

Local Plan Modification 2021-24

EXECUTIVE SUMMARY

Silicon Valley Workforce Investment Network, branded as work2futureSM, is submitting this Local Plan, as required under the Workforce Innovation and Opportunity Act (29 US Code 3123). The plan is laid out in accordance with the guidance and requirements outlined in the California Employment Development Department’s Workforce Services Directive WSD22-05: “Regional and Local Planning Guidance for PY 21-24. Two Year Modifications”

work2future’s service delivery area includes the cities of Campbell, Gilroy, Los Altos Hills, Los Gatos, Monte Sereno, Morgan Hill, San José, and Saratoga, and unincorporated communities in Santa Clara County and is the authorized entity under the Workforce Innovation and Opportunity Act of 2015 (WIOA) to provide employment and training services to job seekers and employers in the Local Area. It is housed in the City of San José’s Office of Economic Development (OED) and administers the local WIOA Title I Programs and America’s Job Centers of California (AJCCs).

The Local Plan will demonstrate in the sections outlined below, how work2future will drive coordination with local partners, highlight key service-delivery strategies, how service delivery is integrated at the local level, how resources are braided, and how support is provided to participants through the local workforce system.

A) WIOA Core and Required Partner Coordination

B) State Strategic Partner Coordination

C) WIOA Title I Coordination

The development of the Local Plan included robust stakeholders and community engagement meetings where all partners participated in the planning process to ensure a client-centered approach to addressing the barriers facing our participants.

Additionally, the Local Plan will drive its services to address the poverty gaps facing our underserved populations and will take into consideration the impacts of the pandemic across different dimensions, including employment, labor force participation, and evidence to the emerging understanding that people of color, working in the service industry, have been the most negatively affected.

Given this context, work2future will continue to provide services to the underserved populations across all programs and continually look to remedy, especially technology gaps facing our participants. work2future will continue to serve “hard-to-serve” individuals, meaning these individuals that have one or more of the following barriers: recipients of public assistance, low-income individuals, individuals who are basic-skills deficient or lacking needed educational credentials, older individuals, long-term unemployed, and/or individuals with English language

fluency challenges or other barriers to being fully competitive in the employment market. Many of the individuals served faced multiple challenges to employment success.

work2future’s participant demographics demonstrate the following: over 98% of youth are low-income and approximately 85% are youth of color, and 85% of adult clients are low-income or basic skills deficient and approximately 75% are minorities.

To better reach our vulnerable communities, impacted by years of systemic inequities, the comprehensive AJCC is located 1680 Las Plumas Avenue, San Jose CA 95118, to meet residents where they’re at – East San Jose. East San Jose has also been the hardest hit by the pandemic. “The map below shows just how hard East San Jose and South County¹ have been ravaged by the pandemic.” “East San Jose and Gilroy residents continue to face the highest risk transmission, and these communities also face barriers to vaccine access,” said Rocio Luna, deputy director for the county’s public health department. “We know that technology and transportation challenges are obstacles to accessing vaccine.”²

Prioritizing Race Equity

The rapid shift to virtual services caused by the pandemic has laid bare the barriers to digital inclusion faced by many of our jobseekers. work2future **HAS DEVELOPED A HYBRID MODEL WHERE ALL SERVICES ARE PROVIDED BOTH IN-PERSON AND VIRTUALLY.** However, many are struggling and/or unable to access these services. The pandemic has also heightened the challenges for individuals who did not have strong digital literacy skills pre-pandemic.³ work2future’s Local Plan will drive its services to the most in need underserved populations across all programs and continually look to remedy technology gaps facing our participants. achieve economic resilience and self-sufficiency. work2future will take a long-term approach to serving individuals with limited basic skills and other barriers to employment.

A. WIOA CORE AND REQUIRED PARTNER COORDINATION

- *How Local Boards and AJCC partners will coordinate the services and resources identified in their MOU, as outlined in WSD18-12 - WIOA Memorandums of Understanding.*
- *How the Local Board and AJCC partners will work towards co-enrollment and/or common case management as a service delivery strategy, as outlined in WSD19-09 - Strategic Co-Enrollment – Unified Plan Partners.*

¹ work2future is collocated with the County Social Services Agency in South County- Gilroy

² <https://sanjosespotlight.com/new-covid-19-vaccine-clinics-coming-to-east-san-jose-and-gilroy/>

³ (Further resources on digital inclusion issues are available through the [National Digital Inclusion Alliance](#) and the [Digital US coalition](#), of which NSC is a member.)

- *How the Local Board and AJCC partners will facilitate access to services provided through the one-stop delivery system, including in remote areas, through the use of technology and other means.*
- *How the Local Board and AJCC partners will coordinate workforce and education activities with the provision of appropriate supportive services*
- *How the Local Board and AJCC partners will comply with WIOA Section 188 and applicable provisions of the Americans with Disabilities Act of 1990 regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, as outlined in WSD17-01 - Nondiscrimination and Equal Opportunity Procedures.*

As outlined in WSD18-12- WIOA Memorandum of Understanding ("MOU") has been developed and executed between the CITY OF SAN JOSE through the San Jose Silicon Valley Workforce Development Board ("SJSVWDB") branded as work2future and the America's Job Center of California ("AJCC") Partners to establish an agreement concerning the operations of the AJCC delivery system.

work2future meets with AJCC partners on a monthly basis where each partner has a chance to discuss the previous month's experience, suggest logistical changes to improve services, and promote any organizational updates. This allows partners to share information and cross promote essential services. The One Stop Operator also manages a shared website where meeting notes and news are distributed for Partners that were unable to attend.

AJCC Partners are invited to and often participate in work2future client orientations. Partners are allocated time, typically 15 minutes to promote their individual organization and services to prospective work2future clients during orientation. The ultimate goal is to have co-enrollment, or at minimum allow prospective clients to understand the partner's services so that they may utilize those services in the future.

Per the terms of the WIOA MOU, the San Jose AJCC located at 1608 Las Plumas has a designated office area for all the partners. The facility is in compliance with all applicable provisions of the ADA including wheelchair access, services for the hearing impaired, accessible water fountains, and signage for Nondiscrimination and Equal Opportunity Procedures prominently displayed. As part of its annual monitoring process, the work2future Contracts unit conducts an in person visit to ensure that these provisions are being met.

The following chart provides a visual representation of all the AJCC partners.

Partner	Local Partner Agency Name(s)
Local Workforce Development Board	work2future
WIOA Title I Adult, Dislocated Worker & Youth Providers	Equus IRC Goodwill of Silicon Valley

Adult Education and Literacy	Campbell Unified High School District Metropolitan Education District East Side Union High School District Morgan Hill High School District
Wagner-Peyser Act Employment Services, Unemployment Insurance, labor market information, State Jobs for Veterans Program, Trade Adjustment Assistance, and Rapid Response	California Employment Development Department
Rehabilitation	California Department of Rehabilitation
Job Corps	San José Job Corps
Migrant Seasonal Farmworker Program	Center for Employment and Training
Community Services Block Grant	Center for Employment and Training
Postsecondary Career and Technical Education	Foothill De Anza Community College District San José Evergreen Community College District
Temporary Assistance for Needy Families	Santa Clara County Social Services Agency
Library District	Santa Clara County Library District
Senior Community Services Employment Program	Sourcewise Community Resource Solutions

work2future’s one-stop operator (Operator) will need to play an integral role in coordination and collaboration through a series of regular partner meetings. These meetings will include the Career Service providers as the required WIOA partners and other important system stakeholders, sharing a common vision and mission for the system. **These meetings will provide an opportunity for partners providing direct services to develop a referral system.**

Use of Technology to Provide Workforce Services:

work2future offers many virtual services across our website and through our career center. We currently offer skill building opportunities online such as our workshops, offered both in-person and online. This features workshops such as Microsoft Office, Computer Training, and more. This will also feature many new workshops that will be introduced in February of 2023 that will offer new skill building opportunities such as project management, social media marketing, entrepreneurship, and so much more.

Metrix: work2future clients receive access to Metrix online skill building. This is a service that provides our clients with free access to over 5,000+ online skill building courses. Using a combination of games and Metrix courses, clients can receive real life industry certifications in areas such as Digital Literacy, Food Service, Hospitality Front Desk, Customer Service Representative and so much more. This virtual skill building option allows for flexibility and the opportunity to learn at your own pace.

Enhancing digital literacy and inclusion will be at the core of work2future’s service delivery strategy, including online safety, financial literacy, media literacy, and health literacy.

work2future plans to provide a comprehensive contextualized career services model that aims to integrate personal and career development goals against the larger context of the digital landscape and the labor market and integrates (if needed) cognitive-behavioral therapies to address mental-health issues, braided together with the expressed purpose of helping the job seeker land a sustainable career.

Intake, Assessment, and Referral Processes

Currently, each work2future partner operates its own intake, assessment, and functional referral processes. Based on the outcome of a Human-Centered Designed participant survey, work2future is committed to engaging with partners to streamline and simplify these processes across partners in the coming years. The goal is to make progress towards maximizing coordination of intake to make it easier on participants—particularly those with barriers to navigating the services effectively. work2future anticipates this will be a multistage process. Over the next two years, we will strive to get additional work2future partners, including CBOs, to adopt the possibility of setting a common referral system (i.e., “no wrong door”) with local partners that is linked with the regional efforts to standardize these processes within the RPU.

Supportive Services:

work2future’s supportive services policy ensures resource and service coordination and addresses procedures for referral to such services, including how such services will be funded when they are not otherwise available from partners or other sources. Supportive services are necessary to enable an individual to successfully participate in activities authorized under WIOA sec. 134(c)(2) and (3) (adults and dislocated workers) and sec. 129(c)(2) (youth), and defined in WIOA sec. 3(59). The WIOA Final Rules discuss supportive services at 20 CFR 680.900-970 and 681.570.

Supportive Services provide participants of WIOA activities with key assistance beyond career and training services necessary to achieve success. Supportive services, like assistance with transportation, allow participants to successfully engage with WIOA career and training activities such as Registered Apprenticeships or classroom training that are vital to entering or re-entering the workforce.

work2future’s Supportive services include, but are not limited, to the following: → Linkages to community services; → Assistance with transportation; → Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses, protective eye gear and other essential safety equipment; → Assistance with educational testing→ Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and → Payments and fees for employment and training related applications, tests, and certifications. Additionally, work2future’s supportive services also includes one-time-needs-related payments, such as → Assistance with housing; → Assistance with child care and dependent; → Reasonable accommodations for individuals with disabilities; → Legal aid services; → Referrals to health care.

Partners have agreed to ensure that all policies and procedures at physical AJCC service delivery access points continue to be in compliance with the ADA. Additionally, AJCC partners agree to fully comply with the provisions of WIOA, Title VII of the Civil Rights Act of 1964, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972, 29 C.F.R. Part 37, and all other regulations implementing the afore-mentioned laws. To ensure physical and programmatic accessibility, all partners are required to complete a yearly questionnaire outlining how their facilities and service delivery mechanisms meet ADA standards.

B. STATE STRATEGIC PARTNER COORDINATION

- *How the Local Board will coordinate with County Health and Human Services Agencies and other local partners who serve individuals who access Cal Fresh E&T services.*
- *How the Local Board will coordinate with Local Child Support Agencies and other local partners who serve individuals who are non-custodial parents.*
- *How the Local Board will coordinate with Local Partnership Agreement partners, established in alignment with the Competitive Integrated Employment Blueprint, and other local partners who serve individuals with developmental and intellectual disabilities.*
- *How the Local Board will coordinate with community-based organizations and other local partners who serve individuals who are English language learners, foreign born, and/or refugees.*

County Department of Social Services (DSS)- CalFresh E&T Partnership:

work2future and Department of Social Services, has a formal Memorandum of Understanding (MOU). The purpose of this MOU is to establish a cooperative working relationship between work2future Workforce Development Board and the County of Santa Clara Social Services Agency, a member of the AJCC partner system.

Department of Child Support Services (DCSS) Partnership:

work2future plans to meet with DCSS and other Child-Support Agencies to explore ways to work together to serve the non-custodial parent population. These agencies will continue to be invited to our partner meetings and work2future program orientations to better understand WIOA services and share program information with other CBOs serving this target population.

Department of Rehabilitation (DOR) and other Competitive Integrated Employment Partners (CIE) Partnership:

work2future and DOR staff continue to meet in our monthly partnership meetings to enable work2future service delivery staff to better understand modalities around serving individuals with intellectual disabilities and developmental disabilities (ID/DD). work2future will continue to collaborate with regional agencies and plans to have a DOR presence at the AJCC and discuss service coordination and provide professional development and capacity building

English Language Learners, Immigrants and Refugee Integration Partners:

work2future and South Bay Consortium for Adult Education and International Rescue Committee (work2future service provider) continue to work together to serve these target populations. work2future will continue attending the ESL Provider Network - a twice yearly convening of ESL providers in Santa Clara; a unique opportunity for ESL practitioners representing community colleges, adult schools, and community-based organizations serving adult English Learners to make connections, learn from each other, share collaboration success stories, get policy updates, and stay connected with serving this target population.

C. WIOA TITLE I COORDINATION

- *Training and/or professional development that will be provided to frontline staff to gain and Training expand proficiency in digital fluency and distance learning.*
- *Training and/or professional development that will be provided to frontline staff to ensure cultural competencies and an understanding of the experiences of trauma- exposed populations.*
- *How the Local Board will coordinate workforce investment activities carried out in the Local Area with statewide rapid response activities, as outlined in WSD16-04 - Rapid Response and Layoff Aversion Activities.*
- *A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the Local Area. This includes how the Local Board will ensure that priority for adult career and training services will be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient, as outlined in WSD15-14 - WIOA Adult Program Priority of Service.*
- *A description and assessment of the type and availability of youth workforce investment activities in the Local Area, as outlined in WSD17-07- WIOA Youth Program Requirements. This includes any strategies the Local Board has about how to increase the digital literacy and fluency of youth participants, including youth with disabilities.*
- *The entity responsible for the disbursement of grant funds as determined by the Chief Elected Official (CEO) or the Governor, and the competitive process that will be used to award the sub-grants and contracts for WIOA Title I activities.*
- *A description of how the Local Board fulfills the duties of the AJCC Operator and/or the Career Services Provider as outlined in WSD19-13 - Selection of AJCC Operators and Career Services Providers. This should include the name(s) and role(s) of any entities that the Local Board contracts with.*

Staff Training:

work2future's frontline staff will take advantage of training webinars provided by Workforce GPS⁴, which offers staff comprehensive training around preparation and ongoing professional development to effectively address participant barriers. work2future will continue to support digital equity as part of an inclusive workforce development plan and will continue to train its staff to develop innovative ways to offer its services. Cross-training between partners will also

⁴ Workforcegps.org: US Department of Labor, Employment and Training Team

play an important role to support staff in increasing their ability to create a service delivery system that meets the needs of job seekers and businesses

Rapid Response and Layoff Aversion Activities:

Rapid Response is primarily the responsibility of work2future's Strategic Engagement/Business Services team, which will continue, and build on, its current multi-party coordination to rapid response. Based on work2future's local rapid response policy, which reflects and expands on WSD16-04, the team responds immediately to all WARN notices for the local area and to all multi-area regional WARN notices, in coordination with the other affected local workforce development boards. The team coordinates closely with the local EDD team to offer resource presentations to affected employees. Whenever possible, the team also works with third-party outplacement firms that companies—usually larger firms—have hired to assist their employees being laid off. In addition to UI and COBRA information, the team ensures that affected employees are aware of the re-employment support available through our AJCCs and refers those employees to the AJCC team.

work2future also maintains an active awareness of the local and regional business environment. LMI is a function of the Strategic Engagement/Business Services team, which ensure that both labor market and business intelligence is integrated into the team's rapid response and layoff aversion work. The team draws on a variety of LMI resources, including using Econovue to regularly research business health. (work2future was integral to the development of Econovue.) The team advocates for and facilitates work-sharing and, moving forward, it is actively promoting Incumbent Worker Training support, a newly implemented resource from work2future. work2future will also continue to refer employers to ETP's regional representatives, as it has been doing, and it has laid groundwork with ETP to pursue a Multiple Employer Contract should the experience with Incumbent Worker Training indicate sufficient demand to warrant the additional resource.

work2future is and will continue to be an active member and rotating host of the Bay Area Rapid Roundtable, which allows for rapid response coordination with workforce boards throughout the region, as well as with the state.

Adult and Dislocated Worker Employment and Training Activities and Priority Populations:

Helping priority populations, (job seekers who are basic skills deficient, English language learners, veterans, low income, and/or those who are on public assistance) connect with sustainable careers so that they can make a decent livable wage, today and in the future, continues to drive work2future's Adult and Dislocated Worker Employment and Training Activities. Many of these job seekers lack adequate training and education, are basic skills deficient, lack digital skills, have limited English language skills, all of which make these job seekers the least likely candidate for prospective employers. Many of these job seekers struggle with feelings of inadequacy, hopelessness, depression, lack of confidence, social-isolation, procrastination, anxiety, stress disorders; their sense of self-worth remains shattered, adding only to the vicious cycle of job search paralysis.

work2future continues to develop a more holistic and human-centered service delivery model

and will integrate a “No Wrong Door” best-practice model to ensure that all participants in the priority populations can meet their career goals regardless of income, prior education, and/or other circumstances. It will integrate the individual’s career development goals against the larger context of market-driven, labor-market intelligence. work2future is exploring partnerships with mental health entities to incorporate a mental health component to help resolve any emotional issues, such as fear and anxiety, perhaps caused by displacement; all relevant-modalities and interventions working together for the purpose of helping these participants land a sustainable career.

Based on the evidence data and partner stakeholder and community engagement discussions, meetings and input, and the unique challenges of life in the Santa Clara County region, the following list identifies needed services and deliverables to ensure success for priority populations:

- Challenges facing priority population – These individuals often need supportive services in-order to be successful in job training and initial employment.
- Job training leading to living wage income and career growth potential - Many career tracks are out of reach due to barriers. Low wages make survival in the Bay Area, with its high cost of living, untenable. The situation leads to living below the poverty level or homelessness.
- On-the-job training and receptive employers – These individuals need the opportunity to prove themselves to employers. OJT offers the chance to develop a portfolio of accomplishment to help overcome language barriers stigma and the anxiety associated with it.
- Guidance with continuity – For individuals that are refugees and/or asylum, a greater sense of displacement will need continuous, trusted relationships with counselors and case managers who can help them navigate critical systems. Assistance should start at enrollment and continue all the way through to employment and career advancement.
- Supportive community - Without trusted family and friends and other forms of community, many English Language Learners have trouble with acculturation that can lead to limited opportunities as well as feelings of depression and hopelessness and will need to be empowered and hear success stories so that they know success is possible.

In serving these priority populations, work2future will develop: 1) a contextualized job training and education focusing on in-demand opportunities whenever possible; 2) a focus on smooth transitions and connections between all-partner services; 3) an emphasis on data sharing and communication to ensure a systemic rather than a siloed approach. Covid-19 continues to increase unemployment and poverty levels among many who are already at the risk of homelessness, grappling with serious barriers to employment.

Training Activities and Employer Engagement:

work2future’s Adult and Dislocated Worker Program training activities will include a broad range of training programs that aligns with work2future’s priority sectors. (Financial Service, Information (ICT), Construction, Manufacturing, and Healthcare and Social Assistance).

Training programs will include Career Pathways, Occupational Skills Training, short-term training through college courses, online training, customized training, cohort training, on-the-job training, and pre-apprenticeship training leading to a nationally recognized certificate, state licensure, competency, or skill recognized by an employer. work2future's Training Activities will include the following:

- develop career pathways by working with adult schools, local community colleges, and adult education partners to make certain there is progressive skills development through education and training programs.
- ensure that each level of skills development corresponds with demand in the labor market and is aligned with industry-valued stackable credentials with input from employers in priority sectors pathways, credentials, curricula, and training structure.
- align curricula in target sectors, provide alternative delivery methods, and increase flexibility for nontraditional students and older adults and those with barriers to employment to promote economic self-sufficiency

work2future will continue to make these training programs and career pathways more accessible to individuals with barriers to employment. We recognize a need for more outreach to underrepresented communities about the existing training options, adjusting schedules and logistics of training to better meet the needs of nontraditional students, engaging local employers, especially in manufacturing, improving hand-offs from adult education to community colleges, and focusing on on-the-job training. We will continue to enhance our partnerships with adult education and community college partners. We will also focus on positioning our online training programs that align with our priority sectors—to support sector pathways initiatives in order to offer short-term technical skills training that assist individuals in getting back to work quickly.

work2future has strengthened relationships with employer partners in the last year to increase placements that are aligned with industry needs. work2future will continue to provide its participants with a focused employer engagement approach, towards priority and high-growth sectors and occupations. For the 12-month period ending February 2020, there were 614 adult and dislocated worker clients who exited the work2future program. Of these 614 exited clients, 159 secured employment within work2future's Priority Sectors, with another 115 clients finding jobs in non-Priority Sector areas. Of note, there are an additional 340 clients for whom work2future is still verifying their employment status from EDD. Staff is confident that it will exceed its Career Pathways Priority Sector placement goal of 50% for this most recent reporting period given that of these pending 340 clients, only 148 (or 44% of the pending) need to secure Priority Sector placements.⁵

Youth Services:

work2future's Young Adult Programs for both In-School and Out-of-School youth will continue to provide and improve upon providing high quality services, beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training

⁵ CalJOBS

leading to a career-pathway placement opportunities and/or enrollment in post-secondary education. The following fourteen program elements will be integrated within the Individual Service Strategy of each youth participant -

- Tutoring, study skills training, and evidence-based dropout prevention and recovery strategies that leads to completion of secondary school diploma or its recognized equivalent or for a recognized post-secondary credential.
- Alternative secondary school services, or dropout recovery services, as appropriate. Paid and unpaid work experiences that have academic and occupational education as a component of the work experience, including the following:
 - Summer employment opportunities and other employment opportunities available throughout the school year
 - Pre-apprenticeship programs
 - Internships and job shadowing
 - On-the-job training opportunities
- Occupational skill training, which includes priority consideration for training programs that lead to recognized post-secondary credentials that align with in-demand industry sectors or occupations.
- Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.
- Leadership development opportunities, including community service and peer-centered activities encouraging responsibility, and other positive social and civic behaviors.
- Supportive services.
- Adult mentoring for a duration of at least 12 months that may occur both during and after program participation.
- Comprehensive guidance and counseling, including drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth.
- Entrepreneurial skills training.
- Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services.
- Activities that help youth prepare for and transition to post-secondary education and training.

Case Management:

A high value will be placed on ensuring the young people, their families and other stakeholders take an active part in developing an Individual Service Strategy (ISS), which will include services and stages within the career pathway process to ensure client understanding. ISS shall identify the employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve skills attainment and employment goals. work2future will conduct bi-weekly case manager staffing meetings to review participant's progress. Activities will be structured and modified to respond to the participant's progress. work2future will build on their recognized success of job development services for youth with barriers to

employment and referral will be made to WIOA partners for additional services.

Training and Job Readiness Workshops:

work2future will continue to provide a Career Pathways training model that targets its priority sectors. The priority/industry sector approach offers a framework to understand employment opportunities, to engage employers, and to develop career pathways and training opportunities that are consistent with the needs of the regional and local workforce area of Santa Clara County. Career pathways training in high-demand industries or occupational clusters will create a clear path for students toward attaining a career in a specific industry or occupational sector by providing them with a structured sequence of education and training opportunities to meet the need for qualified workers in local labor markets. Short-term pre-vocational services and workshops including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare participants for employment. Work preparedness will include the provision of financial literacy education, literacy activities related to achieving basic workforce readiness skills and job readiness and digital literacy workshops.

Digital Literacy:

Youth participants continue to take advantage of Metrix which offers an online learning program; a flexible, easy-to-use system, that offers over 5,000 short online courses and skills assessments to help increase their marketability to prospective employers: Skill-Soft Licenses (business, IT, and soft skill related courses) or a Med-Com License (healthcare related courses for home health aides, nursing and coding).

Employer Engagement, Business Services and Work-Based Learning:

work2future plans to make its youth program services more employer-driven, placing emphasis on work experience training, which will be provided as a planned, structured paid learning experience that will take place in a workplace for a limited period-of-time.

One-Stop Operator, Adult, Dislocated Worker, and Youth Program Service Providers:

The Mayor of San Jose as the Chief Elected Official is responsible for the disbursal of grant funds and the competitive process that will be used to award the sub-grants and contracts for WIOA Title I activities.

Consistent with the requirements of section 121(d) of WIOA (20 CFR 678.600 through 678.635, 34 CFR 361.600 through 361.635, 34 CFR 463.600 through 463.635), the AJCC Operator was selected through an open and competitive procurement consistent with the Uniform Guidance. The Request for Proposals was released on May 10, 2017 and proposals were due June 2, 2017.

Based on its score, Phoenix Consulting Group was selected as the AJCC Operator for an initial term of July 1, 2018 through June 30, 2019, with a maximum of three (3) one-year options to extend subject to performance, funding availability and WDB approval. The contract with

Phoenix Consulting Group has been extended each year since 2018. The contract with Phoenix Consulting Group includes these tasks to coordinate service delivery among all AJCC partners and service providers within the Local Workforce Development Area: 1. Facilitate negotiations with existing and new state mandated partners as needed. 2. Develop a customer satisfaction survey and analysis. 3. Strengthen partnerships. 4. Facilitate four (4) general knowledge cross training sessions between the mandated partners and service providers. 5. Facilitate four (4) partner and service provider meetings, one each quarter, with reports for each meeting.

Career Services Providers for Adult and Dislocated Worker Services is Equus Workforce Solutions. The service provider for Adult and Dislocated Workers was selected via an open and competitive procurement. The RFP was released April 21, 2020 and proposals were due on May 19, 2020. Based on its score, Equus Workforce Solutions, then known as ResCare was selected to provide services to Adults and Dislocated Workers in both the San Jose and the South County areas for an initial term of September 1, 2020 through June 30, 2021 with four (4) one-year options to extend depending on performance, funding availability and WDB approval. The contract with Equus Workforce Solutions includes these tasks:

Youth Service Providers: San Jose Area: Equus Workforce Solutions South County Area and International Rescue Committee. The service providers for Youth were selected via an open and competitive procurement. The RFP was released April 21, 2020 and proposals were due on May 19, 2020. Based on its score, Equus Workforce Solutions, then known as ResCare was selected to provide services to Youth the San Jose area. Based in its score, International Rescue Committee was selected to provide services to Youth in the South County area. Both contracts have an initial term of September 1, 2020 through June 30, 2021 with four (4) one-year options to extend depending on performance, funding availability and WDB approval.