



Oakland Workforce Development Board

2017-2020 Local Plan Biennial Modifications

Overview

In accordance with policies and requirements established by the California Workforce Development Board (CWDB), this document provides two-year modifications to the City of Oakland Workforce Development Board (OWDB) 2017-2020 workforce development strategic plan. These modifications are focused around the following five (5) designated priorities as set forth by the CWDB: 1) partnership with Alameda County's CalFresh Employment & Training (E&T) programs; 2) partnership with Alameda County Department of Child Support Services (ACDCSS); 3) competitive integrated employment (CIE) for people with intellectual and developmental disabilities; 4) services for English Language Learners, the Foreign-Born, and Refugees; and 5) other changes to the local plan pursuant to changes in labor market and economic conditions or other factors affecting implementation of the local plan. The OWDB worked closely with the Alameda County Workforce Development Board (ACWDB) to coordinate several plan elements, as many of the above programs and systems are operated by county or state agencies whose service areas go beyond the City of Oakland.

I. Partnership with Alameda County CalFresh Employment & Training (E&T) Programs

A. Describe how local/regional partners will braid resources and coordinate service delivery to people receiving CalFresh, including by leveraging 50% federal reimbursement from CalFresh E&T for workforce services, sector pathway programs, supportive services and retention efforts described below.

In Alameda County, the Supplemental Nutrition Assistance Program Employment and Training program (SNAP E&T, known in California as CalFresh E&T) is administered by the Alameda County Social Services Agency (ACSSA). Working with ACSSA and other key local and regional system partners, the OWDB will assess the referral process from training providers and work to design improvements. Because ACSSA has a countywide reach, the OWDB will work in conjunction with the ACWDB to strengthen enrollments into the SNAP E&T program in ways that make sense for each Local Workforce Development Board (LWDB). The LWDBs will partner to support outreach efforts, leveraging a variety of systems and tools to market the program. Partners will explore launching digital campaigns to promote the new partnership, outlining the benefits to prospective participants with a goal of recruiting more program participants. LWDBs will also work with Workforce Innovation Opportunity Act (WIOA) providers to enhance and/or modify existing marketing materials to be used by the CalFresh E&T program. Additionally, third-party CalFresh E&T providers will be invited to participate in partner meetings held by the One-Stop Operator. The OWDB will look to expand the involvement of E&T providers' roles in the OWDB's Comprehensive One-Stop America's Job Center of California (AJCC).

At the county level, ACSSA will help to develop CalFresh E&T co-enrollment policies and procedures, work on system alignment strategies, and help county social workers become more aware of networks and services available to CalFresh participants. Cross-training and marketing/outreach efforts between public and nonprofit partners will be enhanced, including new/updated informational materials and more focused efforts on increased co-location of services (where possible). There will be greater coordination around professional development efforts for staff, as well as increased cross-system meetings and other coordinating mechanisms

to help strengthen network ties between public and nonprofit partners and across different programs, services, and funding streams.

B. Explain how local/regional partners will identify and partner with local/regional organizations that serve specific types of CalFresh populations (i.e. formerly incarcerated individuals, non-custodial parents, etc.) and strategies for leveraging existing resources in the community.

Alameda County was granted the Able-Bodied Adults Without Dependents (ABAWD) waiver, making enrollment into the CalFresh E&T program voluntary. The waiver is set to expire on September 30, 2019, at which point participation in CalFresh E&T will be mandatory, making them a natural priority for more coordinated services. At the same time, many other populations receiving CalFresh benefits – formerly incarcerated individuals, non-custodial parents, and others – have all been significantly impacted by the current/recent economic cycle, making it important to ensure support to as many CalFresh subgroups as possible.

C. Describe the types of workforce services available to people receiving CalFresh that are and can be funded by local/regional partners, the baseline level of service (e.g. number of individuals and types of services), and how the local/regional plan will modify the types and quantity of workforce services provided to this population.

Working with ACSSA and the Alameda County Workforce Development Board (ACWDB), the OWDB and its partners have identified several categories of workforce development related services that would be helpful to various groups receiving CalFresh benefits. These include job readiness services (defined as resume writing and other fundamental workshops), career coaching and counseling, essential/soft skills development, transportation, and childcare (both referral services and assistance with childcare costs, particularly for CalFresh clients not receiving other benefits). These services already are and/or can be provided by Workforce Innovation and Opportunity Act (WIOA) providers and CalFresh E&T third party providers; refer to the Appendix for additional information about local CalFresh partners.

D. Describe the role of local/regional partners in helping provide services to and integrating people receiving CalFresh into sector pathway programs, including participation in program development, outreach, and the provision of specialized supportive services.

Alameda County and the City of Oakland have a robust network of organizations that currently provide workforce services to CalFresh participants. The partnerships between the public agencies (ACSSA, ACWDB, OWDB, and local public education entities) provide the foundation to this system and position Oakland and the broader region very well to expand partnerships between CalFresh E&T and WIOA-funded programs and services. Additionally, in Oakland there are already several organizations that provide workforce development programs and services using CalFresh E&T funds; a listing of these providers appears in the Appendix. The OWDB and its partners in Alameda County will work to more effectively link, align, and leverage these various programs and services that are supported by CalFresh, WIOA, and other funding sources so that there are increased onramps and pathways into local and regional programs that are aligned with our region's priority industry sectors. Existing East Bay industry sector

partnerships are focused on the following sectors: advanced manufacturing, healthcare, information communication technology, and transportation/logistics.

E. Describe the ways in which local/regional partners will work together to provide supportive services to this population and facilitate program completion

As the limited amount of WIOA funding in the City of Oakland precludes it from being a primary funding source, the OWDB and ACSSA will work with their entire network of public and nonprofit partners to help ensure that supportive services are more effectively braided into other programs and services. CalFresh participants who are concurrently participating in the CalWORKs program arguably have access to the broadest and deepest set of supportive services; for CalFresh E&T populations who do not have access to as many supports, the OWDB will work with its local WIOA and non-WIOA funded providers and partners to help meet the supportive services needs of participants.

F. Describe the process Local Boards and their partners will use to retain this population in regional sector pathway programs as they progress into livable wage jobs and careers.

The OWDB will work with various nonprofit organizations to ensure that their pathway programs are aligned with Career Technical Education (CTE) offerings at the Adult Schools, Community Colleges and other institutions. Additionally, and as alluded to previously, the OWDB will lead more coordinated efforts to ensure that CalFresh E&T providers are connected to our regional sector partnerships in advanced manufacturing, healthcare, information communication technology, and transportation/logistics so that CalFresh participants can more easily access opportunities for jobs and careers in these areas.

II. Partnership with Alameda County Department of Child Support Services (ACDCSS)

Existing Workforce and Education Program Partnerships

A. Describe the ways in which the program partners work together to provide supportive services to noncustodial parents to support job retention.

Most non-custodial and payment delinquent non-custodial parents will require some level of assistance to be successful in employment and training programs. To this end, the OWDB and DCSS will ensure that each type of ACDCSS client has knowledge of and access to WIOA programs and services. The following are general categories of services needed and their relative importance for lower income ACDCSS clients:

Services and Relative importance	Low-income Custodial parents	Non-custodial parents with “zero-income” court orders (ZICO)	Payment Delinquent non-custodial parents
Access to employment training programs and initiatives	Important	Very Important	Extremely important

Services and Relative importance	Low-income Custodial parents	Non-custodial parents with “zero-income” court orders (ZICO)	Payment Delinquent non-custodial parents
Supportive services (child care)	Extremely important	Important	Important
Case Management/Job Coaching	Important	Very Important	Extremely important
Job Placement, skill acquisition, or advancement	Important	Very Important	Extremely important
Follow-up Services	Very Important	Very Important	Very Important

B. Discuss the steps to be taken to ensure that a comprehensive provision of services is provided to noncustodial parents to facilitate successful labor market outcomes and progression into livable wage jobs and careers.

The OWDB has provided WIOA program materials to ACDCSS to place within their office, and with the appropriate staff, such as Case Workers and Call Center Representatives. The OWDB and ACDCSS have redoubled their commitments to inform child support clients about WIOA programs, starting with examining materials to make sure they resonate with ACDCSS clients.

Within the groups of individuals and families touched by ACDCSS, the OWDB and ACDCSS have identified the following sub-groups that can potentially benefit most from WIOA services: 1) zero-income court order clients; 2) Payment delinquent non-custodial parents; and, 3) Low-income custodial parents. The OWDB and ACDCSS have devised different initial strategies to reach different categories of ACDCSS clients, ensuring that that have awareness of WIOA services offered at America’s Job Centers of California (AJCC) sites within their communities. The initial strategies for the corresponding sub-groups are as follows:

Zero-Income Court Order (ZICO) clients as a sub-group that WDB and ACDCSS can work directly with to inform about WIOA services, through the court’s processes. Currently, ZICO clients are required to report to the court about their efforts to find employment. However, ZICO clients are not often successful, initiating these activities in isolation and often without any assistance or general strategy. WIOA providers are in a great position to help clients successfully find employment, often maintaining robust connections to employers in Alameda County, and new tools to successfully help clients develop their career paths.

The OWDB and ACDCSS will work together to strengthen this requirement, to help ZICO clients reach better employment outcomes so they are better prepared to provide for their families. ACDCSS will recommend that the family court outline some structured workforce goals in its ZICOs, in alignment with service components in WIOA.

Payment delinquent non-custodial parents and low-income custodial parents may face harsh realities if they fall behind in their payments. Both can also greatly benefit from workforce and career development programs and initiatives.

C. Discuss how eligibility criteria for workforce services impacts the Local Board's ability to provide workforce services to the Child Support Program population.

While other ACDCSS clients will also be referred for employment services as needed, the ACDCSS has indicated that the ZICO population is their priority. ACDCSS will recommend a structured workforce plan to include ZICO clients to reflect the following work and employment activities: (1) visit a local one stop to (2) attend a WIOA orientation (3) initiate enrollment into WIOA programs, with an emphasis on short-term certificated Career Technical Education (CTE) courses at the Adult Schools, Community Colleges or SNAP E&T programs, if qualified, and (4) initiate work search activities at AJCC sites.

Payment-delinquent ACDCSS clients who do not qualify for WIOA services will still have access to AJCC services that can help them get on track with their career development efforts. The OWDB and ACDCSS will work together to ensure that payment delinquent clients are referred to workshops that can assist them in understanding how to advance their careers by aligning and tailoring their skill sets with the demands in the labor market.

D. Explain obstacles to providing services to the Child Support Program population.

One of the historical obstacles of providing services to the Child Support Program is a lack of understanding between AJCC and ACDCSS staff about each other's programs. To help reinforce this information, the OWDB and the ACDCSS will facilitate a series of information sessions for AJCC and ACDCSS call center staff and caseworkers. This effort will help partners understand eligibility, program and organizational dynamics, referral strategies and systems, and promising practices that help ACDCSS clients become self-sufficient. As referral networks and systems are strengthened, the OWDB and ACDCSS will monitor the efficacy of its partnership and continue to search of ways to reduce obstacles for people to access workforce development services.

E. Explain additional tools that can be explored to motivate and support participation and any legal or regulatory barriers to utilizing these tools.

The ACDCSS has committed to exploring initiating a pilot program that offers "condition of participation" to help payment delinquent non-custodial parents get back on track. This pilot program would offer a grace period that will suppress enforcement actions if ACDCSS clients can validate that WIOA enrollment efforts are being made through their local AJCC. It is hoped that these linkages will encourage payment delinquent non-custodial parents to become more proactive in their efforts to find new and/or better jobs and career opportunities that can ultimately help them and their children realize greater economic security.

F. Explain obstacles to meaningfully engaging in local partnerships.

One of the primary obstacles to meaningfully engaging in local partnerships is the lack of interest and/or willingness of participants to engage in multiple public systems that require significant disclosures of personal information. Moreover, while there are some natural points

of intersect between county child support agencies and the local workforce system, the differing cultures and approaches used by these systems (enforcement vs. voluntary participation) would seem to make the incentivization of these linkages – rather than their imposition – a more likely approach to obtain better results.

Plans for Building Successful Partnerships or Scaling up Existing Successful Partnerships

G. Describe the process Local Boards and LCSAs will use to retain individuals in relevant workforce and education training programs to support progression into livable wage jobs and careers.

While ZICO clients will be the primary targeted population for WIOA-funded services, the OWDB and ACDCSS will also work to ensure that payment-delinquent ACDCSS clients and custodial parents needing to upgrade their skills are referred to AJCCs. ACDCSS clients enrolled in WIOA services will have access to a full range of career services, including: case management, job coaching, career workshops, mock interviewing, resume and cover letter writing assistance, supportive services, placement into career technical education courses that lead to industry credentials, and job placement assistance.

The OWDB's WIOA-funded service providers and ACDCSS will establish communication and progress monitoring protocols to properly track ACDCSS client progress. Career coaches will also keep track of client progress and provide support while they are in training, including offering follow-up support to clients once they exit any WIOA programs. These linkages will help to ensure that ACDCSS participants can access a variety of programs and services offered by nonprofit and public partners, the latter of which includes the local Adult Education system and Community College Strong Workforce Program (SWP) and other community college Career Technical Education (CTE) training programs. The OWDB and ACDCSS will also explore self-employment pathways for DCSS clients who are interested in entrepreneurship.

H. Describe existing, new, and prospective partnerships with stakeholders to coordinate workforce and related training and education service delivery to Child Support Program participants.

The OWDB has taken a leadership role in helping to organize the ecosystem of public, private, and nonprofit organizations that are involved in local and regional workforce development efforts. Specifically, in 2018 the OWDB formed the Oakland Workforce Collaborative (OWC) to coordinate workforce and related training and education services for all job seekers and workers and help them more effectively connect to businesses in the city and broader region. The OWDB and ACDCSS recent engagement efforts through the local plan modification process ensures that ACDCSS clients will also have access to the many resources and services available through this network.

I. Describe how local partners, including LCSAs, County Human Service Agencies, Local Boards, community colleges, adult education providers, CBOs, social enterprise, and other stakeholders will braid resources and coordinate service delivery.

The OWC is made up of more than thirty (30) local workforce providers, educational institutions, and other organizations that work together to strengthen and cultivate workforce services and connect job seekers to needed resource and employment opportunities. The OWC was established for the specific purpose of breaking down the silos in Oakland’s workforce system so that it can more effectively meet the needs of different local constituencies and populations. Leveraging the efforts and investments of OWC partners will help to maximize the impact and strategic utilization of WIOA-funded programs and services for clients who are connected to ACDCSS.

J. Describe how local workforce development boards will engage CBOs with a history of serving and working with the targeted populations, such as vocational training providers, in order to offer basic skills and occupational training, job and career search assistance, and supportive services within the local workforce development system.

The OWC will develop a strategy that enhances their collaborative efforts to remove systematic barriers, develop effective communication strategies, and build a robust network of community-based service providers to prepare child support clients to be more fully encompassed in Oakland’s workforce development system. This network is connected to and inclusive of local Adult Education, community college, and other institutional partners who are at the core of the local workforce system.

K. Describe the referral process and forms utilized to track this population as they are referred from a LCSA office and from Family Court

The OWDB and ACDCSS are establishing direct referral systems from LCSA and family courts to local AJCC sites to meet the needs of these populations and ensure that the local workforce system can be responsive to specific needs and requests. Additionally, the OWDB and ACDCSS will continue to use the local 211.org referral system to help DCSS clients access other resources and services as needed. Based upon ACDCSS customer feedback, the partners will further refine and/or modify the direct referral processes and facilitate access to available informational materials and other resources/tools that would be of greatest utility to individuals seeking additional education and workforce development programs and services.

Working with LCSAs to identify incentives to increase the success of NCPs sustained participation in local workforce programs

L. Discuss the tools and incentives that LCSAs can provide to noncustodial parents to promote their participation in workforce development and education training programs

The OWDB and ACDCSS have been discussing various tools and incentives that could help promote and support the participation of noncustodial parents in workforce development and education programs. As identified in an earlier section of this plan, the ACDCSS is committed to exploring a pilot program that offers “condition of participation” to help payment delinquent non-custodial parents get back on track. This pilot program would offer a grace period that will suppress enforcement actions if DCSS clients can validate that WIOA enrollment efforts are being made. The results of this pilot will help the OWDB and ACDCSS determine any additional potential incentives and linkages that could be developed to further this goal.

III. Competitive Integrated Employment (CIE)

The California Department of Rehabilitation (DOR) and the Regional Center of the East Bay (RCEB) jointly convened a meeting of the Alameda County sub-region Local Partnership Agreement (LPA) in January 2019, at which the OWDB was a participant. In addition to DOR and RCEB, organizations attending this convening included the Peralta Community College District (both Laney College and Merritt College), the Oakland Unified School District (OUSD), Spectrum Schools, and Oakland Adult Education. One of the immediate outgrowths of this effort is that the OWDB will add CIE to its WIOA MOU and sign on to partnership agreements with DOR that include resource commitments within the sub-region. Additionally, the OWDB's contracted service providers will be invited to subsequent meetings as part of the effort to increase CIE opportunities for people with intellectual and developmental disabilities.

A. Needs of Individuals with ID/DD

The OWDB will ensure that staff at each AJCC are knowledgeable and trained around how to best meet the needs of jobseekers with Intellectual Disabilities and Developmental Disabilities (ID/DD). Efforts are also underway to strengthen the referral processes between AJCCs and organizations that specialize in serving individuals with ID/DD. Looking ahead, the OWDB will continue working with DOR to facilitate cross-training around the needs of jobseekers with ID/DD, adding additional content and training modules as staff become more familiar with the needs of these populations and identify strategies that can help to increase potential employment opportunities.

B. Supportive Services and Earn and Learn Strategies to Increase Opportunities for CIE

DOR district staff will provide job coaching and other services in a manner consistent with each customer's Individualized Plan for Employment. Supportive services will be outlined in these plans and the OWDB will work with its WIOA-funded providers and other local organizations to ensure that individuals can access services accordingly. The OWDB will work with its designated DOR point of contact to help connect job seekers with ID/DD to "earn-and-learn" opportunities where available, including apprenticeship, pre-apprenticeship, and on-the-job training opportunities.

C. Employer Engagement Strategies to Increase CIE Opportunities

The OWDB will work with Alameda County sub-region LPA partners to help educate and inform employers on understanding what it means to hire ID/DD populations, including benefits, ways to support accommodations, and more. A big component of this will include efforts to proactively share successful outcomes/placements of ID/DD populations so that partners are better equipped to more effectively engage new employer prospects and advocate for client success. Additionally, the DOR Business Liaison will participate in AJCC partner meetings convened by the One Stop Operator, and the OWDB will ensure better connection of best practices between RCEB employment practices and general population services. This work is further enhanced by the role of the local DOR point of contact, who serves as a member of the OWDB and acts as a liaison between DOR and other local and regional programs and services.

IV. English Language Learners, the Foreign Born, and Refugees

The current anti-immigrant sentiment in the United States, along with the development of the Public Charge Proposed Rule, and the general mistrust that refugees and some immigrants have of their country of origin due to violence, persecution, and repression, makes for a very complicated picture in successfully delivering services to English Language Learners (ELL), immigrants, and refugees in Alameda County. People are simply refusing services they crucially need because they understand that doing so may count against them, raise their federal profile, or possibly result in deportation. Several immigrant-serving agencies, organizations and programs have taken notice of the drastic decline in program caseloads, even though some of those services are crucial to these populations' health and well-being. ELL, immigrants, and refugees are apprehensive, anxious, and unsure of what their futures look like, and service providers are caught between trying to deliver comprehensive services while working to subdue their clients' fears.

A. Describe how local/regional partners will braid resources and coordinate service delivery to people English learners, the foreign born and refugees, including increasing access to sector pathway programs, supportive services and retention efforts.

The OWDB is committed to ensuring that the ELL, foreign born, and refugees have a meaningful place in the labor market that helps them progress in their skill development and ability to reach self-sufficient wages. The OWDB will partner with ACSSA to convene a series of information sharing session for WIOA and Refugee Social Services and Targeted Assistance, and ELL service providers. The goal is to understand each other's programs, eligibility requirements, share employer information, identify cross training opportunities and develop processes and strategies that enable co-enrollment and retention. ELL network providers will be invited to participate in AJCC partner meetings coordinated by the One Stop Operator. Additionally, AJCC staff will participate in ACSSA quarterly career services meetings and the East Bay Refugee Forum Meetings. ELL network service providers will begin using CalJOBS, the regional EastBayWorks HotJobs job matching listserv, and the EastBayWorks website for updated information on on-site recruitments, employer panels, and sector pathway programs. ELL clients will access the Career Center services offered at the AJCCs.

B. Describe the process Local Boards and their partners will use to retain this population in regional sector pathway programs as they progress into livable wage jobs and careers.

The OWDB will ensure that contracted service providers and partners provide targeted outreach to ELL clients and other CBOs that serve this populations. Service providers will develop culturally specific workshops designed for ELL clients to learn about regional career pathways programs and education programs (adult schools, community colleges) that are aligned with high-growth occupations to retain this population.

The OWDB and ACSSA will work together to identify middle-skill occupations for program participants and match skills. AJCCs will reverse refer clients to ACSSA for services identified through their intake process. Individuals will be identified to participate in existing sector pathway programs tied to the East Bay's regional industry sector partnerships, as well as other

sector pathway programs under the purview of Adult Education and/or community college partners. These clients will be provided with opportunities to access training and supportive services while in training for their certifications. The OWDB and ACSSA will provide oversight to ensure that that service providers work closely to implement successful retention strategies.

C. Local Boards are required to review and incorporate any workforce or employment service plans developed by stakeholders (e.g. Employment Services Plans developed by County Welfare Departments etc.).

The ACSSA administers funding from the Office of Refugee Resettlement (ORR) to deliver employment related activities to prepare refugees for entry and mid-level positions that lead to family self-sufficiency. Community-based organizations carry-out employment-related services on the behalf of ACSSA, but referrals are also made through the Refugee Cash Assistance, CalWORKs, General Assistance, and CalFresh Employment and Training, which are administered by ACSSA. ACSSA developed a three-year County Refugee Services Plan (CRSP) from October 1, 2017 to September 30, 2019; the plan is now in the process of being updated. Service components in the current CRSP include employment services/job readiness, transportation, interpretation and translation and supportive services such as childcare. The OWDB and CRSP plans have a number of aligned elements, including short-term skill development and industry certifications, vocation English as a second language training, labor market workshops, job readiness training, job search assistance, and computer literacy objectives outlined in the ORR.

V. Other changes to local plans made pursuant to changes in labor market and economic conditions or in other factors affecting the implementation of local plans, including modifications to negotiated performance goals.

At a topline level, the City of Oakland is experiencing an unprecedented boom. The official unemployment rate is at a record low level, and many employers have communicated having great difficulty finding and retaining workers. Virtually every industry sector in our local area and region is continuing to grow, leading the OWDB to expand its focus on supporting pathways into the construction industry as well as higher-level opportunities in the hospitality/leisure/tourism sector. Across nearly every job category, wages have been steadily increasing since the OWDB's 2017-2020 plan was submitted to the state two years ago.

This generally positive outlook aside, the above narrative masks many significant challenges facing many Oaklanders, particularly African American, Asian, and Latino residents. Indeed, the cost of living in our city and region, which is being driven by the exceptionally high cost of housing, is resulting in the displacement of families and individuals who are struggling to make ends meet. Acknowledging this reality, the OWDB is using the City of Oakland's recently completed Race & Equity Analysis as a one of the guiding documents as it reformulates its priorities and strategies and takes a fresh look at how to target workforce development programs and services going into 2019 and beyond, as closing this gap is an imperative to ensuring Oakland's continued vitality. While it will take far more than workforce development to find solutions to some of these challenges, the OWDB is embracing its role as a leader in helping step up to solve them.

Community Engagement/Outreach/Public Comment Process

The OWDB cohosted with the Alameda County Workforce Development Board and the East Bay Regional Planning Unit Coordinator four public input meetings. Two meetings were held in Oakland. Representatives from the Alameda County Social Services Agency (CalFresh E&T and English Language Learner, Foreign Born and Refugees), the Alameda County Department of Child Support Services, the Alameda County Probation Department and the California Department of Rehabilitation each presented their workforce programs. The sessions were held on November 1, 2018 at the West Oakland Public Library and November 5, 2018 at the California Endowment.

The community engagement and outreach for these events are as follows:

1. Informational flyers in Spanish, English and Chinese were emailed to local Directory of Planning Partners. It was also sent to the OWDB distribution list which includes members of the community college district, elected officials, WIOA mandated partners, board members, businesses and service providers/nonprofits on October 12, 2018. The dates of the input sessions were also emailed to the State Board Policy Manager, the Information Technology Specialist and the Corrections Team Field Specialist on October 12, 2018.
2. Flyers were posted to the OWDB and the EastBayWorks website. AJCC providers were asked to post the information flyers at their sites.
3. Input session information was emailed to the Alameda County Probation Department to include in their monthly announcements to a listserv of over 600. It was also sent to Sparkpoint Oakland to forward to their clients and partners.
4. Information regarding the input sessions were included in the City of Oakland Administrators Weekly Report that goes out to all City of Oakland employees. It was also included in the City of Oakland Economic and Workforce Development Department November 2018 Newsletter, "Oakland Economy Now" that includes businesses based in Oakland.
5. Information regarding the sessions were also posted on the City of Oakland Facebook, Twitter and LinkedIn social media sites.

The 30-day Public Comment period will open February 8, 2019 and end March 11, 2019. The OWDB will host a listening session February 13, 2019, 4p-6p at the Oakland City Hall. Attendees will be invited to give written input on the plan. They will also be directed to the OWDB webpage where they can leave their comments electronically.

The community engagement and outreach for the public comment period are as follows:

1. The State Board Policy Manager, the Information Technology Specialist and the Corrections Team Field Specialist were notified on January 31, 2019.
2. The Local Plan update will be posted to the OWDB and the EastBayWorks website on February 8, 2019 after it is approved for release.
3. Information regarding the public comment period and a link to the plan will be emailed to local Directory of Planning Partners and the Alameda County and California State partners that participated in the planning sessions. It will also be sent to the OWDB distribution list which includes elected officials, WIOA mandated partners, board members, businesses and service providers/nonprofits on February 8, 2019.
4. AJCCs will be asked to post information regarding the listening session in their lobbies.
5. Information regarding the information sessions will be emailed to the Alameda County Probation Department to include in their monthly announcements.
6. Information regarding the input sessions will be included in the City of Oakland Administrators Weekly Report that goes out to all City of Oakland employees.
7. Information regarding the sessions will also be posted on the City of Oakland Facebook, Twitter and LinkedIn social media sites.

Background Information/Assessment of Need/Population Size

CalFresh -Alameda County Social Services Agency-

Provide an overview of the size and characteristics of both the total CalFresh recipient populations in the local/area region and the CalFresh E&T participant populations, if CalFresh E&T is available in the local area/region (e.g., gender, race/ethnicity, age, Limited English Proficient (LEP), foreign born, formerly incarcerated, etc.).

Home to more than 1.5 million residents, Alameda County is the seventh largest county in California and has more than 54,000 individuals and households with active CalFresh cases. More than half of the CalFresh cases in Alameda County (51%) list the City of Oakland as their city of residence. Countywide, almost one third (32%) of the CalFresh population are Black or African American, nearly one sixth (16%) are Hispanic, and 13% are White, with several other race and ethnic groups comprising the balance. More than four-fifths (82%) identified as citizens of the United States. A little more than one fifth (23%) are between the ages of 18-29 years old, and slightly less than half (45%) are between the ages of 30-49, and approximately another one fifth (22%) are between 50-65 years old. Slightly less than one quarter (24%) have a primary language other than English, with 13% listing Spanish as their primary language, 3% listing Cantonese, and nearly 2% listing Vietnamese. Only a very small percentage (1.4%) have been previously incarcerated. The tables below offer additional details about the local CalFresh population.

Age	Count	Percentage
Below 20	669	1%
20-29	12129	22%
30-39	14543	27%
40-49	9947	18%
50-59	7770	14%
60-69	6152	11%
70-79	2483	5%
80+	1048	2%
Grand Total	54741	100%

City	Count	Percentage
Oakland	28169	51%
Hayward	7431	14%
San Leandro	3669	7%
Berkeley	3357	6%
Fremont	3155	6%
Alameda	1584	3%
Union City	1381	3%
Livermore	1268	2%
Other	4727	9%
Grand Total	54741	100%

Attachment 2

Language	Count	Percentage
English	41892	77%
Spanish	7449	14%
Cantonese	1899	3%
Vietnamese	1044	2%
Mandarin	519	1%
Other	1938	4%
Grand Total	54741	100%

Race/Ethnicity	Count	Percentage
Black or African American	14408	26%
Hispanic	8764	16%
White	7143	13%
Unknown	6380	12%
African American	3405	6%
Chinese	2752	5%
Other	11889	22%
Grand Total	54741	100%

Sex	Count	Percentage
F	36926	67%
M	17815	33%
Grand Total	54741	100%

Formerly Incarcerated	Count	Percentage
Yes	765	1%
No	53976	99%
Grand Total	54741	100%

Citizen	Count	Percentage
No	9678	18%
Yes	45063	82%
Grand Total	54741	100%

Assess the types of workforce services needed to help people receiving CalFresh succeed in the regional and local labor market, including those services that are eligible for 50% federal reimbursement from CalFresh E&T (e.g. ESL classes, work experience, apprenticeship).

Primary workforce services needed include job readiness services (defined as resume writing and other fundamental workshops), career coaching and counseling, essential skills/soft skills development, and supportive services that include transportation, childcare referrals (including assistance with childcare costs, particularly for CalFresh clients not receiving other benefits).

Describe the employment barriers experienced by people receiving CalFresh in your local area/region, including potential barriers faced by people with disabilities, and resources that can be utilized to assist with overcoming these barriers, including those resources eligible for 50% federal reimbursement from CalFresh E&T (e.g. job readiness, child care, criminal history).

Attachment 2

The following table outlines some of the more common barriers facing CalFresh populations and some of the most viable organizations and resources that can help provide solutions.

Barriers	Resources/Organizations
Child Care	Referrals to BANANAS (Alameda County childcare referral network), 4'Cs
Transportation	OWDB to explore possible supportive services policy expansion
Technology	Tech training and certificates- college, adult school, ROPs
Immigration status	Eligible clients will be referred to immigrant-serving organizations
Re-entry status/stigma	Support groups
Accountability	Enhance referral-making by facilitating a quarterly meeting where training providers and CBOs can come together to share information, service coordination strategies, and best practices, which will facilitate more collaboration. Explore the development of a shared database of contacts. 3rd party providers participate in One Stop Operator mandated partner meetings.
Accessibility	Partnership with East Bay Regional Center for persons with disabilities
Other factors	Explore feasibility of needs-based payments for participants beyond those outlined above

Because of the severe economic stress and other factors facing many populations receiving CalFresh benefits, it is essential to (re)build and strengthen networks among the organizations providing these services so that individuals and families receiving CalFresh benefits can realize greater economic security and stability.

Explain current and prospective local partnerships, including partnerships with local workforce development boards, local Human Service Agencies, and other CalFresh E&T providers, including those that are eligible for 50% federal reimbursement from CalFresh E&T (e.g. community colleges, community-based organizations, and other third-party providers). Describe the quality and level of intensity of services provided by these partners.

The table below lists current CalFresh E&T providers and services that each of them offer to these populations.

Current CalFresh E&T Partners	Services Offered
JVS	Healthcare Training, Tech, Financial
Stride Center	Technology Skills Training

Current CalFresh E&T Partners	Services Offered
Center for Employment Opportunities	Comprehensive Employment services for reentry populations
Unity Council	Job placement in healthcare, transportation & logistics, and manufacturing sectors
Safe Passages	After-school enrichment training, instructors in K-12 public education, urban arts, design, and production
Civicorps	Charter school providing academic and professional pathways
Roots Community Health Center – Clean 360	Job training and supports for the formerly incarcerated – small scale soap manufacturing
The Bread Project	Food manufacturing, baking and selling food/retail
Rising Sun Energy Center	Pre-apprenticeship green energy training

In addition to this group of nonprofit organizations, the OWDB works with several public-sector education partners, including Oakland Adult Education, Laney College, and Merritt College to provide other essential services for CalFresh E&T participants. The OWDB, working alongside with ACSSA and the ACWDB, will work to increase coordination of services between CalFresh E&T and WIOA, including efforts to increase co-enrollment across both programs to help share the cost of supportive services. Over time, it is anticipated that some of this work gets even more closely integrated, with greater service coordination between CalFresh E&T providers and local AJCCs, shared investment in specific training programs, braided supportive services, and joint individual employment plans. Additionally, efforts will be undertaken to explore having additional institutions become third-party CalFresh E&T providers, if needed.

Describe the ways in which program partners will facilitate information sharing to evaluate need.

Partners will convene and facilitate in-person meetings to orient WIOA and SNAP E&T third party providers to each other's programs. All meeting participants will learn about eligibility criteria of respective programs, strategize methods for successfully referring clients, develop co-enrollment plans, outline promising practices, and develop actionable goals to accomplish together. The Alameda County Food Bank will also be invited to participate. We will aim to leverage the expiration of the Alameda County ABAWD waiver as an opportunity to co-enroll participants in both WIOA and SNAP E&T programs. Another opportunity to leverage the waiver's expiration will be working with ACSSA's Training and Consulting Team (TACT). TACT will train workers on the new changes, outlining how participants can remain in the program through their participation in SNAP E&T. Where appropriate, partners will encourage SNAP E&T third-party providers to apply to become an eligible training provider, if their respective programs are not currently on the ETPL. LWDBs will coordinate the process, connecting the third-party providers to the local ETPL Coordinator.

Background Information/Assessment of Need/Population Size

Child Support- Alameda County Department of Child Support Services

Local plan updates must specify how Local Boards will partner with CBOs, service providers, community colleges, and representatives from LCSAs and county Human Service agencies for individuals in their local area.

At minimum, ACDCSS' recommendation to family court may require ZICO clients to:

1. Visit a local AJCC;
2. Initiate work search activities at the one stops/career center;
3. Attend a WIOA orientation; and,
4. Initiate WIOA program enrollment, with an emphasis on short-term certificated Career Technical Education (CTE) courses at the Adult Schools, Community Colleges or SNAP E&T programs, if qualified.

Other ACDCSS cases/clients will be referred to the above services as needed/appropriate.

Assessment of Need and Population Size

Provide an overview of the size of the Child Support Program population in your local area including the following:

An assessment of areas of high concentration.

The percentage of noncustodial parents who are unemployed.

The percentage of noncustodial parents who are ex-offenders.

To the extent feasible, demographic information including race, ethnicity, gender, etc.

The ACDCSS provided services to 31,789 families in Alameda County during Federal Fiscal Year 2017-2018 (October 1, 2017 through September 30, 2018). The City of Oakland is home to nearly 42% of these individuals and households, or a total of 13,310 cases. Race/ethnicity and other data for this population is less complete, making it difficult to offer much deeper analysis. See the attachment from ACDCSS for additional details.

Per the ACDCSS data on the percentage of unemployed and ex-offender non-custodial parents, is not available and/or would be inaccurate. There is no unemployment specific indicator for their cases. ACDCSS can access the number of non-custodial parents who are currently collecting payments by EDD Unemployment/Disability. However, it doesn't indicate the difference from those who are receiving disability and those receiving unemployment; therefore, the data would be unreliable. Many of the unemployed clients are not receiving any type of benefit.

The ex-offender population is the same as the unemployment data. ACDCSS doesn't have a specific indicator that would identify a person as being incarcerated. While incarceration data/information is maintained in the case file, there are no existing reports that would clearly identify the difference between a person who is currently incarcerated, or who was previously incarcerated. Additionally, the data for incarceration is only as good as what information is received. ACDCSS doesn't obtain all incarceration information, as they have non-custodial parents located throughout all 50 states, US provinces, and internationally. Therefore, because there is no indicator any data submitted would be unreliable.

Provide an assessment of the types of services needed for each targeted group challenged with meeting their parental responsibilities.

- ***Describe the relative importance of the types of services needed to help program participants succeed in the labor market.***

Services and Relative importance	Low-income Custodial parents	Non-custodial parents with “zero-income” court orders (ZICO)	Payment Delinquent non-custodial parents
Access to employment training programs and initiatives	Important	Very Important	Extremely important
Supportive services (child care)	Extremely important	Important	Important
Case Management/Job Coaching	Important	Very Important	Extremely important
Job Placement, skill acquisition, or advancement	Important	Very Important	Extremely important
Follow-up Services	Very Important	Very Important	Very Important

Describe the types of baseline services that are currently being provided in the local area to individuals from the Child Support Program population and how the regional and/or local plans will modify the types and quantity of services provided.

Both non-custodial parents and custodial parents can benefit from information and referrals to AJCCs for career center services (including WIOA orientation), regional career pathway programs, short-term CTE courses offered by the Adult Schools, Community Colleges, and SNAP E&T programs. Working with the ACWDB, the OWDB will do a review of the Eligible Trainer Provider List (ETPL), to ensure there are sufficient short-term and certificated CTE courses currently available. The ACWDB, OWDB and ACDCSS will identify appropriate short-term certificated CTE courses offered at the local adult schools that can be offered to WIOA-eligible

ADCSS clients and will explore an ADCSS cohort CTE training program. DCSS and WDB will also include the training programs available under the SNAP E&T programs. DCSS will also have access to Metrix Online (an online training platform that results in the acquisition of core competencies around specific skill sets), as well as Alison on CalJOBS.

Describe barriers experienced by Child Support Program participants in your local area, including potential barriers faced by people with disabilities.

- ***What existing resources can be utilized to assist with overcoming these barriers?***

ADCSS clients enrolled in WIOA services will have access to supportive services. The AJCC Case Managers will assess supports needed within the following three categories: transportation assistance, work-related clothing and work-related or education-related documents. The case manager will work with the DCSS staff to ensure clients do not have any unmet needs. Referrals to other agency will be made as needed to close any supportive services gaps.

Describe the ways in which program partners will facilitate information sharing to evaluate need.

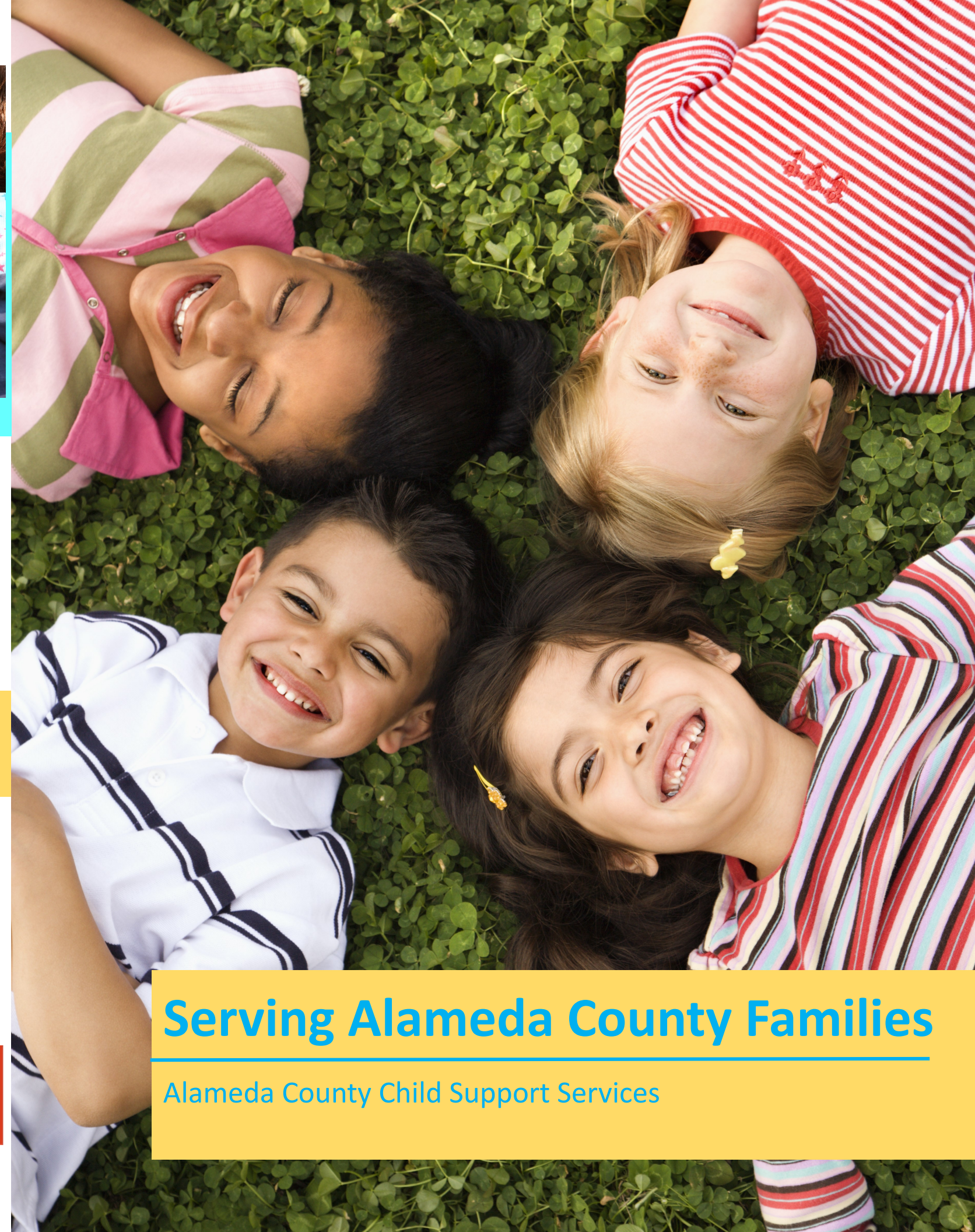
Child support program barriers include a lack of trust in the agency. Garnished payments send the wrong signal to employers, but DCSS has greatly expanded their work with employers to help shift their misconceptions of their employees' who have payment garnishments, regulations, childcare and transportation barriers, and other fundamental elements that interfere with retaining employment. DCSS will strongly encourage communication to prevent stringent enforcements.

Our Impact

\$82,171,156

Child support collected in
Federal Fiscal Year 2017-18

31,789 Families Served



Child Support payments provide more support each month than CalFresh, WIC, or the Earned Income Tax Credit.²

Our Partners



Serving Alameda County Families

Alameda County Child Support Services

² Child & Family Research Partnership. "Child Support: The Hidden Social Safety Net." May 2015.

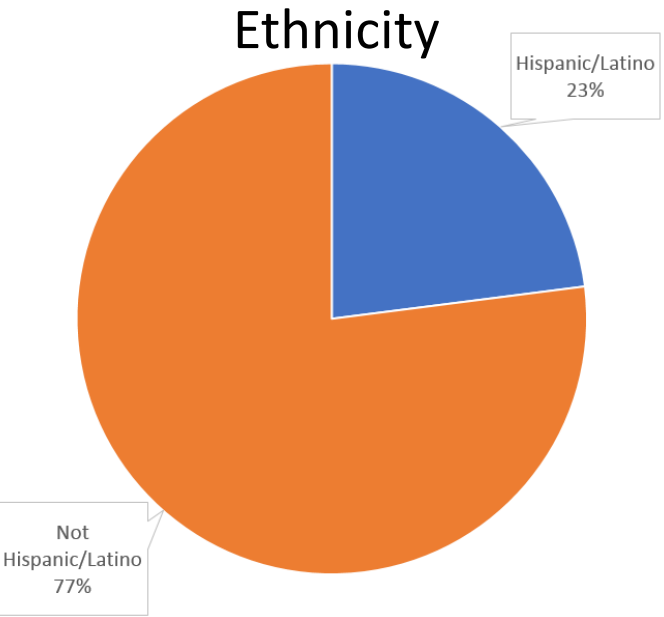
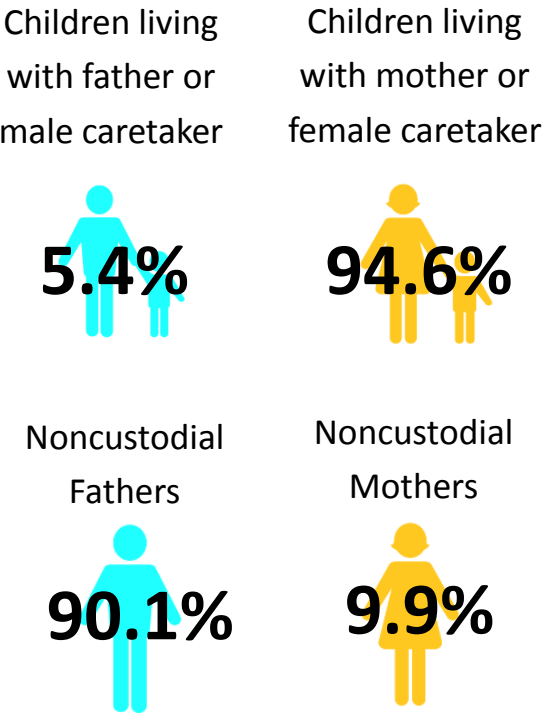
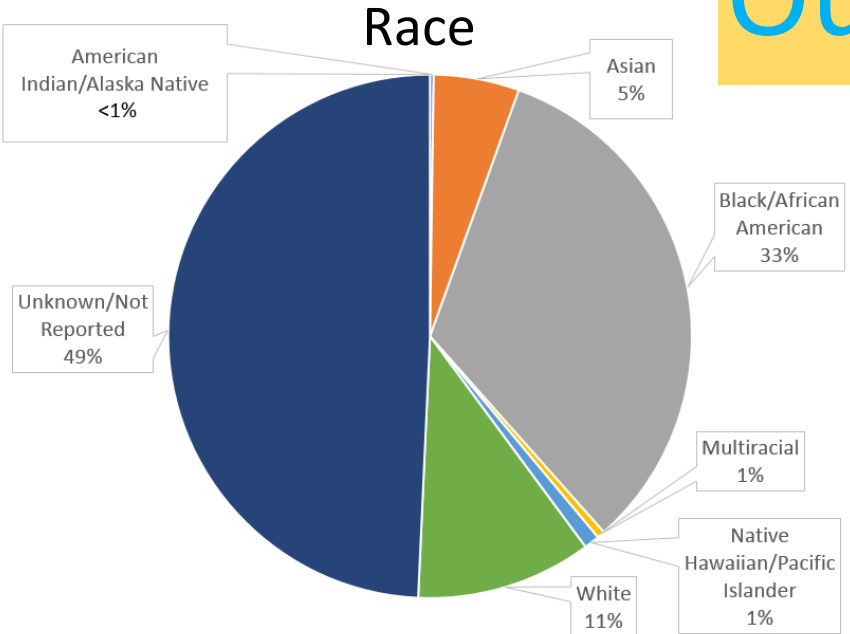
Alameda County Department
of Child Support Services

believes that every child deserves support from both of their parents. We engage with mothers and fathers and key community service providers to ensure that parents who pay support have access to resources to maintain their self-sufficiency while supporting their children.

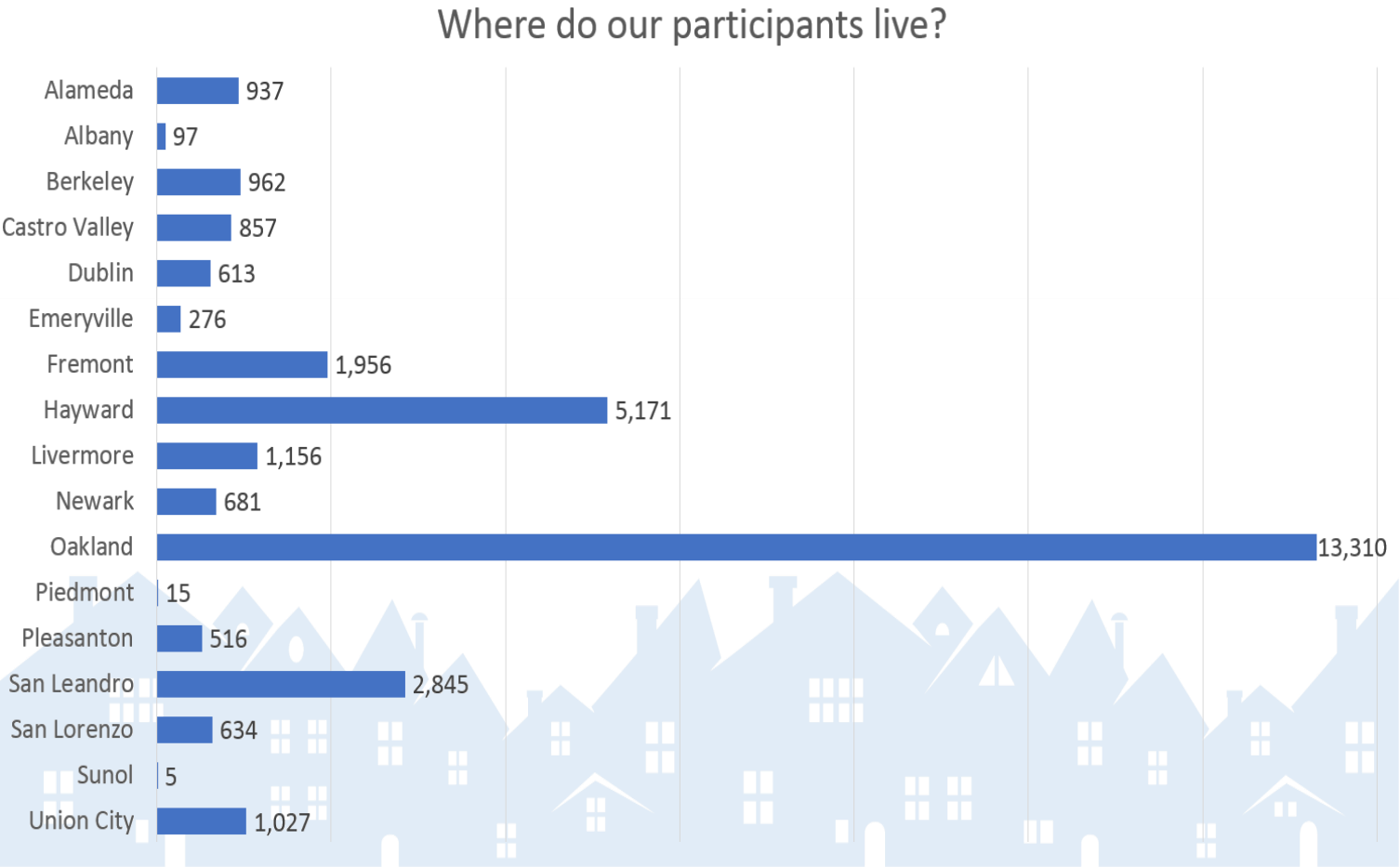


Children who receive child support do better in school, are less likely to experience abuse, and have more contact with the noncustodial parent.¹

Our Families



Child support families speak 25 languages



Data from child support caseload as of October 2018.

¹ Office of Child Support Enforcement. “The Child Support Program is a Good Investment.” December 2016.

Background Information/Assessment of Need/Population Size

Competitive Integrated Employment-California Department of Rehabilitation

Explain how your area is engaged or plans to become engaged with local partners to increase CIE for jobseekers with ID/DD.

See the Alameda/Contra Costa Local Partnership Agreement (ACCLPA) describes the framework under which a variety of local and regional partners support CIE opportunities for jobseekers with ID/DD.

List the names of organizations the Local Board is partnering with to implement these plans.

The OWDB and its contracted AJCC will partner with the following organizations:

- The Regional Center of the East Bay
- The Department of Rehabilitation
- East Bay Innovations
- Oakland Unified School District
- Spectrum Center
- Laney College
- Merritt College
- Ability Now East Bay
-

Note this list isn't exhaustive.

If participating in CIE LPA as explained above, please describe the level of participation.

The OWDB participated in the January 2019 Alameda County sub-region Local Partnership Agreement (LPA) meeting that was jointly convened in Oakland by the California Department of Rehabilitation (DOR) and the Regional Center of the East Bay (RCEB). Contracted OWDB service providers will be invited to subsequent meetings as part of the effort to increase CIE opportunities for people with intellectual and developmental disabilities. Conversely, the DOR Business Liaison will be invited to participate in the partner meetings convened by the Comprehensive Career Center/One Stop Operator.

Contra Costa and Alameda County Local Partnership Agreement

I. Intent/Purpose

The purpose of the Alameda/ Contra Costa Local Partnership Agreement (ACCLPA) is to foster preparation for and achievement of Competitive Integrated Employment (CIE) for individuals with intellectual disabilities and developmental disabilities (ID/DD). The framework for this collaboration is to develop shared goals, develop and implement shared protocols, and share data that will augment successful implementation of CIE for individuals with intellectual and developmental disabilities.

II. Identification of Core Partners

The ACCLPA partners include:
Regional Center of the East Bay
Department of Rehabilitation, Greater East Bay District
Acalanes Union High School District
Alameda Unified School District
Berkeley Unified School District
Contra Costa County Office of Education
Mount Diablo Unified School District
Oakland Unified School District
San Ramon Valley Unified School District
Spectrum Schools
West Contra Costa Unified School District

III. Identification of Potential Community Partners:

America's Job Centers and Local Workforce Development Boards
(Alameda County, Oakland, Richmond, Contra Costa County)
Community Colleges of Alameda and Contra Costa Counties
Adult and Career Education
Community Rehabilitation Providers (CRPs/ adult service providers)
East Bay Employment Task Force
Chamber of Commerce
Service Clubs- Rotary, Jaycees
Monument Impact
Independent Living Centers
Care Parent Network (Contra Costa County)

Contra Costa and Alameda County Local Partnership Agreement

Family Resource Navigators (Alameda County)
New partners added as needed

IV. Roles and Responsibilities: Collaboration through Person- Centered Processes

The referral process is designed to create well-sequenced service delivery for individuals and to optimize the use of local partner resources. The following will provide a generic guideline for the referral process across agencies:

APPROPRIATE REFERRALS

- Students with Intellectual or Developmental Disabilities ages 16-21 years old
 - Optimal time to refer an individual to DOR is no later than January of senior year
 - Optimal time to refer an individual for eligibility determination by RCEB is prior to the individual's 18th birthday
- Adults with Intellectual or Developmental Disabilities
 - Optimal time to refer a RCEB student for Adult Services is after they exit high school, as coordinated via Individual Education Plan (IEP) transition plan
- Referral processes to the local education agency (LEA) for Special Education Services 16-21 years old
 - RCEB or DOR can direct any student to the Special Education Local Plan Area at any time during enrollment in K-12

REFERRAL PROCESS

REGIONAL CENTER OF THE EAST BAY

Regional Center of the East Bay provides services in Alameda and Contra Costa Counties. Anyone who resides in our two counties and is suspected of having a developmental disability may be referred to the regional center. You can apply for regional center services by phone or by written request. You will be directed to the Intake Coordinator who will conduct a basic screening to determine if further assessment and diagnostic services are

Contra Costa and Alameda County Local Partnership Agreement

appropriate. Persons with developmental disabilities may apply for services directly or be referred by others.

Eligibility According to the Lanterman Act:

A developmental disability is defined in California law as a disability that originates before the age of 18, continues, or can be expected to continue indefinitely; and constitutes a substantial disability. Developmental Disability includes

- Intellectual Disability
- Cerebral Palsy
- Epilepsy
- Autism
- Other substantially disabling conditions closely related to intellectual disability or which require treatment similar to the treatment required by persons with intellectual disability may be eligible for services

A “substantial disability” means the existence of significant functional limitations in three or more of the following areas of major life activity, as determined by a regional center, and as appropriate to the age of the person:

- Self-care
- Receptive and expressive language
- Learning
- Mobility
- Self-direction
- Capacity for independent living
- Economic self-sufficiency

Excluded According to the Lanterman Act:

- Psychiatric disorders or social functions which originated as a result of the psychiatric disorder
 - Ex: psycho-social deprivation and/or psychosis, severe neurosis, personality disorders
- Solely learning disabilities
 - Ex: ADHD, Dyslexia, Speech pathology

Contra Costa and Alameda County Local Partnership Agreement

- Solely physical in nature
 - Ex: polio, muscular dystrophy, arthritis

The individual will be notified of their eligibility by letter within 10 days after the determination is made. Any applicant who is not eligible for ongoing regional center services will be informed of his/her appeal rights and the fair hearing process, and will also be referred to other appropriate resources.

DEPARTMENT OF REHABILITATION

Application - There are **three requirements** that comprise the application process.

To complete the application submission process and to become an "applicant", an individual must perform all of the following:

1. Submit a request for services. This action is considered complete when the DOR receives one of the following:
 - A completed, signed DR 222 Vocational Rehabilitation (VR) Services Application
 - A completed intake application form from a One-Stop center requesting VR services for the individual
 - A request for services, including online applications received through the DOR Internet web site
2. Provide information needed to initiate an assessment to determine eligibility and priority for services. The minimum information required includes the following:
 - The name of applicant
 - A means of contact (e.g., address, email, telephone number)
 - A reason for application
3. Be available to complete the assessment process. "Available" typically means an individual:
 - Is not on an extended vacation, incarcerated, or otherwise indisposed

It is very important to determine and document the "Date of Application" because the date triggers a deadline for the DOR to determine the individual's eligibility. The date of application is determined when the applicant completes the application submission process.

Contra Costa and Alameda County Local Partnership Agreement

Eligibility - The **four factors** that establish eligibility for VR services are:

1. The applicant has a physical or mental impairment
2. The physical or mental impairment is a substantial impediment to employment
3. The applicant **requires** VR services to prepare for, secure, retain, advance in, or regain employment consistent with the applicant's unique strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice
4. A presumption that the applicant may benefit from services in terms of an employment outcome in an integrated setting

The DOR shall determine an applicant's eligibility within 60 days of the date of application.

PERSON CENTERED PLANNING PROCESSES:

REGIONAL CENTER OF THE EAST BAY

Individual Program Plan (IPP) – This written plan is similar to an Individualized Education Program (IEP). It outlines special services, goals and objectives for a person who needs individualized help because of a developmental disability. The Regional Center and the Consumer develop the IPP.

Individual Program Plan - The IPP will be developed in collaboration with the consumer, the Regional Center Service Coordinator, and others as requested. The IPP meeting is an annual meeting held with the individual served, members of his or her circle of support, and the Regional Center Service Coordinator to discuss the individual's goals, desired outcomes, and plans. This meeting is held annually during the individual's birth month or when needs are identified. The IPP team also discusses how community resources and Regional Center funded services help the individual meet his or her plan objectives. The Regional Center Service Coordinator completes a comprehensive IPP report that includes information from the meeting and services to address plan objectives. The IPP report, which serves as a contract for services, is completed and shared within 45 days from the meeting.

Contra Costa and Alameda County Local Partnership Agreement

DEPARTMENT OF REHABILITATION

Individualized Plan for Employment (IPE) – A term used by the DOR to refer to the contract between the Individual and the DOR. The IPE contains important information on the Individual's employment goal, and what services and supports the DOR has agreed to provide to assist the Individual in meeting that goal.

The IPE will be developed in collaboration with the Individual, the DOR Counselor, and other stakeholders to assist in development of the employment goal when the following are met:

- Have applied for services.
- Completed the assessment process.
- Are determined eligible for services.
- Are placed in a priority category being served.

The IPE is a written plan listing the Individual's job objective and DOR services the individual will receive to reach his/her employment goal. The Individual and DOR counselor through the informed choice process will discuss the individual's unique strengths, resources, priorities, concerns, abilities, capabilities, and interests. The IPE should be developed prior to Individual transitioning from Secondary Education, Alternative Schools. The DOR shall develop the IPE within 90 days of determining eligibility.

LOCAL EDUCATIONAL AGENCIES

Individual Education Plan (IEP) (K-12+)

The CDE provides general supervision, as required by title 34 Code of Federal Regulations section 300.600, to LEAs that develop and implement IEPs for students with disabilities.

Annually, the student's IEP team reviews and revises the IEP. Triennially, the student is reassessed, unless there is agreement that assessment is not necessary.

The IEP is developed by a team that includes: the parents/guardians of the student; the regular education teacher of the student (if the student is or may be participating in the regular education environment); the special

Contra Costa and Alameda County Local Partnership Agreement

education teacher (or if appropriate, not less than one special education provider) of the student; an LEA representative, who is qualified to provide or supervise the provision of specially designed instruction to meet the unique needs of the student and is knowledgeable about the general education curriculum and availability of LEA resources; an individual who can interpret the instructional implications of the assessment results; at the discretion of the parent/guardian or the LEA, other individuals who have knowledge or special expertise regarding the student; and whenever appropriate, the student. This may include, if invited, representatives from regional centers or local DOR staff.

Individual Transition Plan (ITP) (16-22)

Beginning not later than the first IEP to be in effect when the student is 16, or younger if determined appropriate by the IEP team, and updated annually thereafter, the IEP must include:

- Appropriate measurable post-secondary goals based upon age-appropriate assessments related to training, education, employment, and where appropriate, independent living skills
- The transition services, including the course of study, needed to help the student in reaching those goals
- Beginning not later than one year before the student reaches the age of 18, a statement that the student has been informed that the rights afforded to parents/guardians relating to special education will transfer to the student at age 18, unless the student “has been determined to be incompetent under state law.”¹

Transition services for a student with a disability in a secondary education setting, are a coordinated set of activities that:

- Are designed to be within a results-oriented process that is focused on improving the academic and functional achievement of the student with a disability to facilitate the student’s movement from school to post-school activities, including post-secondary education, vocational education, integrated employment (including supported employment), continuing and adult education, adult services, independent living, or community participation.

¹ 20 United States Code 1415(m)(1), 34 Code of Federal Regulations Section 300.520, and California Code of Education Section 56041.5

Contra Costa and Alameda County Local Partnership Agreement

- Are based on the individual student's needs, taking into account the student's strengths, preferences, and interests.
- Include instruction, related services, community experiences, the development of employment and other post-school adult living objectives, and, if appropriate, acquisition of daily living skills and a functional vocational evaluation.

INFORMATION SHARING AND DOCUMENTATION PROCESSES:

All training and assessment documentation may be shared among core and/or community partners to continue to ensure that resources utilized are the most up to date and informative.

The LPA may work together to develop new forms, such as a one page Person Centered Planning form.

With consent forms signed, core partners may share documentation with each other that may assist in helping offer resources or services to help the individual achieve CIE.

Documents may include but are not limited to:

- Eligibility documentation such as
 - Medical evaluations and records
 - Social evaluations and records
 - Shared plans (IEP, IPE, and IPP)
 - Other
- Assessment Documentation such as
 - Interest Assessments/ Surveys as part of transition planning (CDE)
 - Situational Assessment (DOR)
 - Client Diagnostic Evaluation Report (DDS)
 - Other
- Individual's Employment Portfolio (paper and/or virtual)
 - Summary of Performance (CDE)
 - Paid and non-paid work experience including volunteer work
 - Positive Personal Profile
 - Vocational Training Plans (VTP)
 - Resume/ Vitae
 - CalWORKS and/or Talent Acquisition Portal (TAP) account

Contra Costa and Alameda County Local Partnership Agreement

- Internship/ apprenticeship documents
 - Education and training history
 - Transcripts
 - Diplomas and/or certifications
 - Other
- Consent forms such as: (Samples included in Appendix D)
 - LEA Consent for Release of Information
 - DR260 Release of Information
 - DDS DS1968- Vocational Rehabilitation Referral
 - DDS Regional Center Consent for Release of Information
 - Other
- Documentation for youth and adults related to limitations on subminimum wage employment
- Other documentation relevant to the collaboration of the local partners such as:
 - Benefits planning documents
 - WIPA

FUTURE ELIGIBILITY/ PLANNING DOCUMENTS:

There is a need for partners to share current information related to the individual's needs as it relates to CIE. The LPA will work together to develop new information sharing processes, permissions and forms to be known as Best Practices for Information Sharing related to CIE. Initial practices that involve invitations to student IEPs and Information Sharing during IEPs will be developed. The LPA may work together to develop new forms, such as a 1 page Person Centered Planning form and a guideline for inviting and involving core/ community partners in Student Transition IEPs

This guideline will establish invitation practices that are shared and followed for inviting our core or community partners to Transition IEPs. This guide will ensure that key community partners are invited with parent/guardian consent and at the correct time in the student's transition process. It will also ensure that critical student information related to CIE is communicated to partners, as well as future perspectives and directives are heard and shared by outside agencies.

Contra Costa and Alameda County Local Partnership Agreement

RESOURCES:

A list of frequently used community resources available to students is included in Appendix C. This listing will be updated as additional resources are identified, and as community partners are added to this LPA.

INNOVATIVE PRACTICES

- The ACCLPA Collaborative will adhere to agreed-upon best practices, identify roles and responsibilities to support individuals through the CIE process.
- In an effort to maintain system integrity, each partner will implement, oversee and evaluate protocols that are related to the scope of their work.
- The partners will collaborate to facilitate pathways to CIE through Job Placement Circles, Educational Panels, or other methods.
- As a part of ongoing collaboration, the LPA will maintain quarterly meetings with cross training opportunities.
- The ACCPLA will explore the creation of a Steering Committee to facilitate the ongoing partnership meetings, whose members will be determined by the core partners.

V. Communication

INFORMATIONAL

- The ACCLPA will hold quarterly meetings to review and update the LPA. The core partners will work together to determine how to best share information with community stakeholders.
- Core partners and community stakeholders will share information and attendance at trainings, workshops, and related events.

FUNCTIONAL

- Release of Information/Consent forms will be available to allow Core Partners to communicate and best support the individual.

Contra Costa and Alameda County Local Partnership Agreement

- Core partners and stakeholders will continue to identify gaps or barriers impacting individuals in their pursuit of competitive and integrated employment.
- Core partners will organize and facilitate meetings to update, change, and expand the LPA to ensure that the partnership, and systems remain current. Portions of the meetings will allow and encourage community feedback.
- Core partners will expand and develop additional community partnerships aimed at providing access to all resources and workforce systems not historically utilized.
- Core partners commit to assign a school district point of contact for RCRC.
- Core partners commit to further explore organizational structure within the LPA, to be functional within the local planning area, including the exploration of subcommittees to focus on specific interests.

SYSTEM MEASURES:

The Core partners will work together to determine data collection methods that identify effective methods of tracking progress of the LPA, and to measure growth of competitive and integrated employment outcomes. The Core partners will identify a mechanism for reporting aggregate data to the individuals served and to the community stakeholders.

The LPA will also utilize the systems currently in place that collect data on individuals working in competitive integrated employment, including:

- State Council Data Dashboard
- Department of Developmental Services Data Dashboard
- Redwood Coast Regional Center
 - CIE Data collection
 - CDER
- California Department of Education
 - Workability I database
- Department of Rehabilitation Dashboard
 - TPP annual outcome data

Contra Costa and Alameda County Local Partnership Agreement

CONTACT INFORMATION

See Appendix A for current list.

VI. Appendices

- Appendix A: Directory
- Appendix B: Terms and Acronyms/ Glossary
- Appendix C: Community Resource Form
- Appendix D: Sample Consent Forms

Appendix A: Directory **Core Partners**

AGENCY	NAME	TITLE
Regional Center of the East Bay	Rose Dowd	Employment Specialist
Department of Rehabilitation	Carol Asch	District Administrator
Department of Rehabilitation	Chris Canevari	Resource Specialist
Department of Rehabilitation	Sean Laurant	Manager Concord
Department of Rehabilitation	Brian Salem	Staff Services Manager- Oakland
Department of Rehabilitation	Iris Wiangchanok	Manager Oakland

Alameda County LEAs

Alameda Unified School District	Mary Baker- Hendy	TSA/ Ed Specialist WAI
Alameda Unified School District	Victoria Forrester	Director of Special Ed
Berkeley Unified School District	Susannah Bell Fishman	Special Education Program Manager
Oakland Unified School District	Neena Bawa	Executive Director

Contra Costa County LEAs

Acalanes Union High School	Bridget Benjamin	Education Specialist
Acalanes Union High School	Karen Heilbronner	Special Education Director
Contra Costa County Office of Education	Alejandra Chamberlain	Youth Development Services Manager
Mt. Diablo Unified School District	Kimberly Lewis	WorkAbility Community Based Instructor
San Ramon Unified School District	Susan Frankel	WorkAbility Coordinator
San Ramon Unified School District	Noralyn Giles	WorkAbility Coordinator
Spectrum Center Schools and Programs	Ray Myslewski	Director of Transition Education
West Contra Costa Unified School District	Ken Talken	Special Education Coordinator

Contra Costa and Alameda County Local Partnership Agreement

Appendix B: Terms and Acronyms

Case manager: student's teacher of record

Service Coordinator: RCEB social worker

IPE- Individual Plan for Employment (DOR)

IEP- Individual Education Plan (LEA)

ITP- Individual Transition Plan (LEA)

IPP- Individual Program Plan (RCEB)

CIE= Competitive Integrated Employment

DOR= Department of Rehabilitation

LEA= Local Educational Agency

LPA= Local Partnership Agreement

OUSD= Oakland Unified School District

RCEB = Regional Center of the East Bay

SRVUSD= San Ramon Valley Unified School District

WCCUSD= West Contra Costa Unified School District

Appendix C: Community Resources

EDUCATION

- Employment & Human Services (Children and Family Services)
- Employment & human Services (Workforce Development Board)
- CalWorks
- Adult Education programs of Alameda and Contra Costa Counties
- JobCorps
- Community Colleges of Alameda and Contra Costa Counties
- Alameda County Office of Education
- Contra Costa County Office of Education
- RYSE Center
- College 2 Career
- Project SEARCH
- ROP

Contra Costa and Alameda County Local Partnership Agreement

EMPLOYMENT

- Employment & human Services (Workforce Development Board)
- Employment Development Department (EDD)
- CalWorks
- America's Job Centers of California
- RYSE Center
- Project SEARCH

INDEPENDENT LIVING SKILLS

- Employment & Human Services (Children and Family Services)
- Employment & Human Services (Independent Living Skills Program)
- Contra Costa THP+ F/C
- Contra Costa THP+
- Contra Costa Homeless Youth Services
- Transition Living Program
- Contra Costa CASA
- Kinship Support Services
- Contra Costa Homeless Continuum of Care
- Monument Crisis Center
- Project SEARCH
- [2017 Alameda County Resource Guide](#)
- [Contra Costa County Resource Guide](#)

BENEFITS PLANNING

- Ticket to Work
- [Achieving Independence](#)
- California [ABLE Act](#) Board Website
- [DB101.org](#)
- [Community Resources for Independent Living](#)

Background Information/Assessment of Need/Population Size

English Language Learners, the Foreign Born, and Refugees-Alameda County Social Services Agency

Local Boards should engage stakeholders to accomplish the following:

- **Understand the demographics, barriers to employment and any other relevant information about the target population.**
- **Develop an assessment of gaps in services that English Learners, foreign born and refugees experience in the workforce system.**

The anti-immigrant sentiment currently in America, along with the development of the Public Charge Proposed Rule, and the general mistrust that refugees and some immigrants have of their country of origin due to violence, persecution, and repression, makes for a very complicated picture in successfully delivering services to English Language Learners (ELL), foreign born, and refugees in Alameda County. People are simply refusing services they crucially need because they understand that doing so may count against them, raise their federal profile, or result in deportation. Several immigrant-serving agencies, organizations and programs, have taken notice of the drastic decline in program case-loads, even though some of those services are crucial to the client's health and well-being. ELL, foreign born, and refugees are apprehensive, anxious, and unsure of what their futures look like, and service providers are caught between trying to deliver comprehensive services while subdue their client's fears.

During the Regional and Local Planning sessions immigrant-serving providers came together to discuss employment barriers clients face in Alameda County. The following work-related barriers were identified:

1. Knowledge of careers and pathways
2. Limited technology skills
3. Transportation (navigation)
4. Lack of knowledge or confidence
5. Adjusting to professional culture in USA
6. High expectations not willing to take entry level positions

Workforce-related Barriers	Partnership Solutions
Knowledge of careers and pathways	ELL/Refugees will be informed about the workshops delivered at the career centers that focus on labor market information and choosing the relevant occupations.
Limited technology skills	Clients will have access to Allison via CalJOBS to help them acquire or brush up on skills. Clients who prefer classroom instruction, can also access computer classes at the Adult Schools.
Lack of knowledge or confidence	Working closely with job coach and RCA staff.
Transportation (navigation)	Co-enrolled clients can take advantage of supportive services under WIOA and Welfare to Work.
Adjusting to professional culture in USA	Job Coaching and culturally specific workshop on adjustment
High expectations not willing to take entry level positions	Job Coaching, matching interest, providing LMI

Summary Data-Refugee Program - October 1, 2017-September 30, 2018

Total Number of Clients = 717

Top 10 Countries of Origin

Country of Origin	Number	Percent
1. Afghanistan	109	15%
2. Guatemala	103	14%
3. Mexico	74	10%
4. Eritrea	70	10%
5. El Salvador	48	7%
6. Honduras	18	3%
7. China	16	2%
8. Egypt	14	2%
9. Burma	13	2%
10. India	9	1%

Type of Visa

Visa Type	Count of Status	Percent
Asylee	400	56%
Refugee	189	26%
TCVAP - Applied U Visa	58	8%
TCVAP - Approved U Visa	47	7%
Conditional Entrant	14	1.9%
TCVAP - Single T Visa	6	0.8%
Laotian	2	0.2%
Cuban-Haitian Entrant	1	0.1%
Grand Total	717	100%

Gender

Gender	Count of Gender	Percent
Asylee	369	51%
Refugee	348	49%
Grand Total	717	100%

Summary Data-East Bay Refugee Forum Targeted Assistance (TA) Program

October 1, 2017 – September 30, 2018

Total Number of Clients =144

Activities: Client Assessments and Employability Planning and Vocational English as a Second Language (VESL) evaluation and training

During 2017-18, the project provided comprehensive employment services to 88 new clients who were enrolled in employment programs at Catholic Charities of the East Bay and Lao Family Community Development, Inc.

Of the total number of 144 project participants, 96 (66%) were male and 48 (33%) were female, which is similar to the gender distribution from FY 2016-17 (69% male, 31% female). 81 participants completed the program (56%), also similar to FY 2016-17 (59%).

Program participants come from 21 countries and spoke 22 languages.

The countries with the most participants were Eritrea (48, or 33.33% of program participants) and Afghanistan (27, or 18.75% of program participants), followed by Burma (25, or 17.36% of program participants) and Bhutan (09, or 6.25% of participants).

Country of Origin (21 total)

- Afghanistan – 27 (18.75%)
- Bhutan – 9 (6.25%)
- Burma – 25 (17.36%)
- Cuba – 4 (2.77%)
- El Salvador – 3 (2.08%)
- Eritrea – 48 (33.33%)
- Ethiopia – 1 (0.69%)
- Iran – 2 (1.38%)
- Guatemala – 2 (1.38%)
- Nepal – 2 (1.38%)
- Pakistan – 1 (0.69%)
- Iraq – 3 (2.08%)
- Sri Lanka – 6 (4.16%)
- Sudan – 1 (0.69%)
- Yemen – 2 (1.38%)
- Uganda – 2 (1.38%)
- Turkey – 1 (0.69%)
- Russia – 1 (0.69%)
- Senegal – 1 (0.69%)
- Turkey – 1 (0.69%)
- Congo – 2 (1.38%)

The most prevalent languages spoken by this year's clients were Tigrinya (48 or 33.33%), Dari/Pashto (27 or 18.75%), Burmese/Kachin (25 or 17.36%), Arabic (6 or 4.16%), Nepali (9 or 6.25%) and Spanish (10 or 7%). Other languages served include Tamil, Urdu, Amharic, Farsi, Mongolian, Russian, Turkish, Swahili and Luganda.

100% of all clients enrolled in the employment program received a formal CASAS ESL evaluation to determine their English language level and needed language training to prepare them for the workplace. Based on their assessments, 26 of the clients were enrolled in Level 1 VESL and 19 clients were enrolled in Level 2 VESL classes provided by the employment agencies. The VESL training included instruction and vocabulary that incorporated real-life work scenarios, work safety English, an introduction to American work culture and components that enhanced the employability of an individual refugee participant by providing work orientation activities such as interview skills to prepare clients for work readiness.

The language breakdown for clients served this fiscal year indicates tremendous diversity and the challenges inherently present for new arrivals who need to rapidly secure employment but may be hampered by limited English proficiency.

Identify strategies for outreach and recruitment to these target populations.

The OWDB understands the importance of the target population getting information about workforce services and other resources from trusted sources. To that end relationship building, and targeted outreach and recruitment is vital. We will through our contracted service provides adopt the following strategies:

- Posting AJCC services in various languages at community organizations, as well as at local schools, businesses, churches, etc.
- Hosting employer and pre-hire events on-site or at selected community organizations to introduce prospective employees to each business to learn about the specific application and hiring process, company expectations, organizational culture and diversity, and equity and inclusion policies.
- Participating in diversity job and career fairs, as well as cultural events.
- Advertising AJCC services in culturally specific print and online media, as well as job search engines and sites in multiple languages.

Identify strategies detailing how Local Boards will work with partners to better serve the LEP, foreign born and refugee population.

The OWDB formed the Oakland Workforce Collaborative (OWC) to coordinate workforce and related training and education services for all job seekers and workers and help them more effectively connect to businesses in the city and broader region. The OWC is made up of more than thirty (30) local workforce providers, educational institutions, and other organizations that work together to strengthen and cultivate workforce services and connect job seekers to needed resource and employment opportunities. The OWC was established for the specific purpose of breaking down the silos in Oakland's workforce system so that it can more effectively meet the needs of different local constituencies and populations. Leveraging the efforts and investments of OWC partners will help to maximize the impact and strategic utilization of WIOA-funded programs and services for clients who are connected to ACSSA. ELL, Foreign Born and Refugee services providers are invited to join the OWC thus linking their clients to the many resources and services available through this network.