



# **OAKLAND WORKFORCE DEVELOPMENT BOARD MEETING**

**Thursday, November 4, 2021**

8:30 a.m. – 11:00 a.m.

Teleconference

Please see the agenda to participate in the  
meeting



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## OAKLAND WORKFORCE DEVELOPMENT BOARD (OWDB)

### REGULAR MEETING NOTICE

Teleconference  
Thursday, November 4, 2021  
8:30 a.m. – 11:00 a.m.

Pursuant to the Governor's Executive Order N-29-20, all members of the Oakland Workforce Development Board and City Staff will join the meeting via phone/video conference and no teleconference locations are required.

#### **PUBLIC PARTICIPATION**

The public may observe and/or participate in this meeting many ways.

#### **OBSERVE:**

**To observe the meeting by video conference**, please click on this link:

**Link to join Webinar:** <https://zoom.us/j/94673749593> at the noticed meeting time.

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**To listen to the meeting by phone:** Join from a PC, Mac, iPad, iPhone or Android device: Please click this URL to join. <https://zoom.us/j/94673749593>

Or join by phone: Dial (for higher quality, dial a number based on your current location): US: +1 408 638 0968 or +1 669 900 6833 or +1 253 215 8782 or +1 346 248 7799 or +1 312 626 6799 or +1 646 876 9923 or +1 301 715 8592 **Webinar ID: 946 7374 9593**

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#### **COMMENT:**

**To comment by Zoom video conference**, click the “Raise Your Hand” button to request to speak when Public Comment is being taken on the eligible Agenda item. You will then be unmuted, during your turn, and allowed to make public comments. After the allotted time, you will then be re-muted.

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**To comment by phone**, please call on one of the above listed phone numbers. You will be prompted to “Raise Your Hand” by pressing “\*9” to request to speak when Public Comment is being taken on the eligible Agenda Item. You will then be unmuted, during your turn, and allowed to make public comments. After the allotted time, you will then be re-muted.

Instructions of how to raise your hand by phone are available at: <https://support.zoom.us/hc/en-us/articles/201362663-Joining-a-meeting-by-phone>.

If you have any questions, please email Honorata Lindsay at [hlindsay@oaklandca.gov](mailto:hlindsay@oaklandca.gov).

**OAKLAND WORKFORCE DEVELOPMENT BOARD (OWDB)  
REGULAR MEETING NOTICE**

Teleconference  
Thursday, November 4, 2021  
8:30 a.m. – 11:00 a.m.

**AGENDA**

*Members of the public who wish to address the Board on published issues should do so at the time the agenda item is being discussed. Raise your hand if you are viewing by video or hit \*9 if you are joining by phone. You will have 2-minutes to speak on the item.*

*Issues that the public wishes to address that are not published on the agenda will be heard during the Public Forum section. Raise your hand if you are viewing by video or hit \*9 if you are joining by phone. You will have 2-minutes to speak on the item.*

**I. PROCEDURAL ITEMS**

- a. Call to Order and Roll Call
- b. Chair Remarks
- c. Continuance of Meetings using Teleconference (Action)
- d. Chair and Vice Chair Nominations and Election (Action)
- e. Approval of Minutes (Action)

**II. ACTION ITEM**

- a. Approve Contract for Professional Services to Support RFP Development (Action)
- b. Approve Contract with Causa Justa::Just Cause to Administer the Day Laborer Program (Action)
- c. On-The-Job Training Policy Amendment (Action)

**III. INFORMATIONAL ITEM**

- a. Program Summary Performance Report (Informational)

**IV. PUBLIC FORUM**

(For items that members of the public wish to address that are NOT on the agenda)

**V. STAFF REPORTS**

**VI. ANNOUNCEMENTS**

**VII. CLOSING REMARKS & ADJOURN**

**NEXT SCHEDULED REGULAR OWDB MEETING  
THURSDAY, FEBRUARY 3, 2022 – 8:30AM-11:00 AM**

*These WIOA Title I financially assisted programs or activities are “Equal Opportunity Employers/Programs”. Auxiliary aids and services are available upon request to individuals with disabilities.*



## ITEM I.c. - ACTION



**To: Oakland Workforce Development Board**  
**From: OWDB Staff**  
**Date: October 21, 2021**  
**Re: Continuance of meetings using teleconferencing**

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### **RECOMMENDATION**

Staff recommends that the Oakland Workforce Development Board (OWDB) adopt a resolution determining that conducting in-person meetings of the OWDB and its committees would present imminent risks to attendees' health, and electing to continue conducting meetings using teleconferencing in accordance with California Government Code Section 54953(e), a provision of AB-361.

### **BACKGROUND**

Assembly Bill 361 amended provisions of the Brown Act that allows local jurisdictions to meet by teleconference provided the legislative body adopts specific findings in compliance with the new law. The City Attorney's Office has drafted a Resolution for the City Council, and all Oakland Boards and Commissions are instructed to adopt this same Resolution so they may continue meeting via teleconference.

The City Administrator in their capacity as the Director of the Emergency Operations Center (EOC), issued a proclamation of local emergency due to the spread of COVID-19 in Oakland, and on March 12, 2020, the City Council passed Resolution No. 88075 C.M.S. ratifying the proclamation of local emergency pursuant to Oakland Municipal Code (O.M.C.) section 8.50.050, which currently still remains in full effect.

Currently, the City's public-meeting facilities are indoor facilities that are not designed to ensure circulation of fresh / outdoor air, particularly during periods of cold and/or rainy weather, and were not designed to ensure that attendees can remain six (6) feet apart. Holding in-person meetings would encourage community members to come to City facilities and would potentially put the public at high risk of getting very sick from COVID-19. Based on these determinations and consistent with federal, state and local health guidance, conducting in-person meetings would pose imminent risks to the health of attendees

Staff recommends that the Oakland Workforce Development Board (OWDB) adopt a resolution determining that conducting in-person meetings of the OWDB and its committees would present imminent risks to attendees' health, and electing to continue conducting meetings using teleconferencing in accordance with California Government Code Section 54953(e), a provision of AB-361.

Additionally, the teleconferencing disclaimer needs to be amended for all Board/Commission meeting agendas to read:

***“Pursuant to California Government Code section 54953(e), the Oakland Workforce Development Board Members/Commissioners, as well as City staff, will participate via phone/video conference, and no physical teleconference locations are required.”***

All other disclaimers should be removed.

Following adoption of the Resolution, this item will be schedule as a recurring item on future Agendas for the OWDB to re-adopt. This process follows the same process whereby City Council continuously adopt Resolutions declaring a local emergency due to the AIDS epidemic, declaring a medical cannabis emergency, and declaring a local emergency on homelessness.

**ATTACHMENTS**

II.a.1. – Resolution 21-10-01

# OAKLAND WORKFORCE DEVELOPMENT BOARD

## RESOLUTION NO. 21-10-01

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**ADOPT A RESOLUTION DETERMINING THAT CONDUCTING IN-PERSON MEETINGS OF THE OAKLAND WORKFORCE DEVELOPMENT BOARD AND ITS COMMITTEES WOULD PRESENT IMMINENT RISKS TO ATTENDEES' HEALTH, AND ELECTING TO CONTINUE CONDUCTING MEETINGS USING TELECONFERENCING IN ACCORDANCE WITH CALIFORNIA GOVERNMENT CODE SECTION 54953(e), A PROVISION OF AB-361.**

**WHEREAS**, on March 4, 2020, Governor Gavin Newsom declared a state of emergency related to COVID-19, pursuant to Government Code Section 8625, and such declaration has not been lifted or rescinded. *See* <https://www.gov.ca.gov/wp-content/uploads/2020/03/3.4.20-Coronavirus-SOE-Proclamation.pdf>

**WHEREAS**, on March 9, 2020, the City Administrator in their capacity as the Director of the Emergency Operations Center (EOC), issued a proclamation of local emergency due to the spread of COVID-19 in Oakland, and on March 12, 2020, the City Council passed Resolution No. 88075 C.M.S. ratifying the proclamation of local emergency pursuant to Oakland Municipal Code (O.M.C.) section 8.50.050(C); and

**WHEREAS**, City Council Resolution No. 88075 remains in full force and effect to date; and

**WHEREAS**, the Centers for Disease Control (CDC) recommends physical distancing of at least six (6) feet whenever possible, avoiding crowds, and avoiding spaces that do not offer fresh air from the outdoors, particularly for people who are not fully vaccinated or who are at higher risk of getting very sick from COVID-19. *See* <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>;

**WHEREAS**, the CDC recommends that people who live with unvaccinated people avoid activities that make physical distancing hard. *See* <https://www.cdc.gov/coronavirus/2019-ncov/your-health/about-covid-19/caring-for-children/families.html>;

**WHEREAS**, the CDC recommends that older adults limit in-person interactions as much as possible, particularly when indoors. *See* <https://www.cdc.gov/aging/covid19/covid19-older-adults.html>;

**WHEREAS**, the CDC, the California Department of Public Health, and the Alameda County Public Health Department all recommend that people experiencing COVID-19 symptoms stay home. *See* <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>;

**WHEREAS**, persons without symptoms may be able to spread the COVID-19 virus. *See* <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>;

**WHEREAS**, fully vaccinated persons who become infected with the COVID-19 Delta variant can spread the virus to others. *See* <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/fully-vaccinated.html>;

**WHEREAS**, the City's public-meeting facilities are indoor facilities that do not designed to ensure circulation of fresh / outdoor air, particularly during periods of cold and/or rainy weather, and were not designed to ensure that attendees can remain six (6) feet apart; now therefore be it:

**WHEREAS**, holding in-person meetings would encourage community members to come to City facilities to participate in local government, and some of them would be at high risk of getting very sick from COVID-19 and/or would live with someone who is at high risk; and

**WHEREAS**, in-person meetings would tempt community members who are experiencing COVID-19 symptoms to leave their homes in order to come to City facilities and participate in local government; and

**WHEREAS**, attendees would use ride-share services and/or public transit to travel to in-person meetings, thereby putting them in close and prolonged contact with additional people outside of their households; now therefore be it:

**RESOLVED:** that the Oakland Workforce Development Board finds and determines that the foregoing recitals are true and correct and hereby adopts and incorporates them into this Resolution; and be it

**FURTHER RESOLVED:** that, based on these determinations and consistent with federal, state and local health guidance, the Oakland Workforce Development Board determines that conducting in-person meetings would pose imminent risks to the health of attendees; and be it

**FURTHER RESOLVED:** that the Oakland Workforce Development Board firmly believes that the community's health and safety seriously and the community's right to participate in local government, are both critically important, and is committed to balancing the two by continuing to use teleconferencing to conduct public meetings, in accordance with California Government Code Section 54953(e), a provision of AB-361; and be it

**FURTHER RESOLVED:** that the Oakland Workforce Development Board will renew these (or similar) findings at least every thirty (30) days in accordance with California Government Code section 54953(e) until the state of emergency related to COVID-19 has been lifted, or the

Oakland Workforce Development Board finds that in-person meetings no longer pose imminent risks to the health of attendees, whichever is occurs first.



**ITEM I.d. – ACTION**



**To: Oakland Workforce Development Board**  
**From: OWDB Staff**  
**Date: November 4, 2021**  
**Re: Chair and Vice-Chair Office Nominations and Election**

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**RECOMMENDATION**

That the Oakland Workforce Development take the following action:

1. Conduct and accept Nominations for a Chair and Vice-Chair.
2. Conduct and accept the results of the Election for a Chair and Vice Chair.

**BACKGROUND:**

Per Article I. of OWDB Bylaws:

Officers of the Board shall be a Chair and a Vice Chair. The Chair and Vice Chair shall be elected from among members of the Board by a majority vote. In the event of a tie vote, a run-off of the two highest candidates shall determine who is elected. The Chair and the Vice Chair must be chosen from business representatives on the Board.

The term of office for Chair and Vice Chair shall be two years. If the office of the Chair becomes vacant during a term, the Board shall choose a new Chair for the remainder of the term, and the Vice Chair shall act as Chair pending election of the new Chair. If the office of the Vice Chair becomes vacant during a term, the Board shall choose a new Chair for the remainder of the term.

The Chair shall preside at all meetings of the Board, represent the Board whenever the occasion demands, appoint committees and task forces, and call special meetings at any time necessary upon appropriate advance notification to all members.

The Vice Chair shall assist the Chair as directed and shall assume all the obligations and authority of the Chair in the absence of the Chair.

**ATTACHMENTS: II.d.1. – Eligible Board Members List**

**Attachment II.d.1.**

**Oakland Workforce Development Board  
Business Board Members  
Eligible Chair & Vice Chair List**

#	Name	Organization	Board Composition
1	Ahmed Ali-Bob	Square	Business
2	Polly Guy	Starbucks	Business
3	Derreck Johnson	Chicken & Waffles	Business
4	Lee McMurtray	California Bank	Business

**Executive Committee Meeting  
Friday, September 17, 2021  
Minutes**

*OWDB Executive Director Dial* called for a motion to have Board Member Derreck Johnson as Chairperson for meeting,

***Board Member Ali-Bob moved, Board Member Gilbert second, that Board Member Johnson act as Chair for today's meeting.***

***Board polled as follows: Ali-Bob, Gumataotao, Guy, Johnson, Pete, Alvarez, Asch voted "aye." Motion carried.***

Acting Chair Johnson called the meeting to order at 9:03 a.m.

**Roll Call:** John Brauer, Ahmed Ali-Bob, Jason Gumataotao, Polly Guy, Derreck Johnson, Gilbert Pete, Eddie Alvarez, Carol Asch, were present. Kalpana Oberoi, Omar Sabe, Lee McMurray absent.

Acting Chair Johnson reviewed the process of how the meeting would proceed under the Zoom meeting.

Acting Chair Johnson welcomed Quinallison Dovey, Program Analyst for OWDB staff, she gave a brief background about herself.

**APPROVAL OF MINUTES**

Acting Chair Johnson stated the minutes from the August 5, 2021, Regular Board Committee Meeting were presented for approval.

***Board Member Gumataotao moved, seconded by Board Member Alvarez that the minutes of August 5, 2021, be approved as presented.***

***Board polled as follows: Brauer, Ali-Bob, Gumataotao, Guy, Johnson, Pete, Alvarez, Asch voted "aye." Motion carried.***

**ACTION ITEMS**

**A. Contract Amendment – Cypress Mandela Training Center Transforming Climate Communities Agreement**

Acting Chair Johnson noted staff recommended the Board accept and allocate an additional \$40,700 in Transforming Climate Communities (TCC) funds to Cypress Mandela Training Center (CMTC). *Staff Member Lindsay* reported The California Strategic Growth Council (SGC) awarded the City of Oakland a grant for the development and implementation of neighborhood-level climate sustainability plans as part of the Transformative Climate Communities (TCC) program. The SGC required the City enter into agreements, over four years, with Workforce Training and Job Placement Partners to provide

training and job placement services for residents long-standing partners of the OWDB and include Cypress Mandela Training Center (CMTC) and West Oakland Job Resource Center (WOJRC). the OWDB accepted and allocated the entire four-year allocation through December 31, 2024, consistent with the TCC grant award and authorizing legislation. The project had since had a delay in hiring a Career Navigator and resulted in \$100,000 of underspent funds to be allocated for the Career Navigator, due to this adjustment regarding hiring. Staff was recommending that \$40,700 from stipends to be reallocated to CMTC increasing their budget from \$434,300 to \$475,000. Over the next four years, CMTC will train and place about 400 individuals.

Assata Olugbala mentioned because of the Brown Act she should have been able to comment on any agenda item, including the minutes. She noted her concern pertaining to vendor selection and race equity.

Board Member Brauer requested clarification on the depth of the Career Navigator's contracted service after client training.

*Staff Member Lindsey* explained the Navigator would support other resource centers.

OWDB Executive Director Dial stated the Navigator was funded by the Black Cultural Zone (BCZ) and the target for the funds was deep East Oakland helping with job placement specifically LOA family who are servicing East Oakland.

Board Member Alvarez questioned if there was a time frame to hire someone into this position.

OWDB Executive Director Dial explained the grant would end in 2024, she wasn't certain if there was a timetable. Project managers would have to do an evaluation on the project and reallocate the funds.

Acting Chair Johnson stated his understanding was the BCZ was having a difficult time getting participants.

Board Member Brauer stated there were members of the OWDB who worked for the building trade and could assist in the placement process.

***Board Member Brauer moved, seconded by Board Member Alvarez to accept staff's recommendation to allocate an additional \$40,700 in Transforming Climate Communities (TCC) funds to Cypress Mandela Training Center (CMTC).***

***Board polled as follows: Brauer, Ali-Bob, Gumataotao, Guy, Johnson, Pete, Alvarez, Asch voted "aye." Motion carried.***

#### **b. General Fund Fiscal Year 2021-22 Service Provider Recommendations**

Acting Chair Johnson noted staff recommended the board to 1) Authorize \$1,510,000 in grant agreements with City Council directed and OWDB proposed service providers; 2) Amend and extend 2021 Summer Youth Employment Program grant award agreements for Rising Sun Center for Opportunity, East Bay Asian Youth Center and Youth Uprising to June 2022 to expend General Funds.

*OWDB Workforce Executive Director Dial* reported the Workforce Development Board budget was approved at the June 18, 2021, Executive Committee meeting. City Council approved a General Fund allocation of \$1,510,000 at a Special Meeting, July 26, 2021. Council action directed grant agreements in the amount of \$1,010,000 to ten service providers: Lao Family Community Development, Oakland Private Industry Council, The Unity Council, Youth Employment Partnership, Civicorps, Rising Sun Center for Opportunity, Cypress Mandela, East Bay Asian Youth Ctr., Youth UpRising, West Oakland Job Resource Ctr. Additionally, the Council approved a \$500,000 General Fund allocation for programs with a focus below 580 - Fruitvale, Chinatown, East Oakland, West Oakland Resource Ctr and impacted communities including youth, homeless and formerly incarcerated.

Michele Clark, Director, Youth Employment Partnership mentioned her concern with the staff's recommendation process. She indicated her agency assisted more comprehensive workforce services to flatland youth than any other agency.

Assata Olugbala noted her concern with the equity formula. She stated a race equity formula was needed.

Staff Member Walker advised the money was general fund money. She also addressed equity, she noted it wasn't about who services were provided to, it was about having services accessible in all locations.

Board Member Asch inquired if the board had allocated funds in the past to middle schools.

*OWDB Executive Director Dial* stated they did not fund middle schools; however, this program was geared toward 16–21-year-old youth who would be involved in a program teaching junior high students.

Board Member Brauer had concerns and inquired which middle school the program would be run from.

Board Member Gilbert discussed touring career centers and holding organizations accountable for what was being allocated and how there should be a process.

Acting Chair Johnson agreed that the Board should be more engaged and better informed for what was taking place and oversee the process. The Board needed to hold people accountable.

***Board Member Ali-Bob moved, seconded by Board Member Asch that the recommendation to approve the general fund allocation be accepted.***

***Board polled as follows: Brauer, Ali-Bob, Gumataotao, Guy, Johnson, Pete, Alvarez, Asch voted "aye." Motion carried.***

## PUBLIC FORUM

Assata Olugbala stated the programs currently available in the city were not working for the African Americans.

Mai Quach, Lao Family Community Development stated 80% of their clients were African American. She stated their staffing also reflects the community they serve.

YAnad Burell, Chief Executive Officer, Youth Uprising, she advised they started using examples to educate their clients to bring them into different industries.

### **ANNOUNCEMENTS**

*Oakland Workforce Executive Board Director Dial* mentioned funding that would be coming available through the state workforce development fund. She noted most of them would need a partnership. She stated the board had multiple vacant board seats available: Higher Education, Small Business, Manufacturing, and Health Care. She also advised the Board would need to elect a new Chair and Vice Chair. She also advised an RFP would go out in January.

*Staff Member Walker* reported the OWDB staff worked with Caltrans and Laney College Recruitment August 2021, 189 conditional employment offers of which 35 were from Oakland. American Aerospace was bringing had a 4-year online apprenticeship for non-destructive testing to Oakland, starting pay range \$60,000-\$70,000, training would be ten weeks. She stated there was a regional initiative to work with Bitwise pre-apprenticeship program to work with youth opportunity.

### **CLOSING REMARKS & ADJOURN**

*Oakland Workforce Executive Board Director Dial* announced she would retire after 20+ years of public service. Her last day with the City of Oakland would be September 29,2021.

*Economic & Workforce Development Department Director Jeffress* thanked Lazandra and advised the Board that Honorata Lindsay would be the Acting Executive Director until Lazandra' s replacement was hired – which she hoped to be by the end of year.

Alli Chagi-Starr thanked the Board, staff and agencies that had spoken with her.

Board Members thanked Lazandra and wished her well.

### **ADJOURNMENT**

No further business the meeting was adjourned 10:53 a.m.

### **NEXT SCHEDULED BOARD MEETING**

The next meeting was scheduled for Thursday November 4, 2021, AT 8:30AM.



## ITEM II.a. – ACTION

**To: Oakland Workforce Development Board**  
**From: OWDB Staff**  
**Date: November 4, 2021**  
**Re: Approve Contract for Professional Services to Coordinate RFP Development**

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### **RECOMMENDATION:**

That the Oakland Workforce Development Board (OWDB) approve a professional services contract with Resource Development Associates (RDA) at an amount not to exceed \$50,000 to coordinate the development and writing of Request for Proposals (RFPs) supporting workforce services for Fiscal Years 2022-2025.

### **BACKGROUND**

The OWDB seeks to lead and support key citywide and regional innovations and partnerships that advance the economic stability of Oakland's most vulnerable residents. In support of this goal, the OWDB has adopted multiple strategies to serve the needs of its adult job seekers and workers. This includes focusing efforts and investments on programs and services that meet the workforce development needs of historically underserved populations; and enhancing and expanding the range of high-quality training programs, leading to industry recognized certifications that meet the needs of local employers. Additionally, the OWDB's goal for its youth services is to work with public, private, and community-based organizations and key local initiatives that help disconnected youth access meaningful employment opportunities. These goals are supported by strategies that coordinate resources and investments that are aligned with citywide and regional efforts.

On a February 6, 2020 board meeting, the OWDB adopted the desired outcome that all Oaklanders have economic security and equitable access to workforce development services. The OWDB conducted a Race and Equity Analysis that identified the communities of East Oakland, Fruitvale and West Oakland, where a high number of Black and Latinx residents live, are unemployed at higher rates than the general population. Access to workforce services and improving the employment outcomes for residents in zip codes (94621, 94603, 94605, 94601, 94607).

Currently the OWDB invests in various workforce development programs with funding from the Workforce Innovation and Opportunity Act (WIOA), grant contributions from the State and Alameda County, funding support from the City of Oakland, and miscellaneous grants from private businesses and philanthropic support. The OWDB contracts with experienced local nonprofit organizations to provide workforce development services for recently displaced and long-term unemployed adults; and low-income youth and young adults between the ages of 16-24. Contracts with current service providers end June 30, 2022. The anticipated start date for new providers procured through this RFP process is July 1, 2022.

### **CURRENT SITUATION**

The OWDB issued a Request for Quotations (RFQ) for professional services to coordinate the development and writing of RFPs to procure adult and youth provider services with Oakland's workforce development funds for fiscal years (FY) 2022-2025. The selected entity will develop the RFP inclusive of the OWDB's 2021-2024 local and regional plan elements and recovery goals. Bidders were required to have a track record working effectively on addressing race and equity issues with people from impacted communities.

Only one response, from RDA, was received in response to the solicitation. RDA has deep familiarity with the OWDB, having developed the Board's 2017-2020 and 2021-2024 Local Plans. RDA is an Oakland-based, mission-driven consulting firm dedicated to working toward a just and equitable society by partnering with

diverse stakeholders in addressing barriers to individual, organizational, and community well-being. Founded in 1984 as a grant writing firm, RDA has evolved into a full-service consultancy providing an integrated approach to assessment and planning, grant writing, implementation support, research and evaluation, organizational development, and data system development.

Staff recommends that the OWDB approve a professional services contract with RDA at an amount not to exceed \$50,000 to coordinate the development and writing of the RFP covering workforce services for Fiscal Years 2022-2025. The desired result is a well-designed RFP process that will help to ensure that local businesses and residents reap maximum benefit from workforce funds to fulfill its mission to support high-quality and impactful workforce development programs and services in the City of Oakland.

**SCHEDULE**

Pending approval by OWDB membership, the consultant team selected to support the RFP development process will begin work immediately. A tentative timeline of the FY 2022-2025 RFP appears below.

<b>Activity/Event</b>	<b>Date/Timeline</b>
OWDB Meeting	November 4, 2021
Community Meetings (East, West, Central)	November – December 2021
RFP Release Date	February 2022
RFP Due date	April 2022
Recommendations to OWDB	June 2022
Committee/City Council Meetings	June/July 2022
New Contract Period	July 2022



## ITEM II.b. - ACTION



**To: Oakland Workforce Development Board**  
**From: OWDB Staff**  
**Date: November 4, 2021**  
**Re: Day Laborer Program Professional Services Agreement with Causa Justa::Just Cause**

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### **RECOMMENDATION**

Staff recommends that the OWDB authorize submittal of a resolution to the Oakland City Council to enter into a professional services agreement with Causa Justa and its partners (Street Level Health and Central Legal de la Raza) to administer the Oakland Day Laborer Program for a two-year period of July 1, 2021 to June 30, 2023.

### **BACKGROUND**

A day laborer program was previously funded through Resolution No. 82256 C.M.S. (July 1, 2009 – June 30, 2010), which provided funding to Volunteers of American Bay Area, Inc., to provide employment and employment-related services. No subsequent funding was provided, and the program was discontinued.

In 2010, businesses near the Fruitvale Avenue and Foothill Boulevard area expressed concerns about the public safety impacts of the congregation of large numbers of day laborers in the area. As a result, funding was reauthorized by City Council to help redirect workers congregating near these businesses by providing employment and employment-related services and to improve employment and income prospects for day laborers.

The Oakland Day Laborer Program is specifically designed to:

- Improve public safety through outreach to day laborers congregating in the Fruitvale Avenue and Foothill Boulevard area (District 5);
- Provide employment and employment-related services;
- Provide access to legal support for immigration laws, labor rights and self-employment regulation;
- Build self-awareness in the community at-large regarding the benefits of a structured day laborer program;
- Empower day laborers participating in the program to move closer to self-sufficiency.

### **CURRENT SITUATION**

Day labor work, by nature, places workers in potentially challenging and vulnerable circumstances with regards to negotiating work hours, payments, and workplace safety. The persistent congregation at and around Fruitvale Avenue and Foothill Boulevard of day laborers seeking work has also resulted in public safety concerns from local area businesses. Through Resolution No. 88717 C.M.S., the City Council approved the City of Oakland's Fiscal Year 2021-23 Biennial Budget and appropriated \$440,000 (\$220,000 in FY 2021-2022 and \$220,000 in FY 2022-23) to provide employment and employment-related services and to improve employment and income prospects for day laborers.

Since 2013, Causa Justa has made a significant impact in the business community and for Oakland day laborers; however, much more work is needed to ensure equitable work conditions and pay. See **Attachment A** for Causa Justa's Cumulative Performance Report, which provides a detailed description and analysis of the challenges, activities, and project goals and progress of the Day Laborer Program for the FY 2020-21 grant period.

Staff recommends that the Oakland Workforce Development Board enter into a professional services agreement with Causa Justa for FY 2021-2023. This recommendation is in the best interests of the City for the following reasons:

- Past history of satisfactory performance, as documented in quarterly reports.
- Limited to no competition as several community organizations have aligned under one organization, Causa Justa::Just Cause.
- Deep knowledge of the Program, the businesses and the day laborer community.
- Established delivery system and community of practice.
- Extensive relationships, partnerships and resources.
- Responsiveness of Program team and partners.
- Experience and expertise of the Program team and partners.

## **ATTACHMENTS**

II.a.1. – Causa Justa FY 2020-21 Q4 Program Report



**To: Oakland Workforce Development Board**  
**From: OWDB Staff**  
**Date: October 25, 2021**  
**Re: Increase eligibility OJT minimum wage from \$15/hr to \$17/hr and include “good” job assessment as a prerequisite**

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## **RECOMMENDATION**

Staff recommends that the OWDB amend the On-the-Job (OJT) policy to increase employer eligibility from \$15/hour to \$17/hour and complete the “good” jobs assessment.

## **BACKGROUND**

On-the-Job Training (OJT) is work-based training under Workforce Innovation and Opportunity Act (WIOA). OJT’s primary purpose is to provide participants with knowledge- and skills-upgrade training necessary for the full performance of a job. OJT reimburses employers, up to 50% (up to 75% for special populations), for the extraordinary costs of providing training and additional supervision to new hires.

Seventy percent (70%) of OJT dollars must be used in OWDB priority sectors (healthcare, Advance Manufacturing, Transportation and Logistics, Digital Arts & Media (ICT), Construction, Government, and Hospitality, Leisure, Retail). The employment opportunities must lead to participant becoming economically self-sufficient and contribute to the occupational development and upward mobility of the participant.

## **CURRENT SITUATION**

Prior to the onset of the pandemic, low-wage earners comprised 43% of the workforce. Low-wage work had become normalized, and policymakers were so focused on a low unemployment rate that the country had become desensitized to a labor market in which millions of people struggled to earn enough to support themselves and their families. There simply were not—and are not—enough jobs paying decent wages for people without college degrees (who make up the majority of the workforce) to escape low-wage work.

More than a year into the pandemic, low-wage workers comprised 52% of the displaced. 40% of the displaced low-wage workforce was employed in leisure and hospitality; The sector that has the furthest to go in the recovery, occupations requiring face-to-face interactions with the public, and occupations that offer low average wages and fewer fringe benefits.

The pandemic has resulted in what may be permanent changes in the economy. At least some permanent shift to telework, the reduction in need for office space, transportation, and physical retail stores.

Taking these trends into account, the BLS reduced its 2029 employment projections for majority of industries—most dramatically for leisure, hospitality, and retail trade, all of which employ multitudes of low-wage workers. McKinsey & Company predicts that as a result of the pandemic, “more than half of displaced low-wage workers may need to shift to occupations in higher wage brackets and requiring different skills to remain employed.”

Without job growth, we can’t reduce unemployment and coax people back into the labor force. But we also need to think about the kinds of jobs we generate, whether they pay enough to live on, and to whom they are available.

Several years ago, Maureen Conway and Steven L. Dawson proposed a strategy of “raising the floor and building ladders” to increase economic mobility through the “good” jobs institute and its developed tools. They called for

policies that encourage career mobility (ladders) and basic economic stability (the floor).

They are calling action and investments from federal, state, and local officials, as well as those from the public, private, and social sectors to play their part.

OWDB must focus on: enhancing education and training workforce systems to help workers adapt to changing skill needs while also strengthening worker protections and improving job quality, focusing on issues such as pay, stable and predictable hours, and adherence to health and safety standards.

With that said, our current policy state the standard language: maximum time frame for an OJT is 6 months or 520 hours. Duration of an OJT is a function of training needed, NOT the maximum allowed under this policy and at the time of completion of the OJT program, individuals must be employed in occupations that meet the following criteria:

1. Hourly wage must be at least \$15 per hour.
2. Occupation must be listed as an OWDB Priority Sector (seventy percent requirement).
3. The occupations must be a full time permanent position following the training (minimum of 32 hours per week).
4. Employers will be reimbursed up to five thousand dollars (\$5,000) for training costs utilizing a percentage with employers paying no less than the California state minimum wage (currently \$10/hr., subject to change).

However, the policy does not address job quality, career growth, self-sustaining wages, or employee safety. Therefore, staff recommend the Oakland Workforce Development Board amend the OJT policy to increase employer eligibility from \$15/hr to \$17/hr and complete the “good” job assessment.

## ATTACHMENT

### I. – Good Job Assessment

## Instructions

Please take your time and answer as candidly as possible. Following the introduction, each question will be scored on a scale of 1 to 5, with 5 indicating that you completely agree with the statement and 1 indicating that you completely disagree with the statement.

Completely Disagree	Disagree	Neither Agree Nor Disagree	Agree	Completely Agree	Don't Know	N/A
1	2	3	4	5	-	-

**If you do not have enough knowledge to answer the question, please select “N/A.” If the question is not clear, please select “Don’t Know.”**

**A score of 160 and above is required to be eligible for OJT funding from the Oakland Workforce Development Board.**

### Hiring & Onboarding

1. Hiring is done by people? who have sufficient time to recruit and hire the best people
2. Our hiring process includes at least two of the following: work sample test, general cognitive ability test, structured interviews that includes behavioral and situational questions, psychometric test
3. Our company has identified the attributes that contribute most to performance and have incorporated this into our hiring practices
4. We look for people who always want to improve
5. Job descriptions clearly communicate all elements of the job, including some of the challenging parts
6. The hiring process ensures a good match between what the applicants need & can commit to in terms of hours and what the company can offer.
7. At the end of initial training, new hires have all the tools (uniform, login info, physical access to company, etc.) and information (company info, their job, who they should go to for help, what success means) they need to perform effectively on day one
8. On-the job training is led by employees who are experts on their jobs and who are trained to teach and mentor
9. Classroom training educates employees on company values and culture, who the customers are, and how our company adds value for the customer
10. Training is evaluative (A percentage of trainees may not pass the program and may not become full-fledged employees)

### Predictable Work

1. Our company provides stable and predictable schedules to all full-time employees and managers
2. All employees receive their schedule at least 2 weeks in advance
3. Most employees consistently work for more than 32 hours a week
4. Deviation from planned schedules is minimal (last minute changes generated by the company/management are rare)

### Performance

1. The most important performance measures relate to how our company adds value to the customer
2. Employees know what the three most important performance measures are
3. Important performance measures are visually presented so that employees can see how the company and department (if applicable) is performing—whether they are ahead or behind
4. Employees receive feedback from their supervisors/managers at least once a week.
5. Frontline employees and managers participate in daily huddles to talk about performance gaps and solve problems
6. Store managers spend most of their time developing employees, which includes teaching and offering feedback, not doing tasks

7. Employees understand how their work directly affects important performance measures
8. Performance targets include stretch goals which communicate managers' high expectations for staff
9. If employees are not performing well, there is a clear, fair and expeditious process for coaching and support
10. If low performing employees do not respond to support and coaching, there is a compassionate process for the employee to leave our company

#### Pay & Growth

1. Most employees join our company to have a career rather than a short-term job
2. Employees meet with managers at least twice per year to review their career path and development areas
3. Almost all promotions to frontline manager positions are internal
4. Frontline employee pay is above industry average
5. Some part of employee compensation is linked to organizational and/or team performance

#### Cross-Train

1. Employees are cross-trained on customer and non-customer facing tasks
2. Cross-training is done in such a way that employees have ownership and specialization over a specific department but can step in to help other departments when needed
3. Employees are empowered to shift between tasks to ensure they serve customers well
4. Frontline roles are structured so that people can do things for each other and work in teams as needed
5. Managers have tools they can use to allocate staff to tasks
6. Managers can rely on employees to show up on time
7. Managers can rely on employees to do complete tasks
8. Managers have tools (e.g., a visual checklist) to ensure tasks are complete and to know who completed them
9. Employees know who works in their area/department, when tasks are completed and by whom
10. Regardless of the task they are doing, employees see their primary responsibility as serving the customer and quickly react to customer needs
11. Managers do not hesitate to do frontline tasks



**To: Oakland Workforce Development Board**  
**From: OWDB Staff**  
**Date: November 4, 2021**  
**Re: 2020-2021 Program Summary Report**  
**2020-2022 Local Area Performance**

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### **2020-2021 Program Summary Report**

Workforce Innovation and Opportunity Act (WIOA) establishes core performance measures for Adult, Dislocated Worker & Youth programs. WIOA performance measures are designed to measure the effectiveness and continuous improvement of the workforce service delivery system, and the contracting agency will be required to collect and report data through CalJOBS pertaining to these measures. Performance measures are subject to change at any time, and the OWDB may set performance benchmarks or implement additional measures in response to regulations or local need.

The California Workforce Development Board (CWDB) requires that each WIOA provider meet at minimum 90% of their goals. The OWDB requires that each provider's enrollment goal be met by the final calendar day of Quarter 2 of the contracted fiscal year.

The summary below provides a high-level overview of enrollments, exits and outcomes in Fiscal Year 2020-2021 for adults and youth.

#### **HIGHLIGHTS:**

- § 694 New participants served (an increase of 28% from PY 19-20)
- § 55 Obtained a recognized certificate/diploma/degree (an increase of 9% from PY 19-20)
- § 245 Placed in unsubsidized employment (a decrease of -13% from PY 19-20)
- § 16 Training related employment (an increase of 19% from PY 19-20)

#### **TOP 3 INDUSTRIES PLACED:**

- Professional
- Retail
- Manufacturing

Average hourly wage: \$21.96

**TABLE 1- PARTICIPANT SUMMARY**

**ENROLLED      EXITED**

<b>A. Total Participants</b>	<b>945</b>	<b>616</b>
Participants Carried In	251	206
New Participants	694	410
<b>B. Eligible Youth 5% Exception</b>		
Youth 5% Exception	0	0
<b>C. In School / Out Of School Youth (Funding Definition)</b>		
In School Youth	10	10
Out Of School Youth	133	118
<b>D. Program Exit Information</b>		
Entered Unsubsidized Employment		245
Training Related Employment		16
Entered Military Service		0
Entered Qualified Apprenticeship		3
Entered Post-Secondary Education		35
Entered Advanced Training		0
Individuals Attained Recognized Certificate/Diploma/Degree		55
Individuals Attained High School Diploma/GED		25
Returned to Secondary School		4
Exits Excluded from Performance		2
Other Exits		336

**HIGHLIGHTS:**

- § Slightly higher number of females enrolled
- § Most enrollments between ages 25-44
- § Highest enrollments are Black, Asian Latino
- § Greatest barriers to employment: basic skills deficient and English language learner.

**TABLE 2 - PARTICIPANT CHARACTERISTICS**

**ENROLLED      EXITED**

<b>A. Gender</b>			
	Female	513	339
	Male	431	276
<b>B. Age</b>			
	14 - 18	49	46
	19 - 21	83	73
	22 - 24	76	52
	25 - 34	209	117
	35 - 44	218	135
	45 - 54	168	98
	55 - 64	112	74
	65 and older	30	21
<b>C. Race/Ethnicity</b>			
	Ethnicity Hispanic or Latino	193	150
	American Indian / Alaskan Native	25	13
	Asian	196	134
	African American / Black	377	225
	Hawaiian Native / Other Pacific Islander	5	3
	White	101	62
	Other	0	0
<b>D. Veteran Status</b>			
	<b>Total Veterans</b>	<b>15</b>	<b>13</b>
	Served Less than 181 Days	1	1
	Eligible Veteran	14	12
	Other Eligible Person	0	0
	Campaign Veteran	4	4
	Disabled Veteran	4	4
	Special Disabled Veteran	1	1
	Recently Separated Veteran	0	0
	Transitioning Service Member	0	0
<b>E. Labor Force Status</b>			
	Employed	112	79
	Employed, but received notice of layoff or termination	3	2
	Unemployed	830	535

TABLE 2 CONT - PARTICIPANT CHARACTERISTICS

ENROLLED

EXITED

F. School Status at Participation		ENROLLED	EXITED
In School, High School or Less		5	5
In School, Alternative School		8	7
In School Attending Post High School		31	21
Out-of-School, High School Dropout		169	129
Out-of-School, High School Grad		727	449
Not Attending School, Within Age of Compulsory School Attendance		5	5
G. Unemployment Insurance Status		ENROLLED	EXITED
Eligible Claimant, Referred by WPRS		65	35
Eligible Claimant, referred by REA/RESEA		20	10
Eligible Claimant, not referred by WPRS/RESEA		236	128
Exhaustee		19	11
H. Barriers		ENROLLED	EXITED
Disabled		36	22
English Language Learner		163	109
Single Parent (including single pregnant women)		15	11
Displaced Homemaker		1	1
Offenders		84	53
Homeless		36	19
Runaway Youth		0	0
Pregnant / Parenting Youth		6	6
Youth Requires Additional Assistance		60	55
Youth Serious Barriers to Employment (WIA legacy)		0	0
Basic Literacy Skills Deficient		341	254
Youth in, or aged out of, Foster Care		4	3
Out of Home Placement		0	0
Eligible under Section 477 of the Social Security Act		0	0
American Indian/Alaskan Native		0	0
Hawaiian Native		0	0
Within 2 years of exhausting TANF lifetime eligibility		1	0
Facing Substantial Cultural Barriers		24	23
Eligible Migrant Seasonal Farmworkers as defined in WIOA Sec 167 (i)		0	0
Meets Governor's special barriers to employment		8	8
I. Income / Public Assistance		ENROLLED	EXITED
Low Income		732	465
TANF		28	15
SSI		22	12
Receiving Social Security Disability Insurance Income (SSDI)		11	6
State or Local Income-Based Public Assistance (General Assistance)		28	18
Refugee Cash Assistance (WIA Legacy)		0	0
Supplemental Nutrition Assistance Program (SNAP)		141	91
Foster Child (State or Local Payments are Made)		3	2
Youth living in the High-poverty Area		58	53
Youth Receives or is Eligible to Receive Free or Reduced Lunch		13	12

**HIGHLIGHTS:**

- § 198 participants enrolled in occupational skills training
- § 10 participants utilized On-The-Job training

**TABLE 3 - SERVICES SUMMARY**

**ENROLLED**

**EXITED**

<b>B.</b>	<b>Program Activities / Services Summary</b>		
	Basic Career Services (Staff-Assisted)	803	488
	Information Only/Workforce Information	542	305
	Referred to VA Services	0	0
	Referred to Other Federal/State Assistance	71	44
	Individualized Career Services	910	583
	Financial Literacy	445	276
	English as Second Language Services	97	55
	Pre-Vocational Activities	0	0
	<b>Work Experience</b>	<b>96</b>	<b>85</b>
	Summer Employment/Internship during the Summer (WIOA Youth)	88	80
	Employment opportunities, including internships, not limited to summer months	13	11
	Pre-apprenticeship programs	0	0
	Job shadowing	0	0
	On-the-Job Training (WIOA Youth)	1	1
	Transitional Job (WIOA Adult, Dislocated Worker, and Dislocated Worker Grants)	1	0
	Other work experience activities	13	11
	<b>Training Services</b>	<b>261</b>	<b>126</b>
	Occupational Skills Training	198	79
	Customized Training	0	0
	Skills Upgrade Training	3	0
	Entrepreneurial Training	0	0
	Registered Apprenticeship Training	0	0
	ABE / ESL with Occupational Skills Training	2	2
	ABE / ESL NOT in Conjunction with Training	0	0
	On the Job Training	10	8
	Pre-Requisite Training	0	0
	Youth Occupational Skills Training	4	4
	Other Non-Occupational Skills Training	0	0
	Job Readiness Training in Conjunction with Other Training	105	59
	<b>Youth Services</b>	<b>142</b>	<b>128</b>
	Secondary Education	1	1
	Alternative Secondary Education	24	24
	Educational Achievement Services	98	86
	Education Offered Concurrently with Workforce Preparation	25	25
	Leadership Development	13	9
	Adult Mentoring Services	5	5
	Comprehensive Guidance/Counseling Services	54	45
	Labor Market and Employment Information	110	97
	Postsecondary Transition and Preparatory Activities	0	0
	Established Individual Training Account (ITA)	188	74
	Support Services	364	248
	Needs - Related Payments	1	0
	Youth with Goals Set	0	0

## **2020-2022 Local Area Performance**

Performance measures were negotiated with the California Workforce Development Board (CWDB) for Program Years 2020-2022

Final performance rates for the City of Oakland are as follows:

<b>PY 2020-2022 NEGOTIATED PERFORMANCE RATE</b>	<b>ADULT</b>	<b>DW</b>	<b>YOUTH</b>
<b>Employment Rate 2nd Quarter After Exit</b>	70.6%	70.0%	72.8%
<b>Employment Rate 4th Quarter After Exit</b>	67.6%	70.0%	69.8%
<b>Median Earnings 2nd Quarter After Exit</b>	\$ 7,146	\$ 8,510	\$ 3,490
<b>Credential Attainment 4th Quarter After Exit</b>	65.0%	71.0%	55.0%
<b>Measurable Skill Gains</b>	44.3%	45.1%	52.5%

### **PRIMARY INDICATORS OF PERFORMANCE:**

#### **EMPLOYMENT RATE – 2ND/4TH QUARTER AFTER EXIT**

The percentage of participants who are in unsubsidized employment during the second/fourth quarter after exit from all programs.

For Youth Participants, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the second/fourth quarter after exit.

#### **MEDIAN EARNINGS**

The median earnings of participants who are in unsubsidized employment during the second quarter after exit from all programs. A median calculation involves sorting the values in increasing order and picking the middle value. This value is the median.

#### **CREDENTIAL ATTAINMENT**

The percentage of those participants enrolled in education or training (excluding those in On-the-Job Training [OJT] and customized training) who attain one of the following during participation or within one year after exit:

- § a recognized postsecondary credential
- § a secondary school diploma or its recognized equivalent or certificate

A participant who has attained a secondary school diploma or its recognized equivalent is counted as a positive outcome only if the participant also meets one of the following criteria during participation or within one year after exit:

- § employed
- § enrolled in an education or training program leading to a recognized postsecondary credential

**MEASURABLE SKILL GAINS**

The percentage of program participants who, during a program year, are enrolled in education or training that leads to a recognized postsecondary credential or employment AND have also achieved one or more measurable skill gains. A measurable skill gain is defined as documented academic, technical, occupational, or other forms of progress that lead to a credential or employment. Depending on the type of education or training program, progress must be documented using one of the following:

- § achievement of at least one educational functioning level of a participant who is receiving instruction below the postsecondary education level
- § attainment of a secondary school diploma or its recognized equivalent
- § secondary or postsecondary transcript or report card for a sufficient number of credit hours that shows a participant is meeting academic standards
- § satisfactory or better progress report, towards established milestones, such as completion of OJT or completion of one year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training
- § successful passage of an exam that is required for an occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams

**PY 20-21 Local Area Performance**

Since performance is based on measuring post-exit outcomes, Local Area Preliminary Performance Reporting for Employment Rate 4<sup>th</sup> Quarter After Exit and Credential Attainment 4<sup>th</sup> Quarter After Exit will be conducted at the end of the 4<sup>th</sup> Quarter (June 30, 2022).

Employment Rate 2<sup>nd</sup> Quarter After Exit and Median Earnings 2<sup>nd</sup> Quarter After Exit will be conducted at the end of the 2<sup>nd</sup> Quarter (December 31, 2021).

<b>Measurable Skills Gain Report</b>	<b>PY 2020-2021</b>			
	<i>Final Nego Levels</i>	<i>Preliminary Results</i>	<i>% Nego Goal Achieved</i>	<i>Goal Met (Y/N)</i>
<b>Adult</b>				
Measurable Skill Gain (7/1/20 - 6/30/21)	44.3%	<b>25.37%</b>	57.27%	N
<b>Dislocated Worker</b>				
Measurable Skill Gain (7/1/20 - 6/30/21)	45.1%	<b>21.10%</b>	46.78%	N
<b>Youth</b>				
Measurable Skill Gain (7/1/20 - 6/30/21)	52.5%	<b>63.79%</b>	121.50%	Y

# QUARTERLY PROGRAM REPORT



FY 2021 – 2022 Qtr <u>  1  </u>				
Performance Report for: <u>  Civicorps  </u>				
Reporting Period Covered: 7/1/21-9/30/21				
<b>SUMMARY OF INFORMATION</b>				
		<b>Adult</b>	<b>Dislocated Worker</b>	<b>Youth IS OSY</b>
Total Carryforward (2019-2020)				0      0
Total Enrolled				0      7
	Veterans			0      0
	Re-Entry			0      0
	English Language Learners			0      2
	Public Assistance/Low Income			0      7
	Basic Skills Deficient			0      7
Total Co-Enrolled				
Total Exiters				0      0
<b>PERFORMANCE OUTCOMES</b>				
Basic Career Services				
Individualized Career Services				0      7
Training Services				0      0
	Priority Sectors (See Below)			0      0
	On-the-job Training			0      0
	Customized/Cohort Training			0      0
	Work Experience			
	Work-Based Learning (youth only)			0      7
Credential Attainment				
Basic Skills Gain				0      7
<b>EMPLOYMENT OUTCOMES</b>				
Total Employed				7
	Healthcare			0
	Advanced Manufacturing			0
	Transportation, Distribution and Logistics			0
	Digital Media/ICT			0
	Retail/ Hospitality			0
	Construction			0
Adv. Training/Post-Secondary Education				0
Average Hourly Wage				16.32
<b>BUSINESS ENGAGEMENT OUTCOMES</b>				
Employer Retention				
Repeat Business				
Market Penetration Rate				

<b>NONDISCRIMINATION &amp; EQUAL OPPORTUNITY COMPLIANCE</b>					
Ensure provision of Equal Access to WIOA Title I -Financially Assisted programs/activities (in this reporting period) YES or NO					Y
Ensure Recording of Race/Ethnicity, Sex, Age, and Disability Status in a Secured Confidential location in accordance to WIOA Section 188 & OWDB 16-001 Personally Identifiable Information Policy (in this reporting period)					Y
	# of Limited English Proficiency (LEP) Identified				
	# of Language Preference Forms (Completed)				
	Nondiscrimination & Equal Opportunity Training (in this reporting period)				
	Discrimination/Grievances (made in this reporting period)				0

# PROGRAM NARRATIVE

## 1) Describe accomplishment towards program goals and objectives achieved during the reporting period.

In Q1, Civicorps enrolled 7 WIOA Active participants and we continued to work with our 2020-2021 Follow Up Cohort of 19 youth. This is 30% of our total enrollment goal for the year. Enrollment continues to be an area of focus for Civicorps, we continue to promote our program in the community and on social media in order to reach youth that can benefit from our services. We have found one of the best methods for recruitment is through word of mouth, we hope to build on this information to grow our recruitment efforts.

### PERFORMANCE OUTCOMES

On July 1, 2021, Civicorps transitioned from operating our own Academy to partnering with the Alameda County Office of Education's Opportunity Academy (OA) to provide a high school diploma program onsite to our participants who need to complete their school diploma requirements. All of our current WIOA Active youth are also completing courses with Opportunity Academy:

- 6 participant were Full Time Scholars
- 1 participant was Full Time at the Job Training Center and a Full Time Scholar

Participants at the Job Training Center engaged in paid job training at our Environmental Management Social Enterprise where youth earn \$14.36 per hour while learning vocational skills, soft skills, and gaining face-to-face interaction with some of the largest employers in the East Bay, including Caltrans, East Bay Regional Parks District, Port of Oakland, and EBMUD. In these positions, youth can earn certifications in brush cutter, chainsaw, CPR/First Aid, earn a Class C Driver's License, forklift certification, and prepare to secure employment in the OWDB-priority sectors of: Advanced manufacturing, Healthcare, Information communication technology, and Transportation and logistics.

In partnership with Opportunity Academy, Civicorps provided individual services to all participants working towards their high school diploma. OA operates a flexible schedule in which students can choose to meet in person once or twice a week, or they may choose to call, email, or text, all of which count as having attended scheduled meetings for independent study. Youth who are enrolled both in our school program and our job training center are able to work in the mornings and are free to attend their school meetings in the afternoons.

Below are the WIOA youth who received certifications this quarter:

#### Chainsaw Certification II:

- Mikayla Hibbitt

Under Performance Outcomes, for Basics Career Services, Individualized Career Services, and Training Services we entered 7 WIOA Youth. All new WIOA youth at Civicorps are taking part in the services listed.

### EMPLOYMENT OUTCOMES

Civicorps is currently gathering data to report on our cohort in follow-up. Seven paystubs have been obtained to confirm employment status of follow-up youth. Final numbers will be shared in CalJobs.

Civicorps' goal is to continue to offer support to our participants and inform them of available resources. Our goal is to make sure participants are prepared to continue their education and employment goals once they exit Civicorps. Of the 19 participants we enrolled last year, eleven are working towards obtaining their high school diploma.

Below are some highlights for our 20-21 Follow-Up Cohort:

- 5 youth continued to engage in paid job training as they worked toward their high-school diplomas, earning \$14.36/hour at our Environmental Management Social Enterprise.
- 1 participant completed an internship with Sprouts Farmers Market
- 1 is working with the East Bay Sanctuary Covenant

We will continue to engage with the remaining WIOA follow-up members and help them enroll in college or secure employment.

## 2) Describe any program challenges or problems (particularly related to program performance) encountered during the reporting period and how the agency plans to address them.

As we enter this new partnership, Civicorps and OA staff are working together to adjust to the challenges caused by the differences in our processes so that we can best serve our students. Civicorps employs a progressive discipline process for unexcused absences. Students with unexcused absences move through a series of five steps or warnings before they face an official separation. These steps include verbal and written notices that progress to face-to-face meetings with Civicorps staff. In contrast, because OA is operated by the Alameda County Office of Education, students cannot be released from their program for unexcused absences. In addition, at OA students can miss up to a month of classes before any disciplinary actions are taken. We are working closely with OA to come up with a solution.

We also realized that Civicorps' onboarding process needed to change in order to better orient new students. After orientation, new students work at Civicorps' Job Training Center for one month before attending classes at OA, with little to no contact with the school and our onsite staff during that time. After this, we observed that new students were having trouble transitioning to OA. In response, we implemented a requirement for all new participants identified as OA students to meet weekly with Civicorps' English Language Coordinator after their

orientation, and while they are working at the Job Training Center to help them get used to working with staff. After this month-long period, students were more familiar with meeting staff onsite when they began their courses with OA. Furthermore, these students continue to meet with our English Language Coordinator, as well as other Support Services staff including our Dean of Students, Counselors, and Job Training Supervisors.

Unlike last year when students would only work remotely, they now have in-person appointments for their independent study. Students check in with teachers onsite and have the option to submit their work in person or online. While we are adjusting to OA's flexible schedule, we have observed that this system is working well for many students.

Finally, we continue to update our Covid-19 protocols, monitoring and adapting to regional, state, and federal guidelines as they change. Currently, we are offering free weekly testing clinics for staff, Corpsmembers, and their families, alongside of safety protocols, PPE, and a Civicorps vaccination mandate. In addition, during Q1 we held 4 free vaccination clinics. Safety has always been a top priority and we have followed safety measures throughout the pandemic. In early September, Civicorps released a Covid-19 New Hire/ Rehire Policy: all incoming Civicorps staff and Corpsmembers will be required to submit proof of fully or partially vaccinated status. As of September 10, 2021, Civicorps released a Covid-19 Vaccination and Testing Policy: all Civicorps staff and Corpsmembers will be required to submit acceptable proof of fully vaccinated status, or in the alternative submit weekly proof of negative results from an acceptable Covid-19 test. Our goal is to provide a safe space to our staff, Corpsmembers, and community that we serve. Our policies help make sure we minimize potential outbreaks during this pandemic. We continue to require face masks and social distancing indoors and in our company vehicles in accordance with Alameda County's August 3 public health mandate.

### 3) Describe any successes and highlights during the reporting period.

In Q1 Civicorps crews helped construct a new "co-government encampment" at an empty lot on East 12th Street, as part of an initiative led by Oakland City Council and Council President Fortunato Bas. Our Corpsmembers constructed "tiny home" small shelters designed to be a stepping stone for our unhoused neighbors out of crisis and into stability. The shelters are provided by Pallet, a social purpose company on a mission to build equal opportunity access to housing and employment. We're so pleased to be part of a coalition of city partners, longtime neighborhood advocates, and the Housing Consortium of the East Bay helping to transition our neighbors into dignified shelter. We're honored to support Oakland's health and vitality, and proud to engage Corpsmembers in this critically important community work. Two Active WIOA youth participants were part of the crews working on this project.

Below is a summary of the total number of WIOA Follow Up participants who received awards for the quarter:

- Jeremiah Luster – Americorps Award
- Hector Abarca Jr – Americorps Award
- Jonathan Lopez-Arevalos – Americorps Award

\*Americorps Awards help participants pay current educational expenses at eligible institutions of higher education and training programs.

In September, Civicorps held its Annual Health Fair where Corpsmembers attended various workshops including Healthy Sex, Healthy Communication, Local Herbal Medicine, along with activities and games throughout the day. The event was held outside at a local park, allowing Corpsmembers to enjoy group outdoor activities together. One participant recalled "I haven't had this much fun since Covid started, It's nice to feel normal". One WIOA youth attended the Health Fair.

We are excited to share that we have a total of 17 youth on track to receive their high school diploma, 6 are WIOA youth (2 Active Youth and 4 Follow up youth). One of the WIOA participants has secured her diploma and will graduate in January 2022. We will continue to provide updates in our quarterly narratives.

We're excited to be featured on The Corps Network's blog this month in a great piece, *Preparing the Bay Area for Fire; Preparing Young Workers for Careers*. The Corps Network is the National Association of Service and Conservation Corps, of which Civicorps is a proud affiliate. Click on the link for The Corps Network's "Corps Story" about the Corpsmembers at Civicorps working hard to keep the East Bay safe through fuel reduction and fire mitigation. <https://corpsnetwork.org/blogs/corps-story-preparing-the-bay-area-for-fire-preparing-young-workers-for-careers/>

### 4) Please list any major fiscal, staffing and/or administrative changes during the reporting period (please be sure to include new hires, layoffs, terminations, separations, etc).

As we shared in our FY20-21 Q4 report, the most significant program and activity change involved engaging a new education partner to replace our charter school. Civicorps Corpsmember Academy's charter ceased operations on June 30, 2021, and our partnership with Alameda County Office of Education's Opportunity Academy (OA) went into effect on July 1, 2021. Throughout July, we transitioned existing Civicorps Academy students into OA while keeping them in our Civicorps space and community.

We welcomed three OA staff members to our facility at Myrtle Street this quarter: two teachers and one paraeducator. We worked together to fill rosters of 28 students for each teacher to begin their independent studies. Each student moves at their own pace and takes as many credit-bearing courses as they're able. Please visit the Frequently Asked Questions page on our website to view more details about Opportunity Academy @ Civicorps:

<https://www.cvcorps.org/wp-content/uploads/2021/06/FAQ-for-AOA-Civicorps.jpg>

Another major change to our program model is that effective July 1, any new program participant who seeks a high school diploma at Opportunity Academy @ Civicorps must first enroll in our Job Training program. In Q1, we had five new enrollees enter both the Job Training Center and Opportunity Academy @ Civicorps; all other new enrollees entered only our Job Training program with their high school diplomas already in hand.

As our partnership with Opportunity Academy deepens, we will gain more experience enrolling new participants, and will report on any major changes or trends.

With the closure of Civicorps Academy, we don't hold classes and our students aren't on site unless they are meeting with their teachers. As students progress through their independent study coursework, they meet 1:1 with their instructors both online and in person. The two Opportunity Academy teachers each maintains their own schedule of individual student meetings.

Accordingly, we don't need as much classroom space as we've had for many years. Additionally, due to the ongoing pandemic, most of our staff rotates days working remotely with days on site. With less demand for office and classroom space, we vacated the 2nd floor of our Myrtle Street location and consolidated all staff offices onto the 1st floor.

In Q1, we had the following staff changes:

- Steven Addison was promoted to Conservation Program Manager 7/26/21
- Jessica Faulkner was hired as Conservation Crew Supervisor 8/30/21
- Jessica Faulkner was terminated as Conservation Crew Supervisor 9/23/21
- Aaron Smith, Case Counselor is on leave effective 8/30/21 until 11/26/21
- Mack Sullivan and Tyler Boente joined us as Jesuit Volunteers on 8/16/21

5) Please describe any training or technical assistance needs.

No technical assistance is currently needed.

6) Please describe any staff development/training activities.

No activities to report this quarter.

Executive Director Name Tessa Nicholas Date 10/15/21

Signature Tessa Nicholas

**QUARTERLY PROGRAM REPORT**



Lao Family Community Development, Inc.  
 Quarterly Report: 07/01/2021-09/30/2021  
 Performance Report for FY: 21-22 WIOA Adult Services ( 07/01/2021 -06/30/2022)

**SUMMARY OF INFORMATION**

		Adult	Dislocate d Worker	Youth OSY	
Total Carryforward (Prior Year)	FY 20-21	80	26	N/A	N/A
Total Enrolled : FY 21-22		39	8		
Total Exits in this report period		4	2		
	Veterans	3	1		
	Re-Entry	1	0		
	English Language Learners	5	1		
	Public Assistance/Low Income	21	4		
	Basic Skills Deficient	10	0		
Total Co-Enrolled ( TAA)		0	0		
Total Exiters : FY 21-22		4	2		

**PERFORMANCE OUTCOMES**

Basic Career Services		47			
Individualized Career Services		39	8		
Training Services in this report period		8	2		
	Priority Sectors	7	2		
	On-the-job Training	1	0		
	Customized/Cohort Training	0	0		
	Work Experience	0	0		
	Work-Based Learning (youth only)	0	0		
Credential Attainment/Training Completed ( FY 19-20 & FY 20-21)					
Incomplete/Dropped Out of Training		1	1		
Basic Skills Gain					

**EMPLOYMENT OUTCOMES**

Total Employed in this report period		5	2		
	Healthcare				
	Advanced Manufacturing	2	2		
	Transportation, Distribution and Logistics				

	Digital Media/ICT				
	Retail/ Hospitality	1			
	Construction				
	Other sectors: Accounting, Data Entry, Food, Parking, Social Services, Manufacturing, Restaurant, Security Guard, Writer	2	0		
Adv. Training/Post-Secondary Education					
Average Hourly Wage		18.01	23.73		
Employment Related to Training			2		
Employment Retention Services: FY 20-21		12	4		
Employment Retention: FY 20-21 Quarterly Follow Up YTD: Staff are continue working on follow up services and providing additional assistance.		19	7		
Number of African-American/Black		19	3		
Number of Latinx		3	2		
Number of Native American		0	0		
Number of Asian/Pacific Islander		4	1		
Number of Veterans		3	1		
Number of Current/Former Legal/Justice Involved (Formerly Incarcerated/Re-Entry)		1	0		
Number of participants receiving Public Assistance (CalWorks/Welfare to Work, CalFRESH/Food Stamps, Medi-Cal/Denti-Cal, etc)		21	4		
Number of participants identified as Basic Skills Deficient		10	0		
Number of participants identified as Limited English Speaking		5	1		
<b><i>Oakland Residents (Participants identified by Zip Code)</i></b>					
Number of Enrollees in 94603		3	3		
Number of Enrollees in 94621		8	1		
Number of Enrollees in 94605		6	1		
Number of Enrollees in 94601		11	0		
Number of Enrollees in 94606		1	0		
Number of Enrollees in 94607		1	1		
Number of Enrollees in 94602		1	0		
Number of Enrollees in 94608		0	1		
Number of Enrollees in 94610		2	0		
Number of Enrollees in 94619		1	0		
<b>On-the-Spot Recruitment Events ( Virtual Job Fair &amp; On-Site Recruitment )</b>					
<b>Total</b>				<b>2</b>	

Total Employer Participants: Please see attached flyers			20	
Total Job Seeker Attendees (Please Provide Sign-In Sheets)			95	
	WIOA		4	
	Non-WIOA		91	
Total Employed As A Result of OSRs : WIOA Participants'				
	WIOA :	Pending response from employers		
	Non-WIOA	Pending response from employers		
<b>BUSINESS ENGAGEMENT OUTCOMES</b>				
Employer Retention				
Repeat Business				
Market Penetration Rate				
<b>NONDISCRIMINATION &amp; EQUAL OPPORTUNITY COMPLIANCE</b>				
Ensure provision of Equal Access to WIOA Title I -Financially Assisted programs/activities (in this reporting period) YES or NO			Yes	Yes
Ensure Recording of Race/Ethnicity, Sex, Age, and Disability Status in a Secured Confidential location in accordance to WIOA Section 188 & OWDB 16-001 Personally Identifiable Information Policy (in this reporting period)			Yes	Yes
	# of Limited English Proficiency (LEP) Identified		5	1
	# of Language Preference Forms (Completed)		0	0
	Nondiscrimination & Equal Opportunity Training (in this reporting period)		0	0
	Discrimination/Grievances (made in this reporting period)		0	0

Director of Programs: MAI QUACH

Date: 10/12/2021

Signature: 

**SECTION 1 – PROJECT STATUS**

**A. Expenditure Status:**

Award Amount	\$237,047.00
Amount Invoiced Year-to-Date (Sum of Quarterly Invoices)	\$20,927.55
Percent of Award Invoiced to Date (Amount above ÷ Annual Award)	8.83%

In relation to the overall grant budget, are funds being expended as planned and on schedule?

Yes       No

**B. Staffing** – Indicate whether all positions included in the application have been filled (other than those previously addressed through a formal program modification). If positions remain unfilled, what is the plan and anticipated outcome for staffing of the program? Are surplus funds anticipated due to salary savings, and what is the plan for these funds?

N/A

**C. Problem Identification/Resolution** – Describe any problems the project has encountered during the reporting period. Consider what may be affecting project effectiveness or may have the potential of affecting program outcomes and stated goals. Examples of areas where problems of this nature may exist are program administration, service delivery, rate of referrals and participant enrollment. Indicate the steps taken to resolve any problems mentioned. Please include copies of your Grievance/Complaint Log.

**1) COVID-19 Outbreak and Delta Variant Surge:**

Program participants are scared to go back to work. Staff provided COVID-19 safety at work presentation including:

- Employer Responsibilities for a Safe Workplace
- COVID- 19 Prevention and Response
- Employer Protocols on COVID cases
- Payment During Exclusion from Work
- Free Vaccination Clinic resources

**2) Barriers to Employment:**

Lao Family assists a diverse population who lack significant work history, restricted commuting distance, restricted work schedules, Limited English Proficient, parenting, and unable to take employment assessment. We address those issues by:

- Providing onsite ES/VESL classes
- Partnering with Laney College its Liberty of Arts Department to provide CTE Bridges Courses and ES/VESL at Lao Family
- Developing local potential hiring employers
- Providing employers for onsite hiring event and assisting in translation services
- Assisting and completing online application

- Scheduling workshops for parenting participants

**3) Limited Commercial Truck Driving Schools in East Bay Area:**

Significant clients are interested in receiving Class A or B Driver License. And there is only one truck driving school in Oakland. Some program participants stated that they have not received enough on the wheel operating training due to many participants at same time. In addition, participants with language barriers need more additional training to pass the DMV test. Staff diligently work with clients and training providers to ensure having a successful outcome. In addition, staff contacted other training providers who are not on ETPL and provided the resources to become EPTL on CalJOBS.

**D. Proposed Changes** – Describe any changes that are being proposed to improve the program within the next reporting period. (Note that some changes may require a formal Budget/Program Modification to be approved by your Program Analyst)

N/A

**Activities** – Describe any significant program activities anticipated in the next reporting period (i.e., award ceremonies, graduation ceremonies, media events). N/A

**E. Project Goals and Progress** – Identify the project goals and the progress associated with each goal.

WIOA Adult Employment Program is designed to provide a seamless array services that link clients with resume assistance, job referral and placement assistance, on site interview, individual employment plan, career/employment counseling, Itemized Training Account (ITA), On-the-Job Training (OJT) and direct job placement, supportive services and referral services, case management up to 4<sup>th</sup> quarter are provided to assist clients with achieving and maintaining long-term employment.

**Table 1: LFCD Enrollment Progress Towards Goal FY 21-22 (07/01/2021-06/30/2022)**

Funding Category	Goal	Actual Enrolled	Job Placement	Exit
Adult	150	39	5	4
DW	38	8	2	2
<b>Total</b>	<b>188</b>	<b>47</b>	<b>7</b>	<b>6</b>

**Table 2: LFCD Performance: (FY 20-21)**

Funding Category	Goal	Actual Enrolled	Job Placement	Exit
Adult	150	155 (103%)	59	77
DW	38	43 (113%)	17	18
<b>Total</b>	<b>188</b>	<b>198 (105%)</b>	<b>76</b>	<b>95</b>

**Table 3: WIOA FY 21-22: ITA High Growth Industry Enrollment Data:**

Industry	# ITA/OJT LFCD	# ITA PIC	ITA Completion	Certificate Attained	Job Placement related to training
Adv. Manufacture		1			
Transportation		2			
Healthcare	1	1			
ICT/Digital Marketing		1			
<b>Total</b>	<b>1</b>	<b>5</b>			

**Table 4: WIOA FY 20-21: ITA High Growth Industry Enrollment Data:**

Industry	# ITA LFCD	# ITA PIC	ITA Completion	Certificate Attained	Job Placement related to training
Transportation	10	4	8	8	3
Healthcare	6	1	4	4	2
HR Management	3	1	In progress		
Film/ Media	3		3	3	
ICT/ Digital Marketing	5	1	1	1	
Information Technology		2	In progress		
Construction	1		Dropout		
Accounting		1			
<b>Total</b>	<b>28</b>	<b>9</b>	<b>16</b>	<b>16</b>	<b>5</b>

**Table 5: WIOA FY 19-20: ITA High Growth Industry Enrollment Data:**

Industry	LFCD # ITA	OPIC #ITA	ITA Completion	Certificate Attained	Job Placement related to training
Transportation	6	1	7	7	4
Healthcare	3	1	3	4	1
HR Management	9		9	8	4
Film/ Media	1		1	1	1
Viticulture	1		1	1	0
ICT/ Digital Marketing	1		1	1	1
Database Analytics	2		1	1	2
Salesforce Administration	1		1	1	0
Construction	0		0	0	0
<b>Total</b>	<b>24</b>	<b>2</b>	<b>24</b>	<b>24</b>	<b>13</b>

**Table 6: WIOA FY 20-21 On the Job Training:**

Funding Category	OJTs	Training Provider	Training Occupation	Training Amount	Start Date- End Date
Adult	2	Bitwise	Salesforce Administration	\$ 7, 500	04/26/2021-07/25/2021
Adult	1	Bitwise	UX Design	\$7,500	09/27/2021-01/14/2022
<b>Total</b>				<b>\$23,500</b>	

**Table 7: Emergency Additional Assistance (EAA DW Grant) 04/01/2020-09/30/2021**

Funding Category	Goal	Actual enrolled	Job Placement	Exit
EAA/ DW	18	19	7	8

**Table 8: EAA Grant: ITA High Growth Industry Enrollment Data:**

Industry	ITAs Issued	ITA Completion	Certificate Attained	Training Allocation	Obligated	Remaining Fund
Transportation	1	1	Yes	\$ 25,000	\$ 4,435	
Health	1	Unsuccessful			\$2,500	
<b>Total</b>	<b>2</b>	<b>1</b>		<b>\$ 25,000</b>	<b>\$ 6,935</b>	<b>\$18,065</b>

**Table 9: National Dislocated Worker Grant (NDWG) 04/01/2020-3/31/2022**

Funding Category	Goal	Actual enrolled	Job Placement	Exit
DW	60	7	3	2

**Table 10: NDWG Grant ITA High Growth Industry Enrollment Data:**

Industry	ITAs Issued	ITA Completion	Certificate Attained	Job Placement related to training
Project Management: HR, Business	1	1	1	
ICT/ Digital Marketing	1	In progress		
Health	1	In progress		
<b>Total</b>	<b>3</b>		<b>1</b>	

**Table 11: FY 20-21 Training Fund Recap (LFCD+ OPIC)**

Funding Category	Total Allocation	LFCD	OPIC	LFCD (ITAs+OJTs) Obligated	OPIC Obligated	Total Obligated	Total Remaining Fund
Adult	\$ 130,666	\$ 95,666	\$35,000	\$95,115	\$25,893	\$ 121,008	\$ 551 (LFCD) 1% \$ 9,107 (OPIC) 26% \$ 9658 (LFCD+OPIC) 7%
DW	\$ 78,931	\$ 68,931	\$10,000	\$ 49,359	\$5,809	\$ 55,168	\$ 19,572 (LFCD) 28% \$4191 (OPIC) 42% \$23,763 (LFCD+OPIC) 30%
<b>Grand Total</b>	<b>\$ 209,597</b>	<b>\$164,597</b>	<b>\$ 45,000</b>	<b>\$144,474</b>	<b>\$31,702</b>	<b>\$176,176</b>	<b>\$ 33,421 (16%)</b>

**Table 12: FY 21-22 ITA REFERRALS**

Program	ITAs Issued	Spent	Average
Adult	2 ( 1 LFCD+ 1 PIC)	\$6,720	\$ 3,996
DW	1 (0 LFCD+ 1 PIC)	\$5,000	\$ 5,000

**Table 13: FY 20-21 ITA REFERRALS**

Program	ITAs Issued	Spent	Average
Adult	23 ( 16 LFCD+ 7 PIC)	\$90,463	\$ 3,933
DW	14 (12 LFCD+ 2 PIC)	\$58,919	\$ 4,208
EAA	2 (LFCD)	\$9,435	\$4,718
NDWG	3 (LFCD)	\$10,695	\$3,565

**Table 14: FY 20-21 Supportive Service Fund**

Funding Category	Total Approved	Spent	Remaining
Adult	\$20,000.00	\$2,544.15	\$17,455.85
DW	\$18,000.00	\$1,537.75	\$16,462.25
EAA	\$ 7,667.00	\$ 2,892.00	\$ 4,775.00
NDWG	\$7,167.00	0.00	\$ 7,167

## SECTION 2 – TECHNICAL ASSISTANCE

To assist the project in appropriate implementation of the grant award, technical assistance can be provided at any time during the grant year.

Technical assistance requested:  Yes  No

Please indicate why/what type of technical assistance is needed: N/A

## SECTION 3 – PROJECT MEASURES

Provide statistical information only as it pertains to your particular project. If a question does not apply, please indicate by entering "N/A". A participant should be counted in only one focus area unless the participant receives distinct, separate services in multiple areas. Attach additional pages to further clarify reported data, if needed. N/A

## SECTION 4 – FINAL REPORT

**A. Discuss overall program effectiveness. Specifically, how have the problems identified in the application been addressed? What progress has been made in the program's ability to provide employment and supportive services to participants in the Program?**

- WIOA orientation: Provided in person and virtual biweekly and as needed
- Development of OJT employer: Café La Fong's Inc.
- Partnership with Laney College Carpentry department for Tiny Home Project
- Collaboration with OUSD: Participated in virtual resource fair to promote WIOA Adult Services and Trainings
- OWDB Monthly Service Provider meetings: : Participated and collaborated with other service providers
- Manufacturing Event: Attended and developed 8 employers who are hiring in several positions
- Disability Etiquette Training: Attended DOR training
- Partnership with Tesla: Met with Tesla Manufacturing Recruiter for establishing partnership
- Monthly job fair and COVID 19 vaccination pop up clinic
- Core Services and Intensive Services: Total of 155 customers visited our Neighborhood AJCC Center and received employment services. Staff provided technical assistance in EDD online application, UI weekly certification, employment online application, resumes and online job search. Staff followed the CDC and Alameda County Health and Safety guidelines while we assisted the customers.

## Success Stories:

### **NDWG Participant: Theresa Wilkerson**

*Participant was successfully completed ITA training, HR Management Training with CSUEB and entered a job related to the training. She started with Universal Health and Wellness on 07/01/2021 as a HR Manager, \$ 62.50 per hour full time position with benefit.*

**Thank you note from WIOA - DW Grant FY 2020-2021 clients to Salai Tluang, Business Representative.**

*Dear Ko Salai ,*

*Over the past 9 months, with support from people like you, professionals with job coaching, skilling programs, and networking opportunities. We got a job at OAK5 OAK7 - Amazon Fulfillment Center by paying 17: 50 per hour with myself and my wife. We will not be forgetting you for what you have helped us. Again thank you very much for the WIOA employment service and Lao Family Community Development .*

*Mr Maung Maung Kyaw & Mrs Ma Chaw*

## **B. Describe collaboration efforts with other agencies throughout the grant period.**

### ➤ AJCC Access Forum by Califorce Workforce Organization:

Staff attended and learnt firsthand what local workforce boards and their AJCCs have experienced over the last year in terms of providing access and services to individuals and businesses during the COVID Pandemic. The disruption that occurred allowed many leaders to closely examine access and service provisions moving forward. During the following conversation, staff learnt what strategies the experts are keeping, what challenges they encountered and what they will never do again.

- Bitwise Industries Partnership Meeting : Signed OJT agreement for UX Design apprenticeships Program
- Extended Stay America: Met with District Manager and build employer partnership
- Nightingale Healthcare Professionals: Met with training providers to learn about their CNA training program. Assisted training provider with CalJOBS technical assistance to be on ETPL.
- Laney Community College: Met with Dean from Liberty Art department and discussed about the CTE Bridges Courses and ES/VESL classes

**C. Describe efforts the project has made toward program sustainability beyond the grant period.**

**1) Modular AJCC at CARE Campus: Grand Opening in August**

LFCD Modular AJCC is equipped with a computer lab, staff workstation, small conference room, and rest room. Our partner, OPIC staff stations at Modular AJCC to assist deep East Oakland residents and AB 109 housing & employment participants for the WIOA co-enrollment. We post all the WIOA required posters at the computer lab. The AJCC opens to the public on the 1st week of September.

**2) East Oakland outreach opportunity with City of Oakland - Days of Service 08/31& 09/01**

Staff worked with Marisa Raya from City of Oakland's Economic & Workforce Development Department. We participated in an interdepartmental outreach focused on East Oakland residents in the Eastmont Mall, Arroyo Viejo and Deep East neighborhoods, which are city targeted areas for services. Staff joined with City staff teams going door to door over the course of two days and sharing information about Lao Family's Programs and services. We printed 1000 flyers for WIOA Adult and Youth Programs, OHA Employment Program, CARE Campus Housing & Employment, and Crime Victim Assistance Programs.

**3) Employment Opportunities with Career Pathway:**

Staff participated in the meeting which was held by OWDB staff. We learnt about CalTrans, Amazon, and Bitwise Apprenticeship programs.

**4) CARE Campus Open House and Summer Job Fair:**

Total 80 job seekers attended the job fair, met with employers, applied for the positions, and pending response from the employers.

**5) Laney's Black Laney Love Resource Fair:**

Staff participated in this event and promoted WIOA and SOAR! Programs.

JVS Dental Assisting Program:

Lao Family met with JVS staff to provide WIOA program ITAs eligibility and referral process.

**6) Extendedstay America:**

Staff met with District Managers from Sacramento and Alameda counties as employers are in need of hiring. They have immediate openings in Front Desk, Housekeeping, Laundry Worker, and Team Lead for different locations.

**D. Describe recommended program modifications/improvements should the program be replicated or continued. N/A**

**E. Describe lessons learned from the program. N/A**

**QUARTERLY PROGRAM REPORT**



Lao Family Community Development, Inc.  
 Quarterly Report: 07/01/2021- 09/30/2021  
 Performance Report for FY: 2021-22 WIOA Youth Services ( 07/01/2021-06/30/2022)

**SUMMARY OF INFORMATION**

		Adult	Dislocated Worker	Youth IS	OSY
Total Carryforward : FY 20-21		N/A	N/A	N/A	4
Total Enrolled : FY 21-22					25
Total Exits : FY 21-22 YTD					9
	Veterans				0
	Re-Entry				0
	English Language Learners				5
	Public Assistance/Low Income				7
	Basic Skills Deficient				25
Total Co-Enrolled					0
Total Exciters : FY 21-22					9

**PERFORMANCE OUTCOMES**

Basic Career Services					25
Individualized Career Services					25
Training Services					
	Priority Sectors (See Below)				
	On-the-job Training				
	Customized/Cohort Training				
	Work Experience				20
	Work-Based Learning (youth only)				
Credential Attainment/Training Completed					N/A
Incomplete/Dropped Out of Training					N/A
Basic Skills Gain ( Literacy & Numeracy Gain)					9

**EMPLOYMENT OUTCOMES**

Total Employed					0
	Healthcare				
	Advanced Manufacturing				
	Transportation, Distribution and Logistics				
	Digital Media/ICT				

	Retail/ Hospitality				
	Construction				
	Other				
<b>Adv. Training/Post-Secondary Education</b>					
Average Hourly Wage					
Employment Related to Training					
					0
Employment/ PSE Retention: FY 20-21					
					15
Employment/ PSE Retention: FY 19-20					
					15
<b>Number of African-American/Black</b>					
					2
<b>Number of Latinx</b>					
					3
<b>Number of Native American</b>					
					0
<b>Number of Asian/Pacific Islander</b>					
					17
<b>Number of Middle East</b>					
					3
<b>Number of Current/Former Legal/Justice Involved (Formerly Incarcerated/Re-Entry)</b>					
					0
<b>Number of participants receiving Public Assistance (CalWORKs/Welfare to Work, Cal FRESH/Food Stamps, MediCal)</b>					
					7
<b>Number of participants identified as Basic Skills Deficient</b>					
					25
<b>Number of participants identified as Limited English Speaking</b>					
					5
<b><i>Oakland Residents (Participants identified by Zip Code)</i></b>					
<b>-Number of Enrollees in 94603</b>					
					3
<b>-Number of Enrollees in 94621</b>					
					1
<b>-Number of Enrollees in 94605</b>					
					0
<b>-Number of Enrollees in 94601</b>					
					4
<b>-Number of Enrollees in 94606</b>					
					5
<b>-Number of Enrollees in 94607</b>					
					9
<b>-Number of Enrollees in 94602,94608,94610,94619,94612</b>					
					4
<b>On-the-Spot Recruitment Events</b>					
<b>Total</b>					<b>N/A</b>
<b>Total Employer Participants (Please Provide Sign-In Sheets)</b>					
<b>Total Job Seeker Attendees (Please Provide Sign-In Sheets)</b>					
	<b>WIOA</b>				<b>N/A</b>
	<b>Non-WIOA</b>				
<b>Total Employed As A Result of OSRs (Please Provide Documentation)</b>					
	<b>WIOA</b>				
	<b>Non-WIOA</b>				
<b>BUSINESS ENGAGEMENT OUTCOMES</b>					

Employer Retention				
Repeat Business				
Market Penetration Rate				
<b>NONDISCRIMINATION &amp; EQUAL OPPORTUNITY COMPLIANCE</b>				
Ensure provision of Equal Access to WIOA Title I -Financially Assisted programs/activities (in this reporting period) YES or NO				Yes
Ensure Recording of Race/Ethnicity, Sex, Age, and Disability Status in a Secured Confidential location in accordance to WIOA Section 188 & OWDB 16-001 Personally Identifiable Information Policy (in this reporting period)				Yes
# of Limited English Proficiency (LEP) Identified				5
# of Language Preference Forms (Completed)				0
Nondiscrimination & Equal Opportunity Training (in this reporting period)				0
Discrimination/Grievances (made in this reporting period)				0

Director of Programs Name: Mai Quach

Date: 10/12/2021

Signature:  \_\_\_\_\_

**SECTION 1 – PROJECT STATUS**

**A. Expenditure Status:**

Award Amount	\$276,648
Amount Invoiced Year-to-Date (Sum of Quarterly Invoices)	\$57198.88
Percent of Award Invoiced to Date (Amount above ÷ Annual Award)	20.66%

In relation to the overall grant budget, are funds being expended as planned and on schedule?

Yes     No

**B. Staffing** – Indicate whether all positions included in the application have been filled (other than those previously addressed through a formal program modification). If positions remain unfilled, what is the plan and anticipated outcome for staffing of the program? Are surplus funds anticipated due to salary savings, and what is the plan for these funds?

**N/A**

**C. Problem Identification/Resolution** – Describe any problems the project has encountered during the reporting period. Consider what may be affecting project effectiveness or may have the potential of affecting program outcomes and stated goals. Examples of areas where problems of this nature may exist are program administration, service delivery, rate of referrals and participant enrollment. Indicate the steps taken to resolve any problems mentioned. Please include copies of your Grievance/Complaint Log.

**Worksite Placement:**

- Delay response from employers and supervisors after assisting referrals
- Zoom Interview/ technology: Youth do not have cameras on their computer and zoom app.
- Fully vaccination requirement from employers
- Match with employers’ requirement and youth’s skills set
- Limited public transportation to some worksites

**Address issues:**

- Follow up with employers/ supervisors if we have not received response within 5-7 business days
- Alternative ways for setting up an interview using LFCD laptop as needed.
- Provide free vaccination clinic and locations
- meeting with youth to go over job duties and pre-screen youth before referrals
- Provide bus pass and find worksites closer to youth locations

**Activities** – Describe any significant program activities anticipated in the next reporting period (i.e., award ceremonies, graduation ceremonies, media events).

N/A

**E. Project Goals and Progress** – Identify the project goals and the progress associated with each goal.

**1. WIOA Youth Services: July 1, 2021- June 30, 2022: Goal 28 (Age 16-24)**

WIOA Youth services provide eligible youth, ages 16-24, with effective and comprehensive program activities designed to enhance and improve their opportunities to obtain and complete education and training programs that will provide them with job readiness skills and competencies.

Lao Family delivers services to help youth apply for, enroll in, and progress through post-secondary education, training, or employment that leads to a portable credential and starts them on a career pathway. Services and training may be sector-specific, leading youth to develop an understanding of academic and technical skills needed to secure employment within a high-demand industry. Youth gain meaningful work experience by completing 100 hours (\$ 14.36 per hour) of paid internship program.

Our primary goal is to assist youth to obtain High School Diploma/ GED, and advance into postsecondary education, credentialed occupational skills training, or employment with career advancement, academic support & referral, retention supportive service and ongoing case management support up to 4<sup>th</sup> quarter.

**Table 1. WIOA FY 21-22 Enrollment Progress Towards Goal**

Funding Category	Goal	Actual Enrolled	Workshop Completion	Start Work Experience	Work Experience Completed
OSY Age 16-24	28	25(89%)	24(86%)	20(71%)	17(61%)

**Total Exit: 9 Youth/ PSE**

9 youth were successfully exited as they entered post-secondary education. Youth continue their education with UC Riverside, UC Berkeley, SFSU, UC Davis, Cal State Northridge, UC San Diego, CA Polytechnic State, and College of Alameda.

**Literacy & Numeracy Gain:** 9 youth had literacy & numeracy gains.

**Table 2. WIOA FY 20-21 Enrollment Progress Towards Goal**

Funding Category	Goal	Actual Enrolled	Workshop Completion	Work Experience Completed	Total Exit	Exit PSE/EMP	Follow Up PSE/EMP
OSY Age 16-24	28	28 (100%)	28(100%)	22 (79%)	20 (71%)	19 (68%)	16 (57%)

**FY 20-21 Follow up services:** 16 youth successfully completed quarterly retention services. Staff are continuing working with FY 19-20 youth participants for retention services.

All youth exited with Post- Secondary Education (PSE) are continue attending Massachusetts Institute of Technology, SFSU, UC Irvine, UCLA, UC Davis, CSUEB, College of Alameda, Laney College, and Centria Healthcare. They are majoring in Business, Communication, Civil Engineering, Pre-nursing, Dental Hygiene, Political Science, Economic, and Urban Studies.

One youth who were exited with employment are still employed with El Ranchito Market. All data was recorded in CalJOBS system.

**Summer Job Program: June 1, 2021- 09/30/2021 – Age 16-21  
OWDB Goal 50 youth and OFCY 29 youth: Total 79 youth**

The summer youth employment program is designed to help youth prepare for the world of work by gaining valuable skills, experience and confidence and to become empowered in their pursuit of career, academic, and personal goals.

The program is open to low income Oakland youth ages 16-21. Youth enrolled in the program receive job-readiness training, ongoing support, meaningful paid work experience, case management support/ troubleshooting for employers/youth and financial literacy. Youth participant works up to 100 hours with the Oakland minimum wage of \$ 14.36 per hour.

**Table 3: OWDB & OFCY Summer Youth Employment Program: 06/01/2021-09/30/2021**

Funding Category	Goal	Actual Enrolled	Workshop Started	Workshop Completion	Paid Work Experience	Total Work Hours
OWDB	50	51 (102%)	51(102%)	50 (100%)	45(90%)	4289.5
OFCY	29	29 (100%)	29(100%)	28(97%)	29 (100%)	2766.25
OWDB& OFCY	79	80 (101%)	80 (101%)	78 (97.5%)	74 (92.5%)	7055.75(88%)

**SECTION 2 – TECHNICAL ASSISTANCE**

To assist the project in appropriate implementation of the grant award, technical assistance can be provided at any time during the grant year.

Technical assistance requested:  Yes                       No

Please indicate why/what type of technical assistance is needed:

**SECTION 3 – PROJECT MEASURES**

Provide statistical information only as it pertains to your particular project. If a question does not apply, please indicate by entering “N/A”. A participant should be counted in only one focus area unless the participant receives distinct, separate services in multiple areas. Attach additional pages to further clarify reported data, if needed.

SUPPORT SERVICES (Please list)		
• Public Transportation Assistance (Bus Pass & BART-Clipper Card)		
REFERRAL SERVICES		
• Medical Insurance/ Public Assistance/ Housing Resources		

**SECTION 4 – FINAL REPORT**

**A. Discuss overall program effectiveness. Specifically, how have the problems identified in the application been addressed? What progress has been made in the program’s ability to provide employment and supportive services to participants in the Program?**

- WIOA orientation: Provided in person and virtual
- Development of OJT employer: Café La Fong’s Inc.
- Partnership with Laney College Carpentry department for Tiny Home Project
- Collaboration with OUSD: Participated in virtual resource fair to promote WIOA Adult Services and Trainings
- OWDB Monthly Service Provider meetings: Participated and collaborated with other service providers
- Manufacturing Event: Attended and developed 8 employers who are hiring in several positions
- Disability Etiquette Training: Attended DOR training
- Partnership with Tesla: Met with Tesla Manufacturing Recruiter for establishing partnership
- Monthly job fair and COVID 19 vaccination pop up clinic: Invited youth participants

**26th Annual Youth Conference: The Power of You. Dare to Dream!**  
**Friday, August 6, 2021 from 10 am- 3 pm**

Staff successfully hosted our 26th Annual Youth Conference on Friday, Aug 6th. The event was held in person at our CARE Community Center, its outdoor areas. Youth are required to wear masks. We had 109 youth between the ages of 16-24 attended the event. Staff also held a resource fair which involved career exploration, higher education, career technical training, internship and employment opportunities with various industries. Our goal is to help youths graduate from high school, continue to post-secondary educational programs, apply to credentialed occupational training programs, and find employment with career advancement on the path to self-sufficiency.

We also invited motivational guest speakers including 1) the first African American valedictorian from Oakland Technical High School, Ahmed Mohamed, 2) Founder of Foodnome, Akshay Prabhu, and 3) OUSD’s Business to School coordinator, Gilbert Pete.

Youth enjoyed the food, relaxed at our center, received LFCD’s hoodies, hats, and lunch boxes for participation, interacted with various fun activities and received raffle prizes! We are thankful for our management and other component staff who always supported us to have a successful event.



**B. Describe collaboration efforts with other agencies throughout the grant period.**

**1) The Bread Project: 5 Week Food Preparation and Baking Training:**

Staff met with The Bread Project’s Executive Director and staff. We discussed a 5-week paid internship for youth participants. We agreed to have a first cohort on September 20,2021. Youth participants will gain hands on experience, skills for food industry and work with food service

professionals. They will also receive Completion of Certificate, ServSafe Food Handling Certification, job placement assistance and explore to professional network.

## **2) Pre-apprenticeship and Apprenticeship Programs: Bitwise Industries**

Staff developed new partnership with Bitwise to place older youth through co-enrollment with WIOA Adult services to support youth through On the Job Training (OJT) and/or Individual Training Account (ITA)

- Pre-apprenticeship
- Salesforce Administrative
- Web Developer
- Online Marketing

## **3) Career Technical Education (CTE) Program: Peralta Community Colleges**

Staff has a strong relationship with Laney College and regular meetings with Laney Faculties to develop bridges programs for older youth.

- Culinary Arts
- Carpentry
- Environmental Control Technician- Heating, ventilation, and air conditioning (HVAC) Program
- Early Childhood Education

## **4) East Oakland outreach opportunity with City of Oakland - Days of Service 08/31& 09/01**

Staff worked with Marisa Raya from City of Oakland's Economic & Workforce Development Department. We participated in an interdepartmental outreach focused on East Oakland residents in the Eastmont Mall, Arroyo Viejo and Deep East neighborhoods, which are city targeted areas for services. Staff joined with City staff teams going door to door over the course of two days and sharing information about Lao Family's Programs and services. We printed 1000 flyers for WIOA Adult and Youth Programs, OHA Employment Program, CARE Campus Housing & Employment, and Crime Victim Assistance Programs.

**5) Employment Opportunities with Career Pathway:** Staff participated in the meeting which was held by OWDB staff. We learnt about CalTrans, Amazon, and Bitwise Apprenticeship programs.

**6) Collaboration with OUSD:** Staff participated in virtual Student Employment Options Fair to promote youth and adult employment & training services to current graduate youth.

**7) AAPI community Meeting** hosted by Laney College: Staff participated in the meeting.

**8) Partnership with Asian Law Caucus:** Staff attended a meeting with the Asian Law Caucus to discuss how Oakland's redistricting will affect us and our clients as well as how we can help have our communities' voices heard.

**9) OWDB Monthly Meeting:** Staff attended OWDB monthly service providers meeting, shared program highlights & challenges, and collaborated with other service providers.

**C. Describe efforts the project has made toward program sustainability beyond the grant period.**

**Development of new worksites:**

Staff successfully developed **new 16 worksites** where youth participants have intern opportunities in person, virtual and/or hybrid. We place youth in different industries including Retail, Law Office, County, Community based Organization, Construction, Health, and Food. The new worksites: The Plant Exchange, The Bread Project, Tootsies Boutique Inc., Hello Vintage, Alameda County Public Health Department Gwilliam Ivary Chiosso Cavalli & Brewer, Shearman Builders, Artist SelfCare Guide, LLC, Illumino, Thea Wellness & Acupuncture, Mannequin Madness, Peter's Kettle Corn, LLC Gourmet Popcorn Shop, Uhuru Furniture & Collectibles, danazed.com, California Pan-Ethnic Health Network and Family Path.

**D. Describe recommended program modifications/improvements should the program be replicated or continued.**

N/A

**E. Describe lessons learned from the program. N/A**

## QUARTERLY PROGRAM REPORT



### Qtr 1 Performance Report for FY: 21-22

#### SUMMARY OF INFORMATION

		Adult	Dislocated Worker	Youth IS	OSY
Total Carryforward (Prior Year)		60	64		
Total Enrolled (Stats for Q1) (YTD Adult = 31; YTD DW = 34)		31	34		
Total Exits (Stats for Q1 only) (YTD Adult = 10; YTD DW = 4)		10	4		
	Veterans				
	Re-Entry	1			
	English Language Learners	1			
	Public Assistance/Low Income	8	4		
	Basic Skills Deficient	1	1		
Total Co-Enrolled (NDWG, CII, AAG)			32		
Total Exiters (Stats for Q1 only)		10	4		

#### PERFORMANCE OUTCOMES

Basic Career Services (From 7/1/21 – 9/39/21 – Reporting on In Person Services (begun in September 2021) - 62 and Virtual - 63)		125			
Individualized Career Services		27	31		
Training Services (stats are first quarter only; DW stats include NWDG and AAG)		4	32		
	Priority Sectors (See Below)	3	26		
	On-the-job Training				
	Customized/Cohort Training				
	Work Experience				
	Work-Based Learning (youth only)				
Credential Attainment/Training Completed (Q1 only)		1	3		
Incomplete/Dropped Out of Training (Incomplete = not yet completed)		3	27		
Basic Skills Gain (Q1 only)		1	3		

#### EMPLOYMENT OUTCOMES

Total Employed (Q1 Stats only) (YTD Adult = 9; YTD DW = 13)		9	13		
	Healthcare	1			
	Advanced Manufacturing		1		
	Transportation, Distribution and Logistics	5	3		
	Digital Media/ICT		1		
	Retail/ Hospitality	1	1		

	Construction				
	Other	2	7		
Adv. Training/Post-Secondary Education					
Average Hourly Wage		\$19.04	\$23.78		
Employment Related to Training		1	1		
Employment Retention (please identify if <b>Quarter 2</b> or Quarter 4) Q2 <i>Please note this is our figure based on our review of CalJOBS exits with placements for Q1 only. We do not have effective access to the Base Wage Index from which to verify total Q2 or Q4 employment retention.</i>		1	1		
<b>DEMOGRAPHICS</b>					
Number of African-American/Black (Based on 91 Adult and 98 DW)		67	72		
Number of Latinx (Based on 91 Adult and 98 DW)		10	11		
Number of Native American (Based on 91 Adult and 98 DW)		3	2		
Number of Asian/Pacific Islander (Based on 91 Adult and 98 DW)		5	9		
Number of Veterans (most do not declare)		12	5		
Number of Current/Former Legal/Justice Involved (Formerly Incarcerated/Re-Entry)		26	7		
Number of participants receiving Public Assistance (CalWorks/Welfare to Work, CalFRESH/Food Stamps, Medi-Cal/Denti-Cal, etc)		42	57		
Number of participants identified as Basic Skills Deficient		6	4		
Number of participants identified as Limited English Speaking		22	21		
<b>Oakland Residents (Participants identified by Zip Code)</b>					
-Number of Enrollees in 94603 (reflects participants active in Q4 only)		4	0		
-Number of Enrollees in 94621 (reflects participants active in Q4 only)		12	0		
-Number of Enrollees in 94605 (reflects participants active in Q4 only)		9	8		
-Number of Enrollees in 94601 (reflects participants active in Q4 only)		14	24		
-Number of Enrollees in 94606 (reflects participants active in Q4 only)		12	18		
-Number of Enrollees in 94607 (reflects participants active in Q4 only)		24	14		
<b>On-the-Spot Recruitment Events</b>					
<b>Total (Q1 only)</b>				<b>13</b>	
<b>Total Employer Participants (Please Provide Sign-In Sheets) (Note: All Employer Hiring Events were Virtual Events – there are no sign in sheets – Flyers are attached)</b>				<b>37</b>	
<b>Total Job Seeker Attendees (Please Provide Sign-In Sheets)</b>					
<b>WIOA</b> (Note: we are only able to confirm attendees from the in-person Career Fair, as the On-Site Recruitments were virtual)				<b>48</b>	
<b>Non-WIOA</b> (Note: we are only able to confirm attendees from the in-person Career Fair, as the On-Site Recruitments were virtual)				<b>46</b>	
<b>Total Employed As A Result of OSRs (Please Provide Documentation)</b>					
<b>WIOA</b> (we are still working with the employers to determine the actual hires from these events. We believe there to have been a number of interviews or other follow up activity from among WIOA attendees				<b>4</b>	

	and are aware of 4 hires thus far from referrals to on site employers. We are also waiting word on 5 others who have pending job offers. We will continue to follow up with employers about this)				
	<b>Non-WIOA</b> (we are still working with employers to determine actual hires of Non-WIOA attendees and do not have a number for this at this point.)				
<b>BUSINESS ENGAGEMENT OUTCOMES</b>					
Employer Retention	32				
Repeat Business	32				
Market Penetration Rate					
<b>NONDISCRIMINATION &amp; EQUAL OPPORTUNITY COMPLIANCE</b>					
Ensure provision of Equal Access to WIOA Title I -Financially Assisted programs/activities (in this reporting period) YES or NO	Yes				
Ensure Recording of Race/Ethnicity, Sex, Age, and Disability Status in a Secured Confidential location in accordance to WIOA Section 188 & OWDB 16-001 Personally Identifiable Information Policy (in this reporting period)	Yes				
# of Limited English Proficiency (LEP) Identified	43				
# of Language Preference Forms (Completed none needed – LEP needs handled by staff)					
Nondiscrimination & Equal Opportunity Training (in this reporting period)					
Discrimination/Grievances (made in this reporting period)					

Executive Director Name: Victor Chumbe      Date October 14, 2021

Signature 

## SECTION 1 – PROJECT STATUS

### A. Expenditure Status:

Award Amount	\$821,742.00
Amount Invoiced Year-to-Date (Sum of Quarterly Invoices)	\$42,659.97
Percent of Award Invoiced to Date (Amount above ÷ Annual Award)	5.19%*

In relation to the overall grant budget, are funds being expended as planned and on schedule?

Yes     No    \* **Note:** We were constrained in expenditures due to lack of a contract in place. We will catch expenditures up in the coming quarter.

- B. Staffing** – Indicate whether all positions included in the application have been filled (other than those previously addressed through a formal program modification). If positions remain unfilled, what is the plan and anticipated outcome for staffing of the program? Are surplus funds anticipated due to salary savings, and what is the plan for these funds?

All salaried Staff are on board for our AJCC and One Stop programs. We are about to fill the Job Developer/Business Services Rep position with a sub-consultant. Our CEO position is still maintained by Victor Chumbe as an Interim CEO. We are now in a search process for a permanent CEO. That process is ongoing at this time with the Board of Directors. There has been no significant staffing savings as this position was funded only partially by WIOA funding previously and was funded in great part by other, non-WIOA, programs. There are no surplus funds anticipated for this reason.

- C. Problem Identification/Resolution** – Describe any problems the project has encountered during the reporting period. Consider what may be affecting project effectiveness or may have the potential of affecting program outcomes and stated goals. Examples of areas where problems of this nature may exist are program administration, service delivery, rate of referrals and participant enrollment. Indicate the steps taken to resolve any problems mentioned. Please include copies of your Grievance/Complaint Log.

Due to the continued COVID-19 pandemic constraints, our AJCC centers once again operated through a combination of virtual and in person (by appointment) services during the first quarter of the fiscal year. In-person services are being increased, carefully and with strict observance to health and safety protocols. The limitations on in-person services limited both staff assisted services and enrollments into intensive services, but as the pandemic eases, we expect the in-person services to increase correspondingly.

Both local employers and our clients remain hesitant about employment. Given the extension of UI benefits through the end of September 2021, many clients continued to opt for training and retraining rather than employment during this first quarter of 2021-22. This hesitancy problem was especially acute in the home care, health care, and hospitality industries, from which we have historically drawn a good deal of placements. This, coupled with the continuing pandemic concerns, had a suppressive impact on job placements for the quarter. We nevertheless placed 22 persons in permanent

employment. Our job placements were quality ones with high average wages and benefits (Adult average wage \$19.04 and \$23.78 for DW). More than 70% of our placements carried benefits.

Additionally, the PIC AJCCs conducted a major career fair live and in person, sponsored by PIC and BOSS. We have been able to track attendance and placements (as well as job applications and interviews) far better through this in-person event. We expect to see On-Site Recruitments begin to operate in person in the coming quarter which will help not only attendance but ability to track attendees and job placements. All of these things will bring up the job placement numbers of the center, discussed below.

There are factors on the horizon which we hope will lead to better job placements for our centers. First and foremost, the EDD is now requiring job search as a condition to continued UI payments. This, and the fact that supplemental UI ended in September 2021, has led to an uptick in job search activities and demand for in person job search services. Job placements picked up significantly in September 2021 and we expect this trend to continue as an upward trajectory.

Additionally, PIC has taken steps to address the job placement problem. We started by reinstating WIOA orientations in-person (and in combination with virtual orientations). We also conducted basic employment training, resume development and basic computer workshops through a combination of in-person and virtual service delivery. This increased traffic in the two centers exponentially and will lead to increased ability to overcome job hesitancy. Sadly, we must continue to move cautiously, given the new strains of the COVID-19 virus, which have led to re-imposed mask requirements recently by the County. However, the need for in-person services is clear. We are also bringing on a Business Services Representative to reconnect, in person, with old employer partners and aggressively pursue new employment opportunities, all while working closely with our Employment Services Specialists. We need to have a direct connection between clients seeking employment and the employers needing trained workers. We recently completed the RFI for the job developer/business services rep position (sub-consultant) and have selected a winning bidder, who is not only experienced in WIOA job develop strategies, but also has extensive experience with re-entering citizens and providing employment training services to the homeless. We are very excited to move forward in this regard.

One positive aspect about the pandemic has been an increased focus on training our clients in growth sector fields, in preparation for the easing of the pandemic and the tightening of UI payments. As such, our ongoing vocational trainings for have already reached 34 for the year (4 Adults and 30 for Dislocated Workers, well ahead of our contractual commitments for 2021-24. These trainings will lead to significant credential achievement and we expect to hit our credentialing program goal before the end of the third quarter of the fiscal year.

We anticipate that the increased trainings will strain our assigned WIOA (formula) training funds. We therefore carefully wove in funds coming from non-WIOA formula fund sources (particularly reentry and LEP programs) and are co-enrolling clients accordingly. The trainings shown above in the statistical portion of this report are almost 100% in growth sector fields, such that just as the pandemic eases in the coming months, the trainings will be completed, giving us a workforce trained in employable fields in high and middle skills jobs. Nevertheless, the exhaustion of our WIOA Formula

Fund training funds will be a continuing issue for our programs.

As a final significant and continuing issue, we are dealing with the extensions of clients' UI benefits, coupled with new EDD anti-fraud measures. These issues have caused a somewhat nightmarish scenario. Filing unemployment claims remains extremely difficult while EDD support services for filing of those claims is virtually non-existent. A telephone number provided us by the EDD's local office on Airport Boulevard was overwhelmed with requests for assistance so quickly that claimants can no longer get through directly and their callback messages are not returned. Our staff in the West in particular are impacted by this. Clients are demanding our assistance with the complicated IDME process and other parts of the UI non-user-friendly process, compelling our staff to either spend hours assisting each client or turn the client away. It is not just the UI process, it is also dealing with the complaints of UI applicants for past due payments and overdue application responses. We look forward to the support that the oncoming job developer/business services representative will provide our staff and the financial resources that the General Fund contract funding awarded by the Oakland City Council will bring to bear on the issue. We are trying to outreach to EDD about this issue but thus far we have not been able to reach an acceptable management of this issue of UI assistance. As the One Stop Operator, these UI problems land primarily in our lap.

**D. Proposed Changes** – Describe any changes that are being proposed to improve the program within the next reporting period. (Note that some changes may require a formal Budget/Program Modification to be approved by your Program Analyst)

We are in the process of completing our agreement with a Business Services Representative to assist and become the primary contact for both job development and One Stop Operator activities. We expect to complete this process within the next two weeks, now that the RFI process has been completed. In September 2021, we brought on another full time Employment Service Specialist to assist in what we expect will be an increased caseload. We are also in the midst of the search for a permanent CEO for the organization, a process which is being led by the Board of Directors. We expect this process to take some time, given our unique requirements, but it will culminate in the fall of 2021.

**Activities** – Describe any significant program activities anticipated in the next reporting period (i.e., award ceremonies, graduation ceremonies, media events).

We completed a significantly-sized career fair in late September 2021, in partnership with BOSS and Oakland Parks and Recreation Department at DeFremery Park in West Oakland. This paralleled the Career Fairs at DeFremery Park that took place in late April 2021 (attended by more than 57 participants and 14 employers) and in June 2021 (70 attendees and 16 employers). Additionally, we attended two major in-person career fairs/hiring events are scheduled at Laney College (August 18, 2021), and BOSS (August 28, 2021).

There was a graduation ceremony for the more than 50 graduates of the YMCA's Early Educator Apprenticeship Program (2020-2021) in August 2021. 33 of those graduates were participants in PIC's career center programs.

**E. Project Goals and Progress** – Identify the project goals and the progress associated with each goal.

Our goals are to focus on more intensive in person service delivery with our clients and our employer partners to make our employer-focused activities more robust and fruitful - to develop more response to our hiring events, while simultaneously working to increase employer participation in our hiring events, career fairs, and other employer-related activities. For instance, we conducted a large, outdoor career fair with the BOSS and the Oakland Parks and Rec Department at DeFremery Park on September 30, 2021. We further conducted a post-career fair forum with the employers and PIC/BOSS staff to determine the attendance, application, interview, and job placement data available from the event, having learned from prior events that such a debriefing will yield more concrete results for our data collection activities. We are planning more such events at DeFremery Park through the fall, as long as weather holds. As COVID-19 restrictions ease, and as we get our Business Services Representative in place, we will also begin in person visits with local employers to increase our employer partner base. In the meantime, we will continue and expand our Virtual WIOA orientations, One on One WIOA orientations, enrollments, Virtual OSRs and Job Fairs, Job Search Workshops and Virtual One Stop Partner Meetings to create job opportunities and a workforce ready to re-enter the workforce.

**SECTION 2 – TECHNICAL ASSISTANCE**

To assist the project in appropriate implementation of the grant award, technical assistance can be provided at any time during the grant year.

**Technical assistance requested:**  Yes  No

Please indicate why/what type of technical assistance is needed:

We could use support with both CalJOBS Activity Code directives related to UI codes. Additionally, staff could use further training with calculating Basic Skills Gains, as this seems subjective.

**SECTION 3 – PROJECT MEASURES**

Provide statistical information only as it pertains to your particular project. If a question does not apply, please indicate by entering “N/A”. A participant should be counted in only one focus area unless the participant receives distinct, separate services in multiple areas. Attach additional pages to further clarify reported data, if needed.

	Qtr	Cumulative
<b>SUPPORT SERVICES (Please list)</b>		
Please note that support services shown are those from 2020-21 encumbered support services. No 2021-22 support services funds have yet been drawn.	\$6774.97 (A) \$1,942.55 (DW)	\$6,774.97 \$1942.55



**QUARTERLY PROGRAM REPORT**



FY 2021 - 2022 Qtr <u>  1  </u>				
Performance Report for: <u>  July 1, 2021 to September 30, 2021  </u>				
Reporting Period Covered: 7/01/2021 – 6/30/2022				
<b>SUMMARY OF INFORMATION</b>				
		Adult	Dislocated Worker	& of Goal Adult DW
Total Carryforward (2019-2020)		14	10	
Total Enrolled		7	8	
	Veterans	0	0	
	Re-Entry	2	0	
	English Language Learners	0	1	
	Public Assistance/Low Income	7	8	
	Basic Skills Deficient	0	1	
Total Co-Enrolled				
Total Exiters				
<b>PERFORMANCE OUTCOMES</b>				
		Priority Sectors		Non- Priority Sectors
		Adult	DW	Adult DW
Basic Career Services				
Individualized Career Services		7	8	
Training Services		7	8	
	<b>Priority Sectors</b>	6	8	
	On-the-job Training (OJT)	0	0	
	Customized/Cohort Training (CT)	0	0	
	Work Experience	0	0	
	Individualized Training (ITA)	7	8	
Credential Attainment		3	3	
Measurable Skills Gain		3	3	
<b>EMPLOYMENT OUTCOMES</b>				
		Adult	DW	% if Goal AD % of Goal DW
Total Employed		3	4	
	Healthcare	1	1	
	Advanced Manufacturing	0	0	
	Transportation, Distribution and Logistics	0	2	
	Digital Media/ICT	1	0	
	Retail/ Hospitality	1	1	
	Construction	0	0	

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	Other Non-Priority Sector	0	0		
Adv. Training/Post-Secondary Education		0	0		
Average Hourly Wage		18.66	23.25		
<b>BUSINESS ENGAGEMENT OUTCOMES (Please provide sign in sheets)</b>					
Employer Retention					
Repeat Business					
Rapid Response Assistance					
		Total # of Attendees	# of WIOA Customers Hired		
			Adult	DW	
On-Site Recruitments (Please provide documentation of employment and sign in sheets)					
<b>NONDISCRIMINATION &amp; EQUAL OPPORTUNITY COMPLIANCE</b>					
Ensure provision of Equal Access to WIOA Title I -Financially Assisted programs/activities (in this reporting period) YES or NO		yes			
Ensure Recording of Race/Ethnicity, Sex, Age, and Disability Status in a Secured Confidential location in accordance to WIOA Section 188 & OWDB 16-001 Personally Identifiable Information Policy (in this reporting period)		yes			
Compliance		Adult	DW		
	# of Limited English Proficiency (LEP) Identified	0	1		
	# of Language Preference Forms (Completed)	0	0		
	Nondiscrimination & Equal Opportunity Training- Provided to AJCC Staff (in this reporting period)	0	0		
	Discrimination/Grievances (made in this reporting period)	0	0		
<b><i>Please attach a copy of your Training Expenditure Report. Please make sure that the report has training by customer, training by sector, training by funding source, and credentials/certificates earned.</i></b>					
(Please use the area below for any additional comments or questions)					

# PROGRAM NARRATIVE

1) Describe accomplishment towards program goals and objectives achieved during the reporting period.

The AJCC is now open to drop in clients. We still follow the COVID protocols to let people into our AJCC. We finally were able to find a platform that we can use to have clients schedule appointment to any of our workshops offered for Job Readiness; in addition we also have financial education and housing support. There have been many changes during this pandemic in the whole organization. Our programs have grown in other areas like food insecurity and TUC continues to provide hot meals and some bags with non-perishable food and sometimes milk and eggs. Wednesdays of every week during a period of 3 hours you see a couple hundreds of people in line to get these hot meals and bags of food.

2) Describe any program challenges or problems (particularly related to program performance) encountered during the reporting period and how the agency plans to address them.

The challenge has been the situation of clients not getting responses from EDD. We do the best to support them and try to contact EDD via email from client's accounts to possibly obtain a solution for the client. Another issue is the lack of providers that offer services in the Bay Area. The most requested industries continue to be Healthcare and Transportation (Class A to be precise). With a higher demand in the transportation industry. The lack of schools is a little bit of a problem not only us but for the other AJCC's as well.

3) Describe any successes and highlights during the reporting period.

As I mentioned, the fact that we found this platform to have client sign up for our workshops. I would say that we have seen an increase of clients attending the in person orientations. It seems that people is starting to look for employment. This could be happening because the holiday season is coming and people starts looking for part-time positions.

4) Please list any major fiscal, staffing and/or administrative changes during the reporting period (please be sure to include new hires, layoffs, terminations, separations, etc).

During this period we lost the coordinator for the AJCC, she left the organization a month after she was hired for the position. We are currently in the works to hire another coordinator for the AJCC and a coordinator for our janitorial pipeline that we will be launching in January of 2022. We will be hiring an additional staff for the AJCC for our extended hours, still to be determined for what day and Saturdays from 10-1 pm. This way we will offer assistant to those that need to come at a later time or possible during the weekend.

5) Please describe any training or technical assistance needs.

Staff has been using Metrix Learning to train themselves in areas of need based on what they feel they need to improve. We also receive some websites shared by our HR department to take for our professional development. I also send staff to trainings that are relevant to the work they do. I requested if it was possible to have the presentations used by OWDB to train us in the different areas of the WIOA process. It will be really helpful when training new staff in the CalJobs process.

6) Please describe any staff development/training activities.

Use of Matrix Learning, trainings offered from Workforce GPS on themes that are relevant to their jobs. We had a retreat with activities for them to continue in contact with other staff in the organization. Staff is little by little coming back to the office to work. We did a virtual fire drill and we also participated in the Great California Shake out. It is always fun to have staff participate from where they are. We invite the whole organization to participate.

Executive Director Name \_\_\_\_\_ Date \_\_\_\_\_

Signature \_\_\_\_\_

**Oakland Workforce Development Board  
2021 Meeting Calendar  
Teleconference  
8:30am-11:00am**

<b>Thursday - February 4, 2021</b>	<b>Regular Meeting</b>
<b>Friday - March 19, 2021</b>	<b>Executive Committee Meeting</b>
<b>Thursday - May 6, 2021</b>	<b>Regular Meeting</b>
<b>Friday - June 18, 2021</b>	<b>Executive Committee Meeting</b>
<b>Thursday - August 5, 2021</b>	<b>Regular Meeting</b>
<b>Friday - September 17, 2021</b>	<b>Executive Committee Meeting</b>
<b>Thursday - November 4, 2021</b>	<b>Regular Meeting</b>
<b>Friday - December 17, 2021</b>	<b>Executive Committee Meeting</b>

**Dates and time subject to change**

**Oakland Workforce Development Board  
2022 Meeting Calendar  
1 Frank Ogawa Plaza, Hearing Room 4 – 8:30 am-11:00 am**

<b>Thursday - February 3, 2022</b>	<b>Regular Meeting</b>
<b>Friday - March 18, 2022</b>	<b>Executive Committee Meeting</b>
<b>Thursday - May 5, 2022</b>	<b>Regular Meeting</b>
<b>Friday - June 17, 2022</b>	<b>Executive Committee Meeting</b>
<b>Thursday - August 4, 2022</b>	<b>Regular Meeting</b>
<b>Friday - September 16, 2022</b>	<b>Executive Committee Meeting</b>
<b>Thursday - November 3, 2022</b>	<b>Regular Meeting</b>
<b>Friday - December 16, 2022</b>	<b>Executive Committee Meeting</b>

**Dates and time subject to change**