

March 27, 2020

Work2future Workforce Development Board
5730 Chambertin Drive
San Jose, CA 95118

Dear work2future Board Members:

I am writing to encourage the work2future Board to select JobTrain as the recipient of the WIOA youth contract serving the San Jose area. With more than 20 years of service to homeless, foster, justice-engaged, and other disconnected youth and young adults in Santa Clara County, Bill Wilson Center has an important perspective to offer.

Bill Wilson Center serves more than 4,000 youth, young adults, and families each year, and is the key provider of services to young people experiencing homelessness in Santa Clara County. We also offer an array of mental health services, and provide a variety of housing programs to foster youth and young mothers. We know very well the populations that WIOA youth services are meant to reach, and we serve hundreds of young people eligible for WIOA every year.

JobTrain is currently on the ground in San Jose providing employment and quality job training programs to youth in need. We have found their team to be professional and imbued with a “do whatever it takes” attitude – similar to that of Bill Wilson Center. In the months since their launch, we have already begun to coordinate services with their team and explore co-location.

We were disappointed to see JobTrain was not selected to serve WIOA youth and that the RFP rubric provided no scoring value for existing community relationships. Relationships are the bedrock of all good work in the social sector, including the workforce development space. ResCare has never provided services in this community and it seems it would be impossible for them to begin service delivery in any meaningful way by July 1st. On the other hand, JobTrain is already on the ground, building relationships and earning credibility for their approach to partnership and service delivery. I encourage you to consider selecting JobTrain as the youth services vendor for the San Jose area.

Respectfully,
Deryk Clark
Division Director of Youth Development
Bill Wilson Center

March 26, 2020

Work2future
5730 Chambertin Drive
San Jose, CA 95118

Dear work2future Board Members,

I am compelled to weigh in on the results of the Career Services RFP process upon learning of the organizations being recommended for funding. As the leader of an organization that specializes in serving foster youth throughout Santa Clara County, a priority population under the WIOA youth program, I am writing with the hope that this Board will consider a different way of engaging the community, including a dramatic rethinking to forging deep partnerships, in order to find solutions that meet the needs of system-impact youth and young adults.

Pivotal is a 501c3 nonprofit dedicated to supporting foster youth from 9th grade through college and into career. We work very closely with foster youth through 1:1 coaching relationships that persist over more than a decade until participants are firmly planted in their first career job. As a result, we have a unique depth of knowledge with regard to the support foster youth need to succeed, including their career development needs. We have had almost no relationship of substance with work2future vendors for youth services, both Eckerd and previously the work2future Foundation. Our staff have served 527 foster youth throughout the County, of which, many live in San Jose and Gilroy, the two primary cities in the work2future jurisdiction. We also work in partnerships with high schools, community colleges, public systems like DFCS, and with other CBOs like Child Advocates and the Bill Wilson Center. Yet, despite efforts on our end we were not able to secure a meaningful relationship with work2future's vendors.

WIOA youth resources compose a critical set of career development resources that foster youth need. Unfortunately, very few foster youth in Santa Clara County access these services. Our experience with work2future and its vendors has been colored by a lack of prioritizing the needs of foster youth. I am not alone in this sense among CBO leaders, and this has resulted in a workforce services gap in this community. This gap led us to create our own internship programs through a merger with a foster youth serving job and internship placement organization. Given no substantive engagement from the WIOA vendors, we chose to build this capacity internally and now place 50+ foster youth each year in career-related internships.

I worked with other members of the Opportunity Youth Partnership network to engage JobTrain and invite them to join us in building an Opportunity Ecosystem. Pivotal stands behind their proposal. Pivotal is a vendor that has invested in building deep community relationships from the get go, including developing their proposal through robust dialogue with multiple longstanding organizations demonstrates a commitment to collaboration that would be totally new to this County's youth workforce space and absolutely welcome. I strongly encourage this Board to consider engaging JobTrain as the vendor for the WIOA youth program.

In partnership,

Elise Cutini

Chief Executive Officer
Pivotal
elise.cutini@pivotalnow.org

Karen Elliot
Youth Career Advisor
San Jose Job Center
669-294-4133

RE: April 9, 2020 Board Meeting Agenda Item Career Services RFP Recommendation Public Comment.

To Whom It May Concern,

I would like to write this letter in response to the last board meeting on March 26, 2020 at 9:30am. My name is Karen Elliot, I am a youth career advisor with Work2future. Many youth that we serve have significant barriers to employment, including transportation. Lack of transportation impacts a youth's ability to attend intake appointments, program orientations, and work readiness training services offered at our San Jose Job Center location at 1601 Foxworthy Avenue, San Jose, CA 95118. This problem was addressed by delivering WIOA youth services (e.g., youth program intakes, orientations, and work readiness training workshops) at alternate locations including public libraries and Starbucks locations throughout Santa Clara County. This has helped to remove this barrier and keep the flow of services going. Clients have greatly appreciated the effort career advisors make to meet their needs. I hope that you will take this information into consideration when making your final decision.

Thank you,

Karen Elliot.

Library's utilized to provide WIOA youth program services:

North County:

1. Joyce Ellington Library,
491 E Empire St, San Jose, CA 95112
2. Willow Glen Branch Library,
1157 Minnesota Ave, San Jose, CA 95125

South County:

3. Moran Hill Library,
660 W Main Ave, Morgan Hill, CA 95037
4. Gilroy Library,
350 W 6th St, Gilroy, CA 95020

Comment on Decision regarding WIOA RFP

Jennifer Kelleher <JenniferK@lawfoundation.org>

Wed 4/8/2020 6:11 PM

To: Thoo, Lawrence <Lawrence.Thoo@sanjoseca.gov>

Cc: Azevedo, Kathryn <kathryn.azevedo@sanjoseca.gov>

[External Email]

Dear work2future Board Members:

I write to express my hope that the Board will consider making a significant change in the approach to its use of WIOA Youth dollars. As a leader of a legal organization that represents current and former foster youth and other vulnerable groups that are priority populations under WIOA, I do not believe that that WIOA dollars have been used effectively to serve Santa Clara County's most disconnected youth and young adults. Perhaps, more importantly, the relative lack of engagement from the City staff or WIOA contractors with our organization and many others that serve foster youth and other WIOA priority populations, with which we work closely, speaks to the uncollaborative nature of the approach and the lost opportunity to use our WIOA dollars to build a functioning and integrated youth workforce system.

While I was not originally fully aware of the how WIOA funding works or the legislative intent, I have had the opportunity to learn about this effort through my work with the Opportunity Youth Partnership and I have been impressed with how other regions have effectively harnessed these funds to collaboratively tackle the challenges that our disconnected and out of school youth face in getting back on track. As we enter an era where COVID-19 is decimating the prospects for our young people, the need for creativity and collaboration is even more vital. WIOA resource are too precious to be poorly utilized.

I have been involved in multiple collaboratives throughout my fifteen years in this county as an executive at legal services agency serving foster, justice engaged, and other vulnerable youth and young adults. During that time, I have not experienced or witnessed the type of collaborative efforts from the Board or its City staff that have been successful in other regions. From an individual client perspective, I have also rarely had one of our clients truly benefit from the WIOA dollars and offerings. Critically, as a board member for an organization that provides housing and close mentoring and case management to transition aged foster youth – literally the prime demographic for WIOA youth services – we have had no interactions with the WIOA youth vendor, and have built our own structures to connect young people to the workforce. This speaks to unrealized opportunity. That simply MUST change in order for us to weather this crisis and build the system young people need.

I urge this Board to utilize this RFP process and the very purpose of WIOA to demand better for our disconnected and vulnerable youth and young adults. WIOA dollars offer many opportunities for funds to be leveraged or braided with other streams in order to maximize benefits. It does not appear that any such strategies have ever been successfully pursued in the work2future region, and the siloing of WIOA dollars without a community-driven strategy for inter-agency impact creates an insurmountable barrier to the emergence of a comprehensive youth workforce system. We need a vendor who knows how to creatively approach this opportunity and with the credibility to work collaboratively with the local service providers to make sure our youth are prioritized and connected to those opportunities. Relationships between youth and their trusted supporters are precious in this line of work. And in an era of continually declining WIOA revenues, the lack of deep partnerships with organizations that have long histories of delivering just that to youth who are priority populations under WIOA is a lost opportunity to build a better system.

The current recommendations do not seem to meet the concerns addressed above. In fact, the recommendation and the process used to arrive them, fail to look to our neighbors in our regions who have a track record of success, or to other communities in California and across the country that have found ways to build a comprehensive youth workforce system that centers WIOA resources. Most critically, the recommendations do not seem to account for the tremendous value of community credibility and existing relationships. The recommendations seem to prioritize alignment with strategies that connect to city infrastructure, e.g. prioritizing ResCare's note about having worked with libraries, rather than the hard won knowledge of our local youth service sector on how to find and deliver services to the exact same population WIOA youth services are intended to reach.

In light of these concerns, I request that you consider the selection of a partner who can truly deliver on the promise of Silicon Valley. Further, with recognition for the humanity of disconnected and out of school youth, and the level of

support they need to succeed, I suggest the Board activate a substantial amount from the Board mandated reserves immediately upon selection of a vendor to support much stronger advanced work by the incoming vendor to build or deepen relationships with a wide array of stakeholder and community partners, and to put together a comprehensive plan to achieve service continuity*.

Thank you for your consideration.

**If a new vendor is selected, true continuity will be almost impossible to maintain as there is no money defined in the RFP to support meaningful on-the-ground work before July 1st. This decision alone concerns me that there was no planning to incorporate a real transition. To only change the name but not the approach, faces, or outcomes seems futile.*

Jennifer Kelleher Cloyd, Esq. | Chief Program Officer

Pronoun: she/her/hers

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Laurie Pianka
Chief Development Officer & Acting Principal
SIATech at San Jose Job Corps
3485 E Hills Dr
San Jose, CA 95127

March 26, 2020

Work2future Workforce Development Board
5730 Chambertin Drive
San Jose, CA 95118

Dear work2future Workforce Development Board Members:

I am writing to express my concerns with the lack of community engagement that has occurred in the lead up to this RFP and over years prior. Additionally, I am writing to express concern with the recommendation of ResCare as the vendor for the San Jose portion due to SIATech's experience with them in other regions of California.

SIATech has more than a 14 sites throughout California and we partner with Job Corps at 6 sites to serve 16-24-year-olds without a high school diploma. Through our partnership with Job Corps we provide on-site secondary education to Job Corps members, with a program that graduates students career and college ready. Thus, we are intimately familiar with WIOA, the workforce development environment throughout the state, and the WIOA youth services target demographic.

We have operated in San Jose for 19 years, and yet -- despite the fact that Job Corps is also funded via WIOA through Title IV; and despite the fact that WIOA in the federal legislation (and supported in the CA state plan in active EDD guidance) makes very clear that all Job Corps students are eligible for WIOA youth services, and that youth co-enrolled with Job Corps, and a Charter School Partner, are clearly considered "Out-of-School" youth when it comes to WIOA eligibility. With all that in place, we have never been meaningfully engaged by the work2future vendor or WDB staff despite our persistent outreach and attempts to engage. We serve approximately 150 students at any given time that left high school without completing their diploma and every SIATech student is a Job Corps student. Thus, 100% of our student body is statutorily eligible for co-enrollment in WIOA youth services and meet the key "Out of School" designation. Further, as a California Career Pathways Trust grantee and a K12 Strong Workforce program grantee, we have built out an array of career pathways that align to work2future's priority sectors. We have sought partnership, but found none for our enrolled SIATech students with Work2Future as they continue to only provide services to our students after graduation, despite EDD guidelines that make each student eligible. I was incredibly heartened by the approach JobTrain took as I, and other Opportunity Youth Partnership members, engaged with them to explore how they could construct a collaborative proposal to deliver WIOA youth services in San Jose. It was a 180 degree difference from every prior interaction with work2future staff and vendors.

SIATech has worked with ResCare in Riverside County. We partnered with them to provide high school programs while they provided job training. As you of course know, the Silicon Valley's economic conditions require a unique skill set to provide youth and young adults with training to access a job that will lead to a living wage and access to the middle class. Our experience partnering with ResCare does not give me confidence that they are ready to rise to the challenge. This concern is further compounded by ResCare's lack of connections or relationships in Silicon Valley, with CBOs, Community Colleges, and Industry partners that would allow them to hit the ground running and provide training to middle skill jobs. Further, in SIATech's experience with ResCare, other relevant concerns have surfaced, specifically:

- ResCare provided training that led to entry level jobs in health and IT pathways, which our local priority sectors. However, they trained students for IT Help Desk positions, Nurse's aide positions, and Pharmacy Clerk positions. The skills and training that ResCare offered in Riverside County would lead to poverty level wages in Silicon Valley. Those pathways, and the knowledge they may have accumulated in those specific areas does not translate.
- SIATech students who completed ResCare training most frequently earned jobs that paid the minimum wage salaries or slightly above.

In Silicon Valley the knowledge economy demands postsecondary education and training. Through our five years of California Career Pathways Trust work and two years of Strong Workforce program work, we have learned a tremendous amount about constructing viable career pathways in Silicon Valley. For example, we are currently partnering with Foothill College and Amazon Web Services to move our students through a cloud computing pathway. This came about through our learning around what pathways create real opportunity, and our personal relationships that allowed us to connect to and build with Foothill College. I am not aware that ResCare has the kind of local knowledge, or relationships and partnerships with local community colleges allowing access to the college credits and/or certifications, which are essential to prepare our youth and young adults for living wage jobs in Santa Clara County. The point is, all of this takes time to build and develop and is built on interpersonal trust. JobTrain has already earned trust, and has invested in relationships from the moment they first engaged in conversation. They are also intimately familiar with the Silicon Valley economy which is nothing like the majority of the places ResCare serves in California: Anaheim, Canoga Park, Chula Vista, Fresno, Merced, Riverside, and Salinas.

SIATech stands firmly in support of JobTrain's proposal and respectfully encourages the work2future Workforce Development Board to select JobTrain as the vendor. Additionally, we respectfully encourage the Board to engage in a much more robust strategy development process that truly engages all relevant stakeholders to make sure our local WIOA youth services dollars are contributing to an integrated system that truly can help disconnected youth and young adults begin working toward living wage careers that will let the stay and grow in our community.

Sincerely,

Laurie Pianka

laurie.pianka@siatech.org

FW: The following Adult work2future workshops have proceeded virtually since the physical closure of our site with NO DISRUPTION IN SERVICES

Marky Stein <MStein@eckerd.org>

Thu 3/26/2020 3:28 PM

To: Thoo, Lawrence <Lawrence.Thoo@sanjoseca.gov>

Cc: Sean Guess <sguess@eckerd.org>; Jonathan Zeigler <JZeigler@eckerd.org>; Tammy Aguilera <TAguilera@eckerd.org>

[External Email]

Hi Lawrence,

I hope that you're well. Please include the email below in the public comments portion of the next meeting regarding awarding of the contract. Thank you and stay well.

All the best,
Marky

From: Marky Stein

Sent: Thursday, March 26, 2020 10:29 AM

To: Jonathan Zeigler <JZeigler@eckerd.org>

Cc: Tammy Aguilera <TAguilera@eckerd.org>; Melchor, Monique <Monique.Melchor@sanjoseca.gov>; Sean Guess <SGuess@eckerd.org>; Ana Maria Estrada <aestrada@eckerd.org>; Cassandra Nash <CNash@eckerd.org>; Ron Lopez <RLopez@eckerd.org>; Enrique Robles <erobles@eckerd.org>; Ivan Garcia <IGarcia@eckerd.org>; Julie Inga <jinga@eckerd.org>

Subject: The following Adult work2future workshops have proceeded virtually since the physical closure of our site with NO DISRUPTION IN SERVICES

Hello Jonathan,

I hope that all is well with you and your family and that you are safe and healthy!

I am happy to say that I have been able to deliver the following workshops, represented by our normal work2future adult side calendar via teleconference (freeteleconference.com) or videoconference/webinar (zoom.com) with NO DISRUPTION IN SERVICES to our customers.

All participation, case notes and activity codes have been documented by me, Ana Estrada and/or adult Career Advisors into CalJOBS as would normally be documented as if our physical site were still open. I will continue to offer the normal workshop calendar in this fashion until I hear from my superiors.

Here are the names and dates of workshops to date that have proceeded remotely since the closure of our physical site.

3/17 Career Development

3/18 Job Search in Silicon Valley; Resume Development

3/19 Resume/LinkedIn Critique H

3/20 Career Exploration

3/23 Interviewing Skills

3/24 Executive Coaching

3/25 Career Exploration

3/26 Resume/LinkedIn Critique

Many clients are also participating in one-on-one individual teleconference consultations with me regarding Career Development and Job Seeking Skills.

All activities are being documented in detail into CalJOBS.

Thank you for the guidance and leadership of our management and executive teams, the collaboration with my Career Coach colleagues and the detailed and diligent support of our administrative team!

Enjoy the rest of your week!

All the best,
Marky
Lead Career Coach
Eckerd work2future
San Jose, CA
mstein@eckerd.org
Cell: 408-596-1295

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