



BOARD OF SUPERVISORS
AGENDA LETTER

Agenda Number:

Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

Department Name: Social Services
Department No.: 044
For Agenda Of: August 30, 2016
Placement: Administrative
Estimated Time: NA
Continued Item: No
If Yes, date from:
Vote Required: 4/5

TO: Board of Supervisors

FROM: Department Daniel Nielson, Social Services Director
Director(s) (805) 346-7101
Contact Info: Rene Garcia, Manager (805) 681-4540

SUBJECT: Subgrant Agreement with the Employment Development Department and California Workforce Development Board for Customer Centered Design Project – White House Challenge Round 2

County Counsel Concurrence

As to form: Yes

Other Concurrence: Risk Management

As to form: Yes

Auditor-Controller Concurrence

As to form: Yes

Recommended Actions:

That the Board of Supervisors:

- a) Accept Modification No. 6 to the WIOA Subgrant Agreement K698384 between the State of California Employment Development Department and the County of Santa Barbara (Attachment 1) to receive an additional \$48,423.00 in funds for the Customer Centered Design Project – Round 2 for the period of June 1, 2016 to March 31, 2018;
- b) Approve Budget Journal Entry No. BJE0004706 establishing appropriations of \$48,423.00 in the Social Services Department, Social Services Fund for Salaries and Wages of \$5,001.00, Services and Supplies of \$16,400.00, and Other Charges of \$27,022.00 funded by unanticipated revenue from Intergovernmental Revenue-Federal by the United States Department of Labor Employment and Training Administration (DOLETA) Dislocated Worker Rapid Response Grants (4/5 Vote Required); and
- c) Determine that the above recommended actions is not the approval of a project that is subject to environmental review under the California Environmental Quality Act (CEQA), pursuant to CEQA Guidelines section 15378(b)(4), finding that the project is a creation of a governmental funding mechanism or other government fiscal activity, which does not involve any commitment

to any specific project which may result in a potentially significant physical impact on the environment.

Summary Text:

This item is on the agenda in order to establish appropriations of \$48,423.00 in the Department of Social Services, Social Services Fund for the Customer Centered Design Project, Round 2 funded by modification number six of the Program Year (PY) 15/16 Workforce Investment and Opportunity Act (WIOA) Subgrant Agreement with the Employment Development Department (EDD).

Background:

WIOA went into effect in July 2015. WIOA implementation provides states and local government opportunities to step back from business as usual and, with customer in mind, design services that are more effective and responsive for our customers. To inspire innovation around the country, last Fall the Department of Labor issued a national Customer-Centered Design (CCD) Challenge to the public workforce system. Over 80 teams competed in the Challenge. Outstandingly, Santa Barbara County was selected as one of 11 winning teams to attend a White House celebration and learning exchange on February 16, 2016. Santa Barbara County was recognized for demonstrating extraordinary commitment to improving the customer experience in delivery of services.

In spring 2016, the Department of Labor issued a second national CCD Challenge. The Santa Barbara County Team chose to focus on how best to help formerly incarcerated individuals obtain employment and education, develop healthy relationships and make positive decisions. One hundred two (102) teams participated in a rigorous 7-week online training that cultivated the process of creating CCD solutions. In a multi-agency collaboration, the Santa Barbara County Team (County of Santa Barbara Workforce Resource Center (WRC)/Team REBOOT (ReBuilding of Opportunities and Trust) consisted of representatives from Santa Barbara County Probation, Santa Barbara County Sheriff, Department of Social Services, State Employment Development Department, and community based organization Community Solutions, Inc. We believed that a multi-agency collaboration was key to developing solutions for the challenges facing the local reentry population. Team members were recruited based on their current work with incarcerated and formally incarcerated individuals and their expertise in the areas of incarceration, recidivism, and employment services. The intent was to develop more effective partnerships in the regions we serve. The collaboration brought together workforce and justice department agencies to leverage existing resources, and enhance local efforts to support the reentry population. The tangible benefits were: better outcomes that help agencies achieve goals, increase in the quantity or quality of resources available, and new and innovative ideas and solutions.

During the course, the Santa Barbara County team interviewed incarcerated and formerly incarcerated individuals, employers, partners and staff, conducted surveys, engaged in brainstorming sessions, enlisted partners with fresh ideas, prototyped our ideas, and tested & gathered feedback from customers. Field research indicated that the formerly incarcerated individuals who were at medium to low risk to recidivate were the people that were most in need of our services. The team found that the biggest challenge was to get those individuals to come to the America's Job Center of California (AJCC). Therefore, the team focused on finding alternative ways of introducing them to AJCC services, and creating a reason for them to choose to come into the center. It was realized that formerly incarcerated individuals have vast and expansive needs that current AJCC staff is underequipped to assist with. Therefore, additional targeted training is warranted. It was also evident that more employers need to be

willing to hire formerly incarcerated individuals so a rebranding campaign targeted towards employers was created. The result is a comprehensive approach to assist with resources, skills, opportunities and hope for the future.

The team from Round 1 of Customer Design Challenge was selected to attend a Learning Exchange in Washington, D.C. based on their extraordinary commitment to improving the customer experience in delivery of services, validating the high standard of work in this County. Round 2 of this challenge offers the same opportunity for leading teams across the country to showcase their work in Washington D.C. While there is no guarantee this team will be selected to attend, the team from Round 2 has maintained the same high level of quality in their work, creating a reasonable expectation that they will be selected to attend the event. Furthermore, the team’s work has already been acknowledged twice by the Department of Labor by featuring them as presenters on nation-wide video calls. They have also received numerous accolades from their Department of Labor coaches and fellow Customer Design Challenge participants.

The County annually receives subgrant funds for WIOA. The County through DSS (local WIOA) applied for additional grant monies by submitting a Letter of Intent focusing on serving the formerly incarcerated individuals. On May 12, 2016, DSS submitted a letter of intent for Round 2 of the design challenge. On June 20, 2016, the department received notification of funding (Attachment 1) for the increased funds from EDD for the term of 6/1/16 – 3/31/18.

Performance Measure: There are no other performance measures at this time. Objectives/Activities noted in the Project Work Plan (Attachment 1) will be accomplished by March 31, 2018.

Fiscal and Facilities Impacts:

Budgeted: No, see BJE0004706 to establish the budget.

Fiscal Analysis:

<u>Funding Sources</u>	<u>Current FY Cost:</u>	<u>Annualized On-going Cost:</u>	<u>Total One-Time Project Cost</u>
General Fund			
State			
Federal	\$ 48,423.00		
Fees			
Other:			
Total	\$ 48,423.00	\$ -	\$ -

Narrative:

The County has been awarded \$48,423.00 in one-time Federal grant funds by the Department of Labor Employment and Training Administration (DOLETA) Dislocated Worker Rapid Response Grants. The Department is requesting an increase in appropriations in FY 16-17 of \$48,423.00 for Salaries and Wages of \$5,001.00, Services and Supplies of \$16,401.00, and Other Charges of \$27,022.00. There is no General Fund Contribution.

Legal Positions:
0

FTEs:
.04

Special Instructions:

Please email scanned copy of minute order to:

- T.Beebe@sbcsocialserv.org
- E.Duncan@sbcsocialserv.org

Attachments:

1. Attachment 1 – Modification Number 6 – WIOA Subgrant Agreement - K698384

Authored by:

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