services to Merced County Youth.
- Currently Merced has participated in both a regional Veterans' Services grant and regional National Emergency Grant. In both cases training funds were provided by the grant, with some supportive services and staff support. The remainder of the supportive services provided and the staff that does outreach, enrollment and case management was provided by local WIA funding
- WIA funding brought WorkKeys to the Merced system and which has demonstrated the value of skills standards certification. The Career Advancement Academy is a project that enhances career training in Medical Offices, provided by Merced College of which funds are provided through the Chancellors office. Merced College connects with the One Stop Operator to provide WorkKeys assessments to place students in the class at the appropriate levels and determine a final skill certificate level at graduation. This partnership spreads the value of a WorkKeys Certificate and has improved the overall workforce system in Merced.
- The Merced One Stops have had shared the cost of "PLATO" labs located in the One Stop Centers which provide computer based basic skills and GED preparation. The Merced Center lab space, computers and software, was provided by local WIA funds. The cost of instruction has been provided in whole or in part by the Merced Adult School Average Daily Attendance (ADA). The Los Banos lab space, computers and software, have been provided by WIA with the cost of instruction shared with Merced College through State apportionment and the LWIA. Both programs increase the access to basic skill and GED attainment for Adult and Dislocated Workers. In many cases this basic skill attainment is a prerequisite to job skills training. Both these

partnerships will conclude on 6/30/2011 due to reduced WIA resources.

- Local WIA funds are utilized to provide both up front service while applicants are waiting for TAA approval and wraparound supportive services for TAA eligible.
- Local WIA funds were used in partnership with private business funds to provided lay off aversion training for Programmable Logic Controller skills and Computed Tomography licensing. The employers provided training space, and paid the students a salary while attending the training.
- The Merced LWIA is the Merced County Enterprise Zone Manager and Vouchering agent. Employers pay a fee for the issuance of vouchers. Part of the fee goes back to the State and the remainder is used to pay for staff that visit businesses to market the Zone. The member jurisdictions (6 cities and the County) also contribute to Zone marketing. The WIA funded Business Resource Team (BRT) does outreach to business for On-the-Job (OJT) training sites and direct placement of customers. During these visits the BRT gathers employer needs information as well as survey employers for the quality of service provided by the LWIA programs. Leveraging the funds of both these programs has allowed more business to be contacted, offered services, and gather labor market information as well as customer satisfaction information for the WIB.

8. Describe and assess how the services provided by each of the One-Stop partners are coordinated and made available in your local One-Stop system. [WIA Section 118(b)(2) and Section 121 (c)(2) and CUIC Section 14221 (a) and (b)]

The organizations listed in 5 will provide staffing in the comprehensive physical One Stop in the attached MOUs (Attachment D). The MOU will provide general services. All partners have reduced their amount of time and services provided to participants due to their reduced resources.

9. Local boards are required to review and assess the eligibility of One-Stop operations annually. What criteria does your local board use to review One-Stop operator agreements in your local area? Include a copy of your local policy as an attachment to this document. [CUIC Section 14206(d)]

Criteria used by the Merced WIB (local board) to review and assess the eligibility of One Stop Operations emulates the Malcolm Baldrige National Quality Program, used to demonstrate superior performance in seven key areas including leadership; strategic planning; customer and market focus; measurement, analysis and knowledge management; workforce focus; process management; and results. The Merced WIB has earned the California Awards for Performance Excellence (CAPE) Prospector Award for meeting 100% of the Statutory/Compliance requirements. A feedback report, provided by qualified examiners, is used by the Worknet Leadership Team. The Worknet Leadership Team has been diligently working on these recommendations and reporting progress to the Quality Employment

Development Ad Hoc Committee formed by the WIB. This effort is ongoing. September 15, 2010, the QUED recommended to extend the certification of the Merced and Los Banos Worknet Employment Resource Centers for a period of two years and to have the recertification take effect on or about November 3, 2013. On November 18, 2010, the WIB voted to extend the certification on 11/18/10.

10. Describe and assess how your local board ensures continuous improvement of eligible providers of services through the One-Stop system. How does your local board ensure that such providers meet the employment needs of local employers and participants? [WIA Section 118(b)(2)(A)]

Occupations in demand are reviewed on an annual basis by the LWIB. Provider curriculum is reviewed to make sure it is in-line with our current occupations skill requirements. Providers are monitored for quality by an internal Monitor on a regular basis. Individual customer satisfaction surveys are conducted regarding training services by our internal monitors and any negative feedback is followed up and addressed. Contracts are adjusted to assure continuous quality improvement.

The WIB employs a strategic scorecard to monitor their goals. The scorecard includes monitoring business needs and satisfaction on a regular basis. This information has been gathered through a variety of methods, including surveys and face to face interviews.

The Business Resource Team of the One-Stop Career Center is in continuous communication with County employers and solicits feedback from them on the quality of services they are provided by our local workforce system. This information is shared through our Worknet leadership team meetings and improvements needed are discussed and plans for implementation are agreed upon.

11. The State has been granted eight waivers through June 30, 2011, which directly affect how local areas may serve adults, dislocated workers, and incumbent workers. List each of the waivers your local area is currently using and describe how each waiver used has impacted the services provided to these customer groups. Indicate which waivers will be used in your local area in the future and how each will be utilized. [WIA Section 189(i)(4)(B) and WSD10-10]

The Merced LWIA has appreciated the ability to transfer funds between Adult and Dislocated Work funds. This has allowed our WIB to allocate funds to where it is most needed as those needs occur. We have not transferred funding in the last program year due to the availability of ARRA funding however there is a potential to use this waiver in 2011/2012.

Merced has utilized the waiver to contract for classroom sized training with post secondary educational institutions with success. This waiver has allowed regional trainings to be shared across LWIA and reduce the cost to all. Additionally, doing regional classroom sized training avoids the need for any one jurisdiction to place all graduates in employment but rather meet the need of the entire region with on training.

12. How does your local area administer Individual Training Accounts (ITA)? [WIA Section 134(d)(4)(G)] Include any limitations you impose on ITAs established in your area. If your local board is providing training services that are made as exceptions to the ITA process, describe the process you used to procure and justify these exceptions. In addition, include your local board's policy addressing the amount and duration of ITAs based on market rate for local training programs. [CUIC Section 14206(h)]

See attached ITA policy and procedures (Exhibit A and A2).

13. Sector strategies are state policies that promote regional partnerships of employers, educators, workforce developers, and other stakeholders that address the skills needs of critical industries in a region. The California Workforce Investment Board has adopted a sector strategies approach to assist local areas in developing their workforce solutions. Describe and assess your efforts to plan/implement sector strategies, develop regional partnerships, or target industries that are important in the local area or region. Describe what changes may be necessary to improve these regional strategies and partnerships. [CUIC Section 15001(a)(6)]

The Merced WIB was a founding member of the Central California Workforce Collaborative (CCWC) which is a regional collaborative of 14 Counties and 9 Workforce Investment Boards. The CCWC has been working collaboratively along with the Partnership for the San Joaquin Valley to address workforce solutions that will have a positive impact on the Economic Development of the region. To that end the CCWC, along with each member WIB, adopted a group of five industry sectors that all areas had in common. These industrial sectors have been studied on a regional basis and several have had rigorous research done on the employment potential, needs and gaps. The region developed a website to share the information gathered with the entire San Joaquin Valley via careersinthevalley.com.

Based on the work accomplished by the CCWC, several regional and sub regional grants have been awarded, bring millions of additional training resource in to the region. Trainings have been developed and offered on a regional basis. An example in green jobs and recycling from Merced would be Water and Waste water training courses that were developed by Merced College, purchased by Merced WIB and participants from San Joaquin, Stanislaus, Merced and Madera attend. Each WIB provide support for their students.

Partnerships with education could be improved. When WIA funds are paying for innovation used in training, there should be a commitment from education to sustain the project as long as there is a need in the region.

Regional innovation and practices are more sustain able when grown from the ground up and not forced but incentivized. They take time and building blocks to develop trust. Incentives that can programmed in over multiple program years would help grow innovation and partnerships.

14. Describe how your local board utilizes the principles of sector strategies to identify employer needs and guide training efforts to meet those needs. [CUIC Section 15001(a)(6)]

Specific employer focus groups are held for sectors on a local and regional basis. The groups identify the layers of employment and career ladders in their business. Minimum entry level skills are agreed upon and this information is used for participant assessment for both direct referrals for job openings and to establish a job seekers need for training. As a region, Work Keys, a job skills based assessment tool, has been adopted and is used to assure skill standards are met.

The information gleaned from each sector is shared with our local educational providers to assure all skills levels in current course offering meet the needs of the local/regional business and that training that is not being provided can be developed. Additionally, the Business Resource Team of the One Stop Career Center does continuous contact with business County wide to remain current with the needs of the sectors.

The Merced WIB focuses all training of Participants in the sectors they have adopted as outlined in sections 1 and 2 above. Training outside of the focused sectors is approved on a case by case basis with rigorous labor market information gathered prior to approval.

15. California's Green Collar Jobs Act of 2008 was passed to address the State's green economy and the increasing demand for a highly skilled and well-trained green collar workforce. How does your local area recognize opportunities to prepare workers for "green jobs" related to other sources of federal funding? [CUIC Section 15000]

Green Jobs employment and training has been a focus in Merced and our surrounding region for the past three years. Merced WIB commissioned a Green Jobs study in 2010 to determine the top ten Green Jobs in the County. Merced has worked collaboratively with other Central California Workforce Collaborative Workforce Investment Boards to be part of a study support by a grant from the CWIB to determine which energy sectors are in need of high skilled and high demand workforce. Specific focus groups have been done with both renewable energy and recycling employers. We will continue to work regionally with Employer groups to keep current on the opportunities across sectors for Green Job Opportunities.

The WIB has also worked with the local Community College to offer Water and Wastewater treatment courses and will offer them when resource allow. Additional course being developed are in the area of electric vehicles and the upgrading of courses in HVAC and Agriculture equipment mechanics to include Green skill elements to the curricula.

The Merced WIB was the applicant and fiscal agent for a regional grant entitled the

“Green Job Corp”. This grant provided 170 youth from 14 Central California Counties exposure to environmental stewardship through classroom training and, green occupations through work experience in green construction. In addition student participated in a maximum of 100 hours in local green community project as volunteers. These youth were exposed to green industry jobs, training for those jobs, and how that work impacted their future and the future of their communities.

16. What rapid response assistance is available to dislocated workers and employers? Who provides this assistance? [WIA Section 118(b)(4) and (5)]

Please see attached Rapid Response Policy (Exhibit B)

17. Layoff aversion activities are a critical component of rapid response. Please describe the layoff aversion activities your local board provides to businesses. [WIA Section 118(b)(4) and (5)]

Up to 10% of Adult and Dislocated worker funds can be used toward skill enhancement connected to layoff aversion. The LWIA has offered these services to employers across our approved 5 sectors that have been able to retain employees that have had skills upgraded through training and professional license attainment.

Specifically, lay off aversion has occurred for several Manufactures of who required technology skill enhancement to continue employment for specific workers and assure the employers ability to stay in business. Programmable Logic Controller (PLC) training was provided and employees were able to keep their jobs. The Manufactures were able to become more productive and viable to continue their operations. In the Health Care Industry, a change in the law requires Radiology Technicians to have a Computed Tomography (CT) certificate for Hospitals and Clinics to be able to continue their employment as they would no longer be able to charge for their services (without certification). Training was provided to local health care providers and participants were able to retain their employment. Additionally, hospitals and clinics for which they work are able to continue to provide a CT service which is a benefit for the health care employer and the community/region as a whole.

18. Describe your area’s eligible youth population and needs in general. Describe the partnerships and collaborations that provide services to the youth in your local area. What youth activities are available in your local area? Identify successful providers of such activities. [WIA Section 118(b)(6) and CUI Section 14221(g)]

The 2010 U.S. Census lists the population of Merced County at 245,321. Of that number, 32% or 73,596 are under age 18 and 65,381 are between the ages of 10 and 24, leaving 8,214 youth between the ages of 18-24. Merced County is in the depths of a severe economic crisis. Recent newspaper accounts cite city and budget shortages that will result in severe reduction of police officers, sheriff’s deputies and other law enforcement agencies. Schools are facing severe budget cuts which will result in a reduction of services and extra-curricular activities, as well as increased class sizes. The combination of these reductions leave very little

to provide programs that focus on juvenile offenders and specifically in programs that give back to the community. Merced County ranks 5th overall with 33.8% disadvantaged youth and almost 10,000 economically disadvantaged youth. Youth activities available in the local area include 4-H Youth Development Activities, Sports Activities through the City of Merced, and activities through the Boys & Girls Club of Merced County to curb alcohol, tobacco and drug abuse through their SMART Moves training.

19. Describe and assess your local area's delivery of services to people with disabilities. What partnerships and collaborations exist to provide services to this population? What training services and employment opportunities are available to this population in your local area? [WIA Section 112(b)(17)(A)(iv) and Section 409]

Partnerships and collaborations: One Stop staff attends community monthly meetings monthly to speak about services offered at the One Stop Employment Resource Centers. Staff also attends monthly Transition Council meetings that with other agencies and/or programs that work with the disabled community, including Merced College Disabled Student Services and Resources for Independence (formerly the Center for Independent Living). These Transition Council meetings provide a venue for staff to share information regarding services available to participants. Job Searching services are promoted at every meeting and enhanced services for disabled individuals are described including Assistive Technologies specifically for job search activities by disabled job seekers. One Stop staff are able to connect disabled individuals to Trainings Services by connecting these job seekers with other One Stop partners including the Department of Rehabilitation. When appropriate, job seekers may be co-enrolled.

20. If your local area received funds to operate Project New Start to provide parolees support in seeking, securing and maintaining employment as they transition from prison to their home communities, describe and assess your service delivery and partnerships in serving this population group. Describe what changes in your local area may be necessary to improve the level of service. [WIA Section 134(d)(4)(G)(iv)(II, and IV) and Section 188(a)(5)]

Merced no longer receives funds to support a New Start program. Merced did establish a program and funds where rescinded. Those individual in the pipeline had to be served with other funds available at the time. Funds are no longer available and this population must now compete for the limited resources available for services and training.

21. Local areas must incorporate priority of service for veterans and eligible spouses in accordance with the provisions of Training and Employment Notice 15-10 (11/10/10). This requires veterans and eligible spouses to receive service priority over recipients of public assistance and low-income individuals. Describe what programs and processes your local area is using to achieve these goals. [WIA Section 112(b)(17)(B), WIA Section 121(b)(1)(B)(1)]

Please see attached Priority of Services to Veterans Policy/Procedure (Exhibit C)

22. What role do Veterans Workforce Specialists and Veteran Employment Service Specialists have in the local One-Stop system? How do you ensure adherence to the legislative requirements for veterans' staff? [Title 38 United States Code Part III, Chapter 41 and Title 20 CFR Part 1001.120]

The Merced One Stop has collaborated with the Madera County One Stop in providing training services to qualifying veterans and their spouses. The One Stop has identified a staff person that specializes in providing services to veterans at both locations. The specific titles mentioned in this question are not currently available in the local area.

23. Describe and assess how you provide Wagner-Peyser Act services to the agricultural community. Specifically, how do you provide outreach, assessment and other services to migrant and seasonal farm workers, and services to employers? How do you provide appropriate services to this population in the One-Stop system? [Title 20 CFR 662.200(b)(1)(vi)]

The Central Valley Opportunity Center (CVOC), which serves as our region's 167 Grantee for Migrant & Seasonal Farm Workers is a founding partner of Merced's One Stop Career Center. CVOC plays an active role in providing quality services and staffing the One Stop Centers in both Merced and Los Banos. CVOC provides a Mobile One Stop which is posted at the One-stop Center and various County locations to provide outreach and services to Migrant & Seasonal Farm Worker and farming employers on a regularly scheduled basis. Spanish orientations, job search and assessments are just some of the services that are provided by CVOC.

The Business Resource Team (BRT) of the Department of Workforce Investment (WI) Worknet Career Center staff provides ongoing outreach to agricultural employers both for human resources needs, and hiring tax credits available.

24. Local areas may decide locally, based on their prior years' experiences that they will need to change their strategies in order to meet their performance goals. Discuss any strategic changes in your local area to meet performance goals. [Title 20 CFR Part 661.355]

The One Stop has refined participant exit strategies for all customers to increase the potential of securing positive performance goals.

Entry level employment is not targeted. The wage gain measure for Merced is too high as evidence by our failure to achieve our imposed goals. They do not reflect parity with other areas in our region although Merced continues to have the highest unemployment rate and lowest annual family income. Previous negotiations to lower wage gain performance measures were not accepted by the State.

25. Discuss any applicable changes to the local board structure (do not include changes to specific individuals on the board). Please attach a copy of your local bylaws that reflect these changes. [Title 20 CFR Part 661.355 and CUI Section 14202]

No changes have been made to the board structure.

MEMORANDUM OF UNDERSTANDING

The WIA requires that a Memorandum of Understanding (MOU) between the local board and each of the One-Stop partners concerning the operation of the One-Stop delivery system be executed. A copy of each MOU must be included with the plan modification. [WIA Section 118(b)(2)(B)]

The MOU may be developed as a single umbrella document, or as singular agreements between the partners and the board. The MOUs should present in specific terms, member contributions and the mutual methodologies used in overseeing the operations of the One-Stop career center system.

The MOU must describe: [WIA Section 121(c)(1) and (2) and CUI Section 14230(d)]

- What services will be provided through the One-Stop system.
- How the costs of services and operating costs will be funded, including cost-sharing strategies. Please include any Resource Sharing Agreements.
- What methods will be used for referral of individuals between the One-Stop operator and partners.
- How long the MOU will be in effect.
- What procedures have been developed for amending the MOU.
- Other provisions consistent or as deemed necessary by the local board.
- The local board's policy for identifying individuals who, because of their skills or experience, should be referred immediately to training services.

ASSURANCES

- A. The Local Workforce Investment Board assures that it will comply with the uniform administrative requirements referred to in WIA Section 184(a)(3).
- B. The Local Workforce Investment Board assures that no funds received under the Workforce Investment Act will be used to assist, promote, or deter union organizing. [WIA Section 181(b)(7)]
- C. The Local Workforce Investment Board assures that the board will comply with the nondiscrimination provisions of WIA Section 188.
- D. The Local Workforce Investment Board assures that the board will collect and maintain data necessary to show compliance with the nondiscrimination provisions of WIA Section 188.

- E. The Local Workforce Investment Board assures that there will be compliance with grant procedures of WIA Section 189(c).
- F. The Local Workforce Investment Board assures that funds will be spent in accordance with the Workforce Investment Act, written Department of Labor guidance, and other applicable Federal and State laws and regulations.
- G. The Local Workforce Investment Board assures that veteran workforce investment programs funded under WIA, Section 168 will be carried out in accordance with that Section.
- H. The Local Workforce Investment Board assures it will comply with future State Workforce Investment Board policies and guidelines, legislative mandates, or other special provisions as may be required under Federal law or policy, including the Workforce Investment Act or State legislation.
- I. The Local Workforce Investment Board assures that when allocated adult funds for employment and training activities are limited, priority shall be given to veterans, recipients of public assistance and other low-income individuals for intensive and training services. [WIA Section 134(d)(4)(E), 118(b)(4), and CUI Section 14230(a)(6)]
- J. The Local Workforce Investment Board certifies that its One-Stop Centers will recognize and comply with applicable labor agreements affecting represented employees located in the Centers. This shall include the right to access by State labor organization representatives pursuant to the Ralph Dills Act. [Chapter 10.3 (commencing with Section 3512) of Division 4, of Title 1 of the Government Code, and CUI Section 14233]
- K. The Local Workforce Investment Board assures that State employees who are located at the One-Stop Centers shall remain under the supervision of their employing department for the purposes of performance evaluations and other matters concerning civil service rights and responsibilities. State employees performing services at One-Stop Centers shall retain existing civil service and collective bargaining protections on matters relating to employment, including but not limited to: hiring, promotion, discipline, and grievance procedures.
- L. The Local Workforce Investment Board assures that when work-related issues arise at One-Stop Centers between State employees and operators or supervisors of other partners, the operator or other supervisor shall refer such issues to the State employee's civil service supervisor. The One-Stop Career Center operators and partners shall cooperate in the investigation of the following matters: discrimination under the California Fair Employment and Housing Act [Part 2.8 (commencing with Section 12900) of Division 3, of Title 2 of the Government Code], threats and/or violence concerning State employees, and State employee misconduct.
- M. One-Stop Operator is responsible for administering One-Stop Center services in accord with roles to be determined by the Local Workforce Investment Board. The

Local Workforce Investment Board assures that it will select the One-Stop Operator with the agreement of the CEO, through one of three means:

1. Through a consortium of at least three or more required One-Stop partners; or
2. Through competitive process such as a Request for Proposal; or
3. It may serve as the One-Stop Operator directly but only with the consent of the Chief Elected Official and the Governor.

The only time these selection procedures are not required is in the following circumstances inclusive: the One-Stop delivery system, of which the operator is a part, existed before August 7, 1998; the existing One-Stop system includes all of the required One-Stop partners; and an MOU has been executed which is consistent with the requirements of the Act. [WIA Section 121(d)(2)(A), and Title 20 CFR Part 662.410]

PROGRAM ADMINISTRATION DESIGNEE AND PLAN SIGNATURES

This Local Plan represents the Merced County Workforce Investment Board's efforts to maximize and coordinate resources available under Title I of the Workforce Investment Act (WIA) of 1998.

This Local Plan is submitted for the period of July 1, 2011 through June 30, 2012 in accordance with the provisions of the WIA.

Local Workforce Investment Board Chair

Chief Elected Official

Signature

Alfonse Peterson

Name

WIB Chair

Title

Date

Signature

Andrea T. Baker

Name

Executive Director

Title

Date

<input checked="" type="checkbox"/> WIA Local Plan Modification PY 2011-12 <input type="checkbox"/> Modification # 11	Local Area <u>Merced County</u> Date: <u>07/01/11</u>
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TITLE IB BUDGET PLAN SUMMARY¹ (Adult or Dislocated Worker)

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

PROGRAM TYPE for PY 2011, beginning 07/01/11 through 06/30/12

- Grant Code 201/202/203/204 WIA IB-Adult
- Grant Code 501/502/503/504 WIA IB-Dislocated Worker

FUNDING IDENTIFICATION	K178XXX Subgrant	K282XXX Subgrant
1. Year of Appropriation	2010	2011
2. Formula Allocation	1,449,776	1,163,709
3. Allocation Adjustment - Plus or Minus		
4. Transfers - Plus or Minus		
5. TOTAL FUNDS AVAILABLE (Lines 2 thru 4)	1,449,776	1,163,709
TOTAL ALLOCATION COST CATEGORY PLAN		
6. Program Services (sum of Lines 6.A thru 6.E)	1,304,799	1,047,339
A. Core Self Services	133,691	107,311
B. Core Registered Services	368,876	296,090
C. Intensive Services	163,019	130,853
D. Training Services	639,213	513,085
E. Other		
7. Administration (Line 5 minus 6)	144,977	116,370
8. TOTAL (Line 6 plus 7)	1,449,776	1,163,709
QUARTERLY TOTAL EXPENDITURE PLAN (cumulative from July 1, 2010 and July 1, 2011 respectively)		
9. September 2010		
10. December 2010	89,169	
11. March 2011	212,758	
12. June 2011	682,856	
13. September 2011	1,188,621	
14. December 2011	1,449,776	244,610
15. March 2012		750,375
16. June 2012		1,163,709
17. September 2012		
18. December 2012		
19. March 2013		
20. June 2013		
COST COMPLIANCE PLAN (maximum 10%)		
21. % for Administration Expenditures (Line 7/Line 5)	10%	10%

Jacqueline Walther-Parnell	(209) 724-2012	6/1/2011
Contact Person, Title	Telephone Number	Date Prepared

Comments:

¹ Refer to 20 CFR Part 667.160 and WIA Directive WIAD01-10 for guidance and information regarding local area obligation rates, and recapture and reallocation policies and procedures.

WIA Local Plan Modification PY 2011-12

Local Area Merced

Modification # 11

Date: 07/01/11

TITLE IB BUDGET PLAN SUMMARY¹ (Adult or Dislocated Worker)

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

PROGRAM TYPE for PY 2011, beginning 07/01/11 through 06/30/12

Grant Code 201/202/203/204 WIA IB-Adult

Grant Code 501/502/503/504 WIA IB-Dislocated Worker

FUNDING IDENTIFICATION	K178XXX Subgrant	K282XXX Subgrant
1. Year of Appropriation	2010	2011
2. Formula Allocation	1,410,010	1,218,611
3. Allocation Adjustment - Plus or Minus		
4. Transfers - Plus or Minus		
5. TOTAL FUNDS AVAILABLE (Lines 2 thru 4)	1,410,010	1,218,611
TOTAL ALLOCATION COST CATEGORY PLAN		
6. Program Services (sum of Lines 6.A thru 6.E)	1,269,009	1,096,750
A. Core Self Services	193,171	166,949
B. Core Registered Services	362,796	313,549
C. Intensive Services	299,370	258,733
D. Training Services	413,672	357,519
E. Other		
7. Administration (Line 5 minus 6)	141,001	121,861
8. TOTAL (Line 6 plus 7)	1,410,010	1,218,611
QUARTERLY TOTAL EXPENDITURE PLAN (cumulative from July 1, 2010 and July 1, 2011 respectively)		
9. September 2010		
10. December 2010	374,612	
11. March 2011	666,141	
12. June 2011	1,134,323	
13. September 2011	1,410,010	192,495
14. December 2011		660,677
15. March 2012		1,128,859
16. June 2012		1,218,611
17. September 2012		
18. December 2012		
19. March 2013		
20. June 2013		
COST COMPLIANCE PLAN (maximum 10%)		
21. % for Administration Expenditures (Line 7/Line 5)	10%	10%

Jacqueline Walther-Parnell

(209) 724-2012

6/1/2011

Contact Person, Title

Telephone Number

Date Prepared

Comments:

¹ Refer to 20 CFR Part 667.160 and WIA Directive WIAD01-10 for guidance and information regarding local area obligation rates, and recapture and reallocation policies and procedures.

WIA Local Plan Modification PY 2011-12 **Local Area:** Merced County
 Modification # 11 **Date:** 7/1/2011

TITLE IB BUDGET PLAN SUMMARY¹ (Youth)

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

PROGRAM TYPE for PY 2011, beginning 04/01/11 through 06/30/12

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

FUNDING IDENTIFICATION	K178XXX Subgrant	K282XXX Subgrant
1. Year of Appropriation	2010	2011
2. Formula Allocation	1,553,679	1,375,508
3. Allocation Adjustment - Plus or Minus		
4. TOTAL FUNDS AVAILABLE (Line 2 plus 3)	1,553,679	1,375,508
TOTAL ALLOCATION COST CATEGORY PLAN		
5. Program Services (sum of Lines 5A and 5B)	1,398,312	1,237,958
A. In School	699,156	495,183
B. Out-of-School (30%)	699,156	742,775
6. Administration (Line 4 minus 5)	155,367	137,550
7. TOTAL (Line 5 plus 6)	1,553,679	1,375,508
QUARTERLY TOTAL EXPENDITURE PLAN (cumulative from April 1, 2010 and April 1, 2011 respectively)		
8. June 2010	0	
9. September 2010		
10. December 2010	325863	
11. March 2011	518321	
12. June 2011	1248613	
13. September 2011	1553679	316,660
14. December 2011		621,726
15. March 2012		926,792
16. June 2012		1,375,508
17. September 2012		
18. December 2012		
19. March 2013		
20. June 2013		
COST COMPLIANCE PLAN		
21. % for Administration Expenditures (Line 6/Line 4)	10%	10%

Jacqueline Walther-Parnell

(209) 724-2012

6/1/2011

Contact Person, Title

Telephone Number

Date Prepared

Comments:

¹ Refer to 20 CFR Part 667.160 and WIA Directive WIAD01-10 for guidance and information regarding local area obligation rates, and recapture and reallocation policies and procedures.

**WIA Local Plan Modification PY 2011-12****Local Area: Merced County****Modification # 11****Date: 07/01/11****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 2010 (07/01/11 through 06/30/12)	ADULT	DW	YOUTH
1. Registered Participants Carried in from PY 2010	205	281	426
2. New Registered Participants for PY 2011	100	105	40
3. Total Registered Participants for PY 2011 (Line 1 plus 2)	305	386	466
4. Exiters for PY 2011	122	120	100
5. Registered Participants Carried Out to PY 2012 (Line 3 minus 4)	183	266	366

PROGRAM SERVICES			
6. Core Self Services	4,771	4,972	
7. Core Registered Services	305	386	
8. Intensive Services	240	332	
9. Training Services	100	150	

YOUTH MEASURES			
10. Attainment of a Literacy and/or Numeracy Gain			51
11. Attainment of a High School Diploma, GED, or Certificate			105

EXIT STATUS			
12. Entered Employment	82	85	52
12A. Training-related	37	40	14
13. Remained with Layoff Employer		25	
14. Entered Military Service			
15. Entered Advanced Training			8
16. Entered Postsecondary Education			50
17. Entered Apprenticeship Program			
18. Returned to Secondary School			
19. Exited for Other Reasons	19	15	17

Brian Cutler, Special Projects Manager

209-724-2028

June 1, 2011

Contact Person, Title

Telephone Number

Date Prepared

Comments:

<input checked="" type="checkbox"/>	WIA Local Plan Modification PY 2011–12	Local Area: <u>Merced County</u>
<input type="checkbox"/>	Modification # <u>11</u>	Date: <u>07/01/2011</u>

WORKFORCE INVESTMENT ACT TITLE IB

STATE NEGOTIATED LEVELS OF PERFORMANCE¹

WIA Requirement at Section 136(b) ²	PY 2009-10	PY 2010-11	PY 2011-12
Adults			
Entered Employment Rate	56%	56%	To Be Determined (TBD)
Employment Retention Rate	81%	81%	TBD
Average Earnings	\$13,000	\$13,000	TBD
Dislocated Workers			
Entered Employment Rate	68%	70%	TBD
Employment Retention Rate	83%	83%	TBD
Average Earnings	\$15,900	\$15,900	TBD
Youth (ages 14-21)			
Placement in Employment or Education	69%	65%	TBD
Attainment of a Degree or Certificate	65%	61%	TBD
Literacy and Numeracy Gains	40%	40%	TBD

LOCAL NEGOTIATED LEVELS OF PERFORMANCE¹

WIA Requirement at Section 136(c) ²	PY 2009-10	PY 2010-11	PY 2011-12
Adults			
Entered Employment Rate	72.0	72.0	TBD
Employment Retention Rate	78.5	78.5	TBD
Average Earnings	\$13,000	\$13,000	TBD
Dislocated Workers			
Entered Employment Rate	74.0	74.0	TBD
Employment Retention Rate	81.0	81.0	TBD
Average Earnings	\$13,900	\$13,900	TBD
Youth (ages 14-21)			
Placement in Employment or Education	69%	65%	TBD
Attainment of a Degree or Certificate	65%	61%	TBD
Literacy and Numeracy Gains	40%	40%	TBD

¹ Guidance on state and local performance can be found on the U.S. Department of Labor (DOL) [Employment and Training Administration](#) Web site. Specific Training and Employment Guidance Letters (TEGL) include, but are not limited to 8-99, 11-01, and 17-05. For additional guidance, see Workforce Services Directives WSD08-6 and WSD10-11.

² The DOL Employment and Training Administration approved California's waiver request to move from the statutory performance measures specified in WIA Section 136 to the common performance measures defined in TEGL 17-05. This waiver was initially approved for Program Year (PY) 2007-08 and was extended for PYs 2008-09, 2009-10, and 2010-11.

STATE of CALIFORNIA
LOCAL AREA GRANT RECIPIENT LISTING
 [WIA Sections 117(d)(3)(B)(i) and 118(b)(8)]

Merced County

(Name of Local Workforce Investment Area)

ENTITY	ORGANIZATION	CONTACT (NAME/TITLE)	MAILING ADDRESS (STREET, CITY, ZIP)	TELEPHONE, FAX, E-MAIL
Grant Recipient (or Subrecipient if applicable)	Merced County	John Pedrozo, Chairman Merced County Board of Supervisors	2222 M Street Merced, CA 95340	209-385-7366 F -209-726-7977 Dist5@co.merced.ca.us
Fiscal Agent	Merced County Department of Workforce Investment	Jackie Walther-Parnell Operations Officer	1880 Wardrobe Avenue Merced, CA 95341	209-724-2012 209-725-3592 jwaltherparnell@co.merced.ca.us
Local Area Administrator	Merced County Department of Workforce Investment	Andrea T. Baker, Director	1880 Wardrobe Avenue Merced, CA 95341	209-724-2002 209-728-3592 abaker@co.merced.ca.us
Local Area Administrator Alternate	N/A			

Signature: _____
Chief Elected Official
Date

If a Local Grant Subrecipient has been designated, please submit a copy of the agreement between the Chief Elected Official and the Subrecipient. The agreement should delineate roles and responsibilities of each, including signature authority.



Exhibit A

DEPARTMENT OF WORKFORCE INVESTMENT

Policy/Procedure For

Andrea T. Baker
Director

1880 Wardrobe Avenue
Merced, CA 95341-6407
(209) 724-2000
(209) 725-3592 Fax
www.co.merced.ca.us/index.asp?NID=92

Equal Opportunity Employer

Individual Training Account (ITA) Policy

Policy: In order to provide customer choice in the selection of training providers, the Individual Training Account (ITA) system was established. Through this system, eligible Workforce Investment Act (WIA) participants are able to select their choice of training. The Merced County Workforce Investment Board, through the One-Stop Operator, the Merced County Department of Workforce Investment (WI), shall make available classroom training in occupations that are directly connected to occupations in demand, as established by the Board. Occupational classroom training will be provided through training vendors that are evaluated, approved and placed on the State Eligible Training Provider List (ETPL).

The Merced County Workforce Investment Board, (Board) through WI, shall provide training services that lead to a certificate/license/credential/degree, a competency or skill recognized by employers, or a training regimen that provide individuals with additional skills or competencies generally recognized by employers.

The Merced County Workforce Investment Board, through the WI, reserves the right to make exceptions to this policy, on a case-by-case basis, should individual circumstances warrant exception.

Procedures:

I. Individual Training Accounts (ITAs) – General Provisions

- A. Except as provided in the Workforce Investment Act of 1998 and associated regulations, training services provided to eligible participants shall employ Individual Training Accounts (ITAs) issued through the One-Stop Delivery System.

The “Maximum Training Funds Available” on any individual ITA shall not exceed four thousand five hundred dollars (\$4,500) without prior, written approval of the Director of the One-Stop Operator or in his/her absence, the Program Manager or Supervising Employment and Training Specialist of the Worknet Employment Resource Center.

1. In no event shall an ITA carry a time or dollar balance after the program of training is either completed or terminated.
2. The maximum length of training under a single ITA shall be two years.
3. More than one ITA may be issued to a participant within a two-year period provided the total cost of the ITA does not exceed \$4,500.
4. An ITA shall cover the cost of training, including tuition and other training-related items supplied by the training provider (e.g., books, license fees, training materials, registration fees, supplies, uniforms, DMV printouts, physical examinations, immunizations, health fees and insurance), but will not include or consider the costs of supportive services. Supportive services, if appropriate, shall be delivered pursuant to the Board’s Supportive Services Policy.

- B. Both the customer and a representative of WI will sign a completed ITA. Signatory authority of WI on the ITA is the Supervising Employment and Training Specialist responsible for Training Services at each of the Department's geographic locations (authorized by the Merced County Board of Supervisors on 7/25/00 and Department of Workforce Investment Director on 7/25/00). Once a completed ITA is signed by the customer and WI representative, copies will be provided to the Fiscal/MIS unit of WI, the school/provider, the case manager and the customer. Each geographic location will use the same ITA form, but will utilize certificate numbers unique to their location to designate point of origin. Initially, Los Banos will issue sequentially ITA certificate numbers 1000-1999, and Merced will issue sequentially ITA certificate numbers 2000-2999.
- C. WI shall ensure that all training activities are provided in sites that are accessible to individuals with disabilities, and that all reasonable accommodations are made to provide services to this population.

II. Training Activities

- A. The types of training services made available through WI under the Workforce Investment Act shall include:
 - 1. Occupational skills training as well as training for nontraditional employment, offered in a classroom environment; and
 - 2. Skill upgrading and retraining, including training courses that build upon the individual's existing skills.
- B. Additional training services not covered by this policy include:
 - 1. Programs that combine workplace training with related instruction, such as customized training programs;
 - 2. On-the-job training;
 - 3. Work experience;
 - 4. Entrepreneurial training; and
 - 5. Adult education and literacy activities.

III. Eligibility for Training

WI shall make available WIA funds for the provision of occupational classroom training to eligible populations in accordance with Section 134(d)(4)(A) of the Act. Eligible populations shall include adults, dislocated workers, and incumbent workers who:

- A. Are unable to obtain employment that leads to economic self-sufficiency through core and intensive services.
- B. After an interview, evaluation or assessment and case management, have been determined by a One-Stop operator to:
 - 1. Be in need of training services;
 - 2. Have the skills and qualifications to successfully participate in the selected program;

3. Have selected programs of training services that are directly linked to the employment opportunities in the Merced County area, central San Joaquin Valley or in another area in which the customer is willing to relocate;
4. Are unable to obtain sufficient grant assistance, including PELL grants; and
5. Require support beyond the assistance made available under other grant assistance programs.

IV. Training Priority System

WI shall provide priority services to veterans and their spouses for intensive and training services. If and when the Board declares that funds allocated to a local area for adult employment and training activities under paragraph (2)(A) or (3) of section 133 (b) are limited, then WI shall provide priority services to recipients of public assistance and other low-income individuals for intensive and training services. Low-income individuals are defined as:

1. Receives, or is a member of a family that receives, cash payments under a Federal, State or local income-based public assistance program;
2. Received an income, or is a member of a family that received a total family income, for the six-month period prior to application for the program involved (exclusive of unemployment compensation, child support payments, payments described in subparagraph (A), old-age and survivors insurance benefits received under Section 202 of the Social Security Act (42 USC 402) that, in relation to family size, do not exceed the higher of:
 - a) the poverty line, for an equivalent period; or
 - b) 70% of the lower living standard income level, for an equivalent period;
3. Is a member of a household that receives (or has been determined within the six-month period prior to application for the program involved to be eligible to receive) food stamps pursuant to the Food Stamp Act of 1977 (7 USC 2011 et. Seq.);
4. Qualifies as a homeless individual, as defined in subsections (a) and (c) of Section 103 of the Stewart B. McKinney Homeless Assistance Act (42 USC 11302);
5. Is a foster child on behalf whom State or local government payments are made; or
6. In cases permitted by regulations promulgated by the Secretary of Labor, is an individual with a disability whose own income meets the requirements of a program described in subparagraph (a) or of subparagraph (b), but is a member of family whose income does not meet such requirements.

V. Limitations of Financial Support

- A. For those customers who elect to attend occupational classroom training within the local labor market area (defined as from Fresno County to the south to Stanislaus County to the north), the maximum amount of funds available will be limited to the needs identified in

the Individual Employment Plan.

- B. For those customers who elect to attend occupational classroom training outside of the defined labor market area, no supportive services will be made available to the customer by the WI.
- C. For those customers who must attend occupational classroom training outside of the defined local labor market area because there are no providers of the training within the area, the provisions for electing to attend within the local labor market area will apply.

VI. Procedure for Approving Exceptions to Individual Training Accounts (ITAs)

Employment and Training Specialists will prepare the file to request an exception to the ITA or supportive services limits and present the file with all supporting documentation of need to the Supervising Employment and Training Specialist or Program Manager for review and concurrence. If the Supervising Employment and Training Specialist or Program Manager concur, the request will be submitted to the Director to approve or deny.

Responsible Official: Director

Revised Date: July 1, 2010

Reviewed: July 1, 2010



Exhibit A2

**DEPARTMENT OF
WORKFORCE INVESTMENT**

**Policy/Procedure
For**

**Exceptions to the Use of
Individual Training Accounts**

Andrea T. Baker
Director

1880 Wardrobe Avenue
Merced, CA 95341-6407
(209) 724-2000
(209) 725-3592 Fax
www.co.merced.ca.us/index.asp?NID=92

Equal Opportunity Employer

Policy: The Workforce Investment Act provides for exceptions to the use of Individual Training Accounts (ITAs) under certain, limited circumstances:

1. When the services provided are On-the-Job Training (OJT) or customized training.
2. When the Local Workforce Investment Board (LWIB) determines that there are an insufficient number of eligible providers in the local area to accomplish the purpose of a system of ITAs. The local plan must describe the process to be used in selecting the providers under a contract for services. This process must include a public comment period for interested providers of at least 30 days.

When the LWIB determines there is a training service program of demonstrated effectiveness, offered in the area by a community-based organization to service special participant populations that face multiple barriers to employment, the LWIB must develop criteria to be used in determining demonstrated effectiveness, particularly as it applies to the special participant population to be served.

Responsible Official: Special Projects Manager

Revised Date: September 1, 2010

Reviewed Date: September 1, 2010



Exhibit B

DEPARTMENT OF WORKFORCE INVESTMENT

Operational Procedure For

Rapid Response

Andrea T. Baker
Director

Joanne Presnell
Assistant Director

1880 W. Wardrobe Avenue
Merced, CA 95340-6407
(209) 724-2000
(209) 725-3592 Fax
www.co.merced.ca.us/wi

Equal Opportunity Employer

Policy

The Merced County Department of Workforce Investment in collaboration with local Economic Development agencies, and other local workforce development partners will provide transitional information about alternatives that may reduce or avert a layoff, or business closure resulting from natural or other disaster.

Procedures

Service delivery to employers, business owners and affected employees are noted in Operational/Desk Procedures under the following: Initial Employer Contact, Rapid Response Preparation and the Rapid Response Orientation.

OPERATIONAL (DESK) PROCEDURES

Initial Employer Contact

1. When notified of a closure or Reduction In Force other than by business owner or their representative, it is imperative to verify the information. Information can be verified via newspaper article, former employees, or by directly speaking with the employer.
2. Worker Adjustment Retraining Notice (WARN) is usually filed upon the closure of a business. However, if affected number of employees is less than 50, a business may not have filed a WARN.
3. If a WARN form has not been received by the Department of Workforce Investment, then contact the local Employment Development Department office to see if they have received a notice.
4. If unable to locate a WARN form, contact the Human Resources Department (HRD) of the affected business to check if a form was filed. By contacting HRD, it allows the business to follow up on the missing WARN form or if need be, to file one.
5. An employer may be contacted in person, by telephone or in writing.
 - a. Identify yourself from the Department of Workforce Investment, Business Services representative, wishing to provide Rapid Response assistance, a “no fee” service.
 - b. Verify information received, business closure or reduction in force, and be prepared to provide source of information.
 - c. Determine if it is a closure or reduction in force, and anticipated dates.
 - d. Determine when it is effective
 - e. Identify contact personnel, local and corporate, along with best dates and times for such contact.
6. Provide information on the benefits of a Rapid Response Orientation to the business owner.
 - a. Demonstrates good business citizenship in the community on the part of the employer.

- b. The transition is easier when employees believe the employer is concerned about their transition.
 - c. Information and support provided in a Rapid Response Orientation allows the dignity and respect between the employer and employees to be maintained or enhanced.
 - d. Individuals are able to better manage their job search, unemployment, and budget/financial planning.
 - e. Assists affected employees with an avenue to return to work and maintain their standard of living.
 - f. The employer is able to better manage human resource needs, Unemployment Insurance costs, and Worker's Compensation costs during the transition
7. If closure is the only alternative, and if desired by the affected business operator, a Labor Management Team Committee will be developed to assist in the closure and transition of staff. Basic membership of a team would be the following;
- a. Human Resources of the affected business.
 - b. Union representation.
 - c. Workforce Development staff.
 - d. Others as appropriate.
8. Prepare a working file for the affected business, and document all contacts.
9. Prepare WIA 121 Rev (07-02) (posted on the Intranet) On-Site Visit Report
- a. Form is to be completed by assigned Business Services representative documenting each Rapid Response activity provided for an employer.
 - b. Each Rapid Response requires a separate form.
 - c. If you have an organization with multiple closures or employees affected, ensure that as you schedule groups you subtract the number of attendees from overall affected number for an accurate count. (Example - Company "T" has 500 employees affected by their closure, and they will have 5 Rapid Response activities to accommodate the employees affected beginning May 12, ending May 17 with 50 attendees at each orientation. At the May 12 orientation, 15 of the 50 scheduled attended. When you complete the WIA121 form for that date you would enter 450 affected, 15 attended. The starting number would then be 435 affected for the May 14, Rapid Response Orientation.)
 - d. Forward copy of WIA 121 via computer to identified MIS for data collection.
 - e. WIA 121 form must be sent electronically to the State EDD office, with copies to our Regional Advisor, and the Dept of WI Director and Assistant Director. A copy of the form is to be saved on the Department's "Y" drive. (Supporting documentation will be maintained in employer file.)

Rapid Response Preparation

1. Set a date for the Rapid Response Orientation with the affected Business.
 - a. Prepare a list of alternate sites and dates if space is not available at affected facility.
 - b. Develop a rough draft of appropriate agencies to participate and purpose for participating
 - c. Provide your name, telephone number and alternate number to employer.
2. Set a specific location, room number, start and anticipated end time, telephone number and name of contact person and other pertinent information (Dr., Mr., Mrs. Director).

3. Provide a map to location or written directions with contact or emergency telephone phone number for attendees.
4. Discuss with employer/business owner what other agencies might be appropriate to participate in the Rapid Response Orientation for the employee needs; i.e., Employee Assistance Program, Consumer Credit, Cobra, Deferred Compensation, Consumer Credit, Mental Health, or similar businesses.
5. When speaking with the employer find out if there will be a need for an interpreter and in what language.
6. Obtain roster from the employer to send to the Employment Development Department (EDD) to review and have available unemployment benefit information. Information from employers should contain, but not limited to;
 - a. Name first, last, middle initial and any other names they may have used prior.
 - b. Address, telephone number, with area and zip codes.
 - c. Date of birth .
 - d. Last 4 digits of SSN.
7. Contact Employment Development Department with names and social security numbers of those employees who will be laid off. EDD will be able to provide information on the monetary benefit employees can expect to receive, and the process they will need to take to access their Unemployment Claim.
8. Develop Workforce Investment Packets to include information on:
 - a. Location of local One-Stop & affiliate sites
 - b. Available workshops & partner information
 - c. Information on resources available in the community to assist in transition
 - d. Booklet “Out of Hock & Out of Debt”
 - e. Booklet “Starting Over” – A survival guide for laid off workers and their families
 - f. Worksheets
 - i. Just Laid Off
 - ii. Managing Unemployment
 - iii. Managing Your Job Search
 - iv. Downsized
 - v. The Experienced Worker
 - vi. Informational Survey
 - vii. If appropriate, the Merced Adult School English Classes pamphlet
9. Prepare a sign-in roster, Rapid Response Orientation agenda, and survey for additional services.
10. After obtaining the information from the employer for EDD, if the employer decides not to provide an orientation, then Department of Workforce Investment may still be able to contact employees and set up an orientation.

Rapid Response Orientation

1. Determine if a need for bilingual or multilingual agendas is necessary, and work with appropriate staff to develop. Determine if any accommodations for the disabled is required, and ensure staff assistance is provided throughout orientation

2. Follow up the week of or the day before the Rapid Response Orientation to confirm status of speakers, materials, location and staff to participate.
3. Start meeting at appointed time.
4. Provide a quick overview of the day, and items to be addressed to Rapid Response Team. When appropriate meet to discuss the final details.
5. Provide an agenda to all participants.
6. Allow for time at the end of the orientation for questions and answers.
7. With the exception of paperwork from EDD, Dept of Workforce Investment – Informational Survey, and other documents that may be developed later for this purpose, all other materials are for the attendees to keep.
8. Department of Workforce Investment Information Survey (complete as a group line by line)
9. Once attendees complete, the facilitator as they are collecting forms must check them for accuracy, clarity and completeness.
10. Assigned Job Coach from Employment Resource Center (comprehensive or satellite) will input information into Case Management System.
11. Rapid Response attendees should be contacted within 1-2 weeks after initial meeting.
12. Upon contact Job Coaches will offer to:
 - a. Set up a tour of One-Stop Resource Centers for individual or groups of rapid response attendees.
 - b. If appropriate, set an appointment for Assessment.
 - c. Provide direction to update or develop a resume.
13. Place all information in employer file:
 - a. Contact information;
 - b. Rapid Response Orientation Sign-in Roster;
 - c. Any correspondence, fliers, written materials that were developed; and
 - d. Copy of completed WIA 121 form with fax cover sheet to verify date sent (5th of every month).

Responsible Official: Business Services Supervisor

Reviewed Date: July 15, 2008

Revised Date: July 15, 2008



Exhibit C

DEPARTMENT OF WORKFORCE INVESTMENT

Policy/Procedure For

Priority of Services to Veterans

Andrea T. Baker
Director

1880 Wardrobe Avenue
Merced, CA 95341-6407
(209) 724-2000
(209) 725-3592 Fax
www.co.merced.ca.us/index.asp?NID=92

Equal Opportunity Employer

Policy: Section 4215 of Public Law 107-288, 2002, known as the Jobs for Veterans Act, creates a priority of service for veterans (or spouse of eligible veterans) who otherwise meet the eligibility requirements for participation in the Department of Labor training programs. Per the Employment and Training Administration (ETA) Training and Employment Guidance Letter (TEGL) 10-09, local areas are required to ensure that all eligible veteran workers are given priority over eligible non-veterans for all available services. The Merced Workforce Investment Board (WIB) has previously issued policy that implements statutory provisions requiring priority of service for intensive and training services to low income and public assistance individuals. This section 4215 requires program eligible veterans shall be provided priority over eligible non-veterans for all available services.

Under the Jobs for Veterans Act, “covered person” is defined as:

- A veteran (is an individual who served in the active military, naval, or air service, and who was discharged or released from such service under conditions other than dishonorable, which may include National Guard or Reserve personnel), or
- The spouse of any of the following individuals:
 - Any veteran who died of a service-connected disability;
 - Any member of the Armed Forces serving on active duty who, at the time of application for assistance under this section, is listed, pursuant to section 556 of title 38 and regulations and has been under, by the Secretary concerned in one or more of the following categories and has been so listed for a total of more than 90 days:
 - missing in action,
 - captured in line of duty by a hostile force, or
 - forcibly detained or interned in line of duty by a foreign government or power;
 - Any veteran who has a total disability resulting from a service-connected disability; or
 - Any veteran who died while a disability so evaluated was in existence.

A Military Spouse is an individual who is married to an active duty service member including National Guard or Reserve personnel on active duty.

Eligibility for the WIA Title I Youth program is not affected by the veterans' priority.

Procedure:

Local Workforce Investment Areas are required to ensure that all eligible veterans, or “any covered persons,” are given “Priority of Service” over non-veterans in Department of Labor training programs. Priority of Service as defined for this procedure means: the right to take precedence over non-veterans

in obtaining services. The Customer Use Agreement will notice veterans or “any covered person” that they have Priority of Service.

To qualify for Priority of Service, documentation must be provided with one of the following:

- Military ID card (retired)
- DD214
- Dependent military ID card (retired)

In addition, Box 65 through 70 on the Workforce Investment Act Application form must be completed to verify veteran/spouse status.

- Branch of service in armed forces,
- Dates of service,
- Discharge date and status (Honorable/Dishonorable).

When a veteran has been identified, they will receive a Veterans ID card that states, Worknet “Now Serving You.” This card will allow a veteran or any covered person to receive “Priority of Service.”

To receive Priority of Service assistance, a veteran will need to show their Worknet Veterans ID card to staff for priority service in scheduling for the following:

- Orientations,
- Workshops,
- Career Assessment,
- Computer Lab.

During staffing for Intensive and Training Services, priority will be given to veterans or any covered person by use of a point system calculated with the Assessment Tally Sheet.

Responsible Official: Director

Review Date: July 1, 2010

Revised Date: July 1, 2010

BEFORE THE BOARD OF SUPERVISORS
COUNTY OF MERCED, STATE OF CALIFORNIA

In the Matter of

**RESOLUTION DECLARING
AUTHORIZATION TO EXECUTE
DOCUMENTS RELATED TO THE
WORKFORCE INVESTMENT ACT**

)
)
) **RESOLUTION NO. 2006-176**
)
)
)

WHEREAS, the Merced County Workforce Investment Board prepared and submitted to the State of California a Five-Year Plan for implementing the Workforce Investment Act (WIA) of 1998 in Merced County; and,

WHEREAS, the County of Merced, as grant recipient under the above Act, is required from time to time during the plan period to execute and submit numerous documents including adjustments, revisions and updates to the plan, subgrant agreements and cash requests; and,

WHEREAS, the Director/Assistant Director, Department of Workforce Investment has historically been authorized to execute the above described documents on behalf of the County of Merced.

NOW, THEREFORE BE IT RESOLVED, the Director/Assistant Director, Department of Workforce Investment, is authorized to prepare, execute and submit documents necessary to revise or update the WIA Five-Year Plan and other WIA related documents, including the subgrant (the WIA agreement between the State of California and County to access WIA funds), and cash requests on behalf of the County.

I, **Demitrios O. Tatum**, Clerk of the Board of Supervisors of the County of Merced, do hereby certify that the foregoing resolution was regularly introduced, passed and adopted by said Board at a regular meeting thereof held on September 19, 2006 by the following vote:

Supervisors

Ayes: Mike Nelson, John Pedrozo, Kathleen M. Crookham, Deidre F. Kelsey,
Jerry O'Banion

Noes: None

Not Present: None

Witness my hand and the Seal of this Board this 19th day of September, 2006.



DEMITRIOS O. TATUM, Clerk

By [Signature]
Deputy