

Workforce Investment Act
Local Plan Modification
Program Year 2009-10
(Narrative Forms)

Local Workforce Investment Area (LWIA):

Name of LWIA Santa Barbara County

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Workforce Investment Act (WIA) Strategic Five-Year Local Plan

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EXECUTIVE SUMMARY

Enclose a brief summary, not more than two pages, of the five-year strategic local plan that gives a general overview of the proposed local workforce investment system. Include a description of how the system looks today, and how it will change over the five-year plan period. Include a discussion of the Local Workforce Investment Board's (LWIB) economic and workforce investment goals and how the local system will support these goals.

Santa Barbara County will continue to implement the Workforce Investment Act in accordance with the framework described in the Act and its implementing regulations. The Workforce Investment Board and its Youth Council are guided by the State's Strategic Goals and Vision that meet the needs of job seekers and local employers.

Santa Barbara County Workforce Resource System

The cornerstone of the Workforce Resource System is One-Stop service delivery which has unified numerous training, education and employment programs into a single, customer-friendly system. Santa Barbara County has two principal Workforce Resource Centers, one located in the City of Santa Maria and the other in the City of Santa Barbara. The Workforce Resource System ensures "universal access" for individuals, and employers, and provide core services to include:

One-Stop Services for Job Seekers

- Information about Local, State, and National Labor Markets.
- Job and Career Resources. (computers, faxes, copy machines, telephones)
- Job Listings.
- Hiring Requirements.
- Job Referral and Placement.
- Information on the Quality of Education and Training Programs.
- Initial Screening for Training Eligibility.
- Testing and Assessment.
- Job Search
- Assistance in filing Unemployment Insurance claims.
- Information on the availability of local supportive services including: childcare, transportation, various aid programs, other agencies and their services.

One-Stop Services for Employers

- Recruitment and pre-screening of qualified applicants.
- Easy access to post job listings on Interlink and Workforce Resource Centers.
- Job and Industry growth trends and forecasts.
- Wage data and other valuable labor market information.
- Economic and Business Development Assistance

Through the "One-Stop Centers," employers have a single point of contact to provide

information about current and future skills needed by their workers and to list job openings. They benefit from a single system for finding job-ready skilled workers who meet their needs.

The WIB reserves to itself and to its Board of Supervisors' partners the greatest flexibility possible, consistent with the Act and its regulations, to oversee and modify the workforce system in future years.

Through an extensive process of strategic goal setting, the Workforce Investment Board focuses on key goals and objectives for its next five years in as successful manner as possible. Those areas are: training; youth; economic development; customer service; outreach/marketing; and evaluation and accountability.

System Structure

The Santa Barbara County Board of Supervisors will continue its long standing role as the grant recipient of Department of Labor funds. The County Social Services Director and the WIB Director will continue to provide the local administrative oversight and staff support to the Workforce Investment Board. The County Board of Supervisors and the WIB have designated a consortium of public service agencies to act as the One Stop Operator for Santa Barbara County which includes: Allan Hancock College; California Employment Development Department; County of Santa Barbara Alcohol, Drug, and Mental Health Services; County of Santa Barbara Department of Social Services; Santa Barbara City College; and Santa Barbara County Education Office. The WIB has also maintained its ongoing partnership with the Center for Employment and Training on a part time basis.

Locally known as the Workforce Resource Center System, Santa Barbara's one-stop organization will be staffed by a Program Manager who will have the principle responsibility for coordinating partner activities and devising day-day operating procedures.

I. PLAN DEVELOPMENT PROCESS

The WIA gives states and LWIAs a unique opportunity to develop employment and training systems tailored specifically to state and LWIA needs. The local plan is only as effective as the partnership that implements it. The plan should represent a collaborative process among the Chief Elected Official and the local system partners. This collaboration will create a shared understanding of the LWIA'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. This collaborative planning at all stages should drive local system development, create strategies for improvement, and provide the opportunity for stakeholder and public participation, review and comment.

In this section, describe the plan development process, including comments received during the public comment period that were incorporated within the plan.
[WIA Section 118(a) and (c)(1)]

(Please note: we recognize that LWIAs are required to develop various related local plans and we encourage you, whenever feasible and appropriate, to use planning information that has already been developed. However, the data you use must be accurate and current.)

A. What was the role of the Chief Elected Official in developing the plan?
[WIA Section 118(a)]

In Santa Barbara County the Chief Elected Official is the Chair of the County Board of Supervisors. The Board has delegated authority for WIA implementation to the County's Director of Social Services and the WIB Director. Workforce Investment Board administrative staff have been fully engaged in the development of this document. As required by WIA, an oral presentation of this draft plan modification will be made to the Workforce Investment Board (WIB) at its February 26, 2010 meeting. Upon the approval of the WIB, the plan is brought before the County Board of Supervisors at which time the specifics of the plan will be discussed with the Board. Approval of this plan will be obtained from the Board of Supervisors at that meeting.

B. What LWIB, transition board or existing body had oversight for the development of this local plan? If there was no such body, how will you create a responsible entity? [WIA Section 117(d)(4)]

The WIB as authorized by the State of California has the responsibility for overseeing the development of its Five-Year Plan's annual modifications. Directing its administrative staff to draft this modification, the WIB will review the updated modification through its Executive Committee. These planning activities have been carried out in part with the Workforce Resource Centers and their Consortium members.

The following organizations are the members of the Consortium that have been involved in the planning process:

Workforce Investment Board
County Department of Social Services
One-Stop Workforce Resource Centers
Allan Hancock College
Department of Rehabilitation
Mental Health Services
Employment Development Department
Probation Department
Santa Barbara City College

C. Describe the process used to provide an opportunity for public comment, including comment by the Chief Elected Official; the LWIB and youth council; other local governing bodies; educators; vocational rehabilitation agencies; service providers; community-based organizations; and migrant seasonal farm worker representatives. Describe the process used to get input for the plan prior to submission. [WIA Section 118(c)(1) and (b)(7)]

The initial draft of the plan was produced based on the input of the members of the One-Stop Consortium and WIA administrative staff. Each member of the Workforce Investment Board has received a full copy of the plan for their review and comment prior to the public review period. The plan will be approved by the WIB in April 2010, and will be approved by the County Board of Supervisors thereafter in May, 2010. In order to facilitate the thirty-day public comment period, the full plan will be available for inspection in April 2010 at the following locations:

Santa Barbara County Administrator's Office
Workforce Investment Board Administrative Office
One-Stop Workforce Resource Centers
Public Libraries

The plan will also be available for viewing on the internet via the Local Workforce Investment Area (LWIA) web site, www.santabarbaracountywib.org the public comment period will be announced through legal notices published in local newspapers.

D. How were comments considered in developing the local WIA plan? [*State Planning Guidance* I B., and WIA Section 112(b)(9)]

Public comments in disagreement with the plan will be submitted to the WIB for its consideration. The WIB will document receipt of all public comments received regarding the five year plan. Those comments in disagreement with the plan will be referred to a WIB Executive Committee for review and possible incorporation into the five year plan. In order to meet the State's timetable for the submission of the local plan, these comments and the WIB's response will be forwarded to the State under separate cover. The WIB and the Board of Supervisors will use an amendment process approved by the State to effect agreed-upon changes to the plan based upon these comments.

E. Describe the method used to make copies of the local plan available through public hearings and through other means e.g., local news media and the Internet. [WIA Section 118(c)(2)]

Public hearings will be held by both the WIB and the County Board of Supervisors prior to their approval of the plan. In addition to legal notices published in local newspapers announcing the availability of the plan for public comment, a press release summarizing the plan will be issued to local media. The plan will be

available for viewing on the LWIA web site, www.santabarbaracountywib.org and the County of Santa Barbara's website.

F. What other organizations were involved in the development of the local plan? How were they involved?

In addition to those consortium partners, the Workforce Investment Board has developed ongoing relationships with the organizations listed below. These have been instrumental in shaping WIB/WIA planning goals since the inception of WIA. These organizations

include: Candelaria American Indian Council; Building and Construction Trades Council; Center for Employment Training; Community Action Commission; Central Coast Commission for Seniors; Santa Maria Valley Economic Development Association; and Santa Barbara Region Economic Community Project; respective Chambers of Commerce; Santa Barbara Cottage Health system; respective municipalities within Santa Barbara County; Santa Barbara County Office of Education; and University of California at Santa Barbara.

II. LOCAL VISION AND GOALS

The federal *Planning Guidance and Instructions for Submission of the State's Strategic Five-Year Plan* indicates that "a vision creates organizational alignment around a picture of a transformed future. It propels the organization toward achieving difficult but attainable strategic goals. Vision drives systematic improvements and produces outcomes. It is dynamic, not static."

In this section, identify your broad strategic economic and workforce development goals (e.g., "All people who want to work can find jobs. There will be a growing number of business start-ups. Fewer people will rely on welfare assistance.") Include information on how the local plan is consistent with the State plan and describe how the local workforce investment system supports the shared vision in the attainment of your goals. In addition, describe your local strategies based on your LWIB's vision for business services and lifelong learning.

For these next five years, the LWIA intends to focus on Collaboration within the three regions of the county, within the three neighboring counties namely Santa Barbara with San Luis Obispo on the north and Ventura on the south; Green Coast Initiative, and increased Business Services with the local Chambers of Commerce and small business operators and organizations. The LWIA also will be encouraging and promoting Entrepreneurship ventures.

A. What is your vision for your local workforce investment system, and how will your system appear at the end of the five-year period covered by this plan?
[State Planning Guidance II A., and WIA Section 117(d)(1)] B

The LWIA will forge ahead with the Industry Cluster Strategy and will focus on

developing Green Jobs; developing employment opportunities for its young adults, all unemployed and underemployed adults and for displaced workers while collaborating more closely with the business sector and with guidance and referrals from the WIB.

Some specific questions that may be considered are:

1. How will your local system integrate services over the next five years? [WIA Section 117(d)(1) and 118(a)]
2. What programs and funding streams will support service delivery through the One-Stop system? [WIA Section 121(b)(1)(B)]
3. Typically, what information and services will be provided and how will customers access them? How will the goal of universal access be achieved? [Title 20 Code of Federal Regulations (Title 20 CFR) Part 652, et al., Interim Final Rule (I)(A), State Planning Guidance II.A. bullet 3]
4. How will Wagner-Peyser Act and unemployment insurance services be integrated into the local system? [WIA Section 121(b)(1)(B)(xii)]
5. How will the youth programs be enhanced to expand youth access to the resources and skills they need to succeed in the State's economy? [WIA Section 111(d)(2) and 112(a)]
1. In five years, describe how your local system will integrate services.

Santa Barbara County's vision for its local workforce investment system is to create an integrated one stop system that will ensure a highly skilled workforce, have the capacity to respond quickly to changing labor market needs, and serve as an important driver of economic development. . Specifically, the Santa Barbara County workforce investment system will continue to be an Integrated System, offering as many employment, training, and education services as possible for unified customer service; its primary customers – employers and job seekers – a Comprehensive array of useful information, and wide and easy access to needed service. The System will continue to be Customer- Focused and able to support informed choice by providing a means for customers to judge the quality of these services; and be Performance-Based with the clear outcomes it seeks to achieve identified, and methods, including customer satisfaction, for measuring the agreed-upon outcomes. In order to implement the vision, several capacities have been developed and put into place:

- Marketing and Outreach – the capacity to identify potential customers and link them to the system . The LWIA has hired a Media and Marketing staff to conduct ongoing regular marketing and outreach activities.
- Initial Evaluation – the capacity to identify customer needs and link customers to appropriate resources in or outside the system
- Access to Labor Market Information – the capacity to provide high-quality information on a wide variety of workforce and related issues
- Assessment – the capacity to identify employers' workplace needs and

individuals' career-related and other support needs and identify appropriate next steps

- Direct Service – the capacity to provide or link customers to a wide range of resources and supports
 - Labor Exchange – the capacity to link employers with qualified job seekers, and link job seekers, career-advancers, and youth to jobs, work, and other career-related supports
 - Training – the capacity to provide or link employer and job seeker customers to a wide variety of training
 - Follow-up – the capacity to collect outcome data – including customer satisfaction information – on performance at all levels
 - Data Analysis – the capacity to analyze and interpret this data and make recommendations for action
 - Reporting – the capacity to effectively and efficiently report performance to funding sources
 - Continuous Improvement – the capacity to improve programs and respond to new challenges and opportunities that improve the overall quality and increase the impact of the workforce development system
- The WIB has also established a Program Improvement Committee for this purpose.

Through the oversight of the WIB and a process of monitoring and evaluation, the Santa Barbara County Workforce Resource program has demonstrated incremental progress in becoming a truly seamless delivery system for job seekers and employers.

The following programs and funding sources support service delivery through the Santa Barbara County Workforce Resource System:

- The Workforce Investment Act
- Wagner-Peyser Act
- Unemployment Insurance programs
- Perkins Act
- Adult Education and Literacy Programs
- Vocational Rehabilitation Programs
- Trade Act Programs
- Veterans Employment Program and Disabled Veteran Outreach Program
- TANF/CalWORKs
- Senior Community Service Employment Program and Migrant and Seasonal Farm Worker Program

The new programs in effect are:

- ARRA funded youth programs such as its Anti Gang Intervention and Prevention Projects.
- Green Coast Initiative
- NEG
- Youth Corps
- CWS Foster Care Youth and WIB Job Preparation Skills

Please refer to Appendix A for definitions and descriptions of the programs listed above.

3. Typically, what information and services will be provided and how will customers access them? How will the goal of universal access be achieved?

Services are primarily available through the Workforce Resource Centers located in Santa Maria and Santa Barbara. All of the local partners have information available to their customers describing the full range of services available in the local system. In order to assure universal access, any individual has access to the Workforce Resource system and to core employment-related services. Information about job vacancies, career options, financial aid, and employment trends, as well as instruction on how to conduct a job search, write a resume or interview with an employer are available to any job seeker or anyone who is considering career advancement. A formal marketing and outreach campaign has been undertaken to acquaint job seekers and employers with the services of the Workforce Resource system. Marketing and outreach strategies have been developed to ensure both universal access and to focus on specific high-priority populations.

The third-largest population center in the county (the Lompoc Valley) is now being served through the newly-created Youth Corps. Additionally, business services are also available at the LWIA's administrative office in Santa Barbara.

4. How will Wagner-Peyser Act and unemployment insurance services be integrated into the local system?

The field offices of the Employment Development Department are co-located with the other partners at the Workforce Resource Centers in Santa Maria and Santa Barbara which serve as the physical one-stop centers in the County. This will allow all customers easy access to labor exchange, unemployment insurance, and other EDD services.

5. How will the youth programs be enhanced to expand youth access to the resources and skills they need to succeed in the State's economy?

The Santa Barbara County Workforce Investment System follows the goal stated in the Youth Activities Portion of the State Five Year Strategic Plan for WIA— The goal of California's Workforce Investment System is to provide youth with the opportunities to achieve career goals that will allow them to successfully compete in the labor market and prepare them for higher education. The following program elements required by WIA are available to youth participants:

- Tutoring, study skills training, and instruction leading to secondary school completion, including dropout prevention strategies
- Alternative secondary school offerings

- Summer employment opportunities directly linked to academic and occupational- learning
- Paid and unpaid work experiences, including internships and job shadowing
- Occupational skill training
- Leadership development opportunities, which may include such activities as positive social skills, decision making, team work, and other activities
- Supportive services
- Adult mentoring for a duration of at least twelve months. That may occur both during and after program participation
- Comprehensive guidance and counseling, including drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth.

As indicated in the State Plan, the local Workforce Investment Board, in coordination with its Youth Council, will endeavor to enhance youth programs through the following:

- Providing comprehensive services to meet the needs of local youth
- Eliminating the duplication of services
- Maximizing resources by coordinating and collaborating with local schools and other agencies such as family resource and youth service centers, juvenile justice, law enforcement, disability services, Indian and Native American programs, Migrant and Seasonal Farm worker programs, and the California Conservation Corps
- Assisting youth that have special needs or barriers to employment, including those youth who are pregnant, parenting, or have disabilities
- Developing linkages with One-Stop Career Centers, Youth Corps, youth opportunity grants, School-to-Career, and other youth programs

The WIA Section 118 requires local plans to be consistent with the State Plan. In addition to California's Principles and Strategic Goals (WIAB99-2, *Local Plan Instructions and Forms*, page 3), please include strategies that reflect the Governor's four key priorities for California's public workforce system. The key priorities were not included in the *Initial/Supplemental Planning Narrative* pages or the *One-Year Extension for Program Year 2005-06*. They were introduced in the *Guidance for Local Plan Modifications for PY 2006-07*, via *Addendum*, item A. They are now listed below as follows:

The Governor's four key priorities for California's public workforce system:

- Understanding and Meeting the Workforce Needs of Business and Industry in order to prepare Workers for 21st Century Jobs
- Targeting Limited Resources to Areas Where They Can Have the Greatest Economic Impact
- Collaborating to Improve California's Educational System At All Levels
- Ensuring the Accountability of Public and Private Workforce Investments

B. Describe how your local vision and workforce development strategy is consistent
--

with the Governor's workforce development priorities. [WIA Section 118(a)]

The Workforce Investment Board has established its priorities for advancing the workforce system by devising new and innovative strategies. The three main areas of focus are: Collaboration, Green Coast Initiative and Business Services. Additionally the WIB will continue providing :

TRAINING

Relevant training opportunities, with access to activities that best meet client needs, that prepare workers with knowledge and motivational skill sets matched to the needs of employers and prepare workers to be able to compete successfully to secure and retain employment. Training and basic education programs are driven by employer needs which are assessed on an ongoing basis.

- Match training to employer needs
- Support employer training and recruitment programs
- Support a system of ongoing worker re-training
- Creating collaborative activities among community organizations, county agencies, secondary schools and colleges/universities, and local chambers of commerce.

YOUTH

Provide youth with a variety of opportunities, as early as possible and at all appropriate times, to educate them about job market requirements, inspire and motivate them, and allow them to successfully compete in the labor market and pursue higher levels of education. This is done in a coordinated system of integrated services, including career counseling and apprenticeships. The system finds youth, including school dropouts who have not benefited from other services and assist them to develop and meet career goals.

- Link youth to the current job market.
- Focus on youths out of the system.
- Forge strong relationships among schools and the WIB.
- Have an extensive system to guide career choices of students.

The Workforce Investment Board has established a new priority and method of Out of School Youth programming by establishing the Santa Barbara County Youth Corps. The Youth Corps provides a team based program platform that delivers employment skills, diverse work experience, soft and life skills, community service learning, leadership skills, and education and degree attainment. The corps engages the participants in a real life, youth oriented, work experience that empowers them to learn, achieve and take responsibility for the direction and success of their own lives.

ECONOMIC DEVELOPMENT

Promote countywide economic development, facilitate business growth, and foster an environment that stimulates new growth and opportunities by coordinating training and other WIA services with businesses' needs consistent with the available workforce. Through partnering with industry and established economic development agencies, provide training, employer incentives, and other workforce development services in response to employers' needs. The system will continue to support businesses to retain them in the community and will use existing resources where feasible to meet these needs.

- Link economic development employers and training providers.
- Fuel economic development with a well-trained workforce.
- Attract new businesses.

CUSTOMER SERVICE

Provide employment, training, and education programs in an integrated and coordinated manner that meets customer needs, avoids duplication of services, and utilizes the One-Stop Center System to provide services. The system's primary customers are the current and future workforce, and employers who depend on the availability of a skilled workforce.

- Ensure that customers are satisfied with the one-stop system.
- Promote an employer-driven one-stop system.
- Ensure that one stop partners work in a cooperative manner.

OUTREACH/MARKETING

Provide customers with relevant and useful information and assistance to guide them in making effective decisions about career goals and training opportunities. Customers are provided with information about available services and training. Marketing will be conducted in ways that make the most effective use of local media and strategies and that address the broad spectrum of employers and job seekers. Services are provided in a non-discriminatory manner, with reasonable accommodations available to individuals who may have special needs.

- Develop and implement an effective marketing plan.
- Assess current and future needs of customers.
- Public awareness that the one-stop system is the place to go.
- Widespread knowledge of available services through the newly-redesigned www.santabarbaracountywib.org web site.

ACCOUNTABILITY

Service providers, program operators and the Workforce Investment Board are responsible for achieving performance outcomes in accordance with established levels and program requirements that are updated frequently. The WIB holds itself and the workforce development system accountable through its policy decisions and oversight.

- Maintain its data management system that everyone uses.
- Develop a plan for immediate response to corrective action.
- Establish appropriate performance measures.
- Maintain effective data collection and reporting in a feedback loop directly to staff.

The California Workforce Investment Board (State Board) adopted vision statements regarding business services and lifelong learning that were not included in the *WIA Initial/Supplemental Planning Narrative* pages or the *One-Year Extension for Program Year 2005–06*. They were introduced in *Guidance for Local Plan Modifications for PY 2006-07*, via *Addendum*, item B. They are now listed below as follows:

The State Board vision statements:

- The One-Stop System, in collaboration with the economic development community, partners with California's business to provide best-in-class local services to business to support job retention and growth.
- The vision for lifelong learning, in the context of workforce development, is to enable current and future workers to continually acquire the knowledge, skills, and abilities required to be successful in the workplace.

C. Provide a description of your local strategies, based upon your LWIB's vision for business services, to improve the services to employers, and include in your description [WIA Section 118(b)(10)]:

1. Your vision and strategic planning efforts for business services.
2. How you use industry partnerships and other employer contacts to validate employer needs.
3. What actions the LWIB has taken, or plans to take, to ensure that local business services are not redundant and coordinated with partner programs such as Wagner-Peyser and Economic Development Corporations.
4. How the LWIB measures the satisfaction of business services and how the data are used to improve services.

The LWIA intends to fully align its business goals services with the its five local chambers of commerce and other community non-profit organizations. Regular networking activities will be conducted by its WIB marketing and business services staff and by the WIB Director. The LWIA shall be co-sponsoring business and job fairs in the three regions of the county.

Additionally, the LWIA will continue its strong collaborative partnerships with the following organizations :

Allan Hancock College
Department of Rehabilitation
Department of Social Services
Mental Health Services
Employment Development Department
Probation Department
Santa Barbara City College
Santa Barbara County Education Office
Santa Barbara Region Economic Community Project
Private Sector Employers
UC Santa Barbara
Community action Commission
Center for Employment and Training

D. Describe how the LWIB is addressing lifelong learning in the context of workforce development, through collaborative policy and planning. Specifically, describe how the LWIB will improve and promote access to lifelong learning in the next year. Include existing or planned efforts to leverage resources with local lifelong learning partners, including business and education.

E. Identify organizations involved in the development of your local vision and goals.

III. LABOR MARKET ANALYSIS

The *Planning Guidance and Instructions* requests information on key trends expected to shape the economic environment during the next five years, including the implications of these trends in terms of overall employment opportunities by occupation; key occupations; the skills needed to attain local occupational opportunities; growth industries and industries expected to decline, customer demographics, and the sources of data used to gather this information. Where appropriate, identify any regional economic development needs and describe how the LWIA will be involved in them.

In this section identify the needs of businesses, job training, and education seekers, economic development professionals, and training providers in your workforce investment area. Are these the same or different than those present in the previous service delivery area(s)? If different, how can the needs be better met by the new, local workforce investment system? To complete this section, answer the following questions.

A. What are the workforce investment needs of businesses, job-seekers, and workers in the LWIA? [WIA Section 118(b)(1)(A)]

The following are the workforce investment needs of Santa Barbara County:

Needs of Businesses

1. Quality employees who are dependable, skilled, and motivated
2. Job applicants that are adequately screened for employers' minimum qualifications
3. Knowledge of and access to employer services available through the One-Stop system and private industry
4. Job readiness and basic skills training linked to occupational training
5. Assistance in developing or accessing customized training to meet specific employer needs
6. An improved system of matching job seekers to current job openings
7. Workers who have an understanding of and the ability to use technology
8. A stable workforce that encourages employers to remain in Santa Barbara County

Needs of Job Seekers

1. A centralized point of access to current job openings
2. Reliable public transportation that is employment focused
3. Readily available job search skills training and basic skills training
4. Training in workplace technology linked to current job openings
5. Childcare that is affordable, available, and convenient to employment centers.
6. Access to workforce development services with a minimum of eligibility and documentation requirements.
7. Information on available occupational training programs including record of positive results.
8. A sufficient number of well paying jobs to minimize workforce turnover.
9. Affordable housing that reduces the need for workers to commute long distances.

Needs of Workers

1. Access to workforce development services either electronically or by expanded hours of operation at physical sites
2. Availability of training to supplement existing skills for career advancement
3. Adequate and affordable transportation and childcare
4. Livable wages that will foster job retention and minimize public assistance dependency.

B. How will the needs of employers be determined in your area? [State Planning

Guidance IV.B.6]

A majority of the members of the Santa Barbara County Workforce Investment Board represent the business community as major private sector employers, including all segments of the local economy such as agriculture, tourism, technology, and health and personal care services. They provide valuable input to the Board in the formulation of a broad workforce development strategy that will enable the area to grow and thrive while maintaining a high quality of life for its residents.

C. What are the current and projected employment opportunities in the LWIA?
[WIA Section 118(b)(1)(B)]

C. What are the current and projected employment opportunities in the local area?

In February of 2009, the Santa Barbara County Workforce Investment Board hired BW Research to conduct a regional workforce assessment of the county and its economy. The research questions driving the study included:

What does Santa Barbara industry's profile look like today and how might it change in the future?

What challenges are employers facing?

What occupations and occupational skills sets are needed by employers and where should skill development programs be focused?

How will the Green Economy change the demand for workers in Santa Barbara County?

What opportunities exist for the WIB to support and develop workforce and economic development strategies?

The BW Research Partnership identified the following occupations that have grown over the last three years 2005 through 2008:

- Healthcare and Medical Services
- Government (local, state and federal)
- Biotechnology and medical devices
- High Tech NAICS
- Energy and the Environment
- Construction
- Personal Services(including Repair and Maintenance)
- Education
- Retail
- Tourism and Entertainment
- Wholesale
- Defense and Transportation Manufacturing
- Communications
- Nondurable goods Manufacturing

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Source: **Moody's economy .com Data**

The Industry clusters Projected to Grow 2008-2013 are:

Tourism, Entertainment and Wineries

Retail

Healthcare and Medical Services

Biotechnology and Medical Devices

Software and Computer Services

Social Assistance

Religious, Professional, Civic and Social Organizations

Education

Repair and Maintenance & Personal & Laundry

Motion Picture and TV production

Business and Management Services

Wholesale

Communications

Non-durable Goods Manufacturing

D. What job skills are necessary to obtain such employment opportunities?

[WIA Section 118(b)(1)(C)]

Although specific occupational skills vary widely according to occupation, Employers consistently report the following as skills necessary for success in almost all of the occupations identified:

Interpersonal communication skills

Ability to work independently

Creative problem-solving skills

Technical competence that is job-specific

Technical writing skills

Ability to work with different groups

IV. LEADERSHIP

As stated in the *Federal Register* of April 15, 1999, "The Department [of Labor] believes that changing from the existing JTPA Private Industry Councils to LWIBs is essential to the reforms of WIA [Interim Final Rule §661.305] . The Department [of Labor] strongly encourages all eligible areas to create new, fully functional LWIBs as early as possible, and is committed to providing assistance to facilitate such changes."

In this section describe how authority will be exercised by the LWIB. [WIA Section 117(b)(3) and (d)(1)]

A. If an interim board was responsible for development of this plan, how will the plan and authority to oversee its implementation under WIA Section 117(d)(4) be transferred to the new LWIB?

The Santa Barbara County Board of Supervisors has appointed the Workforce Investment Board which has been involved in the development and modification of this plan and which has been vested with the oversight authority to implement

WIA.

- B. What circumstances constitute a conflict of interest for a LWIB member, including voting on any matter regarding provision of service by that member or the entity that s/he represents, and any matter that would provide a financial benefit to that member? [WIA Section 117(g)(1)(2)]

The issue of conflict-of-interest has been addressed in various guises since the inception of WIA. The Act requires that one-stop mandated partner agencies that serve on the WIB, can not be involved in program funding deliberations, and that they be restrained from voting on matters that project an appearance of a conflict.

Conflict-of-interest issues have been addressed forthrightly by providing all WIB members with copies of the County's Conflict-of-Interest ordinance as well as specific training on the provisions of the ordinance. WIB members are also required to submit formal State-mandated documents wherein each WIB appointee must disclose those holdings and relationships which could constitute areas of actual or seeming conflict. The County Counsel's office has provided legal guidance to the WIB on these matters.

It falls to the WIB Administrative personnel to inform the Chair of upcoming agenda items that may require certain members to refrain from voting. It is incumbent upon the Chair to alert those WIB members in advance when such agenda items will arise. The Chair has to curtail discussion in such a manner that maintains true impartiality in making financial decisions. This centers not specifically on voting per se but in those conversations leading up to financial decision-making. If members are permitted to critique competing proposals without fully disclosing their financial stake in the outcome of the process, that would be every bit as

damaging to the fairness of the WIB's deliberations as actually voting outright.

The public has every right to expect that WIA is not a closed, rigged system. The County Conflict-of-Interest ordinance is specific in speaking to the appearance of a conflict, which may be just as much a problem as actual conflict.

- C. How will the LWIB provide a leadership role in developing policy, implementing policy, and oversight for the local workforce investment system? [WIA Section 117(d)(4)] Include in this discussion a description of your LWIB composition and how it meets the membership criteria set forth in the California Unemployment Insurance Code (CUIIC) Section 14202.

The composition of the Workforce Investment Board has been carefully crafted to meet the Act's requirement that high-level business, labor, education, and community representatives be involved in decision-making that crosses the full spectrum of workforce development issues. The County Board of Supervisors has invested its prestige through the appointment process on behalf of the WIB. With a knowledgeable support staff to keep the WIB focused on "big picture" ideas and issues, the WIB's schedule of four to six meetings per year tackles those concepts that are of greatest import to the employer and job seeker communities. The WIB has professional staff (and occasional consultants) to provide support in

technical research and data gathering on behalf of the board as it investigates employment-related issues at the local level. Additionally, the WIB has its own website. This vehicle informs the public about workforce development issues and seeks public comment and input for its decision-making process. Likewise, a number of WIB members represent regional associations within the County which will be called upon to collaborate on identified workforce and economic development issues.

WIB staff have the day-to-day responsibility of program development, monitoring and evaluation of performance standards established by the WIB. The WIB is provided with a steady flow of information that will allow its membership to become increasingly knowledgeable about WIA and other workforce development resources. This broadens the background of individual board members to thoughtfully fulfill their oversight duties of WIA and the Workforce Resource Center System. This includes providing opportunities for WIB members to participate in state and national conferences which will enhance their expertise in workforce programs and issues. The WIB has joined organizations such as the California Workforce Association and the National Association of Workforce Boards which will provide forums for local members to receive pertinent information and training to increase their expertise as WIB members.

The WIB is committed to having the full board engage in professional board training and development to maximize its effectiveness as a policy-making body. County personnel, consortium staff and professional consultants also provide technical assistance about the specifics of the Workforce Investment Act and other Workforce issues.

D. How will the LWIB assure the local system contributes to the achievement of the State's strategic goals? [WIA Section 118(a)]

The WIB will be called upon to mesh both its programmatic goals (through performance measures) and strategic plans so that Santa Barbara County efforts do not work at cross purposes to those ends put forth by the State. However, given the fact that one of the guiding principles of WIA is local and state flexibility, the WIB seeks to reserve to itself the right to focus on those local issues which have the greatest resonance for the board and its County partners and which will make the greatest impact for employers and job-seekers alike.

The best way that the WIB in Santa Barbara County can assist the State in meeting its strategic goals is for the local Workforce Investment Area successfully maintain its Workforce Resource Center System. While the numerical outcomes will be critical, of equal importance is the ability to fine-tune the system to make it as responsive as possible to employers and job-seekers. The WIB cannot (and should not) attempt to micro-manage the new WIA system, but its oversight role requires close scrutiny of what works and what does not. To avoid becoming a calcified, bureaucratic entity, the Workforce Resource Center System has been structured in such a manner that

accommodates change, while building up those elements that are most successful. With a majority of private sector representatives being active on the WIB, the difficult part is not in decision-making to effect systemic changes, but rather in resistance from those parts of the system that may be comfortable in doing things the way they've been done for several years.

E. How will the LWIB meet the requirement that neither the LWIB nor its staff provide training services without a written waiver from the Governor? [WIA Section 117 (f)(1)(A) and (B)]

There is no intent for the WIB to conduct training programs through the Workforce Resource Center System. Santa Barbara County has gone to great lengths to construct firewalls that recognize this provision of the Act, and independent monitoring by the State will validate this assertion.

1. If the LWIB plans to provide training services, describe which service. If a waiver is to be sought, a request for Waiver of Training Prohibition must be submitted for each specific training program.

F. How will the LWIB assure that the public (including persons with disabilities) have access to board meetings and activities including LWIB membership, notification of meetings, and meeting minutes? [WIA Section 117(e)]

This is not a new issue for Santa Barbara County. As a public Service Delivery Area Under JTPA (and its CETA predecessor) and now a public Workforce Investment Area, Santa Barbara County has had to observe ADA, Brown Act, and Conflict of Interest requirements for its Department of Labor-supported programs for over twenty-five years. Those mechanisms have been in place for a considerable length of time and has been extended to the WIA system.

Guidance from the County Counsel's office is available to the WIB on a number of the issues referenced in this question.

V. LOCAL ONE-STOP SERVICE DELIVERY SYSTEM

The cornerstone of the new workforce investment system is One-Stop service delivery, which makes available numerous training, education and employment programs through a single customer-focused, user-friendly service delivery system at the local level. The One-Stop system must include at least one comprehensive physical center in each LWIA that must provide core services and access to programs and services of the One-Stop partners. The system may also include a network of affiliated One-Stop sites and specialized centers that address specific needs.

In this section describe how services will be coordinated through the One-Stop service delivery system. Additional required elements were introduced in *Guidance for Local Plan Modifications for PY 2006-07*, via Addendum items C 1-4. These

elements are now incorporated into Section V, Boxes C, F, M and R. Also, include as applicable in boxes A through S, any changes to the One-Stop delivery system as a result of the State's replacement of the statutory performance measures specified in WIA Section 136(b)(2) with the common performance measures defined in Training and Employment Guidance Letter (TEGL) 17-05.

A. Describe the One-Stop delivery system in your LWIA. [WIA Section 118(b) (2)] Include a list of the comprehensive One-Stop centers and the other service points in your area.

The Workforce Resource System will provide the universal access that is at the heart of the Workforce Investment Act. But in addition to core services that will be made available to job seekers and employers, WIA does target specific populations for additional services beyond those provided to the general public. Within that context, Santa Barbara County's One-Stop Service Delivery System is designed and structured to emphasize services for low income and welfare individuals (due to limited funding available), targeted by geographical area. The North County area has the highest welfare caseloads (75%), the highest unemployment rates, and majority of low income residents. The North Santa Barbara County area which includes Guadalupe, Lompoc and Santa Maria will be the site for the first comprehensive (full service) one-stop career center. Santa Barbara County has established two principal one-stop career centers a.k.a. Workforce Resource Centers (WRC), one located in the City of Santa Maria and the other in the City of Santa Barbara.

The Santa Maria WRC is structured to co-locate, and integrate services, with 12-14 partner agencies with staffing between 162-175 employees and volunteers. The WRC Project Manager (WIA One-Stop operator) and staff are housed at this site.

The Santa Barbara WRC has operated on a "campus" model (due to limited space) in the local EDD field office with a few partner agencies co- located at this site to provide universal access and core services. Intensive, retraining and other core services will be provided by partner agencies at their own facilities in accordance with agreements entered into with the One-Stop Operator.

Comprehensive One-Stop centers and the other service points in your area:

B. Describe the process used for selecting the One-Stop operator(s) [WIA Section 121(d)(2)(A)] including the appeals process available to entities that were not selected as the One-Stop operators. [Interim Final Rule § 667.600 (b)(1)] Also, include the LWIB's policy regarding its selection of One-Stop operator(s), annual review of operations, and termination for cause. [CUIC Section 14206(d)]

Consistent with WIA Section 121 the Santa Barbara County Workforce Investment Board (WIB), with the agreement of the County Board of Supervisors (BOS) has designated the One-Stop Operator. The designation was recommended by the Santa Barbara County One-Stop Center System Working Group, an alliance of public agencies actively involved in the planning for WIA transition .

C. Are each of the required WIA partners included in your One-Stop delivery system? How have they contributed to your planning and implementation efforts? If any required partner is not involved, explain the reason. [WIA Section 117(a)(2)(A)]

All of the required WIA partners are included in the Santa Barbara County one-stop delivery system. Their involvement is explained in section I-B, and I-F.

D. How will services provided by each of the One-Stop partners be coordinated and made available in the local One-Stop system? [WIA Section 121(c)(2)]

Through the development and implementation of partner agency Memorandums of Understanding (MOU), the One-Stop Operator will: Provide management and administrative support to ensure the efficient delivery of WIA core, intensive and training services; Coordinate access to programs and activities carried out by the one-stop partners; Develop policies and programs to create and retain jobs in conjunction with the employers and the economic development community. The One-Stop Operator has a staff of 5 including a Project Manager to manage the day-to-day activities of the Workforce Resource Centers. In support of the One-Stop Operator, the One-Stop Consortium will provide financial and in-kind service contributions to the one-stop system; implement policies for workforce development as directed by the WIB and BOS, and assist in achieving an integrated delivery system.

Considerable effort has been made by the one-stop partners to prepare for coordinated services within the Workforce Resource System. Planning workgroups, representing all involved agencies, have been conferring for the past two years to design coordinated services for the onset of WIA. These committees have focused on such topics as outreach and marketing, intake, assessment, training services, job development, space utilization, and signage.

E. What is your plan for delivery of core and intensive services? [WIA Section 117(f)(2)]

All partner agencies within the Workforce Resource system have committed to provide core services (listed below) on behalf of their target populations and to the greatest extent allowed by funding sources, to the general public. Specific detail for each agency is contained within the memoranda of understanding to be submitted to the State of California as part of the five year planning process. Intensive services will be principally provided by WIA funded staff under the direction of the County Department of Social Services. Memorandums of Understanding for those specific agencies providing intensive services will be

submitted to the State at the same time as those delineating core service provisions

Core services at the one-stop system are available to individual adults or dislocated workers, and are to be provided by one-stop partners. Core services will include:

- Orientation to the full range of available services in the Workforce Resource Centers.
- Determination of eligibility for WIA, Title I, and other programs.
- Initial assessment of skill levels, aptitudes, and supportive service needs.
- Job Search, placement assistance, and where appropriate, career counseling.
- Local, regional, and national labor market information.
- Job vacancy listings.
- Information on skills needed to get various jobs.
- Local occupations in demand with skill requirements and earnings.
- Performance and cost information about training providers and schools.

Information regarding filing claims for unemployment compensation.

- Availability of financial aid assistance for training and education.

- Availability of local supportive services, including:

- * Childcare

- * Transportation

- * Various aid programs

- * Other agencies and their services

- Follow-up services for customers attaining unsubsidized employment, for not less than 12 months after first known day of employment.

Intensive Services will be provided to adults and dislocated workers that meet certain eligibility requirements (must have received at least one core service at the One-Stop), and have not be able to obtain employment through core services, and are in need of intensive services in order to obtain employment.

- Comprehensive and specialized assessments of skill levels (including diagnostic testing, etc.)
- In-depth interviewing and evaluation to identify employment barriers.
- Development of Individual employment plans.
- Group counseling.
- Individual counseling and career planning.
- Case management for participants seeking training services.
- Short- term prevocational training
- Referrals to community services.
- Referrals to training. (Individuals must receive at least one Intensive Service before they can receive training services.)
- Out of area job search and relocation assistance.
- Literacy activities related to basic workforce readiness.

- Internships and work experience based on an assessment or individual employment plan.

F. What is your plan for administering Individual Training Accounts (ITAs) as defined in WIA Section 134(d)(4)(G), including any limitations you plan to impose on ITAs established in your area. If your LWIB is providing training services that are made as exceptions to the Individual Training Account process, describe the process you used to procure and justify these exceptions. This process must include a 30-day public comment period for interested providers. [Title 20 CFR Part 661.350(a)(5) and (10) and 663.430(a)] In addition, include the LWIB's policy addressing the amount and duration of ITAs based on market rate for local training programs. [CUIC Section 14206(h)]

Individual Training Accounts (ITAs) are the primary method of providing occupational skills training to adults and dislocated workers. ITAs are issued to individuals who have received core and intensive services, but were unable to obtain or retain employment through such services. In order to receive an ITA, an individual must be evaluated by WRC staff to determine whether or not they are in need of training and if they possess the skills and qualifications needed to participate successfully in the training program in which the express an interest. Approval of an ITA will be supported by the results of a vocational assessment and labor market analysis. An ITA issued to an individual will be valid only for a specific training program at an institution contained on the State-approved Eligible Training Provider List. The individual will choose the training institution after consultation with WRC staff. ITAs will be supported through a formal agreement with each training provider.

The agreement will contain the following elements:

- Procedures for billing, refunds, cancellations, and transfers
- Limits on student liability
- Funding source coordination requirements

At this time, the local Workforce Investment Board has yet not developed a policy governing the amount or duration of ITAs.

G. Describe how the WIA funds will be used to leverage other federal, State, local and private resources. How will these coordinated and leveraged resources lead to a more effective local system that expands the involvement of business, employers and individuals? [State Planning Guidance IV.B.3. and WIA Section 112(b)(10) and 121(c)(2)(A)(ii)] Include a brief discussion if your LWIB has entered into an agreement with another area (including another LWIB that is a city or county within the same labor market) to pay or share the cost of educating, training, or placing individuals participating in programs assisted under Title I of WIA, including provision of supportive services, provide copy of your approved agreement. [WIA Section 195(3)(B)]

Partner agencies' financial, and other resources are leveraged via the required Memorandum of Understanding (MOU) supplementing

local WIA funding. The partner agency contributions for core services have resulted in increased services for local residents and freeing WIA funding to expand greater employer participation and services. Stretching limited resources through cost sharing compelled more integrated services. A local One-Stop Employer Services Advisory Committee has been established to provide input and guidance in the type of services needed and desired by the business community. Employer services include:

- Employer Access to Information and Services
- Applicant Screening and Referral
- Applicant Assessment and Testing
- Training Available to new/Current Employees and Employers
- Assistance to New/Current Employees of Value to Employers
- Labor Trends and Wage Information
- Economic and Business Development Assistance
- Customer Service and Performance Accountability
- Outreach and Marketing to Employers

H. Describe how the local system will meet the needs of dislocated workers; displaced homemakers; low-income individuals such as migrant and seasonal farm workers; public assistance recipients; women; minorities; individuals training for non-traditional employment; veterans; individuals with multiple barriers to employment; older individuals; people with limited English speaking ability; and people with disabilities. [State Planning Guidance IV.B.5. and WIA Section 112(b)(17) and Section 118(b)(4)]

The Santa Barbara County Workforce Resource Centers have three design features of a successful delivery system. These three features are: accessibility, visibility, and universality.

- Accessibility refers to the ease with which customers can access the services provided in a One-Stop Center. The two primary One-Stop Centers, access to services in each major population areas has been ensured.
- Visibility refers to the degree with which customers are made aware of the existence of the One-Stop Centers, and the services and benefits available to them through the One-Stop delivery system. The Workforce Resource Centers are centrally located and visible within the communities in which they exist. Visibility of the Workforce Resource Centers are enhanced with an ongoing and effective public relations and marketing campaigns. An Internet Web Site will be maintained to provide access to information on services available to both Job Seekers and Employers through the Workforce Resource Centers
- Universality refers to the ability of a One-Stop to meet the needs of all its customers. While the Santa Barbara One- Stop System recognizes that customer needs, appropriate services and eligibility criteria vary widely, it has designed a system that provides universal access to all core services. Workforce Investment Act (WIA) services are tiered to provide Core, Intensive,

and Training Services for Adults and Dislocated Workers and all other targeted population groups through the One-Stop delivery system. The Workforce Resource system has been designed to accommodate the individual needs of job seekers. By involving a wide array of partner agencies and service providers, the available activities will be tailored to meet the unique needs of this county's diverse population. To the greatest extent possible the specific expertise of the one stop partners and service providers will address the varied needs of the population groups listed above.

I. When allocated adult funds are limited, what criteria will you use to determine and ensure priority of service to recipients of public assistance and other low-income individuals for receiving intensive and training services? [WIA Section 134(d)(4)(E) and 118(b)(4)]

The WIB will address priority service issues for intensive and training services. The WIB will comply with all legislative and regulatory requirements for service to public assistance recipients and other low income individuals. As part of its deliberations, the WIB will consider the designation of multiple employment barriers which, may include the following categories:

- Individuals with substantial language or cultural barriers.
- Offenders.
- Homeless individuals.
- Other hard-to-serve populations as defined by the Governor.

J. How will the local system assure non-discrimination and equal opportunity, as well as compliance with the Americans with Disabilities Act? [WIA Section 188(a)(2) and State Planning Guidance IV B.4.]

Santa Barbara County as the grant recipient and the One-Stop Partners have in place, and will continue to maintain, Non-Discrimination and Equal Opportunity policies. Information on the policies, process and procedures for filing complaints are clearly posted at both the Workforce Resource Centers and all the One-Stop Partner sites. All enrolled participants are provided a written copy of the Non-Discrimination and Equal Employment information. The Workforce Resource Centers and One-Stop Partner sites meet the compliance requirements of the America Disabilities Act. All sites are reviewed on a regular basis through a self-survey to ensure continued compliance.

K. Describe how employer services (e.g. systems to determine general job requirements and job listings, including Wagner-Peyser Act services) will be delivered though the One-Stop system in your area. [State Planning Guidance IV.B.7]

Job seekers and employers receive core and intensive services via self-service, facilitated self-help, and staff-assisted service based on need or preference. EDD's job service program play an integral part of the Workforce

Resource Centers.

Through the WRC system, labor exchange services are made available to all employers and job seekers, including targeted groups such as: dislocated workers, migrant and seasonal farm workers, persons with disabilities, Unemployment Insurance and welfare beneficiaries, veterans, and youth.

Facilitated self-help will be available in the Workforce Resource Centers when a job seeker does not have Internet skills and requests JS staff to enter a resume in Interlink System, or provide a referral on their behalf. Other examples of facilitated self-help include job seekers that need help to interpret labor market information or that participate in subject specific group workshops.

Staff-assisted service are available to job seekers who cannot benefit from self-service, facilitated self-help or those who require a greater level of assistance. One example would be customers who would benefit from participation in a job search workshop. Additionally, staff-assisted services are used extensively in case management programs serving targeted groups, such as welfare recipients or veterans in conjunction with other partner agencies.

Employers, like job seekers, can choose from different service options and levels of service. In the self-service mode, an employer can enter their own job listings and respond to applicants that contact them directly. Employers can elect self-service to access labor market information.

Facilitated self-help are available when an employer does not have Internet access, or requests JS or partner staff to enter a job order in CalJOBS on their behalf. Facilitated self-help result in a job listing for job seekers to self-screen, and to apply directly to employers.

Staff-assisted service are available to employers who ask JS staff to search the database, review job seeker work history, and refer qualified job seekers. EDD will also provide staff-assisted service to employers in employer seminars in coordination with Employer Advisory Councils and focus groups.

L. What reemployment services will you provide to Worker Profiling and Reemployment Service claimants in accordance with Section 3I (e) of the Wagner-Peyser Act? [State Planning Guidance IV B.7. and WIA Section 121(b)(1)(B)(ii)] Those claimants identified under Worker Profiling will be scheduled for Initial Assistance Workshops (IAW). During the IAW, claimants complete an individual reemployment plan. The plan generally involves a referral to other reemployment services and are considered an agreement between the claimant and EDD. When a claimant scheduled for an IAW fails to attend or fails to complete his/her plan, Job Service will electronically notify UI of the eligibility issue. This process help build upon the procedures that were instituted between local EDD Field Offices and the predecessor JTPA program. The resources of partner agencies are called upon to assist "Profiled" individuals.

M. What local policies and strategies are in place to ensure that, pursuant to the Jobs for Veterans Act (P.L.107-288)(38 USC 4215), priority of service is provided to veterans (and certain spouses) who otherwise meet the eligibility requirements for all employment and training programs funded by the Department of Labor, in accordance with the provisions of TEGL 5-03 (9/16/03/)? Include in your discussion how this policy is shared with all of the One-Stop Career Center partners and if/how you conduct outreach to veterans and veteran organizations to encourage use of One-Stop Career Center services. How will you ensure that veterans receive priority in the local One-Stop system for Wagner-Peyser funded labor exchange services? [State Planning Guidance IV.B.9. and WIA Section 121(b)(1)(B)(ii)]

One-Stop customers who are veterans are provided the full array of services normally available within the system through customer choice and customized access to those services. Access to the One-Stop system services funded under the WPA is determined that a customer is a veteran, that customer are provided additional information regarding services especially for veterans, and may be referred to specially trained veteran program staff for more intensive services.

The WPA funded JS staff provides universal access and priority of service for veterans at each Workforce Resource Center in accordance with applicable provisions of federal law and regulations. These services will include Intake, Assessment, and Enrollment in normally available One-Stop programs for qualified veterans. WRC partners will be encouraged to provide the same level of priority of service to veterans as WPA funded staff, The EDD California's Job Opening Browse System (CalJOBS), a statewide Internet based automated job listing system, has a 24-hour Veteran Priority Hold on all new and reopened job orders. During the 24-hour hold period, resume searches by employers, staff, and or employment and training partners will return only the resumes of veterans meeting the job listing requirements. Use of CalJOBS by State merit staff will ensure that veterans receive priority for WPA labor exchange services. WIA partners have access to CalJOBS and are encouraged to exclusively use that system, where they also are subject to the 24-hour Veteran Priority Hold.

To provide veterans with customer choice, veterans are provided labor market information based on individual wants and needs. Veterans are also provided with options and information for accessing a variety of job listings (i.e.: America's Job Bank, Federal jobs, and Federal Contractor Job Openings) and services through out-station sites, scheduled outreach visits, or through Workforce Resource Centers, either in-person or electronically.

Workforce Resource Centers with WPA staff assigned will provide information to notify veterans of their legal right to priority of WPA labor exchange and intensive services.

N. What role will Veterans Workforce Specialists and Veteran Employment Service Specialist (VWS/VSSS) have in the local One-Stop system? How will you ensure adherence to the legislative requirements for veterans' staff? [State Planning Guidance IV.B.10., 322, 38 USC Chapter 41 and 20 CFR Part 1001-120]

Within the Workforce Resource Centers, veteran customers may elect self-service, facilitated self-help, or staff-assisted one-on-one service. Most veterans are able to use the self-service systems and will self-identify as veterans to establish their eligibility for veteran's priority. The WPA funded staff and Veteran program staffs are available at the Workforce Resource Centers to provide facilitated self-help or staff-assisted service to veterans who require additional assistance.

Using the triage system described above, Veteran program staff and trained partner personnel screen veterans for potential barriers to employment and identify the need for additional services. Based on this screening veterans receive core and/or intensive one-on-one services including those provided in job resource centers to help the veteran enter resume data, access labor market information, learn job search techniques, instruction in how to apply current technology in a successful job search, and how to access Federal Office of Personnel Management job listings and Federal Contractor Job Listings (FCJL). Veterans who are unsuccessful in finding work or jobs through self-help services or staff-assisted services are identified by One-Stop Staff and are referred to veterans program staff for intensive one-on-one services. Consistent with WRC capabilities, policies and procedures, qualified veterans are assessed for all routine local program services provided by the workforce investment system, including intensive and training services.

Qualified veterans are provided priority in all WPA services provided under the WIA. After veteran customers are assessed as being job ready, they are provided with priority access to labor market information, job development contracts, and job referrals. The LVER staff provide program oversight for veteran's services and provide technical assistance, staff training, and quarterly reports concerning veterans' services provided by One-Stop staff. Veteran program services are provided at each Workforce Resource Center.

Case Management services for veterans are client focused and client driven. Veterans are provided choices based upon need and the resources available to meet those needs. When necessary and when appropriate, clients are assisted in accessing resources outside of the One-Stop system. Case management services provided by Veteran program staff include those clients referred by the Department of Veterans Affairs (DVA) Vocational Rehabilitation & Counseling (VR&C) system.

O. How will you provide Wagner-Peyser Act-funded services to the agricultural community—specifically, outreach, assessment and other services to migrant and

seasonal farm workers, and services to employers? How will you provide appropriate services to this population in the One-Stop system? [State Planning Guidance IV B.11.]

Wagner-Peyser funded merit staff is committed to ensuring continuous equity of services to Migrant and Seasonal Farm workers (MSFWs) as the Workforce Resource System emerges. The Job Service (JS) provide core labor exchange services in accordance with Title 20 of the Code of Federal Regulations (CFR), Section 652, sub-part A. As described in Section 652.208, three methods of service delivery will be used: “(a) Self-service; (b) Facilitated self-help services; and (c) Staff-assisted service.”

In Santa Barbara County, every core service that is available to Workforce Resource Center customers are available to MSFWs. The JS staff will provide one-on-one assistance to all customers, particularly MSFWs, who are unwilling or cannot effectively access services in a self service mode due to language barriers, computer unfamiliarity, disability, limited education or literacy.

To help publicize available services, Outreach workers and other One-Stop partner staff are often found at community events such as health fairs and job fairs. In addition, Outreach workers often work flexible hours, including early mornings, evenings and Saturdays in an attempt to reach MSFWs and share information about services. The JS Outreach Workers encourage and refer MSFWs to access core, intensive and training services at the One-Stop Centers. If MSFWs are unwilling or unable to visit a comprehensive center, the Outreach Worker provides services at the point of contact. The Customer Service Representatives that provide in-person service at a One-Stop site support the Outreach worker.

The Outreach workers provide services to MSFWs in areas where they live, work, and congregate as specified in 20 CFR 653.107 (l.- p.). Outreach services include, but not be limited to:

- Provision of information relative to labor exchange services.
- Registration/enrollment of MSFWs in CalJOBS, where necessary staff-assistance will be provided. MSFWs are encouraged to complete a resume.
- Referral of MSFWs to agricultural and non-agricultural jobs openings.
- Referral of MSFWs to community-based and public services such as job training and health clinics.
- Assistance with completion of necessary forms.
- Staff-assisted filing of JS and non-JS related complaints and apparent violations.
- Close coordination with other MSFW service providers, such as Center for Employment Training.
- Educational presentations and workshops for MSFWs on CalJOBS and the Workforce Investment system.
- Ongoing UI educational assistance for MSFWs on the use of the Telephone

Claims Filing system.

The employment service performs a labor exchange function for agricultural employers. All agricultural orders are actively worked to recruit farm workers from any appropriate local source. All employers, including farm labor contractors, placing agricultural orders are asked if they want local recruitment only or recruitment outside of the local area.

Employers requesting recruitment outside of the local area are required to sign an affidavit guaranteeing the required federal assurances related to travel, housing and wages. Staff use the Program Activity Support System (PASS), which is the client service and outcome reporting component of CalJOBS, to document individuals referred and verification of hire.

Agricultural Recruitment Specialist (Ag-specialist) develop and maintain a relationship between employers, the UI program, MSFWs, public and private community agencies, MSFW constituent groups, and One-Stop Centers. The Agspecialist solicits job openings, as well as identifies and recruits farm workers using systems such as PC Query and CalJOBS. Along with Outreach Workers, the Ag-specialist will seek out and encourage farm workers to visit the Workforce Resource Centers or other partner sites, to take advantage of core, intensive, and training services. Ag-specialist services may be provided on a part time basis due to limited funds.

P. How will the LWIB coordinate workforce investment activities carried out in the LWIA with the statewide rapid response activities? [WIA Section 118(b)(5) and State Planning Guidance IV.B13.b]

The County of Santa Barbara serving as the One-Stop Operator will be responsible for activating and coordinating Rapid Response services. A local Rapid Response Team is dispatched to assist local employers and workers experiencing plant closure, and massive layoffs. Additional funding from the State set-aside for Dislocated Workers are requested as appropriate.

Q. What rapid response assistance will be available to dislocated workers and employers and who will provide them? [WIA Section 118(b)(4)(5) and State Planning Guidance IV B.13.c.]

The One Stop Operator activates and coordinates rapid response activities to include: on site orientation to affected workers about the services available through the One Stop Delivery System; distribution of informational packages to workers and employers; coordination of services with out-placement agencies selected by the employer; testing and registration as appropriate. Employers are consulted on services available to them through the Workforce Resource Centers.

R. How will your LWIB ensure continuous improvement of eligible providers of services through the system and ensure that such providers meet the employment needs of local employers and participants? [WIA Section 118(b)(2)(A)] Describe and assess the adult and dislocated worker employment and training services that will be available in your LWIA. [WIA, Section 118 (b)(4)(5)] In addition, include the LWIB's policy regarding training services available to adult and dislocated workers who have met the requirements for intensive services, have been unable to obtain or retain employment through those services, and have been determined to be in need of training. [WIA Section 134(d)(4)(A)(iii), Title 20 CFR Part 663.310(c) and CUIC Section 14230(a)(5)]

The Workforce Resource Centers offer a wide spectrum of services, ranging from self-service activities such as using a computer to get information from CALJOBS, to intensive staff-assisted services such as group counseling, and including access to training and other services for which the individual may be eligible. While this range of services is made available, the levels are not prescribed in the Act. Individuals with special needs, for example persons with disabilities, non-English speaking persons, or those who lack computer skills, are accommodated so that they can access all services for which they are eligible.

S. MEMORANDUM OF UNDERSTANDING:

The WIA requires that a Memorandum of Understanding (MOU) between the LWIB 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 concrete terms, member contributions and the mutual methodologies used in overseeing the operations of the One-Stop career center system.

1. The MOU must describe: [WIA Section 121(c)(1)(2)(A)(B) and CUIC Section 14230(d)]

- a. What services will be provided through the One-Stop system.
- b. How the costs of services and operating costs will be funded, including cost-sharing strategies or methodologies.
- c. What methods will be used for referral of individuals between the One-Stop operator and partners?
- d. How long the MOU will be in effect.
- e. What procedures have been developed for amending the MOU?
- f. Other provisions consistent or as deemed necessary by the LWIB.
- g. The LWIB's policy for identifying individuals who, because of their skills or experience, should be referred immediately to training services.

2. Identify those entities with who you are in the process of executing an MOU. Describe the status of these negotiations. [Interim Final Rule §662.310(b)]
3. What process will the LWIB use to document negotiations with One-Stop partners who fail to participate or sign an MOU? How will you inform the state board when negotiations have failed? [Interim Final Rule §662.310(b)]

VI. YOUTH ACTIVITIES:

As a way to connect youth to workforce investment resources, WIA requires youth programs to be connected to the One-Stop system. The WIA requires improved youth opportunities and Youth Councils to be part of local workforce investment systems. Youth councils have authority to develop the youth-related portions of the local plans, to recommend youth service providers to the LWIBs, to coordinate youth services, and to conduct oversight of local youth programs and eligible providers of youth programs.

Last year the Santa Barbara County Workforce Investment Board established a Youth Corps Program which has helped teach the Out of School Youth life and survival skills, engage in self empowerment training and promote self responsibility. This program is operating at full speed this year and the LWIA is encouraged by its progress.

In this section describe the strategies and tactics to develop a comprehensive service delivery system for eligible youth, and discuss how that system will be coordinated through the One-Stop system.

A. Describe your LWIA's efforts to construct a youth council, and what the role(s) of the Youth Council will be. [WIA Section 117 (h)(1)(2)(3)(4)]

County of Santa Barbara has a functioning Youth Council. Among the participating entities on the Youth Council are: Department of Rehabilitation, Santa Barbara City College, Housing Authority of the City of Santa Barbara, Vons, Community Action Commission, Center for Employment and Training; Santa Barbara County Probation Department; EDD, and Santa Barbara County Kids Network.

The WIB adheres to a Youth Council appointment process that reflects the requirements of WIA Section 117. The Youth Council provides recommendations on the division of Youth funds between year-round and summer elements. The selection and oversight of youth service providers, and recommended program priorities and designs meet the primary youth principles identified within the Act. The Youth Council members are called upon to review, approve, and make recommendations to modify this portion of the plan relating to youth activities; as well as to coordinate activities as called for in the Act. A specific priority for this coming program year is to expand the participation of youth membership on the Council beyond minimal requirements established by the Act.

B. How will youth services be connected with your One-Stop delivery system?
[Interim Final Rule § 664.700]

Those in-school service providers are part of the formal training mechanism that has been designed to apprise all Workforce Resource Center personnel of community resources available for job-seekers and employers. In addition to simply informing Workforce Resource Center staff of WIA-supported activities for youth, a condition of WIA youth contracting will be regular meetings with Workforce Resource personnel to identify youth that will be exiting those youth programs and for whom WRC activity/enrollment may be the best course of service continuity. Conversely, WRC outreach to county secondary schools will be effected through career day events, materials for school career centers, and through the services of partner agencies such as the Probation Department which will be a source of referrals for out-of-school programming.

WIA youth services are marketed through WIB's website:

www.santabarbaracountywib.org , public service announcements and cable television access in addition to printed materials which are distributed to youth-serving agencies and to locations where young people congregate. Long-established ties to county high schools and community colleges will also be utilized to provide information to eligible youth. Older youth will also be targeted in Workforce Resource System advertising. A toll-free Summer Youth phone hotline has been established to make it easy for young people to connect with WIA programming throughout Santa Barbara County.

C. Describe how coordination with Job Corps, Youth Opportunity Grants, and other youth programs in your LWIA will occur, e.g. School-to-Career. [WIA Section 112(b)(18)(C) and 117(h)(2)(vi), and State Planning Guidance, IV B. 15.]

WIA programming has forged linkages and referrals to a variety of youth-service agencies within this county. These include: California Conservation Corps; Santa Barbara County Probation Department; local Boys and Girls Clubs; Allan Hancock College; Santa Barbara City College; respective secondary school districts; respective municipal parks and recreation departments; and local anti-gang coalitions that have recently emerged within this jurisdiction.

The Workforce Resource Program Manager will be called upon to inform those groups of WIA resources for older youth, and youth contractors will be required to demonstrate how they will connect with other youth-serving agencies as part of the WIA and ARRA Request for Proposal process.

D. Describe your area's eligible youth population and needs in general. Describe and assess the type and availability of youth activities in the LWIA. Include an identification of successful providers of such activities. [WIA Section 118(b)(6)]
Santa Barbara County has been fortunate in its local commitment to young people through an array of youth-serving entities. The county has a broad gamut of athletic

programs for young people. Local agencies have recognized the need to develop an employment-focused strategy to provide long-range options and opportunities for this targeted population.

In recognition of changing circumstances over the past five years, available entities for the provision of contracted youth services have diminished. The LWIA has opted to conduct the Summer Youth Employment Program in-house. Additionally, the LWIA has initiated a large-scale Youth Corps project via a contract with the local Community Action Commission. Discussions are underway with the Santa Barbara County Sheriff's Department and the Santa Barbara County Probation Department to effect programming to serve youth that are under their respective jurisdictions. Exiting youth from these two departments would be quickly connected to mentoring, employment, educational and other support activities to enhance their prospects for success in their futures.

Santa Barbara County may be unique in its commitment to children and youths as evidenced by the KIDS Network, an extensive alliance of private- and public-sector youth-serving agencies, that attempts to shape governmental policies and encourage private sector resources toward children's services and programs.

As a provider of services to farm worker youth, the Center for Employment Training will be an active partner in WIA youth activities.

E. What is your LWIA's strategy for providing comprehensive services to eligible in-school and out-of-school youth, including any coordination with foster care, education, welfare, and other relevant resources? Include any local requirements and activities to assist youth who have special needs or barriers to employment, including those who are pregnant, parenting, or have disabilities. [WIA Section 112(b)(18)(A), Interim Final Rule §664.400, and State Planning Guidance, IV B. 14]

Santa Barbara County's strategy for youth services include the following approaches: 1) The WIB and its Youth Council coordinate the necessary mix of activities required by WIA, while focusing on setting priorities within budgetary constraints; 2) WIB/Youth Council support staff regularly research best practices within youth service agency literature; 3) Where feasible, community surveys are conducted through WIA-sponsored enrollees to inform the WIB and its Youth Council about local sentiment for funding priorities; 4) In concert with WIA youth providers, the Youth Council assess which recent program pieces have had the strongest outcomes and which should be re-tooled or scrapped altogether in favor of new designs; and 5) develop a coordinated system in which youth service providers meet to report progress, share referrals, and propose alterations to the youth system that can be more responsive to participant needs based upon actual experience.

As noted in the previous question, the tie-in to agencies such as Social Services

and Probation is strong. A noteworthy opportunity has recently presented itself in which youths emerging from foster care will be eligible for enrollment and participation. Since Social Services staff indicate that this has been a long-standing need for those 18 year-olds leaving foster care, the LWIA will support services to help ease the transition to adulthood faced by these young people. The Teenage Parent Program offers excellent opportunities for WIA youth programs to access priority youths who could maintain multiple program enrollments, which provide an array of services that will support those parenting in continuing their education and/or securing job training and placement services, with additional child care resources to ease the transition to these services.

The county's two community colleges are actively involved to serve older youth. Two examples of the strong commitment of the local community colleges are: "Green Jobs" training provided by Santa Barbara City College to Santa Barbara County Youth Corps participants and Technology & Jobs Training Institutes at Allan Hancock College and Santa Barbara City College for Summer Youth Program enrollees. Additionally linkages have been developed with the EOPS offices at both community colleges to engage WIA youth program participants with their respective campuses.

F. Describe how your LWIA will meet the Act's provisions regarding the required youth program design elements: [WIA Section 129(c)(2)(A) through (J)] In addition, please discuss how your LWIA's youth program design has been modified as a result of the State's move toward common performance measures and its effect on meeting program accountability requirements. [WIA Section 136(b)(2) and TEGL 17-05]

1. Intake and Objective Assessment

Preparation for post-secondary educational opportunities include basic skills preparation and activities such as the "bridge" programs at Santa Barbara City College and Allan Hancock College, wherein identified low-income youth are introduced to these community college campuses and encouraged to seek out available financial aid in support of higher education enrollment.

2. Preparation for post-secondary educational opportunities

Linkages between academic and occupational learning build upon efforts that have been made through School-to-Career efforts within the county. In addition to employer site visits, WIA-funded program staff are encouraged to formalize labor union apprenticeship programs. A number of highly-paid skilled labor positions are currently vacant because of too few young people in the apprenticeship ranks. Developing strong ties here lead to school course work that can be demonstrated to have pertinence for work. The LWIA's Youth Corps is of particular value in establishing these pre-apprenticeship opportunities.

3. Strong linkages between academic and occupational learning

Preparation for unsubsidized employment opportunities mirrors the pre-employment/work maturity skills of the previous workforce system. A useful set of activities to instill the sort of work habits and worksite values that employers consistently call for in entry-level workers has already been developed at great effort. This structure is integrated into other activities for youths to appreciate the relevance of these values and attitudes. A stand-alone approach in a classroom is not as effective as demonstrating the real-life validity of these principles to local employers. Real-life experiences replace classroom exercises.

4. Preparation for unsubsidized employment opportunities

Effective linkages with intermediaries with strong employer connections suggest that local employer-oriented groups, such as the local Chambers of Commerce, the Santa Barbara Industrial Association, EDD's Employer Advisory Councils, Industry Education Councils, Department of Social Services and the WIB itself can be called upon for input into the WIA system, specifically for generating employer support for program participation and entry-level placement opportunities. This are built into for RFP documents which are issued to secure WIA Youth Program contractors. The Youth Corps has an active Advisory Group to fulfill this mission.

5. Effective linkages with intermediaries with strong employer connections

Alternative secondary school services require significant input from the local high school districts and the County Education Office. Previous youth workforce programs have used continuation schools and/or independent study programs as resources for high-risk youth enrollment. Given the nature of much work which requires an ability to interact successfully with others, those services which can draw isolated individuals out and encourage successful relationships with employers are to be encouraged. In 2009 the Workforce Investment Board realigned its youth programming to emphasize the Youth Corps model to which a significant portion of WIA youth funds have been committed.

6. Alternative secondary school services will be provided to the youth population during its summer youth employment program.

7. Summer employment opportunities

Summer employment opportunities are provided in a manner consistent with ARRA and WIA legislation and Youth Council recommendations. Experience in 2009 has enabled Santa Barbara County's Summer Youth Program to expand from 80 to 350 participants in 2010.

The extensive track record of Santa Barbara County in providing such services over the past 25 years will provide a solid foundation for program planning purposes.

8. Paid and unpaid work experience

Paid and unpaid work experience integrated into year-round youth programming. Again, the Youth Corps model serves as the basis for such activities.

9. Occupational skills training

Occupational skills training has long been at the heart of the workforce system's training designs. Within WIA limited resources, occupational skills training, in the classroom, on-the-job, and customized to meet local employer needs, are provided. Opportunities are focused on older youths that are seeking entry-level employment in the local labor market. The Youth Corps model, again, addresses this concept. The LWIA is also soliciting innovative project designs to meet such needs.

10. Leadership development opportunities

Leadership development opportunities offer some creative potential for participants to provide real input into the program's design over time and to manage community-service projects in much the same way that Girls, Inc. of Carpinteria contracted for past summer youth funds to design and participate in a community event that provided an array of management skills to be learned. Likewise, entrepreneurial efforts can be composed of significant leadership events that will have long-term positive outcomes for participants.

11. Comprehensive guidance and counseling

Comprehensive guidance counseling has traditionally been a part of the county's youth workforce activities. WIA reinforces the need for such assistance as the system moves from a "train first" to a "work first" model. Recognizing that youths should not be locked into long-term career decisions at this stage of their lives, appropriate counseling can be extremely helpful in determining occupational interests and work values that can be used in a joint fashion to focus young people toward likely future goals.

12. Supportive services

Supportive services such as child care, transportation assistance, clothing, equipment, and other ancillary items needed to maximize participant success is an integral part of the WIA youth system. Wherever possible, community resources are accessed that allow for service provision while conserving WIA resources. Nevertheless, WIA outlays are made when necessary.

Service providers are experienced in how to access supportive services on behalf of their clients. For new providers, WIA staff instruct those contractors on how to meet these requirements.

13. Follow-up services. [Interim Final Rule §664.450(a)(1) through (6)(b), and State Planning Guidance IV B.14.]

Follow-up services to the extent required in the Act for the youth workforce system within this county is provided. Employer contact on behalf of a participant is expected as part of prudent case management.

Contractor staff will have to be prepared to provide longer-range assistance such as work-related peer groups, career development and long-range tracking of the participant after training ends. Adult mentoring has been part of past efforts and will be a key element to maximize the likelihood of success. The Workforce Investment Area understands that follow-up services will have to be provided for a minimum of 12 months after training. This requirement will be built into all proposals sought under the WIA youth funding stream.

VII. ADMINISTRATIVE REQUIREMENTS

A. What competitive process will be used to award grants and contracts for youth services in your LWIA? [WIA Section 118 (b)(9), 112(b)(18)(B) and 123]

Santa Barbara County uses a formal Request for Proposal process to secure service providers under the WIA youth funding stream. The procurement protocols which have been previously reviewed and approved by Sacramento monitoring staff will continue to be the formats used to meet the competitive process for grant/contract awards.

B. What competitive and non-competitive processes will be used at the local level to award grants and contracts for activities under Title I of WIA, including how potential bidders are being made aware of the availability of grants and contracts? [WIA Section 118(b)(9)]

Santa Barbara County intends to use an individualized approach for the bulk of its adult and dislocated worker core, intensive and training services for the 2009-2014 program years. As a result, large-scale occupational skills training contracts will not be sought for the Workforce Delivery Area. Likewise, specialized services, such as in-depth vocational assessments, will be procured through established protocols of the County of Santa Barbara's Purchasing Division. County bidding requirements are clearly spelled out and will be observed in the same manner as previously reviewed and recognized by the State's WIA compliance monitoring system.

C. What entity will serve as the local grant recipient and be responsible for disbursing grant funds as determined by the Chief Elected Official? [WIA Section 117(d)(3)(B)(i)(I)(II)(III) and 118(b)(8)]

Santa Barbara County will retain to itself the role of grant recipient for WIA funds. Fiscal staff assigned to the Department of Social Services will be responsible for

disbursing these dollars, subject to review by the Internal Audit Division of the County Auditor-Controller's Office. The integrity of the County's fiscal system for the management of WIA funds has been verified by numerous state monitoring reports. These same protocols (adjusted for new program definitions and limits) will be employed to oversee WIA funds.

D. What criteria will the LWIB use in awarding grants for youth activities, including criteria used by the Governor and LWIBs to identify effective and ineffective youth activities and providers? [WIA Section 112(b)(18)(B) and State Planning Guidance III B.1.f.]

The WIB carefully evaluates and review its staff's recommendations for awarding youth grants. The primary emphasis has been on the effective and efficient use of limited youth funds for as broad an array of services as possible. Past programmatic and fiscal experience and effectiveness of potential youth program providers will be scrutinized. A demonstrable ability to provide required WIA program elements are necessary. Past performance outcomes are studied. Future contractors will have to agree to a series of performance reviews and site visits to mesh with required performance measurement outcomes. Staff competencies and training opportunities will be looked at by these review groups.

E. What is your LWIA's definition regarding the sixth youth eligibility criterion, ("an individual who requires additional assistance to complete an educational program, or to secure and hold employment")? [WIA Section 101(13)(c)(vi)]

F. What process will be used to allow public review and comment for specific performance outcomes and measures when these have been negotiated?

What process will be used to allow public review and comment for specific performance out comes and measures when these have been negotiated?

When the performance outcomes and measures have been negotiated, a public comment period will be announced through legal notices published in local news papers. The specific outcomes and measures will be available for review at the Santa Barbara County Administrator's Office, the Workforce Resource Centers, public libraries, and the County's web site.

VIII. ASSURANCES

A. The LWIB assures that it will comply with the uniform administrative requirements referred to in WIA Section 184(a)(3).

B. The LWIB 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 LWIB assures that the board will comply with the nondiscrimination provisions of WIA Section 188.
- D. The LWIB assures that the board will collect and maintain data necessary to show compliance with the nondiscrimination provisions of WIA Section 188.
- E. The LWIB assures that there will be compliance with grant procedures of WIA Section 189(c).
- F. The LWIB 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 LWIB assures that veteran workforce investment programs funded under WIA, Section 168 will be carried out in accordance with that Section.
- H. The LWIB 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 LWIB assures that when allocated adult funds for employment and training activities are limited, priority shall be given to 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 LWIB 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 LWIB 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 LWIB 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 LWIB. The LWIB assures that it will select the One-Stop Operator with the agreement of the Chief Elected Official, 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]

IX. PROGRAM ADMINISTRATION DESIGNEE AND PLAN SIGNATURES

This Local Plan represents the Santa Barbara 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 April 1, 2009 through June 30, 2010 in accordance with the provisions of WIA.

Local Workforce Investment Board Chair

Chief Elected Official

Signature

Signature

Patricia Manfredonia

Janet Wolf

Name

Name

Chair

Chair, County Board of Supervisors

Title

Title

00/00/10

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Date

Date