

Attachment A

RIVERSIDE COUNTY WORKFORCE INVESTMENT AREA
RESOURCE SHARING AGREEMENT (RSA)

The College of the Desert agrees to contribute to the
(Insert WDC partner name and acronym)
delivery of the following core services in the local one-stop system:

The above named partner shall provide the following services as appropriate (please check):

WIA Title I Eligibility Determination
Outreach, Intake (worker profiling), and Orientation
Initial Assessment
Job Search

- Placement Assistance
- Career Counseling
- Job Listings
- Skills Needed
- Occupational Demand
- Marketing
- Recruitment
- Employer Services
- Job Development
- Employer Advisory Councils
- Employer Outreach Coordination
- Information on Eligible Training Providers
- Performance Outcomes
- Filing Claims for Unemployment Insurance
- Supportive Services
- Help in establishing eligibility for Welfare-to-Work (WtW) and Financial Aid
- Follow-up services for at least 12 months
- Occupational Skills Training;
 - On-the-Job Training;
- Workplace Training combined with related instruction;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
 - Entrepreneurial training;
- Job Readiness training;
 - Adult Education and literacy activities; and
- Customized training.

A. The above named partner shall provide the following services as appropriate (please check):

1. Access to intensive and training services (including serving as the point of access to individual training accounts).
 - Occupational Skills Training;
 - On-the-Job Training;
 - Workplace Training combined with related instruction;
 - Training programs operated by the private sector;
 - Skill upgrading and retraining;
 - Entrepreneurial training;
 - Job Readiness training;
 - Adult Education and literacy activities; and
 - Customized training.

2. Access to One-Stop partner programs and activities. Briefly describe.

The College of the Desert supports the Institute for Sales and Service Excellence (ISSE), located at the Westfield Mall in Palm Desert, the ISSE through an MOU with the Riverside County EDA, allows Riverside County to provide Core "A" services at this facility at no cost to the County. The ISSE is a 6,000 sq ft training facility which provides approximately 1000 sq ft to Riverside County to operate a One-Stop at this location..

3. Access to Wagner-Peyser services including:

- Job search
- Placement
- Recruitment
- Other labor exchange services

4. The Partner MAY also provide the following services:

- Access to customized screening and referral of qualified participants in training services to employment.

- Customized employment-related services to employers on a fee-for-service basis.

- Supportive services.

- Needs related payments.

6. Cost of above services funded by:

Fee-for-services may be funded through grants, Individual Training Accounts, private funding, and/or other leveraged resources. College of the Desert funds supports four staff salaries to manage and operate all the ISSE.

B. The partner named above shall deliver the core services checked as appropriate, plus any intensive services, training, supportive services or other services listed and described below.

N/A

C. The partner named above expects to derive benefits from the one stop system as described below.

The partners agree that the contributions and benefits set out in this Resource Sharing Agreement are in proportion to each other. To the extent that the resources contributed or benefits derived become disproportionate, the partners agree to revisit and revise this Resource Sharing Agreement as necessary.

This Agreement does not create a partnership as defined and governed by the Uniform Partnership Act, Corporations Code Section 15000 et seq. The terms "partner" and "partnership" in this Agreement are used generically and are not intended to create or describe the legal relationship between the parties to this Agreement.

The partners agree that the contributions and benefits set out in this Resource Sharing Agreement are in proportion to each other. To the extent that the resources contributed or benefits derived become disproportionate, the partners agree to revisit and revise this Resource Sharing Agreement as necessary.

D. IDENTIFICATION OF SHARED COSTS

The costs identified as shared are reflected below. The costs consist of operational expenses of the Riverside County One Stop System that are incurred by partners in the provision of integrated customer services within the Workforce Development Centers. The following are considered pooled or shared costs attributable to the operations of the centers:

- **Salaries and Benefits:** Costs contributed toward staff salaries and benefits.

Budgeted Costs	Expected Contribution
COD: \$158,497	COD: \$158,497

- **Universal Access Services Space:** The space utilized by more than one partner in the delivery of integrated services to common customers. Costs are comprised of; reception, Career Resource Area, Skills Lab, Business Resources, staff meeting areas, break areas, customer service areas, storage areas, staff work areas, and restrooms. Rates paid for these areas also include utilities (gas and electric), security, janitorial and Day porter.

Budgeted Costs	Expected Contribution
COD: \$25,000	COD: \$25,000

- **Telecommunication Services:** Telephone, data lines, Information Technology, and internet access services.

Budgeted Costs	Expected Contribution
COD: \$30,000	COD: \$30,000

- **Universal Access Costs:** Costs of providing information in the Career Resource Areas of the WDCs, information on available employer services and on available training providers, marketing materials, subscriptions and labor market information.

Budgeted Costs	Expected Contribution

- **Supplies and Equipment:** Costs of computers, fax machines, copiers, printers, and toner, equipment maintenance, and paper.

Budgeted Costs	Expected Contribution
COD: \$5,000	COD: \$5000

E. RESOURCE SHARING PLAN

Each Partner organization hereby agrees to provide the resources necessary to fund their proportionate share of the shared costs as contained in the Cost Allocation spreadsheet. In no event, except as may be provided in a subsequent agreement, shall any partner be obligated to reimburse any expenses incurred by another partner under this plan. The Partners agree to provide additional resources as required to fulfill their proportionate share of. Partners are not required to pay costs equal to amounts under each category so long as the total amount of proportionate share is satisfied. Costs will be reviewed annually to determine if modifications to the resource sharing plan are necessary.

F. MODIFICATION AND RECONCILIATION PROCESS

This RSA may be modified, revised or amended at any time by mutual written agreement of the Partners. College of the Desert staff will maintain information from each Partner related to the resources provided. This information will be submitted at least annually by each partner organization that provided resources during the previous year. Reconciliation of budget to actual expenditures will occur at least annually.

Attachment B

Mandatory One-Stop Programs and Partners

REQUIRED PROGRAM	PARTNER	On-site Full time	On-site Part time	Services By Referral
Formula Adult	Riverside County	X		
Formula DW	Riverside County	X		
Youth	Riverside County	Provided at Youth Opportunity Centers		
Job Corps	Cornerstone		X	
Native American	NICOA			X
Migrant & Seasonal Farm Workers	EDD	X		
Veterans Program	EDD	X		
Wagner Peyser	EDD	X		
Adult Education and Literacy	DUSD,RUSD	X (R)	X(I)	
Rehabilitation Act Parts A and B	Department of Rehabilitation		X	
WtW403(a)(5) SSA Title V Social Security	DPSS			X
Senior Community Service Employment	RC Office On Aging			X
Carl Perkins-Voc and Applied Tech Ed Act	RCC,MSJC,COD			X
Trade Adjustment Assistance Act NAFTA	EDD	X		
Transitional Adjustment Assistance Title II Trade Act 1974	EDD	X		
LVER/DVOP (Vets Services)	EDD	X		
Community Services Block Grant-Employment and Training Activities	No Funding in Riverside County			
HUD Employment and Training Activities	No Funding in Riverside County			
State Unemployment Programs	EDD	X		
Small Business (SB 293)				X

Attachment C
Additional Partner Assurances

Additional Partner Assurances shall only apply and be included for civil service partner agencies (i.e. state, federal, county).



**COUNTY OF RIVERSIDE
WORKFORCE DEVELOPMENT BOARD**

**MEMORANDUM OF UNDERSTANDING WITH PARTNERS
PURSUANT TO THE
WORKFORCE INVESTMENT ACT OF 1998 (WIA)
And Senate Bill (SB) 293**

**MEMORANDUM OF UNDERSTANDING
PURSUANT TO THE
WORKFORCE INVESTMENT ACT OF 1998 (WIA)**

PREAMBLE

This Memorandum of Understanding (MOU), made on the First day of July, 2009 is an operational agreement entered into by the Riverside County Workforce Development Board (WDB) and RCCD (Partner) to create a partnership to provide comprehensive, integrated workforce development services to businesses and jobseekers in the Local Workforce Investment Area (LWIA) in accordance with WIA, its implementing regulations and California Senate Bill 293.

WITNESSETH:

WHEREAS, the United States Congress has established the Workforce Investment Act of 1998 (WIA) (Public Law 105-220), which was signed into law July 7, 1998; and

WHEREAS, HR 1385 became law on August 7, 1998, establishing WIA as the national workforce investment system, and

WHEREAS, with the issuance of an Executive Order on October 10, 1999, the Governor enacted WIA in California, and

WHEREAS, California State Employment Development Department Directives, WIAD06-17 dated March 20, 2007, and WIAD06-21 dated June 29, 2007 provided guidance on implementation of the requirements of SB 293 whereby state and federally funded workforce programs will be fully integrated within the one-stop delivery system to achieve universal access to services;

NOW THEREFORE, it is mutually agreed as follows:

- I. **PARTNERSHIP PARTICIPATION:** To facilitate exchange of information and seamless operation, partners are expected to maintain a high level of communication. The following methods of participation will be required:
 - A. Attendance at monthly Partner Meetings. A designee with appropriate authority is to be present to act on behalf of the partner.
 - B. All partner staff will abide by the policies and procedures of the Workforce Development Center (WDC) related to general safety and behavior in the workplace.
 - C. Partners will use standardized WDC forms.
 - D. Partners will develop and use a collaborative marketing strategy informing job seekers, businesses, and the community at large about the services available through the Workforce Development Center. The following resources, as available, will be utilized to enhance coordinated marketing efforts:
 - Web Site Development
 - Public Information and Education
 - Speaker's Bureau
 - Brochures and Flyers
 - Commercial Air Time
 - Media Coverage
 - Public Television and Radio

- II. **SITE SUPERVISION.** WDB and Partners recognize that a number of practices and philosophies related to individual partners vary as a result of its unique organizational structure. These differences must be considered when unifying staff and services within the one-stop. Factors that must be considered are:
 - Differing pay scales for similar positions

- Functions for similar classifications among agencies, which may differ
- Off-site supervisors vs. site-based supervisors at the one-stop
- Union vs. Non-Union employees in similar classifications on site
- Hours of operation, including possible evening and weekend hours
- Varied legal holiday schedules
- Sharing of space, equipment, information, and materials

WDB and Partners agree to prior and specific agreements arrangements for supervision, addressing at a minimum the above issues, and modifying said practices over time in accordance with new or changing business or agency needs and requirements. Any such agreements will be attached and made part of this agreement by such attachment.

- III. **ONE-STOP PARTNERS:** The Workforce Investment Act (WIA) identifies mandatory One-Stop Partners as organizations that carry out programs or activities under programs authorized as defined under Section 121(b)(1)(A) of the Act and 20CFR Part 662.200, further in Section 121(b)(1)(B) of the Act, and 20CFR Part 662.210. Senate Bill (SB) 293 clarifies and adds small business development centers as required partners in those Local Workforce Investment Areas in which they exist. SB 293 further mandates that these state and federally funded workforce education, training, and employment programs be integrated in the one-stop delivery system to achieve universal access.
- IV. **ONE-STOP SYSTEM OVERSIGHT:** The Workforce Development Board, with the agreement of the chief elected official is authorized to designate or certify one-stop operators and to terminate for cause the eligibility of such operators. The Economic Development Agency is the One-Stop Operator in Riverside County. Multiple processes are in place to insure that the workforce system in Riverside County is providing quality services and fiscal accountability. Each year the State of California monitors program performance and fiscal processes. Each year the County Auditor controller performs an internal audit of fiscal processes. Every two years an independent audit firm performs the required OMB A-133 audit of the EDA financial records. The Workforce Development Agency monitors 8 Critical Measures on a monthly basis that include customer satisfaction, community involvement, and business engagement. In addition, an annual ADA compliance audit is completed and an annual self-assessment is completed using criteria based upon the Malcolm Baldrige standards.
- V. **TERM AND TERMINATION:** This MOU shall remain in effect until terminated by the repeal of the Workforce Investment Act of 1998 (WIA), by action of law, or in accordance with this section. Any party may withdraw from this MOU by giving written notice of intent to withdraw at least 180 calendar days in advance of the effective withdrawal date to the contact persons listed in section XXI. Partner Services and Signatures of this MOU.
- VI. **MODIFICATION:** This MOU may be modified, revised or amended at any time by mutual written agreement of the WDB and Partners.
- VII. **CROSS REFERRAL AGREEMENT:** For those Partners not co-located within the WDC, the WDB and Partners agree to receive referrals from and make referrals to the other Partners within the WDC system. A referral may be carried out with a written form, telephone call or email and will include the following elements:
- The customer will be given information about a Partner or other organization and its services, eligibility information, name, address, and hours of operation;
 - To the extent possible, and as requested, staff will assist the customer to make an appointment;
 - Staff will follow up with the customer or Partner organization to become aware of the results of the referral and utilize the services of the Partner in managing services with the customer.
 - To the extent possible, and as requested, staff will assist the customer by providing information and referral to supportive service assistance where available from Partner or other organization.
 - i. Cross-train their respective staff;
 - ii. Consider co-enrollment options and practices;
 - iii. Consider the effect of cross-referrals on mutual performance expectations;

- iv. Constantly improve the joint delivery of services to customers.
- v. If applicable, the (Resource Sharing Agreement Attachment A) shall describe the process for the immediate referral of individuals to training who have been unable to obtain or retain employment through provision of Core and Intensive Services.

VIII. ONE-STOP SYSTEM DESCRIPTION: The vision of the County of Riverside WDC One-Stop is built upon four guiding principles, which are the essence of the One-Stop delivery system. These principles should be the goals of all One-Stop delivery systems, and be reflected in the planning and implementation of operations. They are the guiding principles in the development of MOUs, and cannot be accomplished without partnerships based on trust, cooperation and collaboration. The four principles that guide the One-Stop delivery system are:

- **Integrated:** offers as many employment, training and education services as possible for employers and individuals seeking jobs or wishing to enhance their skills.
- **Comprehensive:** a large array of useful information with wide and easy access to needed services.
- **Customer Focused:** the ability to support informed choice by providing a means for customers to judge the quality of these services.
- **Performance Based:** where clear outcomes to be achieved and methods for measuring the agreed-upon outcomes, including customer satisfaction, are identified.

IX. FUNDING FOR OPERATION OF THE SYSTEM: The One-Stop Operator(s) is/are responsible for costs associated with operation of the One-Stop WDC. The Resource Sharing Agreement (RSA) is included as Attachment A and outlines the partner's services provision and the anticipated revenue share. Annual reconciliation shall take place upon each anniversary of the MOU execution. Resource Sharing: The partners agree to share resources in accordance with the attached Resource Sharing Agreement. It is expressly understood that this MOU does not constitute a financial commitment, but rather an intent to commit specific resources in the future as the partners' allocations and budgets are known and the one-stop system evolves. The one stop system is a work in progress, and its costs and the partners' resource contributions will not remain static from month to month or from year to year. These funds may be generated by methods such as, but not limited to:

- Management Fees
- Lease Fees
- Separate Financial Agreements
- Separate Funding Opportunities

X. DISPUTES: The partners shall first attempt to resolve all disputes informally. Any party may call a meeting of all partners to discuss and resolve disputes. Should informal resolution efforts fail, the dispute shall be referred to the Chair of the Riverside County Workforce Development Board who shall place the dispute upon the agenda of a regular or special meeting of the WIB's Executive Committee. The Executive Committee shall attempt to mediate and resolve the dispute.

XI. ASSURANCES:

- A. WDB and Partners agree to comply with the Americans With Disabilities Act (ADA) of 1990 (42 U.S.C. Section 12101 et seq.), Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. Section 794), and California Government Code Section 11135 et seq., as well as the regulations which implement these statutes, which prohibit discrimination on the basis of disability.
- B. WDB and Partners agree that all goods and services pursuant to this agreement shall be available to all persons regardless of age, sex, race, political affiliation, religion, ethnic background, marital status, or condition of physical or mental handicap.
- C. WDB and Partners agree that they will not discriminate against any employee or applicant for employment because of race, color, religion, sex, or national origin.

- D. WDB and Partners agree to honor confidentiality. Exchanged information shall remain private and confidential in accordance with the most restrictive confidentiality requirements of any of the partners collecting, receiving or sharing information. As a condition of providing services at the Workforce Development Center, the partners shall adhere to the following:
- All client information will be treated with the strictest degree of confidentiality during and after involvement with the WDC.
 - Each partner shall keep all information that is exchanged between them in the strictest confidence and make such information available to their own employees on a "need-to-know" basis only.
 - Each partner shall (where it is appropriate) store and process information in electronic format, in such a way that unauthorized persons cannot reasonably retrieve the information.
 - This information will only be used in working with programs at WDC.
- E. The WDB and Partner assures that it has established, in accordance with section 184 of the WIA, fiscal control and fund accounting procedures necessary to ensure the proper disbursement of, and accounting for, funds provided to the local board through the allotments made under sections 127 and 132. [WIA, Section 112(b)(11)]
- F. The WDB and Partner assures that it has implemented the uniform administrative requirements referred to in WIA, Section 184 (a) (3).
- G. The WDB and Partner assures that no funds received under WIA will be used to assist, promote, or deter union organizing [WIA, Section 181(b)(7)]
- H. The WDB and Partner assure that it will collect and maintain data necessary to show compliance with the nondiscrimination provisions of WIA, Section 188.
- I. The WDB and Partner will comply with future State Workforce Investment Board policies and guidelines, legislative mandates, or other provisions as may be required under federal law or policy, including the Workforce Investment Act of 1998 or state legislation.
- J. The WDB and Partner mutually agree to defend, indemnify and hold harmless each other, their Trustees, officers, agents, and employees, individually and collectively, from and against all claims, liabilities, obligations and causes of action, of whatever kind, arising in any manner whatsoever, out of, or in connection with, this Agreement for the negligent and willful acts or omissions of their Trustees, officers, agents and employees.

XII. ATTACHMENTS: The following attachments are included in this MOU.

- A. Resource Sharing Agreement
- B. Mandatory One-Stop Program Partner Grid
- C. Additional Partner Assurances
- D. Memorandum of Operations (MOO) (The MOO only applies to fully integrated partners).

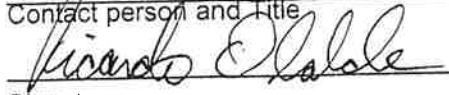
XIII. **PARTNER SERVICES AND SIGNATURES:** The individuals signing this MOU have the authority to commit the party they represent to the terms of this agreement, and do so by signing:

For the RIVERSIDE COUNTY WORKFORCE DEVELOPMENT BOARD:

1151 Spruce Street
Riverside, CA 92507

Ricardo Olalde, Workforce Development Board Chairman

Contact person and Title



Signature

11-18-2009

Date

(951) 955-3100 / (951) 955-3131

Telephone number / Facsimile number

rolalde@rivcoeda.org

E-mail address

ONE-STOP PARTNER INFORMATION:

Riverside Community College District

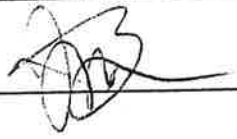
Partner Name

4800 Magnolia Avenue Riverside, CA 92506

Address

Dr. James L. Buysse, Vice Chancellor Administration and Finance

Contact person and Title



Signature

10/19/09

Date

951-222-8047 / 951-222-8893

Telephone number / Facsimile number

james.buysse@rcc.edu

E-mail address

Attachment A

**RIVERSIDE COUNTY WORKFORCE INVESTMENT AREA
RESOURCE SHARING AGREEMENT (RSA)**

The Riverside Community College District / RCCD agrees to contribute to the delivery of the following core services in the local one-stop system:

The above named partner shall provide the following services as appropriate (please check):

- WIA Title I Eligibility Determination
- Outreach, Intake (worker profiling), and Orientation
- Initial Assessment
- Job Search
- Placement Assistance
- Career Counseling
- Job Listings
- Skills Needed
- Occupational Demand
- Marketing
- Recruitment
- Employer Services
- Job Development
- Employer Advisory Councils
- Employer Outreach Coordination
- Information on Eligible Training Providers
- Performance Outcomes
- Filing Claims for Unemployment Insurance
- Supportive Services
- Help in establishing eligibility for Welfare-to-Work (WtW) and Financial Aid
- Follow-up services for at least 12 months
- Occupational Skills Training;
- On-the-Job Training;
- Workplace Training combined with related instruction;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Job Readiness training;
- Adult Education and literacy activities; and
- Customized training.

A. The above named partner shall provide the following services as appropriate (please check):

1. Access to intensive and training services (including serving as the point of access to individual training accounts).
 - Occupational Skills Training;
 - On-the-Job Training;
 - Workplace Training combined with related instruction;
 - Training programs operated by the private sector;
 - Skill upgrading and retraining;

- Entrepreneurial training;
- Job Readiness training;
- Adult Education and literacy activities; and
- Customized training.

2. Access to One-Stop partner programs and activities. Briefly describe.
 Riverside Community College is a publicly funded community college and is open to all adults who can benefit from an educational experience.

3. Access to Wagner-Peyser services including:

- Job search
- Placement
- Recruitment
- Other labor exchange services

4. The Partner MAY also provide the following services:

- Access to customized screening and referral of qualified participants in training services to employment.
- Customized employment-related services to employers on a fee-for-service basis.
- Supportive services.
- Needs related payments.

6. Cost of above services funded by:

Riverside Community College is a publicly funded community college

B. The partner named above shall deliver the core services checked as appropriate, plus any intensive services, training, supportive services or other services listed and described below.

No other services other than those listed.

C. The partner named above expects to derive benefits from the one stop system as described below. The partners agree that the contributions and benefits set out in this Resource Sharing Agreement are in proportion to each other. To the extent that the resources contributed or benefits derived become disproportionate, the partners agree to revisit and revise this Resource Sharing Agreement as necessary.

This Agreement does not create a partnership as defined and governed by the Uniform Partnership Act, Corporations Code Section 15000 et seq. The terms "partner" and "partnership" in this Agreement are used generically and are not intended to create or describe the legal relationship between the parties to this Agreement.

The partners agree that the contributions and benefits set out in this Resource Sharing Agreement are in proportion to each other. To the extent that the resources contributed or benefits derived become disproportionate, the partners agree to revisit and revise this Resource Sharing Agreement as necessary.

D. IDENTIFICATION OF SHARED COSTS

The costs identified as shared are reflected below. The costs consist of operational expenses of the Riverside County One Stop System that are incurred by partners in the provision of integrated customer services within the Workforce Development Centers. The following are considered pooled or shared costs attributable to the operations of the centers:

- **Salaries and Benefits:** Costs contributed toward staff salaries and benefits.

Budgeted Costs	Expected Contribution
0.00	\$165,000.00 in Kind

- **Universal Access Services Space:** The space utilized by more than one partner in the delivery of integrated services to common customers. Costs are comprised of; reception, Career Resource Area, Skills Lab, Business Resources, staff meeting areas, break areas, customer service areas, storage areas, staff work areas, and restrooms. Rates paid for these areas also include utilities (gas and electric), security, janitorial and Day porter.

Budgeted Costs	Expected Contribution
0.00	0.00

- **Telecommunication Services:** Telephone, data lines, Information Technology, and internet access services.

Budgeted Costs	Expected Contribution
0.00	0.00

- **Universal Access Costs:** Costs of providing information in the Career Resource Areas of the WDCs, information on available employer services and on available training providers, marketing materials, subscriptions and labor market information.

Budgeted Costs	Expected Contribution
0.00	0.00

- **Supplies and Equipment:** Costs of computers, fax machines, copiers, printers, and toner, equipment maintenance, and paper.

Budgeted Costs	Expected Contribution
0.00	\$1,500.00 in Kind

E. RESOURCE SHARING PLAN

Each Partner organization hereby agrees to provide the resources necessary to fund their proportionate share of the shared costs as contained in the Cost Allocation spreadsheet. In no event, except as may be provided in a subsequent agreement, shall any partner be obligated to reimburse any expenses incurred by another partner under this plan. The Partners agree to provide additional resources as required to fulfill their proportionate share of. Partners are not required to pay costs equal to amounts under each category so long as the total amount of proportionate share is satisfied. Costs will be reviewed annually to determine if modifications to the resource sharing plan are necessary.

F. MODIFICATION AND RECONCILIATION PROCESS

This RSA may be modified, revised or amended at any time by mutual written agreement of the Partners. RCCD staff will maintain information from each Partner related to the resources provided. This information will be submitted at least annually by each partner organization that provided resources during the previous year. Reconciliation of budget to actual expenditures will occur at least annually.

Attachment B

Mandatory One-Stop Programs and Partners

REQUIRED PROGRAM	PARTNER	On-site Full time	On-site Part time	Services By Referral
Formula Adult	Riverside County	X		
Formula DW	Riverside County	X		
Youth	Riverside County	Provided at Youth Opportunity Centers		
Job Corps	Cornerstone		X	
Native American	NICOA			X
Migrant & Seasonal Farm Workers	EDD	X		
Veterans Program	EDD	X		
Wagner Peyser	EDD	X		
Adult Education and Literacy	DUSD,RUSD	X (R)	X(I)	
Rehabilitation Act Parts A and B	Department of Rehabilitation		X	
WtW403(a)(5) SSA Title V Social Security	DPSS			X
Senior Community Service Employment	RC Office On Aging			X
Carl Perkins-Voc and Applied Tech Ed Act	RCC,MSJC,COD			X
Trade Adjustment Assistance Act NAFTA	EDD	X		
Transitional Adjustment Assistance Title II Trade Act 1974	EDD	X		
LVER/DVOP (Vets Services)	EDD	X		
Community Services Block Grant-Employment and Training Activities	No Funding in Riverside County			
HUD Employment and Training Activities	No Funding in Riverside County			
State Unemployment Programs	EDD	X		
Small Business (SB 293)				X

Attachment C
Additional Partner Assurances

Additional Partner Assurances shall only apply and be included for civil service partner agencies (i.e. state, federal, county).

- A. The Local Workforce Investment Board assures that when work-related issues arise at One-Stop Centers between State employees and operators or supervisors of other partners, the operator or other supervisor shall refer such issues to the State employee's civil service supervisor. The One-Stop Career Center operators and partners shall cooperate in the investigation of the following matters: discrimination under the California Fair Employment and Housing Act [Part 2.8 (commencing with Section 12900) of Division 3, of Title 2 of the Government Code], threats and/or violence concerning State employees, and State employee misconduct.

- B. The WDB and Partner certifies that its one-stop centers will recognize and comply with applicable labor agreements affecting represented employees (if applicable) located at the centers. The WDB assures that civil service employees who are located at the one-stop centers shall remain under the supervision of their employing department for the purposes of performance evaluations and other matters concerning civil service rights and responsibilities. Civil service employees performing services at one-stop centers shall retain existing civil service and collective bargaining protections on matters relating to employment, including but not limited to hiring, promotion, discipline and grievance procedures



**COUNTY OF RIVERSIDE
WORKFORCE INVESTMENT BOARD**

**MEMORANDUM OF UNDERSTANDING WITH PARTNERS
PURSUANT TO THE
WORKFORCE INVESTMENT ACT OF 1998 (WIA)
And Senate Bill (SB) 293**

**MEMORANDUM OF UNDERSTANDING
PURSUANT TO THE
WORKFORCE INVESTMENT ACT OF 1998 (WIA)**

PREAMBLE

This Memorandum of Understanding (MOU), made on the 5th day of January, 2010 is an operational agreement entered into by the Riverside County Workforce Investment Board (WIB) and Desert Sands Adult School to create a partnership to provide comprehensive, integrated workforce development services to businesses and jobseekers in the Local Workforce Investment Area (LWIA) in accordance with WIA, its implementing regulations and California Senate Bill 293.

WITNESSETH:

WHEREAS, the United States Congress has established the Workforce Investment Act of 1998 (WIA) (Public Law 105-220), which was signed into law July 7, 1998; and

WHEREAS, HR 1385 became law on August 7, 1998, establishing WIA as the national workforce investment system, and

WHEREAS, with the issuance of an Executive Order on October 10, 1999, the Governor enacted WIA in California, and

WHEREAS, California State Employment Development Department Directives, WIAD06-17 dated March 20, 2007, and WIAD06-21 dated June 29, 2007 provided guidance on implementation of the requirements of SB 293 whereby state and federally funded workforce programs will be fully integrated within the one-stop delivery system to achieve universal access to services;

NOW THEREFORE, it is mutually agreed as follows:

- I. **PARTNERSHIP PARTICIPATION:** To facilitate exchange of information and seamless operation, partners are expected to maintain a high level of communication. The following methods of participation will be required:
 - A. Attendance at monthly Partner Meetings. A designee with appropriate authority is to be present to act on behalf of the partner.
 - B. All partner staff will abide by the policies and procedures of the Workforce Development Center (WDC) related to general safety and behavior in the workplace.
 - C. Partners will use standardized WDC forms.
 - D. Partners will develop and use a collaborative marketing strategy informing job seekers, businesses, and the community at large about the services available through the Workforce Development Center. The following resources, as available, will be utilized to enhance coordinated marketing efforts:
 - Web Site Development
 - Public Information and Education
 - Speaker's Bureau
 - Brochures and Flyers
 - Commercial Air Time
 - Media Coverage
 - Public Television and Radio

- II. **SITE SUPERVISION.** WIB and Partners recognize that a number of practices and philosophies related to individual partners vary as a result of its unique organizational structure. These differences must be considered when unifying staff and services within the one-stop. Factors that must be considered are:
 - Differing pay scales for similar positions

- Functions for similar classifications among agencies, which may differ
- Off-site supervisors vs. site-based supervisors at the one-stop
- Union vs. Non-Union employees in similar classifications on site
- Hours of operation, including possible evening and weekend hours
- Varied legal holiday schedules
- Sharing of space, equipment, information, and materials

WIB and Partners agree to prior and specific agreements arrangements for supervision, addressing at a minimum the above issues, and modifying said practices over time in accordance with new or changing business or agency needs and requirements. Any such agreements will be attached and made part of this agreement by such attachment.

- III. ONE-STOP PARTNERS:** The Workforce Investment Act (WIA) identifies mandatory One-Stop Partners as organizations that carry out programs or activities under programs authorized as defined under Section 121(b)(1)(A) of the Act and 20CFR Part 662.200, further in Section 121(b)(1)(B) of the Act, and 20CFR Part 662.210. Senate Bill (SB) 293 clarifies and adds small business development centers as required partners in those Local Workforce Investment Areas in which they exist. SB 293 further mandates that these state and federally funded workforce education, training, and employment programs be integrated in the one-stop delivery system to achieve universal access.
- IV. ONE-STOP SYSTEM OVERSIGHT:** The Workforce Investment Board, with the agreement of the chief elected official is authorized to designate or certify one-stop operators and to terminate for cause the eligibility of such operators. The Economic Development Agency is the One-Stop Operator in Riverside County. Multiple processes are in place to insure that the workforce system in Riverside County is providing quality services and fiscal accountability. Each year the State of California monitors program performance and fiscal processes. Each year the County Auditor controller performs an internal audit of fiscal processes. Every two years an independent audit firm performs the required OMB A-133 audit of the EDA financial records. The Workforce Development Agency monitors 8 Critical Measures on a monthly basis that include customer satisfaction, community involvement, and business engagement. In addition, an annual ADA compliance audit is completed and an annual self-assessment is completed using criteria based upon the Malcolm Baldrige standards.
- V. TERM AND TERMINATION:** This MOU shall remain in effect until terminated by the repeal of the Workforce Investment Act of 1998 (WIA), by action of law, or in accordance with this section. Any party may withdraw from this MOU by giving written notice of intent to withdraw at least 180 calendar days in advance of the effective withdrawal date to the contact persons listed in section XXI. Partner Services and Signatures of this MOU.
- VI. MODIFICATION:** This MOU may be modified, revised or amended at any time by mutual written agreement of the WIB and Partners.
- VII. CROSS REFERRAL AGREEMENT:** For those Partners not co-located within the WDC, the WIB and Partners agree to receive referrals from and make referrals to the other Partners within the WDC system. A referral may be carried out with a written form, telephone call or email and will include the following elements:
- The customer will be given information about a Partner or other organization and its services, eligibility information, name, address, and hours of operation;
 - To the extent possible, and as requested, staff will assist the customer to make an appointment;
 - Staff will follow up with the customer or Partner organization to become aware of the results of the referral and utilize the services of the Partner in managing services with the customer.
 - To the extent possible, and as requested, staff will assist the customer by providing information and referral to supportive service assistance where available from Partner or other organization.
 - i. Cross-train their respective staff;
 - ii. Consider co-enrollment options and practices;
 - iii. Consider the effect of cross-referrals on mutual performance expectations;

- iv. Constantly improve the joint delivery of services to customers.
- v. If applicable, the (Resource Sharing Agreement Attachment A) shall describe the process for the immediate referral of individuals to training who have been unable to obtain or retain employment through provision of Core and Intensive Services.

VIII. ONE-STOP SYSTEM DESCRIPTION: The vision of the County of Riverside WDC One-Stop is built upon four guiding principles, which are the essence of the One-Stop delivery system. These principles should be the goals of all One-Stop delivery systems, and be reflected in the planning and implementation of operations. They are the guiding principles in the development of MOUs, and cannot be accomplished without partnerships based on trust, cooperation and collaboration. The four principles that guide the One-Stop delivery system are:

- **Integrated:** offers as many employment, training and education services as possible for employers and individuals seeking jobs or wishing to enhance their skills.
- **Comprehensive:** a large array of useful information with wide and easy access to needed services.
- **Customer Focused:** the ability to support informed choice by providing a means for customers to judge the quality of these services.
- **Performance Based:** where clear outcomes to be achieved and methods for measuring the agreed-upon outcomes, including customer satisfaction, are identified.

IX. FUNDING FOR OPERATION OF THE SYSTEM: The One-Stop Operator(s) is/are responsible for costs associated with operation of the One-Stop WDC. The Resource Sharing Agreement (RSA) is included as Attachment A and outlines the partner's services provision and the anticipated revenue share. Annual reconciliation shall take place upon each anniversary of the MOU execution. Resource Sharing: The partners agree to share resources in accordance with the attached Resource Sharing Agreement. It is expressly understood that this MOU does not constitute a financial commitment, but rather an intent to commit specific resources in the future as the partners' allocations and budgets are known and the one-stop system evolves. The one stop system is a work in progress, and its costs and the partners' resource contributions will not remain static from month to month or from year to year. These funds may be generated by methods such as, but not limited to:

- Management Fees
- Lease Fees
- Separate Financial Agreements
- Separate Funding Opportunities

X. DISPUTES: The partners shall first attempt to resolve all disputes informally. Any party may call a meeting of all partners to discuss and resolve disputes. Should informal resolution efforts fail, the dispute shall be referred to the Chair of the Riverside County Workforce Investment Board who shall place the dispute upon the agenda of a regular or special meeting of the WIB's Executive Committee. The Executive Committee shall attempt to mediate and resolve the dispute.

XI. ASSURANCES:

- A. WIB and Partners agree to comply with the Americans With Disabilities Act (ADA) of 1990 (42 U.S.C. Section 12101 et seq.), Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. Section 794), and California Government Code Section 11135 et seq., as well as the regulations which implement these statutes, which prohibit discrimination on the basis of disability.
- B. WIB and Partners agree that all goods and services pursuant to this agreement shall be available to all persons regardless of age, sex, race, political affiliation, religion, ethnic background, marital status, or condition of physical or mental handicap.
- C. WIB and Partners agree that they will not discriminate against any employee or applicant for employment because of race, color, religion, sex, or national origin.

- D. WIB and Partners agree to honor confidentiality. Exchanged information shall remain private and confidential in accordance with the most restrictive confidentiality requirements of any of the partners collecting, receiving or sharing information. As a condition of providing services at the Workforce Development Center, the partners shall adhere to the following:
- All client information will be treated with the strictest degree of confidentiality during and after involvement with the WDC.
 - Each partner shall keep all information that is exchanged between them in the strictest confidence and make such information available to their own employees on a "need-to-know" basis only.
 - Each partner shall (where it is appropriate) store and process information in electronic format, in such a way that unauthorized persons cannot reasonably retrieve the information.
 - This information will only be used in working with programs at WDC.
- E. The WIB and Partner assures that it has established, in accordance with section 184 of the WIA, fiscal control and fund accounting procedures necessary to ensure the proper disbursement of, and accounting for, funds provided to the local board through the allotments made under sections 127 and 132. [WIA, Section 112(b)(11)]
- F. The WIB and Partner assures that it has implemented the uniform administrative requirements referred to in WIA, Section 184 (a) (3).
- G. The WIB and Partner assures that no funds received under WIA will be used to assist, promote, or deter union organizing [WIA, Section 181(b)(7)]
- H. The WIB and Partner assure that it will collect and maintain data necessary to show compliance with the nondiscrimination provisions of WIA, Section 188.
- I. The WIB and Partner will comply with future State Workforce Investment Board policies and guidelines, legislative mandates, or other provisions as may be required under federal law or policy, including the Workforce Investment Act of 1998 or state legislation.

XII. ATTACHMENTS: The following attachments are included in this MOU.

- A. Resource Sharing Agreement
- B. Mandatory One-Stop Program Partner Grid
- C. Additional Partner Assurances
- D. Memorandum of Operations (MOO) (The MOO only applies to fully integrated partners).

XIII. PARTNER SERVICES AND SIGNATURES: The individuals signing this MOU have the authority to commit the party they represent to the terms of this agreement, and do so by signing:

For the RIVERSIDE COUNTY WORKFORCE INVESTMENT BOARD:

1151 Spruce Street
Riverside, CA 92507

Ricardo Olalde, Workforce Investment Board Chairman

Contact person and Title



Signature

January 19, 2010

Date

(951) 955-3100 / (951) 955-3131

Telephone number / Facsimile number

rolalde@rivcoeda.org

E-mail address

ONE-STOP PARTNER INFORMATION:

Desert Sands Adult School

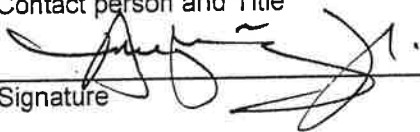
Partner Name

43-330 Palm Royale, La Quinta, CA 92253

Address

Harry Muñoz, Principal, Alternative Education

Contact person and Title



Signature

January 5th, 2010

Date

(760) 863-3693 Fax (760) 200-0583

Telephone number / Facsimile number

harry.munoz@dsusd.us

E-mail address

Attachment A

RIVERSIDE COUNTY WORKFORCE INVESTMENT AREA
RESOURCE SHARING AGREEMENT (RSA)

The Desert Sands Adult School (DSAS) agrees to contribute to the
(Insert WDC partner name and acronym)
delivery of the following core services in the local one-stop system:

The above named partner shall provide the following services as appropriate (please check):

- WIA Title I Eligibility Determination
- Outreach, Intake (worker profiling), and Orientation
- Initial Assessment
- Job Search
- Placement Assistance
- Career Counseling
- Job Listings
- Skills Needed
- Occupational Demand
- Marketing
- Recruitment
- Employer Services
- Job Development
- Employer Advisory Councils
- Employer Outreach Coordination
- Information on Eligible Training Providers
- Performance Outcomes
- Filing Claims for Unemployment Insurance
- Supportive Services
- Help in establishing eligibility for Welfare-to-Work (WtW) and Financial Aid
- Follow-up services for at least 12 months
- Occupational Skills Training;
- On-the-Job Training;
- Workplace Training combined with related instruction;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Job Readiness training;
- Adult Education and literacy activities; and
- Customized training.

A. The above named partner shall provide the following services as appropriate (please check):

1. Access to intensive and training services (including serving as the point of access to individual training accounts).
 - Occupational Skills Training;
 - On-the-Job Training;
 - Workplace Training combined with related instruction;
 - Training programs operated by the private sector;

- Skill upgrading and retraining;
- Entrepreneurial training;
- Job Readiness training;
- Adult Education and literacy activities; and
- Customized training.

2. Access to One-Stop partner programs and activities. Briefly describe.

3. Access to Wagner-Peyser services including:

- Job search
- Placement
- Recruitment
- Other labor exchange services

4. The Partner MAY also provide the following services:

- Access to customized screening and referral of qualified participants in training services to employment.
- Customized employment-related services to employers on a fee-for-service basis.
- Supportive services.
- Needs related payments.

5. Cost of above services funded by:

WIA Grant

B. The partner named above shall deliver the core services checked as appropriate, plus any intensive services, training, supportive services or other services listed and described below.

C. The partner named above expects to derive benefits from the one stop system as described below. The partners agree that the contributions and benefits set out in this Resource Sharing Agreement are in proportion to each other. To the extent that the resources contributed or benefits derived become disproportionate, the partners agree to revisit and revise this Resource Sharing Agreement as necessary.

This Agreement does not create a partnership as defined and governed by the Uniform Partnership Act, Corporations Code Section 15000 et seq. The terms "partner" and "partnership" in this Agreement are used generically and are not intended to create or describe the legal relationship between the parties to this Agreement.

The partners agree that the contributions and benefits set out in this Resource Sharing Agreement are in proportion to each other. To the extent that the resources contributed or benefits derived become disproportionate, the partners agree to revisit and revise this Resource Sharing Agreement as necessary.

D. IDENTIFICATION OF SHARED COSTS

The costs identified as shared are reflected below. The costs consist of operational expenses of the Riverside County One Stop System that are incurred by partners in the provision of integrated customer services within the Workforce Development Centers. The following are considered pooled or shared costs attributable to the operations of the centers:

- **Salaries and Benefits:** Costs contributed toward staff salaries and benefits.

Budgeted Costs	Expected Contribution
Teacher cost = \$3500.00	Her only assignment = 100%

- **Universal Access Services Space:** The space utilized by more than one partner in the delivery of integrated services to common customers. Costs are comprised of; reception, Career Resource Area, Skills Lab, Business Resources, staff meeting areas, break areas, customer service areas, storage areas, staff work areas, and restrooms. Rates paid for these areas also include utilities (gas and electric), security, janitorial and Day porter.

Budgeted Costs	Expected Contribution

- **Telecommunication Services:** Telephone, data lines, Information Technology, and internet access services.

Budgeted Costs	Expected Contribution

- **Universal Access Costs:** Costs of providing information in the Career Resource Areas of the WDCs, information on available employer services and on available training providers, marketing materials, subscriptions and labor market information.

Budgeted Costs	Expected Contribution

- **Supplies and Equipment:** Costs of computers, fax machines, copiers, printers, and toner, equipment maintenance, and paper.

Budgeted Costs	Expected Contribution

E. RESOURCE SHARING PLAN

Each Partner organization hereby agrees to provide the resources necessary to fund their proportionate share of the shared costs as contained in the Cost Allocation spreadsheet. In no event, except as may be provided in a subsequent agreement, shall any partner be obligated to reimburse any expenses incurred by another partner under this plan. The Partners agree to provide additional resources as required to fulfill their proportionate share of. Partners are not required to pay costs equal to amounts under each category so long as the total amount of proportionate share is satisfied. Costs will be reviewed annually to determine if modifications to the resource sharing plan are necessary.

F. MODIFICATION AND RECONCILIATION PROCESS

This RSA may be modified, revised or amended at any time by mutual written agreement of the Partners. Desert Sands Adult School staff will maintain information from each Partner related to *(insert partner name)* the resources provided. This information will be submitted at least annually by each partner organization that provided resources during the previous year. Reconciliation of budget to actual expenditures will occur at least annually.

Attachment B

Mandatory One-Stop Programs and Partners

REQUIRED PROGRAM	PARTNER	On-site Full time	On-site Part time	Services By Referral
Formula Adult	Riverside County	X		
Formula DW	Riverside County	X		
Youth	Riverside County	Provided at Youth Opportunity Centers		
Job Corps	Cornerstone		X	
Native American	NICOA			X
Migrant & Seasonal Farm Workers	EDD	X		
Veterans Program	EDD	X		
Wagner Peyser	EDD	X		
Adult Education and Literacy	DSAS,RUSD	X (R)	X(I)	
Rehabilitation Act Parts A and B	Department of Rehabilitation		X	
WtW403(a)(5) SSA Title V Social Security	DPSS			X
Senior Community Service Employment	RC Office On Aging			X
Carl Perkins-Voc and Applied Tech Ed Act	RCC,MSJC,COD			X
Trade Adjustment Assistance Act NAFTA	EDD	X		
Transitional Adjustment Assistance Title II Trade Act 1974	EDD	X		
LVER/DVOP (Vets Services)	EDD	X		
Community Services Block Grant-Employment and Training Activities	No Funding in Riverside County			
HUD Employment and Training Activities	No Funding in Riverside County			
State Unemployment Programs	EDD	X		
Small Business (SB 293)				X

Attachment C
Additional Partner Assurances

Additional Partner Assurances shall only apply and be included for civil service partner agencies (i.e. state, federal, county).

- A. The Local Workforce Investment Board assures that when work-related issues arise at One-Stop Centers between State employees and operators or supervisors of other partners, the operator or other supervisor shall refer such issues to the State employee's civil service supervisor. The One-Stop Career Center operators and partners shall cooperate in the investigation of the following matters: discrimination under the California Fair Employment and Housing Act [Part 2.8 (commencing with Section 12900) of Division 3, of Title 2 of the Government Code], threats and/or violence concerning State employees, and State employee misconduct.

- B. The WIB and Partner certifies that its one-stop centers will recognize and comply with applicable labor agreements affecting represented employees (if applicable) located at the centers. The WIB assures that civil service employees who are located at the one-stop centers shall remain under the supervision of their employing department for the purposes of performance evaluations and other matters concerning civil service rights and responsibilities. Civil service employees performing services at one-stop centers shall retain existing civil service and collective bargaining protections on matters relating to employment, including but not limited to hiring, promotion, discipline and grievance procedures



**COUNTY OF RIVERSIDE
WORKFORCE INVESTMENT BOARD**

**MEMORANDUM OF UNDERSTANDING WITH PARTNERS
PURSUANT TO THE
WORKFORCE INVESTMENT ACT OF 1998 (WIA)
And Senate Bill (SB) 293**

DRAFT

**MEMORANDUM OF UNDERSTANDING
PURSUANT TO THE
WORKFORCE INVESTMENT ACT OF 1998 (WIA)**

PREAMBLE

This Memorandum of Understanding (MOU), made on the 1st day of July, 2010 is an operational agreement entered into by the Riverside County Workforce Investment Board (WDB) and Department of Rehabilitation (**Partner**) to create a partnership to provide comprehensive, integrated workforce development services to businesses and jobseekers in the Local Workforce Investment Area (LWIA) in accordance with WIA, its implementing regulations and California Senate Bill 293.

WITNESSETH:

WHEREAS, the United States Congress has established the Workforce Investment Act of 1998 (WIA) (Public Law 105-220), which was signed into law July 7, 1998; and

WHEREAS, HR 1385 became law on August 7, 1998, establishing WIA as the national workforce investment system, and

WHEREAS, with the issuance of an Executive Order on October 10, 1999, the Governor enacted WIA in California, and

WHEREAS, California State Employment Development Department Directives, WIAD06-17 dated March 20, 2007, and WIAD06-21 dated June 29, 2007 provided guidance on implementation of the requirements of SB 293 whereby state and federally funded workforce programs will be fully integrated within the one-stop delivery system to achieve universal access to services;

NOW THEREFORE, it is mutually agreed as follows:

- I. **PARTNERSHIP PARTICIPATION:** To facilitate exchange of information and seamless operation, partners are expected to maintain a high level of communication. The following methods of participation will be required:
 - A. Attendance at monthly Partner Meetings. A designee with appropriate authority is to be present to act on behalf of the partner.
 - B. All partner staff will abide by the policies and procedures of the Workforce Development Center (WDC) related to general safety and behavior in the workplace.
 - C. Partners will use standardized WDC forms.
 - D. Partners will develop and use a collaborative marketing strategy informing job seekers, businesses, and the community at large about the services available through the Workforce Development Center. The following resources, as available, will be utilized to enhance coordinated marketing efforts:
 - Web Site Development
 - Public Information and Education
 - Speaker's Bureau
 - Brochures and Flyers
 - Commercial Air Time
 - Media Coverage
 - Public Television and Radio

- II. **SITE SUPERVISION.** WDB and Partners recognize that a number of practices and philosophies related to individual partners vary as a result of its unique organizational structure. These differences must be considered when unifying staff and services within the one-stop. Factors that must be considered are:
 - Differing pay scales for similar positions

- Functions for similar classifications among agencies, which may differ
- Off-site supervisors vs. site-based supervisors at the one-stop
- Union vs. Non-Union employees in similar classifications on site
- Hours of operation, including possible evening and weekend hours
- Varied legal holiday schedules
- Sharing of space, equipment, information, and materials

WDB and Partners agree to prior and specific agreements arrangements for supervision, addressing at a minimum the above issues, and modifying said practices over time in accordance with new or changing business or agency needs and requirements. Any such agreements will be attached and made part of this agreement by such attachment.

- III. **ONE-STOP PARTNERS:** The Workforce Investment Act (WIA) identifies mandatory One-Stop Partners as organizations that carry out programs or activities under programs authorized as defined under Section 121(b)(1)(A) of the Act and 20CFR Part 662.200, further in Section 121(b)(1)(B) of the Act, and 20CFR Part 662.210. Senate Bill (SB) 293 clarifies and adds small business development centers as required partners in those Local Workforce Investment Areas in which they exist. SB 293 further mandates that these state and federally funded workforce education, training, and employment programs be integrated in the one-stop delivery system to achieve universal access.
- IV. **ONE-STOP SYSTEM OVERSIGHT:** The Workforce Investment Board, with the agreement of the chief elected official is authorized to designate or certify one-stop operators and to terminate for cause the eligibility of such operators. The Economic Development Agency is the One-Stop Operator in Riverside County. Multiple processes are in place to insure that the workforce system in Riverside County is providing quality services and fiscal accountability. Each year the State of California monitors program performance and fiscal processes. Each year the County Auditor controller performs an internal audit of fiscal processes. Every two years an independent audit firm performs the required OMB A-133 audit of the EDA financial records. The Workforce Development Agency monitors 8 Critical Measures on a monthly basis that include customer satisfaction, community involvement, and business engagement. In addition, an annual ADA compliance audit is completed and an annual self-assessment is completed using criteria based upon the Malcolm Baldrige standards.
- V. **TERM AND TERMINATION:** This MOU shall remain in effect until terminated by the repeal of the Workforce Investment Act of 1998 (WIA), by action of law, or in accordance with this section. Any party may withdraw from this MOU by giving written notice of intent to withdraw at least 180 calendar days in advance of the effective withdrawal date to the contact persons listed in section XXI. Partner Services and Signatures of this MOU.
- VI. **MODIFICATION:** This MOU may be modified, revised or amended at any time by mutual written agreement of the WDB and Partners.
- VII. **CROSS REFERRAL AGREEMENT:** For those Partners not co-located within the WDC, the WDB and Partners agree to receive referrals from and make referrals to the other Partners within the WDC system. A referral may be carried out with a written form, telephone call or email and will include the following elements:
- The customer will be given information about a Partner or other organization and its services, eligibility information, name, address, and hours of operation;
 - To the extent possible, and as requested, staff will assist the customer to make an appointment;
 - Staff will follow up with the customer or Partner organization to become aware of the results of the referral and utilize the services of the Partner in managing services with the customer.
 - To the extent possible, and as requested, staff will assist the customer by providing information and referral to supportive service assistance where available from Partner or other organization.
 - i. Cross-train their respective staff;
 - ii. Consider co-enrollment options and practices;
 - iii. Consider the effect of cross-referrals on mutual performance expectations;

- iv. Constantly improve the joint delivery of services to customers.
- v. If applicable, the (Resource Sharing Agreement Attachment A) shall describe the process for the immediate referral of individuals to training who have been unable to obtain or retain employment through provision of Core and Intensive Services.

VIII. ONE-STOP SYSTEM DESCRIPTION: The vision of the County of Riverside WDC One-Stop is built upon four guiding principles, which are the essence of the One-Stop delivery system. These principles should be the goals of all One-Stop delivery systems, and be reflected in the planning and implementation of operations. They are the guiding principles in the development of MOUs, and cannot be accomplished without partnerships based on trust, cooperation and collaboration. The four principles that guide the One-Stop delivery system are:

- **Integrated:** offers as many employment, training and education services as possible for employers and individuals seeking jobs or wishing to enhance their skills.
- **Comprehensive:** a large array of useful information with wide and easy access to needed services.
- **Customer Focused:** the ability to support informed choice by providing a means for customers to judge the quality of these services.
- **Performance Based:** where clear outcomes to be achieved and methods for measuring the agreed-upon outcomes, including customer satisfaction, are identified.

IX. FUNDING FOR OPERATION OF THE SYSTEM: The One-Stop Operator(s) is/are responsible for costs associated with operation of the One-Stop WDC. The Resource Sharing Agreement (RSA) is included as Attachment A and outlines the partner's services provision and the anticipated revenue share. Annual reconciliation shall take place upon each anniversary of the MOU execution. Resource Sharing: The partners agree to share resources in accordance with the attached Resource Sharing Agreement. It is expressly understood that this MOU does not constitute a financial commitment, but rather an intent to commit specific resources in the future as the partners' allocations and budgets are known and the one-stop system evolves. The one stop system is a work in progress, and its costs and the partners' resource contributions will not remain static from month to month or from year to year. These funds may be generated by methods such as, but not limited to:

- Management Fees
- Lease Fees
- Separate Financial Agreements
- Separate Funding Opportunities

X. DISPUTES: The partners shall first attempt to resolve all disputes informally. Any party may call a meeting of all partners to discuss and resolve disputes. Should informal resolution efforts fail, the dispute shall be referred to the Chair of the Riverside County Workforce Investment Board who shall place the dispute upon the agenda of a regular or special meeting of the WIB's Executive Committee. The Executive Committee shall attempt to mediate and resolve the dispute.

XI. ASSURANCES:

- A. WDB and Partners agree to comply with the Americans With Disabilities Act (ADA) of 1990 (42 U.S.C. Section 12101 et seq.), Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. Section 794), and California Government Code Section 11135 et seq., as well as the regulations which implement these statutes, which prohibit discrimination on the basis of disability.
- B. WDB and Partners agree that all goods and services pursuant to this agreement shall be available to all persons regardless of age, sex, race, political affiliation, religion, ethnic background, marital status, or condition of physical or mental handicap.
- C. WDB and Partners agree that they will not discriminate against any employee or applicant for employment because of race, color, religion, sex, or national origin.

- D. WDB and Partners agree to honor confidentiality. Exchanged information shall remain private and confidential in accordance with the most restrictive confidentiality requirements of any of the partners collecting, receiving or sharing information. As a condition of providing services at the Workforce Development Center, the partners shall adhere to the following:
- All client information will be treated with the strictest degree of confidentiality during and after involvement with the WDC.
 - Each partner shall keep all information that is exchanged between them in the strictest confidence and make such information available to their own employees on a "need-to-know" basis only.
 - Each partner shall (where it is appropriate) store and process information in electronic format, in such a way that unauthorized persons cannot reasonably retrieve the information.
 - This information will only be used in working with programs at WDC.
- E. The WDB and Partner assures that it has established, in accordance with section 184 of the WIA, fiscal control and fund accounting procedures necessary to ensure the proper disbursement of, and accounting for, funds provided to the local board through the allotments made under sections 127 and 132. [WIA, Section 112(b)(11)]
- F. The WDB and Partner assures that it has implemented the uniform administrative requirements referred to in WIA, Section 184 (a) (3).
- G. The WDB and Partner assures that no funds received under WIA will be used to assist, promote, or deter union organizing [WIA, Section 181(b)(7)]
- H. The WDB and Partner assure that it will collect and maintain data necessary to show compliance with the nondiscrimination provisions of WIA, Section 188.
- I. The WDB and Partner will comply with future State Workforce Investment Board policies and guidelines, legislative mandates, or other provisions as may be required under federal law or policy, including the Workforce Investment Act of 1998 or state legislation.

XII. ATTACHMENTS: The following attachments are included in this MOU.

- A. Resource Sharing Agreement
- B. Mandatory One-Stop Program Partner Grid
- C. Additional Partner Assurances
- D. Memorandum of Operations (MOO) (The MOO only applies to fully integrated partners).

XIII. PARTNER SERVICES AND SIGNATURES: The individuals signing this MOU have the authority to commit the party they represent to the terms of this agreement, and do so by signing:

For the RIVERSIDE COUNTY WORKFORCE INVESTMENT BOARD:

1151 Spruce Street
Riverside, CA 92507

Ricardo Olalde, Workforce Investment Board Chairman
Contact person and Title

_____ Signature	_____ Date
(951) 955-3100 / (951) 955-3131 Telephone number / Facsimile number	rolalde@rivcoeda.org E-mail address

ONE-STOP PARTNER INFORMATION:

Department of Rehabilitation
Partner Name

3130 Chicago Avenue, Riverside, CA 92507

Address

Susan Senior, District Administrator

Contact person and Title

_____ Signature	_____ Date
(951) 782-6666 / (951) 320-2254 Telephone number / Facsimile number	ssenior@dor.ca.gov E-mail address

Attachment A

RIVERSIDE COUNTY WORKFORCE INVESTMENT AREA
RESOURCE SHARING AGREEMENT (RSA)

The Department of Rehabilitation (DOR) agrees to contribute to the
(Insert WDC partner name and acronym)
delivery of the following core services in the local one-stop system:

As a general rule, DOR may not participate in the provision of core services, as defined in WIA Section 134(d)(2), 29 U.S.C. Section 2864(d)(2), to customers of the One-Stop Center, because such core services generally are not authorized and provided under DOR's vocational rehabilitation program. Federal law authorizes DOR to provide vocational rehabilitation services only to persons who are determined to be eligible for such services, and DOR's funding accordingly cannot be utilized to pay for core services that are available to every customer of the One-Stop Center.

Providing access by individuals with disabilities to core services, as required by the ADA and Rehabilitation Act, Section 504, is the responsibility of the One-Stop Operator. DOR is not authorized to provide funding necessary to assure access to core services.

The above named partner shall provide the following services as appropriate (please check): **Not Applicable.**

- WIA Title I Eligibility Determination
- Outreach, Intake (worker profiling), and Orientation
- Initial Assessment
- Job Search
- Placement Assistance
- Career Counseling
- Job Listings
- Skills Needed
- Occupational Demand
- Marketing
- Recruitment
- Employer Services
- Job Development
- Employer Advisory Councils
- Employer Outreach Coordination
- Information on Eligible Training Providers
- Performance Outcomes
- Filing Claims for Unemployment Insurance
- Supportive Services
- Help in establishing eligibility for Welfare-to-Work (WtW) and Financial Aid
- Follow-up services for at least 12 months
- Occupational Skills Training;
- On-the-Job Training;
- Workplace Training combined with related instruction;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Job Readiness training;

- Adult Education and literacy activities; and
- Customized training.

A. The above named partner shall provide the following services as appropriate (please check):

1. Access to intensive and training services (including serving as the point of access to individual training accounts).

- Occupational Skills Training;
- On-the-Job Training;
- Workplace Training combined with related instruction;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Job Readiness training;
- Adult Education and literacy activities; and
- Customized training.

2. Access to One-Stop partner programs and activities. Briefly describe.

3. Access to Wagner-Peyser services including:

- Job search
- Placement
- Recruitment
- Other labor exchange services

4. The Partner MAY also provide the following services:

- Access to customized screening and referral of qualified participants in training services to employment.
- Customized employment-related services to employers on a fee-for-service basis.
- Supportive services.
- Needs related payments.

6. Cost of above services funded by:

B. The partner named above shall deliver the core services checked as appropriate, plus any intensive services, training, supportive services or other services listed and described below.

Intensive Services:

DOR agrees to provide intensive services, as defined in WIA Section 134(d)(3), 29 U.S.C. Section 2864(d)(3), to an eligible individual who is:

1. **determined by the One-Stop Operator to be eligible for such services under WIA Section 134(d)(3)(A), 29 U.S.C. Section 2864(d)(3)(A), because the individual is:**
 - a. **unemployed and unable to obtain employment through core services;**

- b. in need of intensive services to obtain employment; or
- c. employed but in need of intensive services to obtain or retain employment that allows for self-sufficiency; and

2. determined by DOR to be eligible for vocational rehabilitation services under the Rehab Act, and applicable federal and state regulations.

Intensive services that DOR may provide to individuals eligible for VR services include but are not limited to:

- Assessment for determining priority for services under Order of Selection
- Vocational rehabilitation counseling, guidance and referral services
- Comprehensive and specialized disability related assessments
- Development of Individual Plan for Employment (IPE)
- Group rehabilitation counseling
- Individual disability related counseling and career planning
- Case management
- Short-term prevocational services
- Job search and placement assistance
- Physical and mental restoration services necessary for participation in intensive services (medical or medically related rehabilitation services, e.g., hearing aides, eye glasses, and visual services).
- Transportation services necessary to participate in intensive services, including mobility evaluation, vehicle purchase, vehicle modification, vehicle maintenance, and vehicle insurance.
- Services to family members
- Supported employment services
- Rehabilitation technology, including assistive technology/devices
- Job coaching
- Maintenance services
- Post employment services
- Personal assistance services (e.g., personal care services and the more traditional reader, note taker, tutor, interpreter, driver, and other personal services)
- Homemaker services
- Self-employment services
- Other vocational rehabilitation services determined necessary for the individual with disability to achieve an employment outcome.

Training Services:

DOR agrees to provide training services, as defined in WIA Section 134(d)(4), 29 U.S.C. Section 2846(d)(4), to an eligible individual who:

1.
 - a. has been determined to be eligible for intensive services under WIA Section 134(d)(4)(A), 29 U.S.C. Section 2864(d)(4)(A), but who has been unable to obtain employment;
 - b. has been determined by the One-Stop Operator or a One-Stop Partner to be in need of training services and who has the skills and qualifications to successfully participate in a training program;
 - c. selects a training program that is directly linked to employment opportunities in the local area or in an area to which the individual is willing to relocate;
 - d. is not qualified for federal grant assistance or who needs assistance beyond that available through such grant assistance programs;
 - e. meets applicable priority criteria for training services established under WIA Section 134(d)(4)(E), 29 U.S.C. Section 2864(d)(4)(E); and
2. is determined by DOR to be eligible for training, as a vocational rehabilitation service, under the Rehab Act, and applicable federal and state regulations.

Training services that DOR may provide to persons eligible for VR services include but are not limited to:

- Vocational rehabilitation counseling, guidance and referral services related to training
- Assessment for determining training needs

- Vocational and other training services, such as funding for personal and vocational adjustment training, on-the-job training, books (including alternate format books accessible by computer and taped books), tools, occupational licenses, and other training materials
- Physical and mental restoration services necessary for participation in training (medical or medially related rehabilitation services, e.g., hearing aids, eyeglasses, and visual services)
- Transportation services necessary to participate in training, including mobility evaluation, vehicle purchase, vehicle modification, vehicle maintenance, and vehicle insurance
- Rehabilitation technology, including assistive technology/devices needed to complete training
- Maintenance services for expenditures resulting from participation in a training program that exceeds normal living expenses
- Personal assistance services needed to complete training (e.g., personal care services and the more traditional reader, note taker, tutor, interpreter, driver, and other personal services)
- Other vocational rehabilitation services related to training and determined to be necessary for the individual with a disability to achieve an employment outcome.

Nothing in this MOU will alter the responsibility imposed upon DOR, pursuant to 34 CFR Section 361.13©, for all decisions regarding vocational rehabilitation services, in cooperation with the individual receiving such services, including but not limited to decisions concerning eligibility for vocational rehabilitation services, the nature and scope of such services, the provision of such services, and the allocation and expenditures of DOR funding. If an individual would not be eligible for intensive or training services under eligibility criteria established by WIA, but would be eligible to receive such services through DOR's vocational rehabilitation program, such individual may be provided such services through DOR's vocational rehabilitation program.

C. The partner named above expects to derive benefits from the one stop system as described below. The partners agree that the contributions and benefits set out in this Resource Sharing Agreement are in proportion to each other. To the extent that the resources contributed or benefits derived become disproportionate, the partners agree to revisit and revise this Resource Sharing Agreement as necessary.

The Department of Rehabilitation expects to derive several benefits from the One-Stop system including, but not limited to, improved referral processes with other One-Stop system partners; improved awareness and sensitivity by other partners and customers in dealing with individuals with disabilities who access the system; and increased training and employment opportunities for persons with disabilities.

This Agreement does not create a partnership as defined and governed by the Uniform Partnership Act, Corporations Code Section 15000 et seq. The terms "partner" and "partnership" in this Agreement are used generically and are not intended to create or describe the legal relationship between the parties to this Agreement.

The partners agree that the contributions and benefits set out in this Resource Sharing Agreement are in proportion to each other. To the extent that the resources contributed or benefits derived become disproportionate, the partners agree to revisit and revise this Resource Sharing Agreement as necessary.

D. IDENTIFICATION OF SHARED COSTS

The costs identified as shared are reflected below. The costs consist of operational expenses of the Riverside County One Stop System that are incurred by partners in the provision of integrated customer services within the Workforce Development Centers. The following are considered pooled or shared costs attributable to the operations of the centers:

- **Salaries and Benefits:** Costs contributed toward staff salaries and benefits.

Budgeted Costs	Expected Contribution
N/A	

- **Universal Access Services Space:** The space utilized by more than one partner in the delivery of integrated services to common customers. Costs are comprised of; reception, Career Resource

Area, Skills Lab, Business Resources, staff meeting areas, break areas, customer service areas, storage areas, staff work areas, and restrooms. Rates paid for these areas also include utilities (gas and electric), security, janitorial and Day porter.

Budgeted Costs – Indio Location Only	Expected Contribution
FY 2009/2010	
Dedicated Office & Shared Areas \$303.66/mo	\$3,643.92
1 Computer w/ network support \$25.20/mo	\$ 302.40
Furniture Lease \$85.10/mo	\$1,021.20
FY 2010/2011	
Dedicated Office & Shared Areas \$313.74/mo	\$3,764.88
1 Computer w/ network support \$26.08/mo	\$ 312.96
Furniture Lease \$88.08	\$1,056.96
FY 2011/2012	
Dedicated Office & Shared Areas \$325.08/mo	\$3,900.96
1 Computer w/ network support \$26.99/mo	\$ 323.88
Furniture Lease \$91.16/mo	\$1,093.92

- **Telecommunication Services:** Telephone, data lines, Information Technology, and internet access services.

Budgeted Costs	Expected Contribution
DOR will provide telephone with voice mail, maintenance, internet connection (T1)	N/A

- **Universal Access Costs:** Costs of providing information in the Career Resource Areas of the WDCs, information on available employer services and on available training providers, marketing materials, subscriptions and labor market information.

Budgeted Costs	Expected Contribution
N/A	

- **Supplies and Equipment:** Costs of computers, fax machines, copiers, printers, and toner, equipment maintenance, and paper.

Budgeted Costs	Expected Contribution
N/A	

E. RESOURCE SHARING PLAN

Each Partner organization hereby agrees to provide the resources necessary to fund their proportionate share of the shared costs as contained in the Cost Allocation spreadsheet. In no event, except as may be provided in a subsequent agreement, shall any partner be obligated to reimburse any expenses incurred by another partner under this plan. The Partners agree to provide additional resources as required to fulfill their proportionate share of. Partners are not required to pay costs equal to amounts under each category so long as the total amount of proportionate share is satisfied. Costs will be reviewed annually to determine if modifications to the resource sharing plan are necessary.

F. MODIFICATION AND RECONCILIATION PROCESS

This RSA may be modified, revised or amended at any time by mutual written agreement of the Partners.

Department of Rehabilitation staff will maintain information from each Partner related to

(insert partner name)

the resources provided. This information will be submitted at least annually by each partner organization that provided resources during the previous year. Reconciliation of budget to actual expenditures will occur at least annually.

Attachment B

Mandatory One-Stop Programs and Partners

REQUIRED PROGRAM	PARTNER	On-site Full time	On-site Part time	Services By Referral
Formula Adult	Riverside County	X		
Formula DW	Riverside County	X		
Youth	Riverside County	Provided at Youth Opportunity Centers		
Job Corps	Cornerstone		X	
Native American	NICOA			X
Migrant & Seasonal Farm Workers	EDD	X		
Veterans Program	EDD	X		
Wagner Peyser	EDD	X		
Adult Education and Literacy	DUSD,RUSD	X (R)	X(I)	
Rehabilitation Act Parts A and B	Department of Rehabilitation		X	
WtW403(a)(5) SSA Title V Social Security	DPSS			X
Senior Community Service Employment	RC Office On Aging			X
Carl Perkins-Voc and Applied Tech Ed Act	RCC,MSJC,COD			X
Trade Adjustment Assistance Act NAFTA	EDD	X		
Transitional Adjustment Assistance Title II Trade Act 1974	EDD	X		
LVER/DVOP (Vets Services)	EDD	X		
Community Services Block Grant-Employment and Training Activities	No Funding in Riverside County			
HUD Employment and Training Activities	No Funding in Riverside County			
State Unemployment Programs	EDD	X		
Small Business (SB 293)				X

Attachment C
Additional Partner Assurances

Additional Partner Assurances shall only apply and be included for civil service partner agencies (i.e. state, federal, county).

- A. The Local Workforce Investment Board assures that when work-related issues arise at One-Stop Centers between State employees and operators or supervisors of other partners, the operator or other supervisor shall refer such issues to the State employee's civil service supervisor. The One-Stop Career Center operators and partners shall cooperate in the investigation of the following matters: discrimination under the California Fair Employment and Housing Act [Part 2.8 (commencing with Section 12900) of Division 3, of Title 2 of the Government Code], threats and/or violence concerning State employees, and State employee misconduct.
- B. The WDB and Partner certifies that its one-stop centers will recognize and comply with applicable labor agreements affecting represented employees (if applicable) located at the centers. The WDB assures that civil service employees who are located at the one-stop centers shall remain under the supervision of their employing department for the purposes of performance evaluations and other matters concerning civil service rights and responsibilities. Civil service employees performing services at one-stop centers shall retain existing civil service and collective bargaining protections on matters relating to employment, including but not limited to hiring, promotion, discipline and grievance procedures.

C. Indemnification

DOR shall defend, indemnify and hold WDB, its officers, employees and agents, including the One-Stop Operator, harmless from and against any and all liability, loss, expense, or claims arising out of the performance of this MOU, but only in proportion to and to the extent such liability, loss, expense, or claims for injury or damages are caused by or result from the negligent or intentional acts or omissions of DOR, its officers, agents or employees.

WDB shall defend, indemnify and hold DOR, its officers, employees and agents, harmless from and against any and all liability, loss, expense, or claims arising out of the performance of this agreement, but only in proportion to and to the extent such liability, loss, expense, or claims for injury or damages are caused by or result from the negligent or intentional acts or omissions of WDB, its officers, agents or employees.

D. Effective Dates

This MOU shall become effective on July 1, 2009 and terminate on June 30, 2012 and will continue in effect until such time as it is revised, extended or terminated, as provided below:

Revisions and Modifications:

This MOU may be revised or modified with the approval of both WDB and DOR. A request by one party to this MOU for revision or modification must be presented in writing to the other party. Any modification or revision to the MOU must be in writing and signed by the District Administrator on behalf of DOR and WDB Chairman.

Extension Policy:

This MOU may be extended by written agreement between ICWDO and DOR, provided such agreement is signed by both entities prior to the termination date of this agreement, and contains the following:

- **A statement of intent to continue all provisions of the MOU,**
- **Revised effective and termination dates, and**
- **Dated signatures of the District Administrator on behalf of DOR and of a person authorized to sign on behalf of ICWDO.**



**COUNTY OF RIVERSIDE
WORKFORCE INVESTMENT BOARD**

**MEMORANDUM OF UNDERSTANDING WITH PARTNERS
PURSUANT TO THE
WORKFORCE INVESTMENT ACT OF 1998 (WIA)
And Senate Bill (SB) 293**

DRAFT

**MEMORANDUM OF UNDERSTANDING
PURSUANT TO THE
WORKFORCE INVESTMENT ACT OF 1998 (WIA)**

PREAMBLE

This Memorandum of Understanding (MOU), made on the Twenty – Fifth day of March, 2010 is an operational agreement entered into by the **Riverside County Workforce Investment Board (WIB)** and **Mt. San Jacinto College (Partner)** to create a partnership to provide comprehensive, integrated workforce development services to businesses and jobseekers in the Local Workforce Investment Area (LWIA) in accordance with WIA, its implementing regulations and California Senate Bill 293.

WITNESSETH:

WHEREAS, the United States Congress has established the Workforce Investment Act of 1998 (WIA) (Public Law 105-220), which was signed into law July 7, 1998; and

WHEREAS, HR 1385 became law on August 7, 1998, establishing WIA as the national workforce investment system, and

WHEREAS, with the issuance of an Executive Order on October 10, 1999, the Governor enacted WIA in California, and

WHEREAS, California State Employment Development Department Directives, WIAD06-17 dated March 20, 2007, and WIAD06-21 dated June 29, 2007 provided guidance on implementation of the requirements of SB 293 whereby state and federally funded workforce programs will be fully integrated within the one-stop delivery system to achieve universal access to services;

NOW THEREFORE, it is mutually agreed as follows:

- I. **PARTNERSHIP PARTICIPATION:** To facilitate exchange of information and seamless operation, partners are expected to maintain a high level of communication. The following methods of participation will be required:
 - A. Attendance at monthly Partner Meetings. A designee with appropriate authority is to be present to act on behalf of the partner.
 - B. All partner staff will abide by the policies and procedures of the Workforce Development Center (WDC) related to general safety and behavior in the workplace.
 - C. Partners will use standardized WIB forms.
 - D. Partners will develop and use a collaborative marketing strategy informing job seekers, businesses, and the community at large about the services available through the Workforce Development Center. The following resources, as available, will be utilized to enhance coordinated marketing efforts:
 - Web Site Development
 - Public Information and Education
 - Speaker's Bureau
 - Brochures and Flyers
 - Commercial Air Time
 - Media Coverage
 - Public Television and Radio

- II. **SITE SUPERVISION.** WIB and Partners recognize that a number of practices and philosophies related to individual partners vary as a result of its unique organizational structure. These differences must be considered when unifying staff and services within the one-stop. Factors that must be considered are:
 - Differing pay scales for similar positions

- Functions for similar classifications among agencies, which may differ
- Off-site supervisors vs. site-based supervisors at the one-stop
- Union vs. Non-Union employees in similar classifications on site
- Hours of operation, including possible evening and weekend hours
- Varied legal holiday schedules
- Sharing of space, equipment, information, and materials

WIB and Partners agree to prior and specific agreements arrangements for supervision, addressing at a minimum the above issues, and modifying said practices over time in accordance with new or changing business or agency needs and requirements. Any such agreements will be attached and made part of this agreement by such attachment.

- III. ONE-STOP PARTNERS:** The Workforce Investment Act (WIA) identifies mandatory One-Stop Partners as organizations that carry out programs or activities under programs authorized as defined under Section 121(b)(1)(A) of the Act and 20CFR Part 662.200, further in Section 121(b)(1)(B) of the Act, and 20CFR Part 662.210. Senate Bill (SB) 293 clarifies and adds small business development centers as required partners in those Local Workforce Investment Areas in which they exist. SB 293 further mandates that these state and federally funded workforce education, training, and employment programs be integrated in the one-stop delivery system to achieve universal access.
- IV. ONE-STOP SYSTEM OVERSIGHT:** The Workforce Investment Board, with the agreement of the chief elected official is authorized to designate or certify one-stop operators and to terminate for cause the eligibility of such operators. The Economic Development Agency is the One-Stop Operator in Riverside County. Multiple processes are in place to insure that the workforce system in Riverside County is providing quality services and fiscal accountability. Each year the State of California monitors program performance and fiscal processes. Each year the County Auditor controller performs an internal audit of fiscal processes. Every two years an independent audit firm performs the required OMB A-133 audit of the EDA financial records. The Workforce Development Agency monitors 8 Critical Measures on a monthly basis that include customer satisfaction, community involvement, and business engagement. In addition, an annual ADA compliance audit is completed and an annual self-assessment is completed using criteria based upon the Malcolm Baldrige standards.
- V. TERM AND TERMINATION:** This MOU shall remain in effect until terminated by the repeal of the Workforce Investment Act of 1998 (WIA), by action of law, or in accordance with this section. Any party may withdraw from this MOU by giving written notice of intent to withdraw at least 180 calendar days in advance of the effective withdrawal date to the contact persons listed in section XXI. Partner Services and Signatures of this MOU.
- VI. MODIFICATION:** This MOU may be modified, revised or amended at any time by mutual written agreement of the WIB and Partners.
- VII. CROSS REFERRAL AGREEMENT:** For those Partners not co-located within the WIB, the WIB and Partners agree to receive referrals from and make referrals to the other Partners within the WIB system. A referral may be carried out with a written form, telephone call or email and will include the following elements:
- The customer will be given information about a Partner or other organization and its services, eligibility information, name, address, and hours of operation;
 - To the extent possible, and as requested, staff will assist the customer to make an appointment;
 - Staff will follow up with the customer or Partner organization to become aware of the results of the referral and utilize the services of the Partner in managing services with the customer.
 - To the extent possible, and as requested, staff will assist the customer by providing information and referral to supportive service assistance where available from Partner or other organization.
 - i. Cross-train their respective staff;
 - ii. Consider co-enrollment options and practices;
 - iii. Consider the effect of cross-referrals on mutual performance expectations;

- iv. Constantly improve the joint delivery of services to customers.
- v. If applicable, the (Resource Sharing Agreement Attachment A) shall describe the process for the immediate referral of individuals to training who have been unable to obtain or retain employment through provision of Core and Intensive Services.

VIII. ONE-STOP SYSTEM DESCRIPTION: The vision of the County of Riverside WIB One-Stop is built upon four guiding principles, which are the essence of the One-Stop delivery system. These principles should be the goals of all One-Stop delivery systems, and be reflected in the planning and implementation of operations. They are the guiding principles in the development of MOUs, and cannot be accomplished without partnerships based on trust, cooperation and collaboration. The four principles that guide the One-Stop delivery system are:

- **Integrated:** offers as many employment, training and education services as possible for employers and individuals seeking jobs or wishing to enhance their skills.
- **Comprehensive:** a large array of useful information with wide and easy access to needed services.
- **Customer Focused:** the ability to support informed choice by providing a means for customers to judge the quality of these services.
- **Performance Based:** where clear outcomes to be achieved and methods for measuring the agreed-upon outcomes, including customer satisfaction, are identified.

IX. FUNDING FOR OPERATION OF THE SYSTEM: The One-Stop Operator(s) is/are responsible for costs associated with operation of the One-Stop WIB. The Resource Sharing Agreement (RSA) is included as Attachment A and outlines the partner's services provision and the anticipated revenue share. Annual reconciliation shall take place upon each anniversary of the MOU execution. Resource Sharing: The partners agree to share resources in accordance with the attached Resource Sharing Agreement. It is expressly understood that this MOU does not constitute a financial commitment, but rather an intent to commit specific resources in the future as the partners' allocations and budgets are known and the one-stop system evolves. The one stop system is a work in progress, and its costs and the partners' resource contributions will not remain static from month to month or from year to year. These funds may be generated by methods such as, but not limited to:

- Management Fees
- Lease Fees
- Separate Financial Agreements
- Separate Funding Opportunities

X. DISPUTES: The partners shall first attempt to resolve all disputes informally. Any party may call a meeting of all partners to discuss and resolve disputes. Should informal resolution efforts fail, the dispute shall be referred to the Chair of the Riverside County Workforce Investment Board who shall place the dispute upon the agenda of a regular or special meeting of the WIB's Executive Committee. The Executive Committee shall attempt to mediate and resolve the dispute.

XI. ASSURANCES:

- A. WIB and Partners agree to comply with the Americans With Disabilities Act (ADA) of 1990 (42 U.S.C. Section 12101 et seq.), Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. Section 794), and California Government Code Section 11135 et seq., as well as the regulations which implement these statutes, which prohibit discrimination on the basis of disability.
- B. WIB and Partners agree that all goods and services pursuant to this agreement shall be available to all persons regardless of age, sex, race, political affiliation, religion, ethnic background, marital status, or condition of physical or mental handicap.
- C. WIB and Partners agree that they will not discriminate against any employee or applicant for employment because of race, color, religion, sex, or national origin.

- D. WIB and Partners agree to honor confidentiality. Exchanged information shall remain private and confidential in accordance with the most restrictive confidentiality requirements of any of the partners collecting, receiving or sharing information. As a condition of providing services at the Workforce Development Center, the partners shall adhere to the following:
- All client information will be treated with the strictest degree of confidentiality during and after involvement with the WIB.
 - Each partner shall keep all information that is exchanged between them in the strictest confidence and make such information available to their own employees on a "need-to-know" basis only.
 - Each partner shall (where it is appropriate) store and process information in electronic format, in such a way that unauthorized persons cannot reasonably retrieve the information.
 - This information will only be used in working with programs at WIB.
- E. The WIB and Partner assures that it has established, in accordance with section 184 of the WIA, fiscal control and fund accounting procedures necessary to ensure the proper disbursement of, and accounting for, funds provided to the local board through the allotments made under sections 127 and 132. [WIA, Section 112(b)(11)]
- F. The WIB and Partner assures that it has implemented the uniform administrative requirements referred to in WIA, Section 184 (a) (3).
- G. The WIB and Partner assures that no funds received under WIA will be used to assist, promote, or deter union organizing [WIA, Section 181(b)(7)]
- H. The WIB and Partner assure that it will collect and maintain data necessary to show compliance with the nondiscrimination provisions of WIA, Section 188.
- I. The WIB and Partner will comply with future State Workforce Investment Board policies and guidelines, legislative mandates, or other provisions as may be required under federal law or policy, including the Workforce Investment Act of 1998 or state legislation.

XII. ATTACHMENTS: The following attachments are included in this MOU.

- A. Resource Sharing Agreement
- B. Mandatory One-Stop Program Partner Grid
- C. Additional Partner Assurances
- D. Memorandum of Operations (MOO) (The MOO only applies to fully integrated partners).

XIII. PARTNER SERVICES AND SIGNATURES: The individuals signing this MOU have the authority to commit the party they represent to the terms of this agreement, and do so by signing:

For the RIVERSIDE COUNTY WORKFORCE INVESTMENT BOARD:

1151 Spruce Street
Riverside, CA 92507

Ricardo Olalde, Workforce Investment Board Chairman

Contact person and Title

Signature

(951) 955-3100 / (951) 955-3131

Telephone number / Facsimile number

Date

rolalde@rivcoeda.org

E-mail address

ONE-STOP PARTNER INFORMATION:

Mt. San Jacinto College

Partner Name

1499 N State Street

Address

Rhonda Dixon, Coordinator Continuing Education and Workplace Training

Contact person and Title

Signature

951-487-3710

Telephone number / Facsimile number

Date

rdixon@msjc.edu

E-mail address

Attachment A

RIVERSIDE COUNTY WORKFORCE INVESTMENT AREA
RESOURCE SHARING AGREEMENT (RSA)

The Mt. San Jacinto College agrees to contribute to the *(Insert WIB partner name and acronym)* delivery of the following core services in the local one-stop system:

The above named partner shall provide the following services as appropriate (please check):

- WIA Title I Eligibility Determination
- Outreach, Intake (worker profiling), and Orientation
- Initial Assessment
- Job Search
- Placement Assistance
- X Career Counseling
- Job Listings
- X Skills Needed
- Occupational Demand
- X Marketing
- Recruitment
- X Employer Services
- Job Development
- X Employer Advisory Councils
- X Employer Outreach Coordination
- Information on Eligible Training Providers
- Performance Outcomes
- Filing Claims for Unemployment Insurance
- Supportive Services
- X Help in establishing eligibility for Welfare-to-Work (WtW) and Financial Aid
- Follow-up services for at least 12 months
- X Occupational Skills Training;
- On-the-Job Training;
- X Workplace Training combined with related instruction;
- X Training programs operated by the private sector;
- X Skill upgrading and retraining;
- Entrepreneurial training;
- Job Readiness training;
- X Adult Education and literacy activities; and
- X Customized training.

A. The above named partner shall provide the following services as appropriate (please check):

1. Access to intensive and training services (including serving as the point of access to individual training accounts).
 - Occupational Skills Training; X
 - On-the-Job Training; X
 - Workplace Training combined with related instruction; X
 - Training programs operated by the private sector; X
 - Skill upgrading and retraining; X

- Entrepreneurial training; X
- Job Readiness training; X
- Adult Education and literacy activities; and X
- Customized training. X

2. Access to One-Stop partner programs and activities. Briefly describe.

Mt. San Jacinto College is committed to being an active participant in the one stop center programs and activities. We can provide staff development training to One Stop staff on information about college programs, services and systems. We can also provide outreach presentations to center participants on college programs and support services.

In addition, MSJC Continuing Education and Workplace Training can offer a series of modular trainings for One Stop staff and partners in Customer Service Academy. This 80 training series focuses on topics related to Customer Service, Communication, Time Management, Stress Management, Conflict Resolution and much more. This system will be offered to One Stop staff as an In-Kind training that can be offered as needed throughout the year.

Non credit Adult Basic Skills classes in English as a Second Language, GED preparation and/or Citizenship. Classes can be scheduled as appropriate (and space available) and are offered at no charge to participants. Additionally the college has budget to support the cost of all text books, instructional supplies, media and web-based software supplemental materials needed to operate these classes.

3. Access to Wagner-Peyser services including:

- Job search
- Placement
- Recruitment
- Other labor exchange services

4. The Partner MAY also provide the following services:

- Access to customized screening and referral of qualified participants in training services to employment.
- Customized employment-related services to employers on a fee-for-service basis. X
- Supportive services.
- Needs related payments.

5. Cost of above services funded by:

Noncredit Adult Basic Skills classes are paid through state apportionment funding based on student attendance. We use funding to support instructional materials, books and supplies as well as pay instructional staff and classroom Instructional Aides.

Customized training for businesses is offered as a fee for service to businesses at a negotiated rate.

Outreach activities are offered as an In-Kind activity supported by college funding.

Customer Service training for One Stop staff is offered as an In – Kind activity paid from departmental funds for materials, supplies and the cost of a professional trainer.

B. The partner named above shall deliver the core services checked as appropriate, plus any intensive services, training, supportive services or other services listed and described below.

C. The partner named above expects to derive benefits from the one stop system as described below. The partners agree that the contributions and benefits set out in this Resource Sharing Agreement are in proportion to each other. To the extent that the resources contributed or benefits derived become disproportionate, the partners agree to revisit and revise this Resource Sharing Agreement as necessary.

This Agreement does not create a partnership as defined and governed by the Uniform Partnership Act, Corporations Code Section 15000 et seq. The terms "partner" and "partnership" in this Agreement are used generically and are not intended to create or describe the legal relationship between the parties to this Agreement.

The partners agree that the contributions and benefits set out in this Resource Sharing Agreement are in proportion to each other. To the extent that the resources contributed or benefits derived become disproportionate, the partners agree to revisit and revise this Resource Sharing Agreement as necessary.

D. IDENTIFICATION OF SHARED COSTS

The costs identified as shared are reflected below. The costs consist of operational expenses of the Riverside County One Stop System that are incurred by partners in the provision of integrated customer services within the Workforce Development Centers. The following are considered pooled or shared costs attributable to the operations of the centers:

- **Salaries and Benefits:** Costs contributed toward staff salaries and benefits.

Budgeted Costs	Expected Contribution

- **Universal Access Services Space:** The space utilized by more than one partner in the delivery of integrated services to common customers. Costs are comprised of; reception, Career Resource Area, Skills Lab, Business Resources, staff meeting areas, break areas, customer service areas, storage areas, staff work areas, and restrooms. Rates paid for these areas also include utilities (gas and electric), security, janitorial and Day porter.

Budgeted Costs	Expected Contribution

- **Telecommunication Services:** Telephone, data lines, Information Technology, and internet access services.

Budgeted Costs	Expected Contribution

- **Universal Access Costs:** Costs of providing information in the Career Resource Areas of the WIBs, information on available employer services and on available training providers, marketing materials, subscriptions and labor market information.

Budgeted Costs	Expected Contribution

- **Supplies and Equipment:** Costs of computers, fax machines, copiers, printers, and toner, equipment maintenance, and paper.

Budgeted Costs	Expected Contribution

E. RESOURCE SHARING PLAN

Each Partner organization hereby agrees to provide the resources necessary to fund their proportionate share of the shared costs as contained in the Cost Allocation spreadsheet. In no event, except as may be provided in a subsequent agreement, shall any partner be obligated to reimburse any expenses incurred by

another partner under this plan. The Partners agree to provide additional resources as required to fulfill their proportionate share of. Partners are not required to pay costs equal to amounts under each category so long as the total amount of proportionate share is satisfied. Costs will be reviewed annually to determine if modifications to the resource sharing plan are necessary.

F. MODIFICATION AND RECONCILIATION PROCESS

This RSA may be modified, revised or amended at any time by mutual written agreement of the Partners.

Mt. San Jacinto College staff will maintain information from each Partner related to *(insert partner name)*

the resources provided. This information will be submitted at least annually by each partner organization that provided resources during the previous year. Reconciliation of budget to actual expenditures will occur at least annually.

Attachment B

Mandatory One-Stop Programs and Partners

REQUIRED PROGRAM	PARTNER	On-site Full time	On-site Part time	Services By Referral
Formula Adult	Riverside County	X		
Formula DW	Riverside County	X		
Youth	Riverside County	Provided at Youth Opportunity Centers		
Job Corps	Cornerstone		X	
Native American	NICOA			X
Migrant & Seasonal Farm Workers	EDD	X		
Veterans Program	EDD	X		
Wagner Peyser	EDD	X		
Adult Education and Literacy	DUSD,RUSD	X (R)	X(I)	
Rehabilitation Act Parts A and B	Department of Rehabilitation		X	
WtW403(a)(5) SSA Title V Social Security	DPSS			X
Senior Community Service Employment	RC Office On Aging			X
Carl Perkins-Voc and Applied Tech Ed Act	RCC,MSJC,COD			X
Trade Adjustment Assistance Act NAFTA	EDD	X		
Transitional Adjustment Assistance Title II Trade Act 1974	EDD	X		
LVER/DVOP (Vets Services)	EDD	X		
Community Services Block Grant-Employment and Training Activities	No Funding in Riverside County			
HUD Employment and Training Activities	No Funding in Riverside County			
State Unemployment Programs	EDD	X		
Small Business (SB 293)				X

Attachment C
Additional Partner Assurances

Additional Partner Assurances shall only apply and be included for civil service partner agencies (i.e. state, federal, county).

- A. The Local Workforce Investment Board assures that when work-related issues arise at One-Stop Centers between State employees and operators or supervisors of other partners, the operator or other supervisor shall refer such issues to the State employee's civil service supervisor. The One-Stop Career Center operators and partners shall cooperate in the investigation of the following matters: discrimination under the California Fair Employment and Housing Act [Part 2.8 (commencing with Section 12900) of Division 3, of Title 2 of the Government Code], threats and/or violence concerning State employees, and State employee misconduct.

- B. The WIB and Partner certifies that its one-stop centers will recognize and comply with applicable labor agreements affecting represented employees (if applicable) located at the centers. The WIB assures that civil service employees who are located at the one-stop centers shall remain under the supervision of their employing department for the purposes of performance evaluations and other matters concerning civil service rights and responsibilities. Civil service employees performing services at one-stop centers shall retain existing civil service and collective bargaining protections on matters relating to employment, including but not limited to hiring, promotion, discipline and grievance procedures

Workforce Investment Act Local Plan Modification Program Year 2009-10

Local Workforce Investment Area (LWIA):

Name of LWIA: Riverside County Workforce Development Center

Submitted on: April 21, 2010

Contact Person: Melissa Reid, Program Development Manager

Contact Person's Phone Number: 951 955-9744
AREA CODE PHONE NUMBER

EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Special requests for services, aids, and/or special formats need to be made by calling (916) 654-8055 (Voice). TTY users, please call the California Relay Service at 711.

<input checked="" type="checkbox"/> WIA Local Plan Modification PY 2009–10	LWIA: <u>Riverside County Workforce Development Center</u>
<input type="checkbox"/> Modification # _____	Date: <u>03/08/2010</u>

TABLE OF CONTENTS

	<u>REVISION</u>	<u>PAGE</u>
	<u>Yes</u> <u>No</u>	<u>NUMBER</u>
Narrative Forms		
Executive Summary	<input checked="" type="checkbox"/> <input type="checkbox"/>	<u>5-6</u>
I. Plan Development Process	<input checked="" type="checkbox"/> <input type="checkbox"/>	<u>8-9</u>
II. Local Vision and Goals	<input checked="" type="checkbox"/> <input type="checkbox"/>	<u>9-13</u>
III. Labor Market Analysis	<input checked="" type="checkbox"/> <input type="checkbox"/>	<u>14-16</u>
IV. Leadership	<input checked="" type="checkbox"/> <input type="checkbox"/>	<u>17-18</u>
V. One-Stop Service Delivery System	<input checked="" type="checkbox"/> <input type="checkbox"/>	<u>19-20</u> <u>24, 27-28</u>
VI. Youth Activities	<input checked="" type="checkbox"/> <input type="checkbox"/>	<u>29-37</u>
VII. Administrative Requirements	<input type="checkbox"/> <input checked="" type="checkbox"/>	_____
VIII. Assurances	<input checked="" type="checkbox"/> <input type="checkbox"/>	<u>38-39</u>
IX. Signature Page	<u>Required</u>	<u>41</u>
Attachments		
1. Budget Plan Summaries	<u>Required</u>	<u>42-47</u>
2. Participant Plan Summaries	<u>Required</u>	<u>48-50</u>
3. Negotiated Levels of Performance Charts	<u>Required</u>	<u>51-52</u>
4. Copies of all MOUs for Each One-Stop	<u>Required</u>	<u>53</u>
5. Public Comments of Disagreement	<input type="checkbox"/> <input checked="" type="checkbox"/>	_____
6. LWIA Grant Recipient Listing	<u>Required</u>	<u>196</u>
7. ARRA Local Plan	<u>Required</u>	<u>197</u>
8. Other Submittal(s) –	<input checked="" type="checkbox"/> <input type="checkbox"/>	<u>223</u>
Attachment B1 – Occupational Employment Projections		
Attachment B2 – Research by the Inland Empire Region's Centers of Excellence on Energy Efficiency Occupations		
Attachment C – California Integrated Service Delivery Local Planning Components		

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

Local Workforce Investment Area (LWIA):

Name of LWIA Riverside County Workforce Development Center

Submitted on March 22, 2010

Contact Person Melissa Reid, Program Development Manager

Contact Person's Phone Number 951 955-9744
AREA CODE PHONE NUMBER

July 2009

EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Special requests for services, aids, and/or special formats need to be made by calling (916) 654-8055 (Voice). TTY users, please call the California Relay Service at 711.

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

TABLE OF CONTENTS

Executive Summary	5
I. Plan Development Process	6
II. Local Vision and Goals	9
III. Labor Market Analysis	13
IV. Leadership	16
V. Local One-Stop Service Delivery System	18
VI. Youth Activities	28
VII. Administrative Requirements	37
VIII. Assurances	38
IX. Program Administration Designee and Plan Signatures	41

EXECUTIVE SUMMARY

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

{In accordance with the Employment Development Department (EDD) Directive WSD09-7, the Riverside County Workforce Investment Board (WIB) submits its fifth one-year extension to the initial Five-Year Strategic Plan via the Local Plan Modification for Program Year (PY) 2009-10. For the purposes of clarity, an answer is provided for each question within this Local Plan Modification. Original and/or prior year responses are indicated in shaded text, normal font and notated with the original program year or the year of the most recent modification. Changes for program year 2009-10 are indicated in shaded text, bold and are notated with the current program year.}

(Revised 2010) The workforce investment system in Riverside County through the leadership of the Workforce Investment Board (WIB) is a customer-focused, results-driven system serving jobseekers and businesses alike. The WIB has provided leadership to the workforce investment system in Riverside County by linking resources, people, business and education, resulting in a globally competitive workforce. The goals of the WIB are to:

- **provide leadership to develop sustainable strategies and partnerships that close the skills gap for businesses and workers and;**
- **to sustain partnerships between business, education, workers, and economic development to address workforce issues.**

In conjunction with the leadership efforts of the WIB, the Economic Development Agency (EDA) functioning as the designated One-Stop Operator for Riverside County supports these goals through the provision of integrated, comprehensive, universal services to jobseekers and employers through its local One-stop Centers and satellite offices.

Jobseeker services provide individuals with labor market information necessary to make informed consumer choices regarding their careers. Services are provided according to individual need, with an emphasis on those individuals with deficiencies or barriers to employment. Referrals to training are made available for occupational fields in high demand. Vocational Training, Adult Education, On-the-Job Training and Community Colleges are among the choices for training. Partner agreements are continuing to be developed which will allow for the immediate referral of individuals to training and related services who have been identified with a lack of skills or experience.

Business Services are comprised of two components. Employment Services provides recruitment, prescreening, pre-testing, job posting, job fairs and labor market information. Business Solutions representatives work in the field to bring solutions to the needs of new and existing businesses through a variety of methods, providing a “value added” component for all solutions provided.

Services to youth are also provided within the workforce investment system of Riverside County. Five Youth Opportunity Centers (YOC’s) operate countywide that provide a system of support for the educational and employment success of youth in the area. The Youth Program design has been enhanced in part to the Common Measures Performance Policy as outlined in Section VI.

Center services are available to all customers on a non-discriminatory basis. All Centers meet the requirements of the Americans with Disabilities Act (ADA) and provide reasonable accommodations to individuals who have special needs.

Riverside County Workforce Development Center (WDC), with oversight by the WIB and in collaboration with its one-stop partner, the Employment Development Department (EDD) became a fully Integrated Service Area in July 2009. As an Integrated Service Area, the Riverside County service integration model has at its core, a skill-based emphasis, paying particular attention to closing the gap between the workforce needs of the business and the workplace/skills needs of the employee. The integration of Workforce Investment Act (WIA) and Job Service programs provides the latitude needed to provide seamless delivery of the services needed by our common customers free from pre-integration program constraints.

The principles of Continuous Quality Improvement (CQI), our core operating principles guiding all the activities of the Riverside County workforce investment system, have resulted in improved services to job seekers and businesses. These principles have further developed effective leadership, the creation of action plans and strategic objectives, a customer focused design of products and service delivery, the refinement of performance data and information, and enhanced employee training and development. These principles, in conjunction with the implemented service integration model, will be the foundation on which Riverside County’s competitive status in today’s 21st Century global workforce endures.

PLAN DEVELOPMENT PROCESS

The WIA gives states and LWIAs a unique opportunity to develop employment and training systems tailored specifically to state and LWIA needs. The local plan is only as effective as the partnership that implements it. The plan should represent a collaborative process among the Chief Elected Official and the local system partners. This collaboration will create a shared understanding of the LWIA’s workforce

investment needs, a shared vision of how the local workforce investment system can be designed to meet those needs, and agreement on the key strategies to achieve this vision. This collaborative planning at all stages should drive local system development, create strategies for improvement, and provide the opportunity for stakeholder and public participation, review and comment.

In this section, describe the plan development process, including comments received during the public comment period that were incorporated within the plan.

[WIA Section 118(a) and (c)(1)]

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

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

(Initial Plan 2000) The Chief Elected Officials initially signed off on the process to be followed in the development of the Plan. They and the designated existing Workforce Investment Board were proactive in providing leadership where needed. Their staff, the Riverside Economic Development Agency (EDA), conducted Welfare-to-Work and Workforce Investment act community forums to identify our local vision for workforce development. The Department of Public Social Services, Community Action, Riverside County Office of Education, various economic Development Agencies, and One-Stop Partners provided data that was used to determine needs and in the creation of the final planning document. The CEOs played an active part throughout to ensure that all appropriate parties engaged in this collaborative process and concurred with the final vision.

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

(Initial Plan 2000) The Chief Elected Officials designated the existing Workforce Investment Board to oversee the WIA transition process, including the development of the local 5-year plan, pending the appointment of a new Workforce Investment Board.

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

(Initial Plan 2000) The planning process commenced in January 1999. Various Community Forums to discuss educate and inform the general public and all interested parties about the implications of the Workforce Investment Act for this region were held throughout different regions of the County. Summaries of the WIA were distributed at these meetings and mailed to those who requested them. In addition, elements of the plan were discussed with participation from all agency partners and entities mentioned above.

Chief Elected Officials were updated and briefed as needed. Business and labor organizations, including small businesses, provided input regarding the employment outlook. Comments were solicited from the public as indicated below. Pending the appointment of a Youth Council, youth advocates and youth servicing agencies provided a much needed perspective and frame of reference obtained from the Youth Community Forums. The Department of Public Social Services (DPSS) and Community Action were active participants in framing and designing the responses regarding services to individuals receiving public assistance. Both public and private educational entities provided information and statistics with regard to occupational training.

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

(Initial Plan 2000) EDA staff reviewed and distributed the comments received during the 30-day comment period and public hearing to the Workforce Investment Board, the CEOs, and other groups that were part of the deliberation process. The comments received were made a part of the discussion during the acceptance of the Plan by the full Board at their meeting on March 15, 2000.

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

(Revised 2010) The local plan was placed for public comment in written and electronic versions for the mandatory 30 day public comment period commencing on March 19, 2010. A public hearing was held during the Executive Committee meeting on April 21, 2010. Any comments received during the comment period and any comments discussed in the Executive Committee meeting will be included in the plan when submitted to the State.

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

(Revised 2010) Representatives from EDD, DPSS, EDA and community

education partners attended meetings in which they actively participated in the discussion, development and implementation of the processes and procedures outlined in the local plan.

II. LOCAL VISION AND GOALS

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

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

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

Some specific questions that may be considered are:

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

(Revised 2010) See Attachment C - Riverside County Integrated Service Delivery Plan for information pertaining to the workforce investment system as specified in questions 1-4. Refer to Section VI for Youth program information as specified

in question 5.

The WIB has identified five industries key to the vitality of the regional economy. These sectors are: healthcare, business and professional services, utilities, infrastructure and renewable energy. The WIB has focused its efforts in development of training opportunities and leveraging of resources with community colleges, unions, and business partners. The training will provide re-skill or upskill to unemployed and underemployed individuals for entry into the identified industry sectors. Through these efforts a variety of programs are being offered as outlined in this modification and the attached ARRA Plan.

The WIB is collaborating with its partners to provide training in green technologies for electricians, photo-voltaic installers, wind turbine technicians and alternative fuel technologies/vehicles. The training is available as a result of ARRA funds and through energy grants received by partner agencies.

The WIB is integrating the New Start program into the One-Stop system by implementing a referral process between Parole Officers and dedicated New Start Career Coach's at each Workforce Development Center. Parolees are also identified through the existing Rivcojobs.com system and may also self-identify when accessing employment services. A comprehensive array of employment services will be available, along with stabilization through housing, mental health and other support service needs to ensure a successful transition to employment.

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

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

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

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

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

(Revised 2009) The vision of the WIB is to provide Infinite Opportunity and Lasting Prosperity to the customers of the workforce development system in Riverside County by supporting economic development in the community and talent management. The WIB convened four Strategic Planning Teams in the fall of 2007 that were charged with developing goals and strategies designed to realize the vision. The teams engaged in a deliberate and thoughtful process, talking to customers and stakeholders within the community, analyzing data related to education, families, workforce and economic reform efforts as well as data regarding the state of the economy and the demographics of the county and the State of California. The conversations within the teams, the conversations with the community, and the data led the WIB to conclude that it was a strategic imperative for the organization to address two key issues over the next three years (2008-2011): 1) Closing the skills gap and 2) Sustaining partnerships between business, economic development, and education.

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

The State Board vision statements:

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

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

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

(Revised 2010) WIB service improvement strategies are designed to facilitate Infinite Opportunity and Lasting Prosperity for workforce development customers and are consistent with the Governor's workforce development priorities. Our

goals and strategies include:

Goal 1) Provide leadership to develop sustainable strategies and partnerships that close the skills gap for businesses and workers using the following methods:

- a. Create a 21st Century supply chain of qualified workers by ensuring accessing to attainment of industry-based credentials and academic degrees.
- b. Develop skill sets in four areas as defined by the current and future demand: technical skills, people skills/customer service skills, soft skills, critical thinking/problem solving skills.
- c. Continue the Regional Partnership with San Bernardino County LWIA to identify two regional industry clusters and to develop sector-based strategies to develop the skills required within each cluster.
- d. Work directly with employers to provide training and education that help people move up a career trajectory designed to advance the company's productivity.
- e. Engage businesses in new approaches to connect with education (e.g., sponsor work-based learning; adopt a school, curriculum review committees, career academies, etc.).
- f. Create a continuum from elementary, middle and high school of career awareness, career exploration and career choice activities to help students understand the world of work.
- g. Work with education to align curriculum to the skill needs of the current and future workplace.

Goal 2) Sustain partnerships between business, education, workers, and economic development to address future workforce issues with the following methods:

- a. Create an intermediary that serves as the broker between business and the K-12 system.
- b. Build organizational relevance, through products and services, to industry sector and economic development associations and educational institutions.
- c. Increase connections to academic institutions that provide education and training to ensure alignment to current and future knowledge and skill needs.
- d. Become an active participant in the community wide economic development process.
- e. Build awareness with key economic development community "players" about the role the WDC and the workforce system can play in making the economic development "deal."
- f. Work with economic development to understand projections in demand based on their prospects to create a communication loop through the skills gap strategies identified above.
- g. Form a RED Team for each region through the Regional Committees

designed to intensify efforts to attract and retain business.

- h. Collect information on new 'business models' businesses may be using to respond to the economic downshift and align the workforce delivery system to new approaches which may be sustained over time, related to workforce needs.**

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

(Revised 2009) The WIB understands that the idea of lifelong learning is essential in order for current and future workers to be successful in the workplace and for businesses in the area to thrive. WIB local policy and planning supports this concept. To this end, the workforce development system in Riverside County, with oversight by the WIB provides employment, education and training services that current and future workers can access to remain competitive and skilled throughout their careers. See Attachment C - Riverside County Integrated Service Delivery Plan for an outline of services provided.

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

(Revised 2009) WIB Regional Strategic Planning Teams which are comprised of business leaders and members of the workforce and economic development communities from the Western, Southwest, Mid County, and Eastern regions of Riverside County were involved in the development of our local vision and goals.

III. LABOR MARKET ANALYSIS

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

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

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

(Revised 2010) Through employer surveys conducted by Riverside County EDA's Business Intelligence Group, as well as industry focus group sessions held by Riverside Community College, the WIB determined that the workforce investment needs of local area businesses and workers are linked at opposite ends: the need for employers to find a fully qualified workforce at one end; and job seekers/workers who lack the required education and training to enter or advance in the workforce at the other end. The WIB will act as an intermediary/broker between the supply and demand sides of the workforce system in Riverside County to fulfill current and future skill needs thereby establishing and ensuring mutually beneficial relationships and outcomes.

Computer skills and basic occupational skills were identified as areas where entry-level employees needed improvement. We have implemented several programs to meet these needs. Two ways to maintain high technical standards are to expand on-the-job training programs and to increase the continuing education offerings at local community colleges to include specialized computer software packages. In addition, Riverside County WDC's have implemented a "Boot Camp" to assist job-seekers in enhancing their computer and occupational skills. Most of the employers interviewed agreed that the biggest need for the future is to have employees who are able to keep up with rapidly changing technology such as learning new software programs and operating new equipment.

Riverside County WIB has identified emerging industries where workers will require upskill training. The WDC's have recognized opportunities to prepare workers for these emerging industries through training programs associated with our education partners.

B. How will the needs of employers be determined in your area? [State Planning Guidance IV.B.6]

(Revised 2010) See discussion in Section IIC above. Also, one outcome of the Regional Partnership with San Bernardino County LWIA (listed in Goal 1, Item C in Section IIC above) is that in 2010 WIB will launch a labor market survey of local employers in two clusters of opportunity groups:

- 1. A Renewable Energy Cluster of emerging industries; and**
- 2. A Recession Resistant Cluster consisting of healthcare, logistics and certain professional services businesses (legal, accounting, computer**

services and management consulting).

The renewable energy cluster includes businesses likely to provide green jobs. This cluster is expected to play an important role in future economic prosperity, but may provide few new jobs in the short-term. The recession resistant cluster contains industries that currently offer jobs with good wages and growth potential and have held their own during past recessions.

The labor market survey of employers from these two clusters will examine current and projected employment opportunities, occupational skill levels and skills gaps.

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

(Revised 2010) See attached Attachment B1 for a list of current and projected employment opportunities for the Riverside-San Bernardino-Ontario Metropolitan Statistical Area (MSA) covering the 10-year period from 2006-2016, compiled by the State of California Employment Development Department (EDD).

Attachment B1 is EDD's most up-to-date set of occupational projections for the MSA, although these projections do not reflect the region's devastating employment losses experienced in the current recession. For example, construction employment declined by 16.6% from 2008 to 2009, so we would no longer classify construction occupations to be in high-demand. Based on the most recent employment reports, the only sectors to add jobs in the past year were *education* and *healthcare*.

Based on *national* employment projections published by the Bureau of Labor Statistics in December of 2009, professional and business services and healthcare and social assistance are expected to have the largest employment growth from 2008 to 2018.

In identifying the Recession Resistant Cluster described in Section IIIB above, the regional group of analysts from Riverside and San Bernardino County's Economic and Workforce Development departments, California community colleges and the California Employment Development Department reviewed industry reports, examined cross-regional issues and analyzed labor market data. Based on this data analysis, *healthcare*, *logistics* and *certain professional services businesses* (legal, accounting, computer services and management consulting) were the industries likely to perform well throughout the remainder of the economic downturn. Many local economists project that this region will be slower to pull out of the recession than the nation, so industries that can provide good jobs during a recession are vital.

Also, the *energy efficiency sector* has great potential to be a positive economic

driver in the Inland Empire at a time when the economy is in desperate need of job creation. California has moved aggressively to establish a legislative and policy framework that puts energy efficiency center stage in the effort to meet the state's increasing energy needs and to fight global warming. Research by the Inland Empire Region's Centers of Excellence (published in November 2009) identifies eight high growth energy efficiency occupations which may add as many as 3,030 new jobs in Riverside and San Bernardino Counties over the next three years. See attached Attachment B2 for the Research by the Inland Empire Region's Centers of Excellence on Energy Efficiency Occupations.

D. What job skills are necessary to obtain such employment opportunities?
[WIA Section 118(b)(1)(C)]

(Revised 2010) Healthcare occupations: Wide range of requirements including Moderate OJT; Post-Secondary Vocational Education; Associate Degree; Bachelor's Degree; Master's Degree

Logistics occupations (transportation and material moving): Work experience and/or OJT required; Associate Degree; Bachelor's Degree

Professional services occupations: Wide range of requirements including Post-Secondary Vocational Education; Associate Degree; Bachelor's Degree; Master's Degree

Educational services occupations: Bachelor's Degree; Master's Degree

Energy Efficiency occupations: Long-term OJT and/or Work Experience; Associate Degree and/or Vocational Program Certificate; Bachelor's Degree

IV. LEADERSHIP

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

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

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

(Revised 2009) The Chief Elected Official (CEO) designated the WIB as administrative entity responsible for the development and implementation of the plan. The WIB continues its responsibility of providing program oversight for the Workforce Investment Act and implementation of the Riverside County Integrated Service Delivery Plan (see Attachment C).

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

(Revised 2008) Notwithstanding any provisions of law to the contrary, Workforce Investment Board members, as public officials, shall be fully subject to any and all provisions of conflict of interest law, whether state, federal or local, including, but not by way of limitation, the provisions of Government Code Section 1090 et seq., Government Code Section 87100 et seq., and Riverside County Ordinance No. 440. Immediate disqualification shall occur in the event a member no longer meets the qualifying criteria under which such member was appointed, or in the event that any organization which such member represents, or by which such member may be employed, received direct funding from the Workforce Investment Board, or in the event of the existence of any unresolved conflict of interest or impropriety as set forth in the aforesaid conflict of interest provisions of the Act.

Workforce Investment Board members may not vote on a matter under consideration by the Board regarding the provision of services by such member (or by an entity that such member represents) or that would provide direct financial benefit to such member or of the immediate family of such member. Workforce Investment Board members also may not engage in any other activity determined by the Governor to constitute a conflict of interest as specified in the State plan.

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

(Revised 2010) The WIB provides leadership to the workforce development system in Riverside County by linking resources, people, business and education, resulting in a globally competitive workforce. The WIB is comprised of members from the economic development, community based, educational, business and public/private sectors in the local area and provides administrative oversight in the development and implementation of policy and procedures and service delivery for the workforce investment system in Riverside County. Present labor representation on the WIB is at 11%. Efforts continue to meet the 15% goal.

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

(Revised 2009) The WIB has reviewed the State's plan and its strategic goals, and assures that WIB policy, as outlined in Attachment C – Riverside County Integrated Service Delivery plan, is consistent with the State's adopted goals. Any proposed local action found in conflict with adopted State policy will be amended or modified so as to be consistent with the State Plan.

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

(Revised 2009) The WIB does not provide training services

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

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

(Revised 2010) All meetings are open to the public and conducted in compliance with the Brown Act. The WIB will post all meeting notices, minutes of the meetings, the award of contracts to eligible providers of youth and adult activities and a list of current WIB members on our website.

Meetings are conducted at 1325 Spruce Street Riverside, CA or 30135 Technology Drive, Murrieta, CA 92563 and are handicapped accessible. Accommodations are available upon request for persons with visual or hearing difficulties.

V. LOCAL ONE-STOP SERVICE DELIVERY SYSTEM

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

In this section describe how services will be coordinated through the One-Stop service delivery system. Additional required elements were introduced in *Guidance for Local Plan Modifications for PY 2006-07*, via Addendum items C 1-4. These elements are now incorporated into Section V, Boxes C, F, M and R. Also, include as applicable in boxes A through S, any changes to the One-Stop delivery system as a result of the State's replacement of the statutory performance measures specified in WIA Section 136(b)(2) with the common performance measures defined in Training and Employment Guidance Letter (TEGL) 17-05.

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

Comprehensive One-Stop centers and the other service points in your area:
(Revised 2010) See Attachment C – Riverside County's Integrated Services Delivery Plan for a description of the One-Stop Delivery System. The following are the one-stop centers and satellite offices for Riverside County:

<p><u>Riverside Workforce Development Center (WDC) @</u> 1325 Spruce Street, Riverside, CA 92507 (951) 955-3100</p>	<p><u>Southwest WDC</u> 30135 Technology Drive, Murrieta, CA 92563</p>
<p><u>Indio WDC</u> 44-199 Monroe Street, Ste. B, Indio, CA 92201 (760) 863-2500</p>	<p>Other service points/satellite offices: 1. Hemet WDC 2. EDD @ Corona, CA 3. EDD @ Blythe, CA</p>

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

(Revised 2009) The WIB, with the agreement of the Chief Elected Official (CEO) is authorized to designate or certify One-Stop Operators and to terminate for cause the eligibility of such operators. The Economic Development Agency is the One-Stop Operator in Riverside County, certified by the WIB based upon its status as an established delivery system prior to the enactment of the WIA. Multiple processes are in place to ensure that the workforce system in Riverside County is providing quality services and fiscal accountability. Each year the State of California monitors program performance and fiscal processes. Every two years an independent audit firm performs the required OMB A-133 audit of EDA financial records. EDA monitors eight (8) Critical Measures on a monthly basis

that include customer satisfaction, community involvement, and business engagement. In addition, an annual ADA compliance audit is completed and an annual self-assessment is completed using criteria based upon the Malcolm Baldrige standards. Processes are in place to ensure audit findings are resolved and goals are achieved.

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

(Revised 2009) See Attachment C - Riverside County Integrated Service Delivery Plan for partner participation in the service integration planning and implementation efforts.

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

(Revised 2010) See Attachment C – Riverside County Integrated Service Delivery Plan.

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

(Revised 2010) See Attachment C – Riverside County Integrated Service Delivery Plan

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

(Revised 2009) The WIB has designated the Riverside County Economic Development Agency (EDA) as One-Stop Operator to administer Individual Training Accounts (ITAs). A maximum amount will be authorized for ITA's based on the current market rate for local training programs. ITAs will only be available in the demand industries supported by State Labor Market Information, and where the customer will

have a high degree of employability based on the combination of work experience and trained skills. Additional information pertaining to ITAs can be accessed via the following hyperlink

(<http://www.rivcowib.org/WorkforceCommunity/Policies/tabid/143/Default.aspx>):

Individual Training Accounts (ITA) 20-03. Customers identified with a lack of job skills or experience may be referred to training services immediately. Any change to this policy will be at the discretion of the WDB based upon the availability of training funds, current labor market conditions and/or changes in legislation.

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

(Initial 2000) Services funded through WIA Title I are not sufficient to offer a broad range of services to either job seekers or employers. Facilitating the coordination of resources is one of the primary objectives of the Workforce Investment Board. WIA funds will augment the availability of training programs and services beyond those that can be obtained through PELL Grants, Wagner-Peyser Funds and other federal, state, local and private sources. In turn, partner agencies and their funding sources from federal, state, local, and private sources will provide services not afforded through WIA. This will greatly expand the level of participation and range of options open to these customer groups. The redirection of other community resources into a more strategic focus will also create the effect of an actual workforce development system that is visible and acknowledged in the community as something of value to a broad customer base.

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

(Revised 2009) Dislocated Workers:

We have a well-developed program of rapid response services that is provided in partnership with the local Employment Development Department offices that addresses the initial needs of the dislocated worker. If approved by the employer,

these services are provided at the place of employment prior to lay-off. After a lay-off occurs, the services of the Workforce Development Centers are available to this population.

Migrant and Seasonal Farm Workers:

Beyond the specialized services available from EDD Workforce Services Staff and outreach workers, the Center for Employment Training is a contractor for Migrant and Seasonal Farm Workers in our area.

Public Assistance Recipients:

Pursuant to Section 134 of the WIA, the Workforce Development Centers of Riverside County provide priority for WIA intensive and training services to public assistance recipients when funds are limited. Additionally, referral services for outside resources are available when necessary.

Women and Non-traditional Employment:

Referrals to local labor organizations for apprenticeship programs, the Job Corps program as well as the WDC's OJT program are available to women and others interested in non-traditional employment.

Veterans Services:

There are a variety of services available in the Workforce Development Centers for veterans and special needs veterans groups. The Riverside County Department of Veteran Services is located in the Riverside Workforce Development Center. This agency acts as an ombudsman for veterans as it relates to veteran's benefits and obtaining documents such as DD-214s. The EDA staff, in partnership with the Veterans Workforce Specialists (VWS) and Veterans Employment Service Specialists (VESS) and the Jerry L. Pettis Veterans Hospital, provide stabilization/life skills, work experience, placement assistance and counseling to homeless veterans and veterans with a history of substance abuse. The EDD DVOPs and LVERS are also available to provide placement assistance to veterans.

Persons with Disabilities:

The Workforce Development Centers provide persons with disabilities the services of the in-house Disability Program Navigator (DPN) as well as the Work Incentive and Planning Assistance (WIPA) Coordinator. The DPN helps people with disabilities "navigate" through the challenges of seeking work. The DPN informs beneficiaries and other people with disabilities about the work support programs available through the One-Stops. The WIPA project provides disabled individuals who are receiving Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) benefits (including transition-to-work aged youth) access to benefits planning and assistance services through the efforts of an on-site Community Work Incentive Coordinator (CWIC).

Referral services are also provided for individuals with disabilities through the Department of Rehabilitation, a One-Stop partner per the attached MOU copies.

Spanish Monolingual Individuals:

Those with limited English speaking ability receive assistance via Spanish-speaking staff. With the implementation of Service Integration, policy and procedure is being revised to ensure accessibility of all integrated services for monolingual customers.

Older Individuals:

The One-Stop System in Riverside County provides universal access to services for all individuals. For older individuals, recruitment services are also available by SER-Jobs for Progress, a sub-grantee of the SCSEP program under the Older Americans Act (OAA).

Additionally, a Memorandum of Understanding (MOU) is in place with the Office on Aging (OOA), a provider of employment-related and other services for older individuals. Cross-referrals for services are provided via the agreement in place.

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

(Revised 2009) When allocated funds are limited, Riverside County EDA will determine and ensure priority for intensive and training services to recipients of public assistance and other low income individuals when and if at the end of a fiscal year's 3rd quarter, program expenditures for intensive and training services have reached a level of 90 percent of total fiscal year funding.

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

(Initial 2000) The WIB has adopted the following policies covering the programs and activities under its purview:

"No individual will be excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with, any program or activity because of race, color, religion, sex, national origin, age, disability, political affiliation or belief."

All Workforce Development Centers, organizations and agencies receiving funding from the WIB will confirm and comply with the Americans with Disabilities Act.

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

(Revised 2010) See Attachment C – the Riverside County Integrated Service Delivery Plan.

- L. What reemployment services will you provide to Worker Profiling and Reemployment Service claimants in accordance with Section 3I (e) of the Wagner-Peyser Act? [State Planning Guidance IV B.7. and WIA Section 121(b)(1)(B)(ii)]

(Revised 2009) All basic core services are available to Worker Profiling and Reemployment Service claimants through the One-Stop system. Via the Wagner-Peyser Act, EDD provides these services to UI claimants who are most likely to exhaust their UI benefits. With the implementation of Service Integration, UI claimants are provided with integrated services through the customer flow process in which an employment plan is developed. When a claimant fails to complete his/her plan, Workforce Services staff notifies electronically UI of the eligibility issue. The long-range goal is to increase the number of UI claimants who receive reemployment services.

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

(Revised 2009) Local policy is in place that ensures priority of service to veterans (and certain spouses) who otherwise meets eligibility requirements for Department of Labor (DOL)-funded employment and training programs available throughout the countywide One-Stop Centers. One-Stop partners provide the same level of service priority. Customers who are veterans are provided the full selection of services normally available that includes intake, assessment, and enrollment in programs for qualified veterans. EDD's CalJOBS system includes a 24-hour Veteran's Priority Hold to ensure that veterans receive priority for Wagner-Peyser funded labor exchange services on all new and re-opened job orders. Veterans are provided labor market information and options for accessing a variety of job listings (i.e. America's Job Bank, Federal Jobs and Federal Contractor Job Openings).

- N. What role will Veterans Workforce Specialists and Veteran Employment Service Specialist (VWS/VSSS) have in the local One-Stop system? How will you ensure

adherence to the legislative requirements for veterans' staff? [State Planning Guidance IV.B.10., 322, 38 USC Chapter 41 and 20 CFR Part 1001-120]

(Revised 2009) Veteran's program staffs, Veterans Workforce Specialists and Veterans Employment Service Specialists are co-located in all One-Stop Centers. They provide facilitated self-help or assisted services to all veterans who require additional assistance. LVER/DVOPS provide technical assistance and staff training to all One-Stop staff, including partners to refer and direct the appropriate veterans to specific representatives or resources outside of the One-Stop system. LVER/DVOPS staff have become familiarized with other services throughout the One-Stop Centers, to which their clients can be directed.

O. How will you provide Wagner-Peyser Act-funded services to the agricultural community—specifically, outreach, assessment and other services to migrant and seasonal farm workers, and services to employers? How will you provide appropriate services to this population in the One-Stop system? [State Planning Guidance IV B.11.]

(Revised 2009) As reflected in Attachment C, the Riverside County Integrated Service Delivery Plan, Integrated Teams at the One-Stop Centers comprised of Workforce Investment Act (WIA) and Wagner-Peyser (WP) staff will provide labor exchange services to Migrant and Seasonal Farm Workers (MSFWs) and agricultural employers. Office-based services (assessment, skills upgrade, product-box services), outreach services, and special initiatives relating specifically to the needs of MSFWs and Agricultural employers are available.

California does not anticipate the Department of Labor will identify any other significant MSFW site offices during Program Years 2008-2013. At all significant sites that are identified, outreach services will be conducted to serve the needs of MSFWs who are not being reached by the normal intake activities, outreach workers often work flexible hours including early mornings, evenings and Saturdays in an attempt to reach MSFWs and share information about services. Outreach workers provide services to MSFWs in areas where they live, work, and congregate. Outreach services will include, but will not be limited to:

- Provision of information relative to labor exchange services
- Registration/enrollment of MSFWs in CalJOBS. Staff assistance will be provided if necessary. MSFWs are encouraged to complete a resume.
- Referral of MSFWs to agricultural and non-agricultural jobs openings.
- Referral of MSFWs to community-based services such as job training and health clinics.
- Assistance with completion of necessary forms.
- Staff-assisted filing of WS and non-WS related complaints and apparent violations.
- Educational presentations and workshops on CalJOBS and the Workforce

Investment System.

- Ongoing UI educational assistance for MSFWs on the use of the Telephone Claims Filing system.
- Close coordination with 167 Grantees and other MSFWs service providers.

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

(Revised 2009) Rapid Response services in this area are coordinated with One-Stop Center workforce investment activities through the services of the Rapid Response Team, comprised of EDA and EDD staff that provides rapid response services countywide.

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

(Revised 2009) See Section V(H).

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

(Revised 2009) The Riverside County Workforce Investment Board (WIB) will refer participants to providers of training and related services only in high demand occupational fields for the local area, thereby ensuring continuous improvement of provider services, as well as meeting the workplace needs of participants and local employers. Training and related activities will consist of skill assessment, skill enhancement and skill-based labor market attachment for all customers. (See Attachment C – Riverside County Integrated Services Delivery Plan for a comprehensive list of services). Additionally, the WIB policy provides for the immediate referral of individuals that have been identified with a lack of job skills or experience to training services as discussed in Section V(F).

S. MEMORANDUM OF UNDERSTANDING:

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

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

1. The MOU must describe: [WIA Section 121(c)(1)(2)(A)(B) and CUI Section 14230(d)]
 - a. What services will be provided through the One-Stop system.
 - b. How the costs of services and operating costs will be funded, including cost-sharing strategies or methodologies.
 - c. What methods will be used for referral of individuals between the One-Stop operator and partners?
 - d. How long the MOU will be in effect.
 - e. What procedures have been developed for amending the MOU?
 - f. Other provisions consistent or as deemed necessary by the LWIB.
 - g. The LWIB's policy for identifying individuals who, because of their skills or experience, should be referred immediately to training services.
2. Identify those entities with who you are in the process of executing an MOU. Describe the status of these negotiations. [Interim Final Rule §662.310(b)]

(Revised 2010) All existing MOU's with One-Stop Partners are attached with the exception of two that are currently being revised.

3. What process will the LWIB use to document negotiations with One-Stop partners who fail to participate or sign an MOU? How will you inform the state board when negotiations have failed? [Interim Final Rule §662.310(b)]

(Revised 2009) The WIB will document all meetings that occurred between the two entities; those present at the meetings; final draft copies of MOUs upon which the agreement failed; and a statement by both parties about why the negotiations failed. When it is clear that no further progress will be made, a letter will be sent to the State Workforce Investment Board (SWIB) stating the reasons as cited by both parties about why the negotiation failed.

T. Discuss waivers.

1. Incumbent Worker Training – Discuss how this waiver is anticipated to

increase the LWIA's ability to respond to the business community, assist in retaining good jobs in California's targeted sectors, and enable employers to maintain operations and avert layoffs.

(2010) The incumbent worker training waiver helps individuals upgrade their skills. This is important in areas of new technology and jobs with a green emphasis and has allowed us to meet employers, especially small employers, needs. This waiver also allows us to respond to legislative requirements relative to licensing certifications to ensure employers can retain their workforce.

2. Transferability of Formula Funds – Discuss how the flexibility of funding provided in this waiver has impacted the delivery of services.

(2010) The transferability of formula funds gives our local area flexibility especially with the present economy to not only serve eligible dislocated workers but also the increasing number of long-term unemployed. This transferability of funds allows us to service more job-seekers since the eligibility criterion is not as stringent for Adult workers.

3. Customized Training – Discuss how this waiver is anticipated to impact the marketing of WIA-funded customized training to the private sector, the building of relations with employers in demand/growth industries, and participation in the WIA customized training programs.

(2010) The customized training waiver has provided an opportunity for collaboration with community colleges and other training providers to address a specific employers training needs. The sliding scale has provided opportunity to serve small employers by dividing the share of cost for them.

VI. YOUTH ACTIVITIES:

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

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

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

(Revised 2010) The membership requirements for the Council for Youth Development of Riverside County are in compliance with the criteria listed in WIA Section 117 (h)91)(2)(3)(4) and Senate Bill 293.

Vision: The Riverside County Council for Youth Development envisions a community where all youth have a voice and a vote. We envision a community where all youth are a success in school, work, and life. We envision a community that provides youth with access to services and resources. We envision all youth as leaders of our community.

Mission: Provide all youth with opportunities to participate in their community and provide access to information, education, jobs and career opportunities.

Goals:

- **Increase leadership opportunities for youth to develop and inform policy, advocacy and program development**
- **Lead efforts to connect all youth strategies within the county**
- **Develop and implement information network systems for youth that increase their awareness and knowledge of available resources and programs**
- **Develop and implement a clearing-house of research information in two areas:**
 - **Youths opinion on issues important to youth and**
 - **National best practices**
- **Oversee and foster all WIA youth programs to assure goals, objectives and timelines are being met**

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

(Revised 2010) The five Youth Opportunity Centers (YOCs) throughout Riverside County are an extension of our existing One-Stop system that ensures easy access for all youth. We are working to increase the YOC sites to include an additional 1-2 sites to bring the number of YOC sites to 7. A variety of relationships exist between the Workforce Development Centers and the YOCs ranging from referral and co-enrollment to shared facilities and staff. YOCs are electronically linked to the Workforce Development Centers to facilitate access to resources.

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

(Revised 2010) Job Corps is a current partner of our Workforce Development Center, and a representative from Job Corps serves on the Youth Council. Coordination with other key youth initiatives and programs occurs through the Youth Council. In addition to the required membership, the Youth Council includes a representative from the Department of Public Social Services, K-12 system, School-to-Career, Post-Secondary Education and Community-Based Organization.

D. Describe your area's eligible youth population and needs in general. Describe and assess the type and availability of youth activities in the LWIA. Include an identification of successful providers of such activities. [WIA Section 118(b)(6)]

(Revised 2010) Riverside County is the fourth largest county in California stretching nearly 200 miles across, comprising over 7,300 square miles and includes urban, suburban and rural areas. The 2000 Census reports a total population of 119,725 youth between the ages of 15 to 19 with 15.1% living in poverty. Twenty-three percent of youth have dropped out of school. Approximately 36% of the targeted populations are of Hispanic origin.

Eligible youth living in communities across Riverside County face many challenges and barriers to self-sufficiency and empowerment: excessive rates of poverty, unemployment and crime, low educational attainment, teenage pregnancy, drug use and gang involvement. The development of strong community collaborations across Riverside County have been achieved, establishing a system of integrated services that meet the diverse needs of our at-risk youth. High quality services to improve educational attainment, occupational skills training, preparation for unsubsidized employment, leadership development, mentoring, job placement assistance and long-term follow-up are the integral components that the workforce investment system in Riverside County has used to build an effective system for youth.

There are currently a number of agencies providing youth activities in our region such as juvenile diversion, alternative education, GED instruction, health and mental health services, job readiness, career counseling, adult mentoring, job placement, substance abuse, school-to-career, and youth development. Although numerous services exist, they are not always available in sufficient quantity or are not accessible to those youth, who are most in need in all areas of the county.

The Riverside County Workforce Investment Board and Council for Youth Development have developed a comprehensive youth system that supports the education and employment success of all youth. The foundation for the county's youth system is five community-driven Youth One-Stops. Operated by community partnerships, the Youth Opportunity Centers (YOCs) of Riverside County serve as the hub where youth can come to receive the support and

services they need. Each community collaboration is comprised of the local school district, post-secondary education, private-sector business and community-based organizations. The centers are located in areas most accessible to youth. While each are unique in size and physical design, all provide a safe, comfortable, engaging environment for young people. A sound studio, multi-media production equipment, recreation room, comfortable couches, video games, stereos and televisions are just a few of the amenities that keep youth coming through the doors. Each partnership offers youth a variety of developmental activities that support academic achievement and workforce preparation. Workforce Development is currently in the process of seeking to fund the operation of new YOC site/s within Riverside County. Some suggested areas of service may include: City of Blythe, City of Riverside, City of Moreno Valley, City of Temecula and other locations with a youth population in need of services and are not currently serviced by existing YOCs.

Specifically, The names and locations of the 5 established centers are:

1. Hemet YOC - Hemet Empower State Building
930 North State Street
Hemet, CA 92543
2. Indio YOC - Win Youth Opportunity Center
45-570 Grace Street, Suite 1
Indio, CA 92201
3. Lake Elsinore YOC - Planet Youth
400 West Graham
Lake Elsinore, CA 92530
4. Perris YOC - The OASIS
351 Wilkerson Avenue, Suite F
Perris, CA 92570
5. Rubidoux Youth Opportunity Center
5656 Mission Blvd.
Riverside, CA 92509

On February 11, an RFP was released intended for the continued operation of the five listed YOC locations. It is anticipated that an additional 1-2 YOC site(s) will be funded in 2010.

- E. What is your LWIA's strategy for providing comprehensive services to eligible in-school and out-of-school youth, including any coordination with foster care, education, welfare, and other relevant resources? Include any local requirements and activities to assist youth who have special needs or barriers to employment, including those who are pregnant, parenting, or have disabilities.

[WIA Section 112(b)(18)(A), Interim Final Rule §664.400, and State Planning Guidance, IV B. 14]

(Revised 2010) Services to eligible in-school and out-of-school youth are delivered through five strategically placed Youth Opportunity centers (YOCs). Each center is comprised of a lead agency that enters into partnerships with other youth-serving entities to provide comprehensive services that address the education and workforce needs of youth. Recruitment efforts include outreach to out-of-school youth deficient in basic skills, homeless youth, runaway youth, pregnant parenting youth, youth offenders, foster care youth and youth with disabilities.

The CYD and the WIB are also supportive of the U.S. Department of Labor's Employment and Training Administration's (DOLETA) Strategic Vision for the Delivery of Youth Services. Out-of-school youth (and those most at risk of dropping out) are an important part of the new workforce "supply pipeline" needed by businesses to fill job vacancies in the knowledge economy. WIA-funded youth programs will provide leadership by serving as a catalyst to connect these youth with quality secondary and postsecondary educational opportunities and high-growth and other employment opportunities.

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

1. Intake and Objective Assessment

(Revised 2010) The Riverside County Economic Development Agency has aligned its youth program with the Employment and Training Administration's (ETA) New Strategic Vision for the Delivery of Youth Services under the Workforce Investment Act (WIA) and the Common Measures Performance Accountability System. The focus is on meeting the demands of business by providing youth the necessary educational, occupational, and other skills training and services needed for high demand occupations. The Riverside County Workforce Investment Board's identified industry clusters are:

1. Infrastructure
2. Utilities
3. Renewable Energy
4. Healthcare Services
5. Professional & Business Services

Service Strategies are now linked to one or more performance outcomes within the common measures. These strategies now focus not only on increasing the educational levels, but also on attaining a high school diploma,

GED, and/or skill certificates based on industry standards. In addition, a greater emphasis has been placed on the provision of work experience and job placement in high-growth industries. To support placement activities within these areas, EDA anticipates utilizing Individual Training Accounts (ITA) for occupational training in these industries and occupations and enrollment into post-secondary education.

The priority has changed from serving youth, age fourteen through twenty-one, and is now focused on serving youth age sixteen through twenty-one, who are either out-of-school; high school dropouts; or those who are in danger of dropping out. Although, the emphasis is on serving out-of-school youth, the program design does allow the flexibility to serve in-school youth who are sixteen years old and above.

WIA measures the success of services based on a set of required performance measures. Youth providers are expected to design and operate youth programs to maximize performance objectives as measured by the appropriate standards.

As a result, the core performance measures for youth have been defined to reflect the comprehensive services, linkages between academic and occupational learning, and flexibility in program design that are called for under WIA. Great emphasis is placed on providing a continuum of services for youth to achieve multiple outcomes. The intent is to show measurable gain within all identified measures for each participant.

(Revised 2010) All WIA eligible Youth participate in a comprehensive assessment to identify their skills, aptitudes, career interest and service needs. Age and appropriate developmental assessment tools are used to fully engage youth in the process. Based upon the assessment results, an Individual Service Strategy (ISS) is developed identifying short-term and long-term goals and activities to support goal attainment.

Additionally, each YOC Partnership is expected to utilize CASAS to document pre/post assessment of measurable functional outcomes. CASAS — Comprehensive Adult Student Assessment Systems — is the most widely used system for assessing adult student basic reading, math, listening, writing, and speaking skills within a functional context.

2. Preparation for post-secondary educational opportunities

(Revised 2010) Activities, such as field trips to local colleges, universities and workshops that provide information on college requirements, financial aid, and scholarships will provide the youth the opportunity to explore post-secondary education opportunities. The primary focus of the Youth Centers is on preparing the youth academically through tutoring, independent study or small groups to ease transition from secondary to post-secondary education.

3. Strong linkages between academic and occupational learning

(Revised 2010) As in past years and since 2002, school age youth that are participating in the WIA youth program will attend academic and occupation classes in conformance with the student's career plan. All plans will be consistent with the state education requirements and school policy and rules.

Youth who enter the program as school dropouts will reenter a comprehensive high school and pursue academic and occupational training or reenter through the County Office of Education's Community or Alternative School Program. Academics will be provided through the community schools and vocational training through the Regional Occupation Centers. The coordination of education and training will be provided through the Youth Centers.

4. Preparation for unsubsidized employment opportunities

(Revised 2010) The building of strong basic academic and basic work skills is the focus for preparing youth to enter the workforce. Youth are prepared for unsubsidized employment through a combination of job readiness instruction, occupational training and real world experiences. Youth gain real world experiences to reinforce skills learned through job shadowing, paid and unpaid internships, work experience and traditional employment. Program content is closely aligned with the needs employers consistently express regarding basic employability skills.

5. Effective linkages with intermediaries with strong employer connections

(Revised 2010) The Service Providers and the partners at each Youth Opportunity Center have strong linkages to the employer community. These employers are willing to provide youth with positive work experience in high growth industries. Youth have the opportunity to connect to the workplace through formal work experience, internships, and job opportunities.

Youth strategies focus on development of strong connections with private-sector businesses to support intensive job placement and retention activities: Youth Providers should include innovative, sustainable industry/employer partnerships in their implementation design. These connections lead to increased youth placements in employment and post-secondary education as well as meaningful exposure to the world of work with measurable skill gains. These experiences are designed be increasingly challenging over the course of a youth's participation and be linked to recognized career pathways.

6. Alternative secondary school services

(Revised 2010) Alternative schools are used as a point of reentry for school dropouts, combined with additional support services provided through the WIA funded youth programs. They may also be used to keep youth in school who are in danger of dropping out of regular school.

7. Summer employment opportunities

(Revised 2010) Summer employment opportunities provide youth with a paid

work experience component in conjunction with academic and occupational skill training that supports the career goals stated in the ISS. This activity builds upon the academic and occupational skills needed for employment.

8. Paid and unpaid work experience

(Revised 2010) Both paid and unpaid work experience are offered to youth that can benefit from such experiences. Work experiences are structured to be learning experiences. Worksite supervisors are provided sufficient training to ensure that this occurs. The work experiences provide youth exposure to the world of work and the common expectations in the workplace. The experiences are designed to help youth acquire the skills, personal attributes and knowledge needed to get and keep a job, and to advance at their place of employment. Worksites are selected based on their ability to provide the youth with career exposure and rudimentary skill development, and are not intended to provide employers with “free labor.”

Work experiences may include one or more of the following: Employability or generic workplace skills; exposure to an industry or occupational cluster; job shadowing and internships, basic academic skills, entrepreneurship and on-the-job training.

9. Occupational skills training

(Revised 2010) Occupational Skills Training is an organized program of study that provides specific vocational skills resulting in the attainment of a certificate and prepares the youth to enter a specific occupation. This type of training is available for youth who lack the necessary skills to obtain a job in the occupation that is reflected as their career goal in the ISS. We will also utilize Individual Training Accounts (ITAs), under California waiver authority for youth, ages 16 through 21, without co-enrolling into the Adult/Dislocated Worker Program.

10. Leadership development opportunities

(Revised 2010) Great emphasis is placed on the development of leadership, civic and personal responsibility by providing a variety of opportunities to youth. Through strong collaborations, youth are involved in community service projects, recreational activities, and mentoring programs. Youth have opportunities to take on leadership roles in various programs and activities at the Youth Centers. Leadership development opportunities include: exposure to post-secondary educational opportunities, community service, learning projects, peer-centered activities and citizenship training.

The core element to the positive development of youth is building character and leadership skills. The Workforce Investment Board and Council for Youth Development are strong advocates for character development of young people and endorse the Six Pillars of Character as established by the Josephson's Institute of Ethics. The Six Pillars of Character are:

- **Trustworthiness – integrity, honesty, reliability and loyalty**
- **Respect – valuing all people; honoring the dignity, privacy and freedom of others; courtesy; politeness; tolerance and acceptance of differences**
- **Responsibility – fulfilling duties, accountability, pursuing excellence, and exercising self-control**
- **Fairness – being just and impartial and having both a willingness to listen and an openness to differing viewpoints**
- **Caring – being compassionate, kind, loving considerate and charitable**
- **Citizenship – doing one’s share, helping the community, playing by the rules and respecting authority and the law**

Leadership development activities are designed to help build character and leadership based upon the Six Pillars of Character. They should encourage responsibility and other social positive behaviors. Leadership development activities include, but are not limited to: community service; participation on community boards/councils; activities that promote teamwork, decision making, personal responsibility, positive attitudinal development, self-esteem building, and issues of cultural diversity.

11. Comprehensive guidance and counseling

(Revised 2010) Comprehensive guidance and counseling is a process of helping youth make and implement informed educational, occupational, and life choice. The activities within the area include, but not limited to, drug and alcohol counseling, mental health counseling, career counseling and anger management.

12. Supportive services

(Revised 2010) Monetary Incentives are linked to the Youth Common Measures Performance policy and are awarded to WIA Youth program participants based upon their progress and/or achievement of the performance outcomes outlined in their Individual Service Strategies (ISS) including follow-up activities.

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

(Revised 2010) Follow-up services are activities provided to youth for a 12-month period after program completion. These services are provided to ensure a successful transition to work or post-secondary education. They may include leadership development through adult mentoring, work-related peer support groups, regular contact with a youth participant’s employer to resolve work-related problems that arise, assistance in securing better paying jobs and more education, career development and other supportive services leading to

retention in school, training or employment.

Follow-up activities are designed and coordinated to keep youth connected and engaged. Each youth is required to have an individualized Post Program Service Strategy developed at the time of program exit. The types of services provided support the continued success of youth meeting the performance goals. Effective follow-up strategies are imperative in meeting the WIA-mandated performance outcomes.

VII. ADMINISTRATIVE REQUIREMENTS

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

(Revised 2009) The Riverside County LWIA conducts all procurements in a fair and equitable manner in full compliance with all applicable county, state and federal guidelines and policies. Notifications announcing Requests for Proposals (RFPs) are published within the local newspaper and via the Internet. RFPs contain specifications of the services to be provided and allow adequate response time for all bidders to ensure a fair and open competition. EDA staff reviews proposals, and recommendations to fund or not to fund are submitted to the appropriate committee of the WIB. The WIB Executive Committee decides on the recommendations and Award notifications are mailed to successful/unsuccessful bidders.

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

(Revised 2009) See Section A. Additionally, Riverside County LWIA utilizes a non-competitive procurement process to solicit a proposal from a single source or, after solicitation of a number of sources; competition is determined inadequate to fulfill the requirements of the funding agency. Non-competitive procurements, though allowable under Title 29, CFR Part 97.36, are considered a "last resort" option and only used when there is a documented reason for sole source selection.

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

(Revised 2009) Riverside County EDA serves as the grant recipient and responsible agent. Subject to the approval of the WIB and CEO, EDA staff develops a budget to carry out their duties and directs the disbursement of funds.

D. What criteria will the LWIB use in awarding grants for youth activities, including

criteria used by the Governor and LWIBs to identify effective and ineffective youth activities and providers? [WIA Section 112(b)(18)(B) and State Planning Guidance III B.1.f.]

(Revised 2009) The WIB Council for Youth Development (CYD) collects data on all bidders of youth services pertinent to performance, community collaboration, program design and implementation, fiscal capability/experience and program budget, and resource leveraging and sustainability. The WIB CYD uses the above mentioned criteria when considering and awarding grants for youth activities.

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

(Revised 2009) the WIB CYD developed the following eligibility criteria in policy that would define the sixth youth criterion [WIA Section 101(13)(c)(vi)] as follows:

Requires additional assistance to complete an educational program or to secure and hold employment. An individual who requires additional assistance is defined as follows: "special needs youth (disabled), limited English speaking; at risk of dropping out of school, substance abuse issues, affiliated with a gang, deficient in work readiness skills, or a high school graduate who is basic skills deficient, unemployed or underemployed" (Riverside County Economic Development Agency, Policies and Procedures Number: 19-01, Rev. 3-19-04).

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

(Revised 2009) The opportunity for public review and comment of performance measures is provided during the 30-day comment period of the publishing of our Five-Year plan and modifications.

VIII. ASSURANCES

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

- D. The LWIB assures that the board will collect and maintain data necessary to show compliance with the nondiscrimination provisions of WIA Section 188.
- E. The LWIB assures that there will be compliance with grant procedures of WIA Section 189(c).
- F. The LWIB assures that funds will be spent in accordance with the Workforce Investment Act, American Recovery and Reinvestment Act, written Department of Labor guidance, and other applicable Federal and State laws and regulations.
- G. The LWIB assures that veteran workforce investment programs funded under WIA, Section 168 will be carried out in accordance with that Section.
- H. The LWIB assures it will comply with future State Workforce Investment Board policies and guidelines, legislative mandates, or other special provisions as may be required under Federal law or policy, including the Workforce Investment Act, or State legislation.
- I. The LWIB assures that when allocated adult funds for employment and training activities are limited, priority shall be given to recipients of public assistance and other low-income individuals for intensive and training services. [WIA Section 134(d)(4)(E), 118(b)(4), and CUI Section 14230(a)(6)]
- J. The LWIB certifies that its One-Stop Centers will recognize and comply with applicable labor agreements affecting represented employees located in the Centers. This shall include the right to access by State labor organization representatives pursuant to the Ralph Dills Act. [Chapter 10.3 (commencing with Section 3512) of Division 4, of Title 1 of the Government Code, and CUI Section 14233]
- K. The LWIB assures that State employees who are located at the One-Stop Centers shall remain under the supervision of their employing department for the purposes of performance evaluations and other matters concerning civil service rights and responsibilities. State employees performing services at One-Stop Centers shall retain existing civil service and collective bargaining protections on matters relating to employment, including but not limited to: hiring, promotion, discipline, and grievance procedures.
- L. The LWIB assures that when work-related issues arise at One-Stop Centers between State employees and operators or supervisors of other partners, the operator or other supervisor shall refer such issues to the State employee's civil service supervisor. The One-Stop Career Center operators and partners shall cooperate in the investigation of the following matters: discrimination under the California Fair Employment and Housing Act [Part 2.8 (commencing with Section 12900) of Division 3, of Title 2 of the Government Code], threats and/or violence concerning State employees, and State employee misconduct.
- M. One-Stop Operator is responsible for administering One-Stop Center services in accord with roles to be determined by the LWIB. The LWIB assures that it will

select the One-Stop Operator with the agreement of the Chief Elected Official, through one of three means:

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

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

IX. PROGRAM ADMINISTRATION DESIGNEE AND PLAN SIGNATURES

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

This Local Plan is submitted for the period of April 1, 2009 through June 30, 2010 in accordance with the provisions of WIA.

Local Workforce Investment Board Chair

Ricardo Olalde
Signature

Ricardo Olalde
Name

Chairman, Workforce Investment Board
Title

4-21-2010

Date

Chief Elected Official

Marion Ashley
Signature

Marion Ashley
Name

Chairman, Board of Supervisors
Title

MAY 04 2010

Date

ATTEST:

KECIA HARPER-JHEM, Clerk

By *Kecia Harper-Jhem*
DEPUTY

FORM APPROVED COUNTY COUNSEL

BY: *Neal R. Kipnis* 4/8/10
NEAL R. KIPNIS DATE

<input checked="" type="checkbox"/> WIA Local Plan Modification PY 2009–10	LWIA: <u>Riverside County Economic Development Agency</u>
<input type="checkbox"/> Modification # _____	Date: <u>3/5/2010</u>

TITLE IB BUDGET PLAN SUMMARY¹ (Adult or Dislocated Worker)

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

PROGRAM TYPE for PY 2009, beginning 07/01/09 through 06/30/10

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

FUNDING IDENTIFICATION		
	R970556	K074160
1. Year of Appropriation	2008	2009
2. Formula Allocation	5,605,146	7,026,698
3. Allocation Adjustment - Plus or Minus		
4. Transfers - Plus or Minus	4,854,826	3,520,284
5. TOTAL FUNDS AVAILABLE (Lines 2 thru 4)	10,459,972	10,546,982
TOTAL ALLOCATION COST CATEGORY PLAN		
6. Program Services (sum of Lines 6.A thru 6.E)	9,614,018	9,492,283
A. Core Self Services	225,441	
B. Core Registered Services	2,961,832	5,036,919
C. Intensive Services	4,722,487	2,712,187
D. Training Services	1,704,257	1,743,177
E. Other		
7. Administration (Line 5 minus 6)	845,954	1,054,698
8. TOTAL (Line 6 plus 7)	10,459,972	10,546,982
QUARTERLY TOTAL EXPENDITURE PLAN (cumulative from July 1, 2008 and July 1, 2009 respectively)		
9. September 2008		
10. December 2008	2,786,888	
11. March 2009	6,013,356	
12. June 2009	9,005,152	
13. September 2009	10,459,972	1,845,882
14. December 2009		4,437,342
15. March 2010		6,599,473
16. June 2010		8,761,605
17. September 2010		10,546,982
18. December 2010		10,546,982
19. March 2011		10,546,982
20. June 2011		10,546,982
COST COMPLIANCE PLAN (maximum 10%)		
21. % for Administration Expenditures (Line 7/Line 5)	8%	10%

Queenie Galvez, Sr. Accountant	951-955-3869	3/5/2010
Contact Person, Title	Telephone Number	Date Prepared

Comments:

50% Dislocated Workers will be served as Adults in PY 09/10 for Riverside County. Dislocated Workers will be identified and monitored through monthly JTPA reporting

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

<input checked="" type="checkbox"/> WIA Local Plan Modification PY 2009-10 <input type="checkbox"/> Modification # _____	LWIA: <u>Riverside County Economic Development Agency</u> Date: <u>3/5/2010</u>
---	--

TITLE IB BUDGET PLAN SUMMARY¹ (Adult or Dislocated Worker)

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

PROGRAM TYPE for PY 2009, beginning 07/01/09 through 06/30/10

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

FUNDING IDENTIFICATION	R970556	K074160
1. Year of Appropriation	2008	2009
2. Formula Allocation	4,854,826	7,040,567
3. Allocation Adjustment - Plus or Minus		
4. Transfers - Plus or Minus	(4,854,826)	(3,520,284)
5. TOTAL FUNDS AVAILABLE (Lines 2 thru 4)		3,520,284

TOTAL ALLOCATION COST CATEGORY PLAN		
6. Program Services (sum of Lines 6.A thru 6.E)		3,168,255
A. Core Self Services		
B. Core Registered Services		1,681,181
C. Intensive Services		905,251
D. Training Services		581,823
E. Other		
7. Administration (Line 5 minus 6)		352,028
8. TOTAL (Line 6 plus 7)		3,520,284

QUARTERLY TOTAL EXPENDITURE PLAN (cumulative from July 1, 2008 and July 1, 2009 respectively)		
9. September 2008		
10. December 2008		
11. March 2009		
12. June 2009		
13. September 2009		0
14. December 2009		0
15. March 2010		0
16. June 2010		2,816,227
17. September 2010		3,520,284
18. December 2010		3,520,284
19. March 2011		3,520,284
20. June 2011		3,520,284

COST COMPLIANCE PLAN (maximum 10%)		
21. % for Administration Expenditures (Line 7/Line 5)		10%

Queenie Galvez, Sr. Accountant	951-955-3869	3/5/2010
Contact Person, Title	Telephone Number	Date Prepared

Comments:

50% Dislocated Workers will be served as Adults in PY 09/10 for Riverside County. Dislocated Workers will be identified and monitored through monthly JTPA reporting

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

<input checked="" type="checkbox"/> WIA Local Plan Modification PY 2009-10	LWIA: Riverside County Economic Development Agency
<input type="checkbox"/> Modification # _____	Date: 1/21/2010

TITLE IB BUDGET PLAN SUMMARY¹ (Youth)

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

PROGRAM TYPE for PY 2009, beginning 04/01/09 through 06/30/10

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

FUNDING IDENTIFICATION	R970556 Subgrant	K074160
1. Year of Appropriation	2008	2009
2. Formula Allocation	5,739,575	7,223,008
3. Allocation Adjustment - Plus or Minus		
4. TOTAL FUNDS AVAILABLE (Line 2 plus 3)	5,739,575	7,223,008
TOTAL ALLOCATION COST CATEGORY PLAN		
5. Program Services (sum of Lines 5A and 5B)	5,165,617	6,500,707
A. In School	1,512,386	2,162,785
B. Out-of-School (30%)	3,653,231	4,337,922
6. Administration (Line 4 minus 5)	573,958	722,301
7. TOTAL (Line 5 plus 6)	5,739,575	7,223,008
QUARTERLY TOTAL EXPENDITURE PLAN (cumulative from April 1, 2008 and April 1, 2009 respectively)		
8. June 2008		
9. September 2008	141,644	
10. December 2008	1,549,662	
11. March 2009	2,717,259	
12. June 2009	4,294,616	
13. September 2009	5,559,658	
14. December 2009	5,739,575	343,453
15. March 2010		1,805,752
16. June 2010		3,322,584
17. September 2010		5,345,026
18. December 2010		7,223,008
19. March 2011		
20. June 2011		
COST COMPLIANCE PLAN		
21. % for Administration Expenditures (Line 6/Line 4)		10%

Stacy Russell
Contact Person, Title951-955-3227
Telephone Number1/21/2010
Date Prepared

Comments:

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

<input checked="" type="checkbox"/> WIA Local Plan Modification PY 2009-10 <input type="checkbox"/> Modification # _____	LWIA: <u>Riverside County Economic Development Agency</u> Date: <u>01/21/09</u>
---	--

ARRA BUDGET PLAN SUMMARY (Adult or Dislocated Worker)
 WIA 118; 20 CFR 661.350(a)(13)

PROGRAM TYPE

- Grant Code 102 WIA IB-Adult
- Grant Code 105 WIA IB-Dislocated Worker

FUNDING IDENTIFICATION	R970556 Subgrant
1. Year of Appropriation	2008
2. Formula Allocation	4,098,959
3. Allocation Adjustment - Plus or Minus	
4. Transfers - Plus or Minus	2,207,909
5. TOTAL FUNDS AVAILABLE (Lines 2 thru 4)	6,306,868
TOTAL ALLOCATION COST CATEGORY PLAN	
6. Program Services (sum of Lines 6.A thru 6.E)	5,676,181
A. Core Self Services	
B. Core Registered Services	1,397,861
C. Intensive Services	753,102
D. Training Services	3,525,218
E. Other	
7. Administration (Line 5 minus 6)	630,687
8. TOTAL (Line 6 plus 7)	6,306,868
QUARTERLY TOTAL EXPENDITURE PLAN (cumulative from February 17, 2009)	
9. September 2008	
10. December 2008	
11. March 2009	
12. June 2009	1,434
13. September 2009	4,219
14. December 2009	122,944
15. March 2010	532,840
16. June 2010	2,172,424
17. September 2010	3,812,008
18. December 2010	5,451,592
19. March 2011	6,306,868
20. June 2011	6,306,868
COST COMPLIANCE PLAN (maximum 10%)	
21. % for Administration Expenditures (Line 7/Line 5)	10%

Stacy Russell Acct II	951-955-3227	1/21/2010
Contact Person, Title	Telephone Number	Date Prepared

Comments: _____

1 Refer to Training and Employment Guidance Letter 14-08, Change 1 for information regarding recapture and reallocation of unobligated local WIA American Recovery and Reinvestment Act funds

<input checked="" type="checkbox"/> WIA Local Plan Modification PY 2009-10	LWIA: Riverside County Economic Development Agency
<input type="checkbox"/> Modification # _____	Date: 01/21/09

ARRA BUDGET PLAN SUMMARY (Adult or Dislocated Worker)

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

PROGRAM TYPE

- Grant Code 102 WIA IB-Adult
 Grant Code 105 WIA IB-Dislocated Worker

FUNDING IDENTIFICATION		R970556 Subgrant
1. Year of Appropriation		2008
2. Formula Allocation		7,359,695
3. Allocation Adjustment - Plus or Minus		
4. Transfers - Plus or Minus		(2,207,909)
5. TOTAL FUNDS AVAILABLE (Lines 2 thru 4)		5,151,786
TOTAL ALLOCATION COST CATEGORY PLAN		
6. Program Services (sum of Lines 6.A thru 6.E)		4,636,608
A. Core Self Services		
B. Core Registered Services		1,004,523
C. Intensive Services		540,903
D. Training Services		3,091,182
E. Other		
7. Administration (Line 5 minus 6)		515,179
8. TOTAL (Line 6 plus 7)		5,151,787
QUARTERLY TOTAL EXPENDITURE PLAN (cumulative from February 17, 2009)		
9. September 2008		
10. December 2008		
11. March 2009		
12. June 2009		2,433
13. September 2009		3,227
14. December 2009		84,462
15. March 2010		820,432
16. June 2010		1,556,402
17. September 2010		3,028,341
18. December 2010		4,500,280
19. March 2011		5,151,787
20. June 2011		5,151,787
COST COMPLIANCE PLAN (maximum 10%)		
21. % for Administration Expenditures (Line 7/Line 5)		10%

Stacy Russell Acct II	951-955-3227	1/21/2010
Contact Person, Title	Telephone Number	Date Prepared

Comments:

1 Refer to Training and Employment Guidance Letter 14-08, Change 1 for information regarding recapture and reallocation of unobligated local WIA American Recovery and Reinvestment Act funds

<input checked="" type="checkbox"/> WIA Local Plan Modification PY 2009-10 <input type="checkbox"/> Modification # _____	LWIA: <u>Riverside County Economic Development Agency</u> Date: <u>1/21/2010</u>
---	---

ARRA BUDGET PLAN SUMMARY (Youth)
 WIA 118; 20 CFR 661.350(a)(13)

PROGRAM TYPE

Grant Code 103 WIA IB-Youth

FUNDING IDENTIFICATION		R970556
1. Year of Appropriation		2008
2. Formula Allocation		9,447,056
3. Allocation Adjustment - Plus or Minus		
4. TOTAL FUNDS AVAILABLE (Line 2 plus 3)		9,447,056
TOTAL ALLOCATION COST CATEGORY PLAN		
5. Program Services (sum of Lines 5A and 5B)		8,502,350
A. In School		4,436,215
B. Out-of-School (30%)		4,066,135
6. Administration (Line 4 minus 5)		944,706
7. TOTAL (Line 5 plus 6)		9,447,056
QUARTERLY TOTAL EXPENDITURE PLAN (cumulative from February 17, 2009)		
8. June 2008		
9. September 2008		
10. December 2008		
11. March 2009		
12. June 2009		652,937
13. September 2009		5,265,084
14. December 2009		6,209,790
15. March 2010		7,154,496
16. June 2010		8,099,202
17. September 2010		9,043,908
18. December 2010		9,447,056
19. March 2011		
20. June 2011		
COST COMPLIANCE PLAN		
21. % for Administration Expenditures (Line 6/Line 4)		10%

Stacy Russell Accountant II	951-955-3227	1/21/2010
Contact Person, Title	Telephone Number	Date Prepared

Comments:

1 Refer to 20 CFR Part 667,160 and WIA Directive WIAD01-10 for guidance and information regarding local area obligation rates, and recapture and reallocation policies and procedures.

<input checked="" type="checkbox"/> WIA Local Plan Modification PY 2009–10	LWIA: <u>Riverside County EDA</u>
<input type="checkbox"/> Modification # _____	Date: <u>07/01/09</u>

Budget, Participant, and Performance Forms**TITLE IB PARTICIPANT PLAN SUMMARY**

WIA 118; 20 CFR 661.350(a)(13); TEGL 17-05

Plan the number of individuals that are in each category.

Totals for PY 2009 (07/01/09 through 06/30/10)	ADULT	DW	YOUTH
1. Registered Participants Carried in from PY 2008	2,755	0	207
2. New Registered Participants for PY 2009	7,370	3,630	639
3. Total Registered Participants for PY 2009 (Line 1 plus 2)	10,125	3,630	846
4. Exiters for PY 2009	6,581	2,360	550
5. Registered Participants Carried Out to PY 2010 (Line 3 minus 4)	3,544	1,270	296

PROGRAM SERVICES			
6. Core Self Services	12,500	12,500	
7. Core Registered Services	10,125	3,630	
8. Intensive Services	4,253	1,525	
9. Training Services	750	375	

YOUTH MEASURES			
10. Attainment of a Literacy and/or Numeracy Gain			83
11. Attainment of a High School Diploma, GED, or Certificate			248

12. Entered Employment	4,278	1,912	347
12A. Training-related	563	281	
13. Remained with Layoff Employer			
14. Entered Military Service			1
15. Entered Advanced Training			8
16. Entered Postsecondary Education			110
17. Entered Apprenticeship Program			0
18. Returned to Secondary School			0
19. Exited for Other Reasons	2,303	448	0

Carol Mosqueira, MIS Manager

951-955-3137

07/01/2009

Contact Person, Title

Telephone Number

Date Prepared

Comments:

<input checked="" type="checkbox"/>	WIA Local Plan Modification PY 2009-10	LWIA:	Riverside County EDA
<input type="checkbox"/>	Modification # _____	Date:	07/01/09

ARRA PARTICIPANT PLAN SUMMARY (Adult and Dislocated Worker)

WIA 118; 20 CFR 661.350(a)(13); TEGL 17-05

Plan the number of individuals that are in each category.

Totals for PY 2009 (07/01/09 through 06/30/10)	ADULT	DW
1. Registered Participants Carried in from PY 2008	0	0
2. New Registered Participants for PY 2009	7,370	3,630
3. Total Registered Participants for PY 2009 (Line 1 plus 2)	7,370	3,630
4. Exiters for PY 2009	4,791	2,360
5. Registered Participants Carried Out to PY 2010 (Line 3 minus 4)	2,579	1,270

PROGRAM SERVICES		
6. Core Self Services	12,500	12,500
7. Core Registered Services	7,370	3,630
8. Intensive Services	3,095	1,525
9. Training Services	500	375

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

EXIT STATUS		
12. Entered Employment	3,115	1,912
12A. Training-related	375	281
13. Remained with Layoff Employer		0
14. Entered Military Service		
15. Entered Advanced Training		
16. Entered Postsecondary Education		
17. Entered Apprenticeship Program		
18. Returned to Secondary School		
19. Exited for Other Reasons	1,676	448

Carol Mosqueira, Database Administrator II 951.955.3137

Contact Person, Title

Telephone Number

Date Prepared

Comments:

<input checked="" type="checkbox"/>	WIA Local Plan Modification PY 2009-10	LWIA: <u>Riverside County Workforce Development Center</u>
<input type="checkbox"/>	Modification # _____	Date: <u>07/01/09</u>

ARRA PARTICIPANT PLAN SUMMARY

WIA 118; 20 CFR 661.350(a)(13); TEGL 17-05

Plan the number of individuals that are in each category.

Totals for PY 2009 (07/01/09 through 06/30/10)	YOUTH	SUMMER YOUTH
1. Registered Participants Carried in from PY 2008	0	0
2. New Registered Participants for PY 2009	0	2,570
3. Total Registered Participants for PY 2009 (Line 1 plus 2)	0	2,570
4. Exiters for PY 2009	0	2,313
5. Registered Participants Carried Out to PY 2010 (Line 3 minus 4)	0	257

PROGRAM SERVICES		
6. Core Self Services		
7. Core Registered Services		
8. Intensive Services		
9. Training Services		

YOUTH MEASURES		
10. Attainment of a Literacy and/or Numeracy Gain	0	
11. Attainment of a High School Diploma, GED, or Certificate	0	
12. Attainment of a Work Readiness Skill		2,338

EXIT STATUS		
13. Entered Employment	0	170
13A. Training-related	0	0
14. Remained with Layoff Employer		
15. Entered Military Service	0	0
16. Entered Advanced Training	0	0
17. Entered Postsecondary Education	0	0
18. Entered Apprenticeship Program	0	0
19. Returned to Secondary School	0	0
20. Exited for Other Reasons	0	0

Carol Mosqueira, Database Administrator II	951-955-3137	02/08/2010
Contact Person, Title	Telephone Number	Date Prepared

Comments: _____

<input checked="" type="checkbox"/> WIA Local Plan Modification PY 2009-10	LWIA: Riverside County Workforce Development Center
<input type="checkbox"/> Modification # _____	Date: 07/01/2009

WORKFORCE INVESTMENT ACT TITLE IB

STATE NEGOTIATED LEVELS OF PERFORMANCE¹

WIA Requirement at Section 136(b) ²	PY 2007-08	PY 2008-09	PY 2009-10
Adults			
Entered Employment Rate	77%	78%	65%
Employment Retention Rate	82%	83%	81%
Average Earnings	\$12,400	\$12,500	\$12,500
Dislocated Workers			
Entered Employment Rate	85%	86%	81%
Employment Retention Rate	87%	88%	83%
Average Earnings	\$15,800	\$15,900	\$14,900
Youth (ages 14-21)			
Placement in Employment or Education	65%	67%	63%
Attainment of a Degree or Certificate	45%	47%	47%
Literacy and Numeracy Gains	15%	30%	30%

LOCAL NEGOTIATED LEVELS OF PERFORMANCE¹

WIA Requirement at Section 136(c) ²	PY 2007-08	PY 2008-09	PY 2009-10
Adults			
Entered Employment Rate	77.5%	56%	56%
Employment Retention Rate	82.5%	75%	TBD
Average Earnings	\$11,000	\$11,000	TBD
Dislocated Workers			
Entered Employment Rate	80%	64%	64%
Employment Retention Rate	85%	83%	TBD
Average Earnings	\$15,000	\$13,500	TBD
Youth (ages 14-21)			
Placement in Employment or Education	65%	65%	TBD
Attainment of a Degree or Certificate	45%	45%	TBD
Literacy and Numeracy Gains	15%	15%	TBD

1 Guidance on state and local performance can be found on the U.S. Department of Labor (DOL) [Employment and Training Administration](#) Web site. Specific Training and Employment Guidance Letters (TEGL) include, but are not limited to 8-99, 11-01, and 17-05. For additional guidance, see Workforce Services Directives WSD08-1 and WSD08-6, and Workforce Services Information Notice WSIN07-33.

2 Per WSIN07-33, the DOL Employment and Training Administration approved California's waiver request to move from the statutory performance measures specified in WIA Section 136 to the common performance measures defined in TEGL 17-05. This waiver was initially approved for Program Years (PY) 2007-08 and 2008-09. Per TEGL 14-08, this waiver has been approved for PY 2009-10.

<input checked="" type="checkbox"/>	WIA Local Plan Modification PY 2009-10	LWIA:	Riverside County Workforce Development Center
<input type="checkbox"/>	Modification # _____	Date:	07/01/2009

AMERICAN RECOVERY AND REINVESTMENT ACT

STATE NEGOTIATED LEVELS OF PERFORMANCE

WIA Requirement at Section 136(b) ¹	PY 2009-10
Adults	
Entered Employment Rate	65%
Employment Retention Rate	81%
Average Earnings	\$12,500
Dislocated Workers	
Entered Employment Rate	81%
Employment Retention Rate	83%
Average Earnings	\$14,900
Youth (ages 14-24)²	
Placement in Employment or Education	63%
Attainment of a Degree or Certificate	47%
Literacy and Numeracy Gains	30%

LOCAL NEGOTIATED LEVELS OF PERFORMANCE

WIA Requirement at Section 136(b) ¹	PY 2009-10
Adults	
Entered Employment Rate	TBD
Employment Retention Rate	TBD
Average Earnings	TBD
Dislocated Workers	
Entered Employment Rate	TBD
Employment Retention Rate	TBD
Average Earnings	TBD
Youth (ages 14-24)²	
Placement in Employment or Education	TBD
Attainment of a Degree or Certificate	TBD
Literacy and Numeracy Gains	TBD

¹ Per WSIN07-33, the DOL Employment and Training Administration approved California's waiver request to move from the statutory performance

measures specified in WIA Section 136 to the common performance measures defined in TEGL 17-05. This waiver was initially approved

Program Years (PY) 2007-08 and 2008-09. Per TEGL 14-08, this waiver has been approved for PY 2009-10.

² For purposes of eligibility under the American Recovery and Reinvestment Act, the term "eligible youth" includes individuals 14 to 24 years of age.