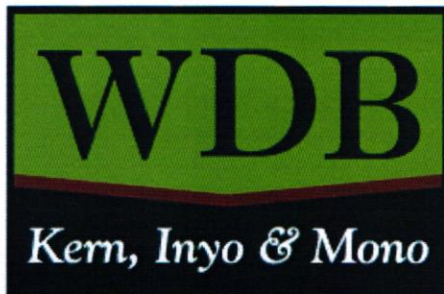


Kern, Inyo and Mono Counties
Workforce Development Board

Two-Year Modification
to the Local Plan
Program Years 2021 – 2024



**WORKFORCE
DEVELOPMENT
BOARD**

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I. INTRODUCTION AND OVERVIEW

The Workforce Innovation and Opportunity Act includes requirements for Local Boards to establish a framework for collaboration among state and local programs that are financially supported by nineteen distinct federal fund sources. Six of these programs constitute the four “core partners:” the WIOA Title I Adult, Dislocated Worker, and Youth Programs; the WIOA Title II Adult Education and Family Literacy Act Program; the WIOA Title III Wagner-Peyser Act Program; and the WIOA Title IV State Vocational Rehabilitation Services Program. The core partners, together with thirteen other federally supported programs, make-up the WIOA-mandated one-stop partners. The Kern, Inyo and Mono Counties Workforce Development Board (KIM WDB) has entered into a memorandum of understanding (MOU) with the organizations managing each federal program at the local level. The narrative that follows describes coordination with the WIOA core and other required program partners as prescribed by the Act.

Overview of Local One-Stop System Partners

KIM WDB has built strong and effective relationships with state and local agencies that represent the one-stop partner programs. Over the next four years, the WDB looks forward to further enhancing coordination with each of the workforce system partners.

Following is a summary of the local/regional organizations representing the federal one-stop partner programs with which the KIM WDB has developed an MOU.

Partner Programs	MOU Partner
WIOA Title I Adult WIOA Title I Dislocated Worker WIOA Title I Youth	Kern County Employers' Training Resource, the fiscal and administrative agent for the Kern, Inyo and Mono Counties Workforce Development Board
WIOA Title II Adult Education and Literacy	Delano Joint High School District Farmworker Institute for Education @ Leadership Development Kern High School District McFarland Unified School District Wasco Union High School District Tehachapi Unified School District
WIOA Title III Wagner-Peyser	Employment Development Department (EDD)
WIOA Title IV Vocational Rehabilitation	California Department of Rehabilitation (DOR)
Carl Perkins Career Technical Education	Bakersfield College Cerro Coso Community College Taft College Kern Community College District Taft Community College District
Older Americans Act Title V Senior Community Service Employment Program (SCSEP)	SER – Jobs for Progress, Inc.
Job Corps	Inland Empire Job Corps Center
Native American Programs (WIOA Section 166)	California Indian Manpower Consortium
Migrant and Seasonal Farmworkers (WIOA Section 167)	Kern County Employers' Training Resource
Jobs for Veterans State Grants	Employment Development Department

Youth Build	<i>Not applicable. There is no Youth Build program in the county.</i>
Trade Adjustment Assistance (TAA)	Employment Development Department
Community Services Block Grant	Community Action Partnership of Kern
Housing and Urban Development E&T	Housing Authority of Kern County
Unemployment Insurance (UI)	Employment Development Department
Second Chance Act	Latino Coalition for Community Leadership
Temporary Assistance for Needy Families (TANF)/CalWORKs	Kern County Department of Human Services

MOU with WIOA Colocated and Non-Colocated Partners

The Memorandum of Understanding (MOU) between the KIM WDB and the WIOA-mandated partners contains the following key provisions.

Responsibility of AJCC Partners: AJCC/One-Stop Partners agree that the following reflect foundational tenets. The AJCC partners agree to:

- Participate in joint planning, plan development, and modification of activities offered by the partner to facilitate continuous partnership building; continuous planning in response to state and federal requirements; responsiveness to local and regional economic conditions, including employer needs; and participation in and adherence to common data collection and reporting needs, as required by law.
- Make agreed upon services available to customers through the one-stop delivery system.
- Participate in the design and operation of the one-stop system, consistent with the terms of the MOU and requirements of applicable law.
- Participate in capacity building and staff development activities to ensure all partners and staff are adequately cross trained on system services.

Funding of Services and Operating Costs: The partners agree to participate in the development of a cost-sharing agreement through Infrastructure Funding Agreements that identifies shared AJCC system costs. Such shared costs can be provided either in cash or through in-kind services. Actual costs of the system will be driven by the system designed by the partners. These costs could range from items such as rent and utilities for agencies with a physical presence at the AJCC, to a proportionate cost of developing and maintaining common informational portals for job seekers and employers.

AJCC Partner Programs

The following information summarizes the ways in which KIM WDB and the local workforce system collaborate with organizations managing the federally mandated one-stop partner programs.

WIOA Title I – Adult, Dislocated Worker and Youth Programs: The three formula-funded programs are administered by the KIM WDB. Services are delivered at the three comprehensive AJCCs, located in Delano, Bakersfield and Ridgecrest.

WIOA Title II – Adult Education and Literacy: Kern Community College District, on behalf of Bakersfield College and Cerro Coso Community College and Taft Community College District, on behalf of Taft College are WIOA Title II adult education and literacy grant recipients. Referrals are regularly made between the Title I and Title II programs and many participants are co-enrolled. When the California Department of Education requests applications for Adult Education Title II Education and Literacy Activities, ETR staff reviews applications to determine how they complement the Local Workforce Development Plan.

WIOA Title III – Wagner-Peyser: Wagner-Peyser staff are co-located in the AJCC. Staff at Kern County Employers' Training Resource (ETR), the fiscal and administrative agent for the KIM WDB works with EDD to coordinate marketing and outreach to UI claimants, ensuring full access to all available WIOA services, and ETR participates in EDD's RESEA workshops. EDD collaborates with ETR through its representatives' participation Job Fairs and by referring businesses to EDD to post their job orders. EDD and ETR staff also collaborate on Rapid Response orientations for laid off workers.

WIOA Title IV – Vocational Rehabilitation: WIOA and DOR staff are cross-trained in the eligibility requirements for services that each offers in order to ensure appropriate referrals. Regular meetings are held to discuss and enhance the referral process and co-enrollments. DOR staff is available to provide technical assistance and training to AJCC and partner staff in disability awareness and use of competitive integrated employment. DOR and ETR are preparing to collaborate on the expansion of competitive integrated employment opportunities for individuals with intellectual and developmental disabilities. DOR staff are co-located at the comprehensive AJCC in Bakersfield.

Carl Perkins Career Technical Education: The Carl D. Perkins Career and Technical Education Act of 2006 (Perkins IV) is a principal source of federal funding to states and discretionary grantees for the improvement of secondary and postsecondary career and technical education programs across the nation. The purpose of the Act is to develop more fully the academic, career, and technical skills of secondary and postsecondary students who elect to enroll in career and technical education programs. The community colleges through the Kern Community College District and Taft Community College District are recipients of Perkins funding in Kern County.

Title V Older Americans Act: SER – Jobs for Progress, Inc. operates the Senior Community Services Employment Program (SCSEP) that serves Kern, Inyo and Mono Counties residents. The program offers short-term pre-vocational services to eligible seniors who are 55+, low income, and have barriers to employment; and provides part-time, temporary on the job training through community service assignments at local nonprofits and government agencies. SER – Jobs for Progress, Inc. representatives participate in the workforce system partner meetings led by the One-Stop Operator and have provided training on its program to ETR and partner staff. SER – Jobs for Progress, Inc. has an office located in the comprehensive AJCC in Bakersfield.

Job Corps: Programs representatives conduct eligibility determination for Job Corps services. Their principal activity at the comprehensive AJCC in Bakersfield is to promote the Job Corps program to potential applicants, who are youth and young adults ages 16 to 24.

Native American Programs (WIOA Section 166): KIM WDB collaborates with California Indian Manpower Consortium (CIMC) to provide referrals and co-enrollment opportunities for Indian and Native American job seekers, along with access to all WIOA and partner services available through the AJCC.

Migrant Seasonal Farmworker Program (WIOA Section 167): ETR administers and operates the Migrant Seasonal Farmworker (MSFW) program in KIM Workforce Development Area to ensure MSFW programs services are available for eligible agricultural workers and their families. ETR refers clients to other partner programs.

Jobs for Veterans State Grants: EDD administers this program and designated Disabled Veterans' Outreach Program (DVOP) and Local Veterans' Employment Representatives (LVER) Specialists support the AJCC to providing assistance to veterans seeking employment.

Trade Adjustment Assistance Act: TAA, which is operated by EDD, is a federal program that provides aid to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports. The TAA program offers a variety of benefits and reemployment services to help unemployed workers prepare for and obtain suitable employment. Workers may be eligible for training, job search, and other reemployment services. Coordination with TAA generally includes co-enrollment into WIOA, which provides multiple benefits, including TAA funds being used to cover all training costs.

Community Services Block Grant: Community Action Partnership of Kern is a key partner in providing a wide range of support services to workforce system customers. The organization provides early childhood education programs, food and nutrition services, utilities assistance, housing support and more. ETR and the community action agency regularly refer customers to each other.

Housing and Urban Development Employment and Training Program: Housing Authority of Kern County is a critical partner in providing both work experience and leveraged opportunities.

Unemployment Compensation: The Unemployment Insurance program is accessible to ETR customers by phone or via EDD's website. AJCC staff works with EDD to coordinate marketing and outreach to UI claimants, ensuring full access to all available WIOA services.

Temporary Assistance for Needy Families/CalWORKs: Kern County Department of Human Services assists individuals and families with welfare services. These services

include but are not limited to Cash Assistance, Diversion Assistance, Medi-Cal Coverage, CalFresh, and Employment Services.

Partners' Collaboration on Co-Enrollment and Case Management

WIOA's emphasis on system partnerships, leveraging of resources, and customer-centered design have all contributed to an environment in which workforce development stakeholders are focused on identifying a broad range of resources to assist job seekers in meeting their education, training, employment, and career goals.

For many years, ETR and other local system partners has been co-enrolling participants. Most frequently, the event driving co-enrollment across two or more programs is the identification of a participant having multiple barriers to employment and, therefore, demonstrating needs for multiple interventions. Some of the most common partners for co-enrollment across systems include local providers of TANF, Wagner-Peyser, Probation, and Child Support Services. DOR, local education agencies, migrant and seasonal farmworker programs are also strong candidates for having participants co-enrolled in WIOA or other programs. Due to the lack of a shared case management system among all workforce partners, communication between organizations serving common customers relies, after client approval, on verbal and written communication between staff from two or more organizations. Co-case management is most often seen among the workforce system partner programs that utilize the state CalJOBS system. These include the WIOA Title I programs, Wagner-Peyser, veterans' employment services, the TAA program, and the section 167 Farmworker Program. ETR anticipates that adoption of the Unite Us system by the partners will increase organizations' capacity in co-managing clients.

Use of Technology to Support for Co-Enrollment

WIOA and various other fund sources strongly encourage co-enrollment of customers to provide as many partner services as possible without duplication. As customers are co-enrolled, frequent communication and case management occur between partners. The local system partners have strong relationships, and referrals and co-enrollments between the partners is documented in each agency's case management system. For WIOA, this occurs in CalJOBS and updates regarding cases are commonly shared, with an Authorization of Exchange of Information consent completed by the participant. As situations arise regarding a common customer, partners ensure all details are communicated and questions are addressed on a timely basis. When participants are co-enrolled in programs for which the partners use CalJOBS (e.g., TAA), co-case management is much easier and information sharing is facilitated by the system.

Co-Enrollment Improvement Strategies

Co-enrollment and co-case management strategies are facilitated when staff from various programs are informed about the content and requirements of other workforce system programs. ETR has sponsored various cross-training sessions for partner staff to increase their understanding about all partner programs and to share expertise about the needs of various populations. ETR is committed to coordination of additional cross-training among the partners, to promote learning for new partners and new staff and to reinforce information among all organizations within the local workforce development delivery system. The more frontline staff know about partner programs, the greater the likelihood that they can make appropriate referrals that will lead to co-enrollment. For frontline staff that are unable to attend the trainings on partner programs, the training are available on YouTube.

AJCC One-Stop System's Use of Technology and Other Remote Strategies

With its 21,522 square miles and population of just under 950,000 residents, Kern, Inyo and Mono Counties are the largest of the local workforce areas and the second largest in population in the Central Valley. While more than 400,000 residents reside in Bakersfield, a large portion reside in rural areas. Ensuring access for all of the residents in Kern, Inyo and Mono Counties, there are a total of ten comprehensive, affiliated and specialized AJCCs. Both brick and mortar and virtual operations are key to meeting this objective.

Comprehensive, Affiliated and Specialized AJCCs and Other Physical Locations

The public transit system in Kern, Inyo and Mono Counties are effective in moving people in and out of the locations where comprehensive, affiliated and specialized one-stop AJCCs are located. The AJCCs are well equipped, offering a fully outfitted resource room with computers, internet access, and a wide range of resources that job seekers need to support their career planning and employment goals. For job seekers in remote communities, other options for in-person services are available. On a scheduled basis, ETR staff travel to designated locations to conduct orientations or meet with prospective customers. In addition, other partner locations throughout the tri-county area can serve as onramps to workforce programs. Applicants may be able to use computers, internet, phones, and other equipment at these sites to make contact with ETR and begin their process of learning about and receiving workforce services. In addition, ETR is partnering with the Kern County Public Library (KCPL) system to help expand AJCC services for customers that are unable to visit the centers during regular hours of operation. The KCPL system has 24 branches some of which are located in remote areas of the county. KIM also partners with a community-based organization that offers a Green Mobile One Stop Unit that operates on bio diesel fuel and solar panels and can travel to remote locations to provide services to "hard to reach" populations.

Delivering Services through Virtual Platforms and Web-Based Information

As stated above, KIM WDB have made significant developments in recent years in launching its virtual intake system and utilizing CareerHubUS.com, which enables remote communications, exchange of information, and participation in services. Effects of the

pandemic on the ability to provide in-person services accelerated further development of this system and the migration of many services (e.g., job readiness workshops and skills training) to web-based platforms. A byproduct of services being available on the web is that they are, at least in theory, more readily accessible to individuals living in remote corners of the counties of Kern, Inyo and Mono or blocks away from the ten comprehensive, affiliated and specialized AJCCs. The KIM WDB recognizes, however, that there is a profound digital divide in Kern, Inyo and Mono Counties with many individuals lacking internet access, hardware, and technology skills to gain access to and effectively utilize virtual services.

Practices and procedures have been put in place so that customers can be provided all WIOA services remotely. These include career and training services, orientation, eligibility, assessment, enrollment, and case management. Services are provided through email, phone and text through CareerHubUS.com, and video communications with no in-person appointments. However, in-person appointments are available upon request. In addition to these services, necessary forms can be provided, discussed, and signed by customers and staff remotely by utilizing CareerHubUS.com or DocuSign on a customer's personal cell phone. Staff utilize CalJOBS for customers to upload their eligibility documents and have customers sign documents by PDF.

Improving Service Delivery to Remote Communities

Addressing technology gaps experienced by many residents of Kern, Inyo and Mono Counties will be a top priority for KIM WDB over the four-year period of this Local Plan. Improving access to web-based services is critical to every organization that is part of the local workforce system and many more agencies and programs that provide a host of services to county residents. The KIM WDB will engage with state officials and work with county government to identify strategies to increase access.

Coordination of Workforce Activities and Support Services

The KIM WDB provides supportive services to customers enrolled in WIOA training to enable their participation in services, training activities, and employment. Supportive services are coordinated for individuals with demonstrated financial need. The provision of supportive services is based on an individual's assessment results, budget, and the availability of funds. Supportive services are identified to address barriers to employment such as limited English proficiency, limited exposure to work, insufficient skills development, lack of credentialing, and other employer-valued skills, experience and educational attainment. During the intake process, customers complete a career profile assessment, inquiring as to the need for training and supportive services required to successfully achieve employment goals. This assessment is discussed in detail with case management staff to ensure need and, subsequently, referrals to appropriate agencies. Prior to accessing WIOA funds for supportive services, staff ensures that there is no duplication of services with other programs or benefits that an individual may be receiving. As indicated, WIOA supportive services are only provided if need is determined and funds

are available. In all cases, WIOA funds are expended only after it is determined other services and sources of support are not available.

Types of WIOA Supportive Services

Support services provided to WIOA-enrolled customers include items to meet a variety of needs, including transportation allowance while in training, bus passes, tools and equipment required for training, tools and clothing required for work, and other services, as appropriate and allowed through local policies. Such additional services may include funds for licensing fees; drug screening and background clearance applications; health and vision needs; and moving expenses for dislocated workers with a bona fide job offer. Long-term and costly forms of support, including childcare, are typically identified through referrals to local partner agencies.

Support Services Partners and Resources

ETR staff has established working relationships with Housing Authority of Kern County, Community Action Partnership of Kern, the Kern County Department of Human Services, Garden Pathways, Bakersfield Homeless Shelter, Independent Living Center of Kern County, Center for the Blind & Visually Impaired, California Department of Rehabilitation, and many other organizations that support persons in need of services to overcome barriers to employment and training. There is an electronic community resource listing by phone at 211 and 211Inteliful, online. These resources are updated by the Community Action Partnership of Kern. Workforce system partners are cross-trained on various forms and sources of supportive services that are available throughout the community, including services from government and non-profit, faith-based, and other community providers.

Physical and Programmatic Accessibility for Individuals with Disabilities

KIM WDB has implemented various strategies to ensure compliance with WIOA Section 188 and applicable provisions of the Americans with Disabilities Act (ADA). In addition, KIM WDB makes available technology, programs, and services that support job seekers with disabilities' effective use in all of the ten AJCCs throughout Kern, Inyo and Mono Counties.

Compliance with WIOA Section 188 and ADA

All partners within the workforce development delivery system, including the OSO and partners co-located at the comprehensive AJCCs, fully comply with WIOA Section 188 (non-discrimination and equal opportunity) and applicable provisions of the American with Disabilities Act of 1990. References to this requirement are included in all contracts and the MOU with all local workforce system partners. All enrolled participants sign a Grievance and Complaint Procedures form that informs them of steps they can take in the event they wish to file a complaint. Notices regarding non-discrimination and equal opportunity are also prominently displayed in all of the AJCC lobbies for non-enrolled customers. Training on WIOA Section 188 is provided to all AJCC staff, include prohibiting

discrimination against people who apply to, participate in, work for, or come into contact with programs and activities of the workforce development system. Training on the Americans with Disabilities Act includes the definition of an individual with a disability, reasonable accommodations, undue hardship, retaliation against an individual, and medical inquiries.

ETR is aware of the difficulties individuals with disabilities may encounter when accessing one-stop services and staff is committed to ensuring individuals with disabilities have physical and programmatic access to all one-stop systems and services. DOR, which administers California's Vocational Rehabilitation program, is represented on the KIM WDB and is a significant resource for all of the AJCCs and the local workforce system in developing strategies to effectively serve individuals with disabilities. DOR staff also maintains scheduled office hours at the comprehensive AJCCs located in Bakersfield and Delano and assists in training AJCC staff regarding accessibility and accommodations needed for job seekers with disabilities. AJCC facilities are certified compliant with the Americans with Disabilities Act and offer Sorenson and other adaptive equipment. The AJCCs are located near major bus transportation routes, which allow for easy access. Staff is bilingual in English and Spanish and can translate as needed, while services in other languages are available when requested.

Resources for Job Seekers with Disabilities

As indicated, the AJCC complies with all mandates and notifications with regard to providing services and materials to individuals with disabilities. Technology which has been obtained and is available to individuals with disabilities includes, Sorenson, ZOOM screen enhancement software (assists individuals who are visually impaired); Ubi Duo (deaf/hearing impaired communication device); and Dragon Natural Speaking Software (speech recognition technology). In addition, one-on-one assistance is provided to customers to support the use of the AJCCs located throughout Kern, Inyo and Mono Counties. Reasonable accommodations are available upon request.

Training to Increase System Effectiveness in Serving Individuals with Disabilities

As indicated, training on WIOA Section 188 is provided to all AJCC staff. training occurs annually, documentation is provided, and signatures/verification are obtained to ensure validation of training provided for county employees. This information is housed with ETR's EO Officer. ETR also plans to continue to arrange for more training on topics such as best practices for serving individuals with disabilities. ETR will collaborate with DOR to identify and secure such training.

WIOA – Two Year Modification to Local Plan for Program Years 2021 - 2024

In accordance with the requirements of the Workforce Innovation and Opportunity Act (WIOA) of 2014 and guidance published by California Workforce Development Board and Employment Development Department, the Kern, Inyo and Mono Counties Workforce Development Board (KIM WDB) developed a four-year Local Plan covering Program Years (PY) 2021-24. Upon its approval by state officials representing the Governor, the plan became effective for the period July 1, 2021 through June 30, 2025. This update to the 21-24 Local Plan constitutes its WIOA-required biennial modification. Following the approval of this modification by state representatives, it will become the official, active version of the Plan beginning on July 1, 2023 and remaining in effect through June 30, 2025.

II. WIOA CORE AND REQUIRED PARTNERSHIP COORDINATION

A. *How the Local Board and AJCC partners will coordinate the services and resources identified in its MOU, as outlined in WIOA Memorandums of Understanding (WSD18-12).*

The WIOA MOU addresses service coordination and collaboration amongst the eighteen WIOA partners (AJCC Partners). The purpose of the WIOA MOU is to establish a cooperative working relationship between the KIM WDB and the required AJCC Partners as well as defining their respective roles and responsibilities in achieving a seamless one-stop delivery system that is quality-focused, employer-driven, customer-centered, and tailored to meet the needs of the local economy. This WIOA MOU also serves to establish the framework for providing a unified one-stop delivery system to employers, employees, job seekers, and others needing workforce services. The WIOA MOU serves as a functional tool as well as a visionary plan for how KIM WDB and the AJCC Partners work together to serve the needs of their shared customers. The AJCC one-stop delivery system is driven by local needs and will evolve over time as employers and individual's customers' needs change. The AJCC Partners manage referrals through cross-training of appropriate staff. The AJCC Partners also provide access to each required AJCC Partner's program through cross-referrals, such as: physically co-locating at the AJCC center, being available for appointments to job seekers, and having appropriate technologies at the AJCC.

The WIOA MOU addressed how the WIOA Partners functionally and fiscally will sustain the AJCC One-Stop delivery system in KIM Counties through the use of resource sharing and joint operating and infrastructure costs. Each of the AJCC Partners that carries out a program or activities within a comprehensive AJCC must use a portion of the funds available for their program and activities to help maintain the One-Stop delivery system, including proportional payment of the infrastructure costs of the three locally operated comprehensive AJCCs. Staff have received training from the California WDB which has assisted the KIM WDB and AJCC Partners with the initial development of cost sharing agreements for

both infrastructure budgets and other shared cost budgets. The WIOA MOU allows for the colocated AJCC Partners to meet on a regular basis to develop separate budgets for each of the three comprehensive AJCCs. In addition, the colocated AJCC Partners have negotiated the cost sharing methodology based upon their proportionate use and relative benefit to each colocated AJCC partner while complying with federal cost principles.

B. *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 Strategic Co-Enrollment – Unified Plan Partners (WSD19-09).*

The Better Bakersfield & Boundless Kern Regional Action for Economic Prosperity (B3K Report) provided the KIM WDB with the foundation to continue work on career pathways working in partnership with WIOA partners. The B3K Report highlighted those occupations within the industry clusters that show growth and present an individual with a sustainable wage. The B3K Report focuses on achieving dual economic objectives of (i) enduring growth and competitiveness for the Kern region, and (ii) jobs that enable self-sufficiency and upward mobility of its residents. These outcomes require workforce and economic development strategies that focus not just on job counts, but the quality of jobs created and providing access to them. In particular, "middle skill, middle income" jobs for workers with less than a bachelor's degree are central to determining workforce and economic development priorities, responding to the impact of macroeconomic trends that hollowed out job creation in that category and reduced pathways to employment opportunities. The "Opportunity Industries" analysis used in the B3K Report identifies the sectoral concentrations of "good" and "promising" jobs that enable workers to achieve self-sufficiency for themselves and their families. Furthermore, Opportunity Industries affords a granular understanding of progressions in job quality by sector, by occupation and worker demographics. With this information, KIM WDB will prioritize workforce development interventions by focusing on sectors that concentrate on good jobs, enhance job quality in other prominent clusters, align workforce outreach, and training activities to ensure residents are better connected to those jobs. The term "Good jobs" must meet four criteria, including (i) pays a sufficient annual wage that enables workers to meet their family's market basket of expenses and savings, and be ineligible for California benefit transfers; (ii) provides employer sponsored health insurance which is a proxy for other employment benefits; and (iii) affords career pathways that lead to the same or another good job in the future; (iv) upward mobility toward better quality jobs. This analysis also accounts for differences in the quality of a job and the likelihood of upward mobility depending on the attributes of the person who holds the job.

In order to help residents in the local workforce development area obtain jobs that ensure both long-term economic self-sufficiency and economic security, KIM WDB continues to work with industry, education, labor, and economic development leaders. KIM WDB collaborates with its WIOA partners to identify and solve

employment challenges, support system alignment, partnership building, employer engagement, sector strategies, and development of service strategies focusing serving individuals with barriers to employment. KIM WDB relies upon its ten America's Job Centers of California (AJCC) spanning three counties as the cornerstone of its workforce system. The AJCC serves as an all-inclusive access point to education and employment programs that provide demand-driven skills attainment, especially for those with barriers to employment, including English Language Learners, Homeless and Housing Insecure, Immigrants, Justice-Involved Individuals, People with Disabilities, Veterans, Youth, Low-income households and Dislocated Workers. To ensure maximum participant access to WIOA programs and services, including training, KIM WDB leverages resources through strategic co-enrollment. Through the Memorandum of Understanding, WIOA partners within the AJCC system collaborate to streamline administrative processes in order to co-enroll participants and direct resources to meet the needs of participants within the local workforce development area. KIM WDB collaborates with WIOA partners to increase service integration, as appropriate. KIM WDB continually improves service delivery to meet participant needs through co-enrollment into partner programs. KIM WDB assist participants' access to resources across partner programs by having AJCC staff work in cross-functional teams and provide ongoing training and professional development. This training and professional development allows AJCC staff to be knowledgeable in the eligibility requirements of partner programs to allow for an integrated service delivery and co-enrollment which streamlines intensive services, such as case management, job search assistance, and follow-up services.

C. *How the Local Board and AJCC partners will facilitate access to services provided through the one-stop delivery system, including remote areas, through the use of technology and other means.*

KIM WDA spans more than 21,400 square miles of fertile farm land on the Central San Joaquin Valley floor, the arid Mojave Desert, and the mountains of the Eastern Sierra Region. The KIM WDA is larger in area than the State's largest county, San Bernardino. Sparsely populated, the residents of Inyo and Mono Counties comprise 3.5% of the Workforce Development Area's population of 949,998 (July 1, 2021) residents. Due to the seasonal nature of employment, sparse population, low number of employers, and other factors, most economic studies do not target individual employers in Inyo or Mono Counties, but rather aggregate data for the Eastern Sierra Region.

Given the breadth of the Workforce Development Area (WDA) KIM plans to utilize technology such as Skype, Zoom, Teams, Webex, Google Conference and Social Media platforms such as: Facebook, Instagram, Twitter, LinkedIn, and YouTube to facilitate access to services and enhance the currently maintained websites: www.americajobcenterofkern.com, www.americasjobcenerofinyo.com, www.americasjobcenterofmono.com and www.etronline.com as well as a website in development – www.employerstrainingresource.com. These websites provide

information regarding current training and employment opportunities, employer recruitments, job fairs, industry forums, supportive services, special grant opportunities, and connections to all AJCC partner services and programs. Using websites and YouTube we will offer on-line video links that allow both employers and job seeker customers to review work readiness workshops, partner services presentations, and more information about specific programs and services at their convenience; an on-line orientation to offer an additional on-ramp to services to assist job seekers, incumbent workers, customers with accessibility or transportation barriers, and anyone unable to visit centers during regular hours of operation; and the use of remote access points. Kern County established remote access points for county services using San Joaquin Air Pollution Control Grant aimed at reducing vehicle miles. These remote access points are provided using video equipment that could be used to provide career services in outlying areas. KIM WDB will continue to explore technological advances that can help us to provide customers with other options for service delivery in remote areas.

At the present time, KIM WDB is partnering with the Kern County Public Library (KCPL) system to help expand AJCC services for customers that are unable to visit the centers during regular hours of operation. The KCPL system has 24 branches some of which are located in remote areas of the county. KIM also partners with a community-based organization that offers a Green Mobile One Stop Unit that operates on bio diesel fuel and solar panels and can travel to remote locations to provide services to “hard to reach” populations.

In addition, KIM WDB staff uses Career Hub’s Virtual Service Model (“VSM”) to communicate with clients and employers. The VSM permits staff to communicate more effectively and efficiently with clients by texting information to their mobile devices. This allows staff to provide job seekers in the targeted populations with assistance through the use of innovative service delivery methods and let employers know about services they have requested. Staff is able to provide technical assistance, coaching, virtual training, reminders, referrals to on-line and shared community resources, notices to job/resource fairs, employer recruitments and other employment opportunities; and matching clients with job opportunities via text, email and voicemail to the customers’ smartphone regardless of their geographic location. The VSM has increased efficiency and program outcomes through engagement of the targeted population.

D. How the Local Board and AJCC partners will coordinate workforce and education activities with the provision of appropriate supportive services.

Board staff met with staff from CSU Bakersfield, KHSD’s Bakersfield Adult School, Bakersfield and Taft Colleges, and KCSOS regarding improved access to credentials. One of the colleges suggested encouraging local employers to increase use of WorkKeys as an assessment tool for their specific occupations. Another suggestion was to provide additional cross training to staff in order to better understand how more students, not just those enrolled in target industry

clusters, might be assisted by the AJC system including access to supportive services. Suggestion also included for staff to assist individuals that need out-of-state, out-of-country credentials evaluated to meet the credential requirements of California.

The WDB has also partnered with the Kern County Public Library. The Kern County Library provides the public free Wi-Fi and public access computers, with low-cost printing, copying, and scanning available. Residents with personal, professional, or educational needs may visit any KCL branch for in-person services such as technology assistance, English and citizenship classes, one-on-one computer help, job recruitments and fairs, as well as to access free online databases for test prep and business learning. Library visitors may also utilize library computers to search for jobs, submit job applications, and seek assistance with library personnel during workforce appointments. Beale Memorial Library also provides tutors in math and reading through scheduled appointments and in conjunction with their Snacks in the Stacks program which provides free meals to children 18 and under. Utilizing partners such as the library supports student and adult learners by strengthening Kern County networks that ensure better retention and completion of beneficial credentials. to provide a literacy/digital literacy lab at the main branch, Beale Library. Students needing to improve their keyboarding and computer skills may make appointments for one-on-one tutoring to learn how to navigate the World Wide Web as well as the Windows Software programs. Beale Library also provides tutors in Math and reading through scheduled appointments; have access to practice tests on a variety of subjects; and non-traditional hours of operations to afford more public use and support the adult learner. Utilizing partners to strengthen the support networks for students and adult learners will help with retention to ensure forward progression of credentials.

The KIM WDB has been working with local non-profits and other service providers to implement the Unite US digital platform. Unite US is a coordinated care network, that will allow partners to track outcomes together, identify service gaps and at-risk populations, and most importantly, empower members of our community to take ownership of their own financial and physical health. Unite US will also be used as a referral system to refer customers to partner services to benefit the community.

Supportive Services are provided to eligible customers that present a financial need which affects their ability to obtain or maintain employment. Current services include, but are not limited to transportation, hygiene kits, tools, uniforms, certifications/license fees and other expenses such as books and background checks. KIM coordinates with One Stop partners and other community-based organizations to provide services not afforded by KIM. In the interest of improving customer service, the coordinator will serve as a point of contact for the customer and be responsible to report the outcome of services. This prevents duplication of services, enhances braiding of resources, and prevents the customer from being lost in red tape. KIM also maintains a resource directory of services available through other agencies and community-based organizations. The directory

provides contact information for organizations providing transportation, utility assistance, legal services, childcare services, food, clothing, shelter, tax assistance, substance abuse counseling, and assistance for battered women, and youth in crises.

Two examples of coordination with partners are:

Supportive services are used for eligible customers to take the bilingual exam at Bakersfield College. Attainment of this recognized certificate qualifies them for many job opportunities with private employers and public organizations.

Community Connection for Child Care provides subsidized childcare services to families meeting eligibility criteria. Families in need can either place their child(ren) in licensed day care programs or may have a family member compensated while caring for their child(ren). This is a much-needed service to individuals entering the workforce. KIM leverages funds by making direct referrals for services without utilizing WIOA supportive services dollars.

E. 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, materials for individuals with disabilities, as outlined in Nondiscrimination and Equal Opportunity Procedures (WSD17-01).

KIM WDB has universal workstations located at all of its comprehensive, affiliate and specialized one-stop Centers. These universally accessible workstations are available to any person with a disability including those with mobility, hearing and visual barriers. The workstations are typically placed in the Resource Room where a staff member is located. This allows for easy access to the workstation and staff is readily available for assistance. The universally accessible computer has Windows-based software with assistive technology including:

- *Screen Magnifier*: Magnifies the computer screen up to a maximum of 1500%
- *Narrator*: Requires the use of headphones and has the ability to read a selection of words or paragraphs
- *Speech Recognition*: Uses an external microphone for speech-to-text. The built-in MS Windows software works in all applications including the MS Office Suite, Google Chrome and Internet Explorer
- *Flatbed Scanner*: Compatible peripheral device connected to the workstation with the capability to scan both text and image documents to various file types

including PDF, JPEG, TIFF via push button on the scanner and/or an on-screen guide

KIM WDB is aware of the difficulties individuals with disabilities encounter when accessing One-Stop services and is committed to ensuring individuals with disabilities have physical and programmatic access to the One-Stop system and services. The DOR administers California's Vocational Rehabilitation (VR) program and is represented on KIM WDB. KIM One-Stops promote universal access in order to achieve full compliance with state and federal laws and to increase employment of individuals with disabilities. KIM WDB's staff are provided annual training to improve and coordinate agency services to customers with disabilities. KIM One-Stop facilities are compliant with the Americans with Disabilities Act and offer TTY, Braille materials and other adaptive equipment as requested. One-Stops are located near major bus transportation routes which allow for easy access. Most One-Stop Resource Rooms contain Universal Access Workstations (UAW) which are available to any person with a disability including those with mobility, hearing and visual barriers. KIM complies with all State issued policy guidance with regard to access for individuals with disabilities. Kern County also contracts with an American Sign Language (ASL) interpreter service. Spanish bi-lingual staff can translate documents as needed, while other languages are available when requested.

III. STATE STRATEGIC PARTNER COORDINATION

A. *How the Local Board will coordinate with County Health and Human Services Agencies and other local partners who serve individuals who access CalFresh Employment and Training services.*

The Kern, Inyo and Mono Workforce Development Board (KIM WDB), by and through its administrative and fiscal agent, Kern County Employers' Training Resource (ETR) have partnered with Kern County Department of Human Services (DHS) to identify ways to increase communication and reduce barriers with shared customers. In addition, ETR will continue to work with community-based organizations (CBOs), service providers, community colleges, and representatives of DHS to increase employment rates and wage gains for all individuals who receive CalFresh with the common goal to help low skilled, low income or low wage individuals find sustainable employment.

ETR will partner with CBOs, service provides, community colleges and DHS with an emphasis on sharing information through access to their respective programs, and braiding resources and blending services at each of their locations; which includes physical co-location of staff, cross training of staff, virtual access through phones or websites, distribution of printed materials and establishing a process for reciprocal referrals to appropriate services offered through the partnering agency.

Based on the COVID-19 pandemic, CDSS under the authority of the Food and Nutrition Service (FNS) issued the following temporary waivers for CalFresh and will continue as additional approval is provided by FNS.

- *Application and Recertification Interview waiver through 12/31/22 (if criteria is met, no interview is required).*
- *Application Signature Waiver through 12/31/22 (allows telephonic signature for worker to sign on behalf of customer).*
- *Temporary changes to the Student Eligibility Rule for students who are eligible to federal work study or who have an Expected Family Contribution (EFC) of \$0 as determined by the California Student Aid Commission (CSAC).*
- *CalFresh Emergency Allotments (provided additional food benefits to CalFresh recipients).*
- *Pandemic EBT (provided additional food benefits for young children and school aged children).*

Kern County Department of Human Services (DHS) CalFresh Participant Demographics (09/2022)	
Cases	85,546
Individuals Participating	179,829
Elderly (Age +60)	17,881
Under Age 18	77,881
English Second Language (ESL)	31,711
Estimated CF Employment and Training Participants	401

Workforce services must be developed to improve employment rates and wage gains for all individuals who receive public benefits and create a service delivery flow which is seamless between DHS and its CalFresh E&T partners. These unemployed or underemployed individual’s workforce services should: (i) increase job placements, retention and able to increase wages to “a living wage”; (ii) increase CalFresh E&T participation across a dynamic mix of people, communities and cultures; (iii) increase employability by removing barriers to employment; (iv) increase skills to attainment and credentialing; and (v) braid funding streams to maximize budgets. Examples of these services include, but are not limited to: On-the-job training; Work experience (including paid apprenticeships); Educational programs (including ESL Classes); Job Search skills; Job Club; Vocational training; Career/technical programs; Job retention for up to 90-days post-employment; and Providing supportive services that directly help participants succeed in E&T components. Making these E&T services accessible to these targeted individuals will assist them in eventually getting a “good job”, which will provide them “a wage sufficient to support a family adequately, and, over time to save for emergency expenses”.

CalFresh E&T focuses on serving a population that traditionally have not had their workforce needs met by other federal workforce programs: low-income individuals with significant barriers to success. Many CalFresh (public assistance) participants need more education and training to succeed in advancing to middle-skill jobs compared to other job seekers. For example, a majority of Kern County CalFresh households include an adult caretaker without a high school diploma. The barriers these individuals face may include a lack of knowledge about training program options, lack of child care or transportation, low basic skills (literacy/numeracy), basic English language proficiency, homelessness or housing instability, psychological issues and/or criminal backgrounds. DHS now has the flexibility to conduct application phone interviews in lieu of required in-person interviews and ETR provides services for the E&T Program both virtually or in person

The current E&T resources available to CalFresh individuals by DHS include:

- Job Search Assistance – access to the ‘Jobs First Rooms’ which are located in all DHS offices. The Jobs First room allows these individuals to utilize the room’s computers and telephones to search and apply for jobs, complete a resume, get job opening alerts, and provides staff who are available to answer general questions regarding employment or available training.
- Job Readiness Workshop – consist of training on how to search for jobs, job interview skills, guidance on completing job applications, instructor lead training on job retention skills and techniques and how to dress for interviews.
- Transportation Funds – participants of the Employment and Training program are provided with funds to purchase bus passes to be able to travel to the designated areas required to complete training workshops or seek employment, and attend interviews.
- Job Fest (Fairs) – DHS organizes and hosts several job fairs throughout Kern County (Bakersfield, Lake Isabella, Taft, Ridgecrest, Shafter, Mojave, Lamont and Delano, and Wasco). Over a hundred potential employers from the private and public sector participate and at times, may interview and hire on-site.

DHS also collaborates and provides referrals to several community agency partners to assist with CalFresh participant’s barriers, some partners include:

- America’s Job Centers – employment and training services.
- Child Support Department – custodial and non-custodial parent referrals to obtain assistance with information on their child support payments being received or required to pay.
- Community Connection for Childcare- subsidized and unsubsidized childcare referrals for individuals in need of child care.
- Housing Authority – assistance with housing for low-income individuals.

- Veteran's Department – assistance in seeking VA benefits that individuals or their dependents might be entitled to receive.
- Community Action Partnership of Kern- assistance with paying housing costs and income tax preparations (Federal and State EIC).
- Kern Behavioral Health – assistance with mental health services.

There are also several opportunities that can be developed to assist these targeted individuals with the outlined barriers above by leveraging the CalFresh Employment and Training 50/50 federal funding and partnering with third parties to deliver and provide the resources and services needed to achieve the goal of obtaining a “good job”.

DHS partners with several agencies to assist individuals with overcoming barriers to employment. In the upcoming year, DHS will reach out to CBOs to potentially expand the E&T program and utilize the 50% federal reimbursement.

Partner information sharing is accomplished by providing access to their respective programs, service locations; which includes physical co-location of staff, cross training of staff, virtual access through phones or websites, distribution of printed materials and establishing a process for reciprocal referrals to appropriate services offered through the partnering agency.

With the common goal to help low skilled, low income or low wage individuals find sustainable employment, DHS could seek third-party partners (AJCCs, Community and Technical Colleges, and/or CBOs) to deliver Employment and Training (E&T) services, including partners who can assist with removing employment barriers.

The goal is to coordinate services in which braiding of funds can be utilized to pay for E&T services and achieve a blending of services (combine and eliminate duplicate services to the same population) to provide these individuals with a customized plan that meets their needs. The braiding of resources to achieve the coordination of service delivery could be achieved by leveraging the CalFresh E&T's 100% Federal and 50/50 matching funds, WIOA (Adult Low Income and Dislocated Worker) funds and Non-federal matching funds such as, AB 109 and County general funds. The operating costs to provide these services would be shared upon the partners under a Memorandum of Understanding agreement. The E&T partners would enter into a referral agreement which could be a reciprocal referral procedure that would do the following: (i) Individuals seeking employment or training resources at AJCCs, Community Based Organizations(CBOs), Community Colleges, or Educational institutions could be referred to DHS to apply for CalFresh and be approved; DHS would refer these individual to E&T partners which would then enroll the individuals in the necessary services; or (ii) Individuals receiving CalFresh could be referred by DHS to partners which could then enroll the individual in the necessary services.

DHS currently partner with several agencies to assist these individuals with overcoming their barriers to employment. Some partners and blending of services

include: (i) America's Job Centers – employment and training services; (ii) Child Support Department – custodial and non-custodial parent referrals to obtain assistance with information on their child support payments being received or required to pay; (iii) Community Connection for Childcare - subsidized and unsubsidized child care referrals for individuals in need of child care; (iv) Housing Authority – assistance with housing for low-income individuals; (v) Veteran's Department – assistance in seeking VA benefits that individuals or their dependents might be entitled to receive; (vi) Community Action Partnership of Kern - assistance with paying housing costs and income tax preparations (Federal and State EIC); and (viii) Kern Behavioral Health – assistance with mental health services.

When seeking partners to braid resources and blend services or collaborating with CBOs, the following objectives would have to be met: (i) Work jointly to identify models of workforce services based on one-stop partnerships that meet the baseline federal expectations and evaluate service delivery to improve outcomes; (ii) Work together to implement WIOA program strategies through a value-added partnership in which partners contribute to the basis of their programmatic expertise. The WIOA strategies would be as follows: subsidized employment, sector strategies, career pathways, and providing supportive services, "earn and learn" training models, including apprenticeships, integrating service delivery and braiding resources, and creating cross-system data capacity; (iii) Provide access to their respective programs, service locations by means to be determined, which may include physical co-location of staff, cross training of staff, virtual access through phones or websites, distribution of printed materials and establish a process for reciprocal referrals to appropriate services offered through the partnering agency; and (iv) Work to identify & implement best practices & model partnerships that encourage program coordination & alignment meeting federal standards for workforce service delivery models.

The following E&T services that DHS currently makes available to CalFresh individuals are: (i) Job Search Assistance – access to the 'Jobs First Rooms' which are located in all DHS offices. The Jobs First room allows individuals to utilize the computers and telephones to search and apply for jobs, complete a resume, get job opening alerts, and provides staff who are available to answer general questions regards to available employment or training; (ii) Job Readiness Workshop – consist of training on how to search for jobs, job interview skills, guidance on completing job applications, instructor lead training on job retention skills and techniques and how to dress for interviews; (iii) Transportation Funds – participants of the Employment and Training program are provided with funds to purchase bus passes to be able to travel to the designated areas required to complete training workshops or seek employment, and attend interviews; (iv) Job Fest (Fairs) – DHS organizes and hosts several job fairs throughout Kern County (Bakersfield, Lake Isabella, Taft, Ridgecrest, Shafter, Mojave, Lamont and Delano, and Wasco). Over a hundred potential employers from the private and public sector participate and may interview and hire on-site with over 2,200 individuals seeking employment attended.

When seeking third-party partners to braid resources and blend services the following objectives would have to be met: (i) Work to identify models of workforce services based on one-stop partnerships that meet the baseline federal expectations and evaluate service delivery to improve outcomes; (ii) Work to implement WIOA program strategies through a value-added partnership in which program partners contribute to the basis of their programmatic expertise. The WIOA strategies would be as follows: subsidized employment, sector strategies, career pathways, and providing supportive services, “earn and learn” training models, including apprenticeships, integrating service delivery and braiding resources, and creating cross-system data capacity; (iii) Provide access to their respective programs, service locations by means to be determined, which may include physical co-location of staff, cross training of staff, virtual access through phones or websites, distribution of printed materials and establish a process for reciprocal referrals to appropriate services offered through the partnering agency; and (iv) Work together to identify and implement best practices and model partnerships that encourage program coordination and alignment to meet federal required standards pertaining to workforce service delivery models.

The following policy objectives of the state plan would need to be met by potential local partners to help provide services to CalFresh participants: (i) Fostering demand-driven skills attainment. Workforce and education programs need to align program content with the state’s industry sector needs so as to provide county business and employers with the skilled workforce it needs to compete in the state’s economy; (ii) Enabling upward mobility for all Kern County residents, including populations with barriers to employment. Workforce and education programs need to be accessible for all county residents and ensure that everyone has access to a marketable set of skills and able to access the level of education necessary to ensure economic self-sufficiency and security; (iii) Aligning, Coordinating, and Integrating Programs and Services to economize limited resources while providing the right services to clients, based on each client’s particular needs, including individuals with disabilities; and (iv) Serving Individuals with Barriers to Employment. This may include remedial education and English language literacy services.

Ultimately, the goal of the E&T partners would be to work together to identify and implement best practices and model partnerships that encourage program coordination and alignment to meet federal required standards pertaining to workforce service delivery models.

E&T partners would ensure that target populations have access to employment services, supportive services, training, and education programming that will help these individuals eventually get a “good job”. This includes developing principles of common programs information, participant information sharing and common reporting through electronic mechanisms, including shared technology.

Partners could have success in retaining these individuals in E&T programs by participating in joint program planning, plan development and modification of activities to accomplish the following: (i) Continuous partnership building; (ii) Continuous

planning in response to state and federal requirements; (iii) Responsiveness to local and economic conditions, including employer needs, and (v) Constantly reviewing the individuals E&T plan to ensure that any barrier is identified and services are available and provided to overcome the barrier.

B. How the Local Board will coordinate with Local Child Support Agencies and other local partners who serve individuals who are non-custodial parents.

The KIM WDB will partner with Kern County Department of Child Support Services (KCDCSS) to identify ways to increase communication and reduce barriers with shared customers. Providing immediate and direct communication with customers at the time of service ensures customers have the necessary information to make educated decisions. Specifically, KCDCSS will provide video-conferencing equipment to be placed in strategic America's Job Center locations to provide face-to-face interviews to discuss their specific child support case, educate the non-custodial parent on what to expect once they are employed, and review their case to ensure the order accurately reflects their current earning situation.

As of September 2022, KCDCSS manages 50,432 open cases. Most families receiving services are living in poverty or are income instable. Of the total caseload, 25.6% families are currently receiving or have received (58.9%) TANF benefits through the Department of Human Services. For these families, child support is a critical safety-net as consistent reliable child support payments help provide for the basic needs of the children in their care. Parents in these cases can have multiple cases and, depending on the situation, the person may be a custodial parent in one case and a noncustodial parent in another. Noncustodial parents in these cases can live throughout the state of California and nation, and in some cases internationally. Of the total number of open cases, 8,959 noncustodial parents have some form of incarceration history. 86.0% of noncustodial parents are male, while 14.0% are identified as female. 51.25% of noncustodial parents are identified as Hispanic, 28.85% are White, and 16.96% are Black. Of the cities within the County of Kern, Bakersfield has the largest number noncustodial parents with a total of 23,193 people. The four other top Kern County cities include: Delano, Ridgecrest, Shafter, and Wasco with an average of 872 noncustodial participants in each location. Noncustodial parents make up 44% of the parents who live in Kern County. Additional data on noncustodial parents, such as unemployment figures, has been requested and is pending from the California Department of Child Support Services.

Parents face a wide variety of challenges in meeting their parental responsibilities. Some of these challenges can be attributed to two different reasons. This first of which is reliable, consistent employment. Many parents struggle in finding full-time employment at a sustainable living wage. Formerly incarcerated and low skilled workers face greater challenges in securing full-time work as they are competing with higher skilled and more educated people entering the job market. Often, they rely on seasonal or part-time work without benefits to just sustain themselves, with nothing left for their children. To be successful, parents need help with increasing their

marketable skill sets making them more attractive to potential employers. Additionally, parents need available reliable jobs where they could earn livable incomes. Even if the person has the skills needed by employers and there are available job opportunities, access to available employment becomes the second area of difficulty. If the parent has additional challenges such as being an English language learner or not having reliable transportation, these challenges are exponentially more difficult to overcome. As Kern County geographically spans over large distances, parents may live a considerable distance away from available employers making reliable transportation a necessity. The second challenge is private transportation costs, including purchasing of a vehicle, gas, and vehicle maintenance. All of these expenses can be detrimental for those living in both the larger cities as well as in neighboring towns. Public transportation is limited, can be difficult to use or access, and may not fit the family needs relating to childcare. For these parents to succeed in the labor market, they need assistance with overcoming these barriers.

Job preparation and training are critical for non-custodial parents to obtain meaningful and sustainable employment. Custodial Parents need to be able to depend on consistent monthly child support payments to successfully manage their budget. Non-Custodial Parents need to be prepared for the workforce which will provide them with enough wages to support themselves as well as their children

KCDCSS currently works with all parents by proactively reaching out throughout the establishment and enforcement of their child support order. During these interactions, parents are educated about the child support process and the specific impacts to their case. Throughout the life of the case and as personal situations change, court ordered child support amounts are reviewed and modified to reflect current circumstances. Staff are also educated about other available community resources and actively share this information with customers when appropriate. To serve customers efficiently, KCDCSS Representatives are able to handle most customer needs by phone, including making payments. For those who would prefer to speak to someone in person, there are two offices available for customers to access a case manager directly. The Bakersfield office serves as the main office location. The Ridgecrest branch office provides services in the East Kern area. To provide services at a time and place that works best for them, customers have 24/7 access to review their accounts, make and receive payments, review child support resources, and submit questions to their case manager through a free mobile app for Android and Apple devices and Customer Connect Website on their personal computer. KCDCSS is committed to providing services for non-English speaking customers. The department created a dedicated caseload for customers whose primary language or language of preference is Spanish. Staff assigned to this team are proficient in both English and Spanish, so customers can talk directly with a child support professional in their own language. For additional languages, KCDCSS utilizes language interpretation services and most forms are available in a variety of languages.

KCDCSS also attempts to minimize any challenges customers with disabilities may face in accessing or utilizing services. Most, if not all, services provided by the KCDCSS can be handled telephonically or through the mail minimizing the need for

customers to come into the office. For those who need additional assistance, customers can authorize someone they trust to receive information and act on their behalf. Unfortunately, the State Department of Child Support Services has not approved the use of text messaging as a means of communicating with customers. Another challenge for KCDCSS's customers accessing services is that some people have apprehension, fear and distrust of government which creates a barrier that prevents people from seeking services, disclosing information, and overall cooperation.

One communication tool that can be utilized more is email. While email is available to customers to initiate a question or discussion with a Child Support professional, it is not frequently used to by Child Support staff to initiate a conversation with customers. This option will be explored more to provide an additional way to communicate with customers.

KCDCSS is also relocating the main Bakersfield office to a new building. As a stand-alone building in which KCDCSS is the only tenant, the department is working to create an environment more comfortable and inviting to customers. This move allows the department to re-brand themselves to their customers, further enhancing their image and reducing customer fear and apprehension of accessing services. Additionally, for those traveling by bus, there is a more convenient bus access with a bus stop steps from the property. For those traveling by motor vehicle, the building is easily accessible from the freeway and there is plenty of convenient customer parking.

Program partners can reduce some challenges faced by parents through gaining greater understanding of services each partner provides and increasing accessibility to each other's services. Staff at all levels should be knowledgeable of the available resources in their community to assist customers. In addition, staff must be able to identify barriers each customer is facing and refer him/her to the appropriate agency with the subject matter expertise to assist in eliminating that barrier. Program partners must work together to streamline processes for customers needing services who already have so many other challenges to overcome.

When noncustodial parents fail to make consistent monthly child support payments, they are subject to a variety of enforcement tactics which are designed to encourage payment. One of these enforcement measures is suspensions of driver and/or professional license(s). As employers often require an active California driver's license at the time of hire and an active professional license is required for a variety of positions, a suspended driver's license or professional license may prevent someone securing employment. To assist with securing employment and job retention, KCDCSS works with noncustodial parents to release licenses to allow them to work upon the promise of employment by the employer. KCDCSS also works with a variety of community partners to reduce barriers to support noncustodial parent job retention, by assisting:

- Incarcerated noncustodial parents through a partnership with the Kern County Sheriff- Lerdo Detention Facility to educate incarcerated parents

about the child support process while they are incarcerated and what they can expect once released. Case Managers ensure child support amounts are accurate based on their current circumstances and build relationships with the parents that will continue post-incarceration. Specifically, this partnership includes an on-site video-conferencing kiosk which allows the inmate to have a direct face-to-face discussion with a Child Support Case Manager during regular business hours Monday through Friday and answer any questions they have about their case directly. To provide additional education and support, weekly in-person presentations are also provided to inmates to learn more about child support. Case Managers are available at that time to talk with inmates about their specific circumstances and immediately handle any actions needed in their case.

- Customers with transportation issues by providing services at a time and place most convenient for customers. Case Managers provide direct services to customers throughout the county through various partnerships. Staff bring computers and printers to event, so they are able to access the person's information, update case information, print documents, and take any necessary action immediately. KDCDCSS has partnered with: (i) Family Resource Centers in Delano, Shafter and Lamont; (ii) Kern County Veterans Stand Down for veterans; (iii) Kern County Homeless Collaborative for homelessness at their events; and (iv) City of Bakersfield's Safe Streets Partnership-Gang Call-In for parents who are at risk of gang violence.
- For customers visiting the Department of Human Services, KDCDCSS has placed an informational kiosk in the lobby. Through this kiosk, customers are able to easily access a variety of information and resources, including job search sites, such as Indeed and CalJobs.
- For customers in domestic violence crisis, KDCDCSS has a video-conferencing kiosk stationed at the Family Justice Center to provide face-to-face services to parents interested in learning more about the child support program and the service provided. KDCDCSS has also partnered with and provides referrals to the Kern County Family Law Facilitator to assist customers with other legal matters outside of child support. In addition to the referral system, throughout the year, the Kern County Family Law Facilitator will also co-locate staff in the KDCDCSS lobby to help customers directly with any legal matters they need assistance with relating to child support.
- KDCDCSS has an area in the lobby available to customers for job searching and community resources. The "Kids Count Resource Room" provides a variety of resources, including public computer access and employer hiring information free of charge. Community members can access hiring websites, gain knowledge of those who are hiring, and submit applications. Staff are

knowledgeable about community resources and able to assist customers with additional needs.

- Each month community partners are invited to present and share information about their programs and services to staff. This information is then actively shared with customers as needs arise.

As a comprehensive provision of services to noncustodial parents, KDCSS is able to release driver and professional licenses of those participating in the program thereby reducing barriers to employment and improving outcomes. Workforce services eligibility criteria may impact the ability to provide services to the Child Support Program population if it excludes those most difficult to serve. The families in the child support program need consistent monthly child support payments for their long-term success. Noncustodial parents who have persistent long-term challenges may not be successful in completing programs initially. They may need additional support and resources before successfully entering the workforce. Additionally, as custodial parents are often unemployed or under-employed, they may also benefit from workforce services.

Overwhelming challenges in the job market have led to apathy by some noncustodial parents. Unable to fully support themselves, parents are frequently not able to provide additional support to their children. They often want to support their children, but are frustrated with the lack of employment opportunities and disappointed with the on-again, off-again nature of the work they are able to find. Another obstacle in providing services to the custodial parent population is the mandatory obligation of child support. As a result of the noncustodial parent not applying for child support services, there is often resistance to comply or cooperate with KDCSS. Noncustodial parents may be unwilling or unable to pay causing the family to apply for TANF benefits. Along with noncustodial parents, custodial parents also struggle with consistent employment. In addition to the previously identified barriers they share with noncustodial parents, such as inconsistent work and transportation issues, custodial parents have additional challenges. Unreliable, limited, and expensive childcare often prevents custodial parents from obtaining sustainable employment. Addressing these concerns for the custodial parent would also help to secure financial independence from government assistance for the family. Custodial parents could benefit from the workforce services collaborative approach.

KDCSS is currently exploring the use of mandated work searches for those noncustodial parents who are not complying with their court ordered child support obligation and do not have verified employment. Another tool which could be explored is the use of technology to provide on-demand services outside of normal business hours.

One obstacle to meaningfully engaging local partnerships is the strict confidentiality rules within the Department of Child Support Services. These rules are mandated by the state and federal government and strictly prohibit sharing of customer information with anyone outside of the program.

KCDCSS will identify qualifying noncustodial parents who are currently not compliant with their court order child support obligation. KCDCSS will then develop and implement a pathway for unemployed noncustodial parents to obtain the resources they need to obtain employment through the following: (i) Devoting specific court calendar resources to an Order to Show Cause (OSC) seek-work calendar; (ii) Ensure unemployed noncustodial parents are directly referred as part of the court process to the America's Job Center of California (AJCC) under guidance of the Court; (iii) Monitor noncustodial parent's compliance with the OSC seek-work process; and (iv) Reevaluate the process on a regular basis with the Court and AJCC to determine and implement any process improvements. In addition, to increase the level of customer-centered service, KCDCSS will work towards installing video-conferencing kiosks at the AJCCs around Kern County. Specifically, these kiosks will be located at the comprehensive One-Stop AJCCs at Southeast AJCC (1600 E. Belle Terrace, Bakersfield) and Delano AJCC (1816 Cecil Avenue, Delano) and the affiliate One-Stop AJCC at Oildale AJCC (1129 Olive Drive, Suite H, Bakersfield). Through this video-conferencing kiosk, customers will have direct access with a child support case manager to discuss case specifics and remove any potential barriers that will prevent the customer from successfully obtaining sustainable employment.

KCDCSS is open to attending and/or hosting collaborative one-stop education events in which multiple partners provide education to child support program participants. These events could educate customers and/or employers on a variety of work-related topics and include information on the child support program and what can be expected. KCDCSS will partner with the AJCC and DHS to expand the services provided in the KCDCSS Kids Count Resource Room and receive consistent job information which can be shared directly with customers.

For disengaged youth between the ages of 18-24, KCDCSS will collaborate with AJCC and implement a referral process for noncustodial parents who are unemployed and/or under-employed during both the establishment and enforcement of their order. For noncustodial parents of all ages with a court ordered seek-work order, KCDCSS will collaborate with AJCC and the Court to ensure noncustodial parents are compliant with court ordered seek-work orders. For those who are non-compliant, KCDCSS will work with the AJCC and the court to determine next actions for success. As some customers prefer to work with the department face-to-face, but have challenges in coming to the Bakersfield or Ridgecrest offices, KCDCSS will continue to expand direct services to other locations throughout Kern County. The department is currently preparing for an upcoming direct services event in Taft. KCDCSS will also partner with the Department of Human Services to provide shared customers to speak to a Child Support Case Manager through video-conferencing equipment. This will allow for customers to interact face-to-face with a Case Manager who can answer their questions, gather necessary information, and take immediate actions for that family. KCDCSS will continue to partner with the local court and Kern County Family Law Facilitator by increasing the number of located outreach events to shared customers provided each year. These events will provide opportunities for customers to be

served by both KDCSS and Family Law Facilitator at a central location for child support, custody, and/or visitation issues. KDCSS can create a Child Support Services Orientation Video which could be provided to local partners, including the AJCC and Department of Human Services, so the information can be shared during customer trainings and orientations to learn more about the services provided and who to contact if they have any questions. State child support educational videos will also be shared with local partners, including the DHS, to show in their lobby and anywhere else to educate customers. Partners will also cross-share information and educate customers about the various services available to them by sharing information and links on their Facebook, Twitter, website, and other social media accounts. KDCSS is also willing to work with additional workforce partners to ensure information provided through the kiosks located throughout the community provide useful information to customers about the various resources available to them.

KDCSS supports the KIM WDB by working with CBOs to provide training and offering services. KDCSS partners with the DHS, Kern County High School District, and California State University Bakersfield to support interns who need practical experience to develop marketable skills and bridge them successfully into the workforce. While at the department, interns assist with various functions throughout the office. Depending on the employment field they are hoping to enter, interns practice and develop various skills such as clerical, marketing, customer service, paralegal, and graphic design. Through this partnership, interns have successfully moved on to permanent positions within the department and with other public and private employers.

KDCSS will track noncustodial parents in the OSC seek-work order progress and results, including but not limited to employment success and payment compliance.

In addition to providing customers with voluntary referrals and education of the workforce development and education training programs, KCDSS will use the OSC seek-work order progress as an incentive to increase marketable skills employers need and secure employment. KDCSS will also continue to use license suspensions and releases to encourage participation in ETR's workforce programs and as an incentive to obtain meaningful employment.

C. How the Local Board will coordinate with Local Partnership Agreement partners, establish in alignment with the Competitive Integrated Employment Blueprint, and other local partners who serve individuals with developmental and intellectual disabilities.

Kern High School District, Kern Regional Center, ETR and Department of Rehabilitation (DOR) met and collaborated to prepare collective plans to assist individuals with Intellectual Disability and Developmental Disabilities in achieving CIE. The Local Plan Agreement (LPA) was established to identify the ways in which Kern, Inyo and Mono Counties will work together in achieving this goal.

Educational agencies, DOR Branches, Kern Regional Center and AJCCs located in Kern, Inyo and Mono Counties are collaborating by developing Local Partnership Agreements (LPAs). LPA's create frameworks that transcend changes to personnel, funding, and political climates. They are critical in efforts to change the ways mutual consumers of the core partners (LEAs, DOR, AJCC and Kern Regional Center) are served, to better utilize resources, and to produce improved employment outcomes. By taking the time to develop a plan for working together, partners create a shared vision of what's possible. During the past few years, the partners have been collaborating to have LPAs developed between DOR districts, regional centers, and 270 LEAs. Kern High School District has been convening quarterly LPA meetings.

As part of this process, AJCC Staff have been trained in the following areas: (1) Windmills Training (Disability Awareness and Etiquette Training); (2) Working with Individuals with Hidden Disabilities, Including Mental Health Disabilities; and (3) Consumer Self-Disclosure and Related Barriers, How to Address. In addition, DOR assisted ETR by identifying the assistive technology needed for each comprehensive, affiliated and specialized AJCC site located in Kern, Inyo and Mono Counties.

AJCC staff have been working closely with DOR staff and community partners to expand the pathways to employment in supporting individuals with ID/DD in achieving CIE.

DOR has been working with AJCC and other Partners to streamline service delivery, engage the community and increase CIE opportunities for individuals with ID/DD.

DOR has developed a plan with its community partners for recruitment, referral, and employer engagement strategies and it is too early in the process to adequately describe the plan. DOR will continue to work with community partners to provide student services as well as Vocational Rehabilitation services to the local population identified as individuals with disabilities. DOR will continue to pursue new local community partner that are linked to serving this population. DOR will continue this by sharing resources with community partners while working with them to streamline processes needed to service the population. DOR also works to provide information to individuals with disabilities to help them participate based on their needs, interests, and the choices available. DOR is part of an active Local Partnership Agreement which offers five types of DOR Student Services available to PE students: Job Exploration, Work-Based Learning Experiences, Postsecondary Enrollment Counseling, Workplace Readiness Training, and Instruction in Self Advocacy. The DOR Student Services team will engage the student in identifying needed services and exercising informed choice. The student services and activities in which the student expect to participate in will be documented in the DR 205 – Student Services Plan. The Plan also includes chosen providers and estimated start dates. DOR staff will coordinate with the student and the LEA to provide Student Services directly or through a collaborative contract. The student is responsible for providing information requested by DOR, notifying DOR if they change schools or no longer enrolled in school and fully participate in Student Services meeting and activities. In addition,

DOR staff will work on an Individualized Plan for Employment (IPE) in collaboration with the consumer, the Department of Rehabilitation (DOR) Counselor, and other stakeholders to assist in development of the employment goal when the client has: applied for services, completed the assessment process, found eligible for services, and are placed in a disability priority category being served.

D. 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.

The Kern County Adult Ed Programs Consortium (Kern AEP), a KIM WDB Partner is braiding resources and coordinating service delivery with the KIM WDB. The Kern AEP is serving English learners, the foreign born, and refugees who are in need of adult education services: High School Diploma, English as a Second Language, Older Adults, Re-entry to Work, Adults assisting elementary and secondary school children, Adults with Disabilities, short-term Career and Technical Education, and Pre-Apprenticeships. The Kern AEP is working together on building a referral system between adult education, community college, and KIM WDB to track student progress. The Kern AEP provides needed adult education services to support students' progression toward livable wage jobs and careers in regional sector pathways. The Kern AEP has adopted many of the following retention strategies at Kern AEP members' locations: child care, transportation, tutors, career and college counselors, post-secondary transition specialists, and other individualized supports.

Kern AEP consortium members continue to work with KIM WDB' stakeholders by providing services and employment plans to the extent that this information is provided by the client/student at the time of enrollment in adult education program services. The client/student may provide the KIM WDB or stakeholders with Kern AEP enrollment information.

Kern AEP responded to the COVID pandemic by purchasing 500 chromebooks and MiFi cellular internet units to lend to English language learners and foreign-borne students to allow them to use the 1,000 seats that were also purchased at Burlington English, an online English Language Software for students to learn and/or improve their English language skills. In addition, KernAEP allowed students to take remote pre and post testing with the CASAS standardized testing to determine students' scores.

In 2022, Kern AEP continued to adjust to the post pandemic by purchasing an additional 1,200 Burlington Seats for students to use. In addition, Kern AEP increased distance education options at all of its sites in addition to in-person instruction. Kern AEP which is part of Kern Community College District was awarded the full Perkins Reserve Innovation Grant fund, without conditions in the sum of \$300,000 which was used to purchase Career Choices and Changes Curriculum. This grant allowed Kern AEP to create career pathways for students who are English language learners, foreign-born, and add virtual reality components its courses.

In late 2022 and early 2023, Kern AEP is instituting more programs to assist individuals who are English language learners, including, but not limited to, developing more career pathways to college; Smart classes at remote sites where students can interact with instructor at a different site (smart classes, smart cameras, interactive technology for two classrooms to interact with each other; offer self-paced options for students, permit Dual Enrollment opportunities for students to get high school credits and college credits at the same time; and help international students evaluate their international degrees with World Education Services (WES) for purposes of finding what additional courses may be needed to complete their degrees in the United States to find meaningful employment in the field of their studies. Additionally, the Local WDB, KERN AEP and other Community Based Organizations have begun discussions on developing pre-apprenticeship programs for the KIM farmworker population. The idea is to develop a pre-apprenticeship initiative that will offer Language Learning, Child Care, and Job Training skills at one site with the overarching goal of helping this population join the ranks of Governor Newsome's goal of having 500,000 apprentices in California by 2029.

IV. WIOA TITLE I COORDINATION

A. Training and/or professional development that will be provided to frontline staff to gain and expand proficiency in digital and distance learning.

The KIM WDB explores opportunities in providing frontline staff ways to expand their proficiency in digital and distance learning. CCWC is working on adding LinkedIn Learning to staff to train on digital and distance learning topics.

The Workforce Services Branch Statewide Training Unit provides staff ongoing CalJOBS training webinars. Staff receives both the CalJOBS Individual Management Series and the CalJOBS Employer Services Series on such topics WIOA Program Enrollment, Case Management Tools, Helpful Case Management Reports, Performance for Case Management, CalJOBS Reporting Process, Six Indicators of Performance, Creating and Managing Job Orders, and Recruiting Candidates.

Staff attended and participated in virtual conferences for designated WIOA formula and NFJP grants, such as the Youth Symposium for EPIC Staff in 2021 and 2022 and the Association of Farmworker Opportunity Programs (AFOP) National Virtual Conference 2022.

Workforce 180 Online Trainings and Certifications is an effective multimedia platform tool for our case managers and job developers as the courses are online, self-directed, self-paced, and exam-driven for certifications. Courses completed and certifications received by staff are Business Services, Case Management, and Re-entry Services.

EconoVue and Jobs EQ are utilized by Administrative Analysts, Management, Lead Staff, and the Rapid Response/Layoff Aversion team as they are provided current real time workforce labor market data and economic analytics at a glance such as demographics, occupations, wages, certifications, etc.

CareerHub.US.com's Virtual Service model permits staff to communicate effectively and efficiently as staff are able to text information to their clients' mobile devices. This allows staff to provide job seekers in targeted populations with assistance through the use of innovative service delivery methods. Staff has been able to provide technical assistance, coaching, virtual trainings, send reminders, and make referrals to on-line and shared community resources, job fairs, and other employment opportunities via text, email, and voicemail to the clients' smartphones regardless of their geographic location.

Ninjas Dojo are security and awareness trainings sent out to all staff by Kern County's Information Technology Services to keep staff's computers and devices safe from cyber-attacks. With a partnership with CSUB and Small Business Development Center (SBDDC), webinars are provided for Job Developers for their knowledge and for them to invite the employers they work with on funding resources available to assist their employers from small business loans to grant funds for businesses, disaster relief loans, business leasing and purchasing options, creating value added services and products.

DocuSign is a new solution frontline staff are using for electronic signatures from clients, employers, supervisors, and management used for On-the-Job Training contracts and supportive services. Staff learn how to send, approve, and track documents in DocuSign.

Other digital and distance learning are provided through CWA's virtual seminars to train staff on a variety of topics including how to utilize technology to connect with customers remotely.

B. 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.

To ensure continuous cultural competencies, staff use Target Solutions, a web-based learning management system that captures all of staff's completed trainings. On this online platform, staff received Diversity, Equity, and Inclusion Skills for Employees training in March of 2022. Good Jobs with Equity: The Future Workforce was another training hosted by Bakersfield College in May 2022. Of recent, staff attended CWA's webinar on The Long Herd Path to Employment. Staff attended three trainings on Trauma in 2022: Trauma Informed System Change for Management which was held for two days in 2 sessions, Trauma Informed Care for Community Serving Professionals given to staff for 4 days, and Trauma! The Most Powerful Hidden Barrier to Employment

C. How the Local Board will coordinate workforce investment activities carried out in the Local Area with statewide rapid response activities, as outlined in Rapid Response and Layoff Aversion Activities (WSD16-04).

The KIM WDB will take a coordinated approach with One Stop partners and relevant stakeholders to conduct Rapid Response activities in the local area for the purpose of effective delivery of services in matters of business closures, downsizing or for layoff aversion. Under WIOA, the State has interpreted "layoff aversion as an integral component of Rapid Response policy" (EDD Directive WSD 16-04, July 22, 2016). Therefore, it anticipates that KIM WDB will incorporate the two.

The purpose of Rapid Response is to assist workers to "quickly re-enter the workforce" (Title 20 CFR 682.220, 4. Subpart C-Rapid Response Activities) or to "prevent layoffs all together" (EDD Directive WSD 16-04, p.3). The intent of Layoff Aversion is to "prevent or minimize the duration of unemployment" (Title 20 CFR 682.320). The Board will address these areas proactively by working closely in business-to-business relationships; and getting to know industry trends and concerns. The Board will also identify businesses deemed at-risk by gaining knowledge through one-on-one business engagement and shared knowledge with partners such as Kern Economic Development Corporation and Small Business Development Center. In addition, the board will use EDD's Labor Market information, and EconoVue, a Dunn & Bradstreet and commercial database that provides predictive indicators of potential for downturn in economic activity. Rapid Response services will also continue to utilize JOBS EQ, a Chmura Labor Market Software that is utilized to review RTI (Real Time Intelligence). JOBS EQ will be used to generate a 5-year report to forecast downward trends in occupations, these reports will help anticipate industries who may face closure or layoffs for more efficient services. The knowledge will be used to strategize with businesses in order to mitigate or eliminate the loss of jobs. Strategies will include industry-related and incumbent worker training, targeting of Career Pathways, coordination with Apprenticeship Standards, and Work Sharing.

The Board will still use WARN notices, media, and word of mouth for notification of layoffs. Upon notification, the Rapid Response Team, comprised of EDD and Board staff, will conduct outreach to the businesses and offer to provide onsite or offsite Rapid Response workshops to affected individuals. Outreach to the community will be implemented by focusing on a higher community presence to educate the public about Rapid Response Services. Outreach will be conducted through the attendance of business associated events in Kern, Inyo and Mono Counties. In the spirit of the law, "Rapid Response will be available regardless of the number of affected workers" (CFR 682.300). The workshops will address Unemployment Insurance Benefits, Trade Readjustment Assistance, WIOA training/ job services, CalWORKS, CalFresh,, Medi-CAL,, Covered California, Child Support Services, and Keep Your Home California. In cases where Layoff Aversion and Rapid Response will have a regional impact, the KIM WDB will coordinate with regional Boards to serve those impacted. The board will continue to be actively involved with Central Valley Industry Engagement Roundtable (CVIER), a collaboration of neighboring WIBs and WDBs to determine best practices and efficient services for regional layoffs impacting KIM WDB and surrounding Kern County areas. The local board will begin to work with the California Department of Corrections and Rehabilitation and the City of Tehachapi in

2023 as prison closures begin. An “all hands on deck” approach will be implemented with partnering agencies to reduce adverse economic impacts to the community.

D. A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the Local Area. This is how the Local Board will ensure that priority for adult career and training services will be given to recipients receiving public assistance, other low-income individuals, and individuals who are basic skills deficient, as outlined in WIOA Adult Program Priority Service (WSD15-14).

KIM WDB establishes priority of service status during the intake/eligibility appointment. Staff documents the participant's status as low income, basic skills deficient or a recipient of public assistance. KIM WDB's policy describes in detail the type of documentation to be collected and documented in the participant file. Priority of Service is used for adult participants receiving individualized career services and training services. Veterans will receive priority of services first, when eligibility is met in the adult priority group. KIM WDB's policy explains in detail the order in which participants are to be served, dependent upon their priority of service status.

KIM WDB, guided by Training and Employment Guidance Letters (TEGL) from Department of Labor and Workforce Service Directives (WSD) from the State of California, will continue to stay abreast of changes in policies that affect how priority of services are to be carried out. Further, KIM WDB will update, create and implement policies that are in alignment with federal and state guidelines and will proactively seek innovative ways to address and meet the needs of individuals with the most barriers to employment, as a top priority.

E. A description and assessment of the type and availability of youth workforce investment activities in the Local Area, as outlined in WIOA Youth Program Requirements (WSD17-07). This includes any strategies regarding how to increase the digital literacy and fluency of youth participants, including youth with disabilities.

Comprehensive, year-round youth workforce development services are provided via a network of six subcontracted youth service providers, who operate a total of four In-School and four Out-of-School programs. Services are provided in Greater Bakersfield, Delano/North Kern, Tehachapi and Southeast Kern, and Taft/West Kern. Youth service providers provide most of the 14 Elements of Service directly, the rest via referral, and are required to provide ETR with partner agency information for any services not offered directly. All are required to offer work experience. Issuance of a complete Request for Proposals for comprehensive In-School and Out-of-School Youth service providers will take place in 2023. During the procurement process, priority may be given to programs serving participants with additional barriers such as foster/emancipated foster youth and youth with disabilities.

In 2022, ETR also contracted with three providers to provide work experience only. In addition to the subcontracted youth service providers, ETR operates the Envision-Plan-Innovate-Connect (EPIC) Program for opportunity youth ages 18-24. This program operates in a stand-alone location in downtown Bakersfield and features services that prepare young adults for jobs, advanced education, and careers.

A variety of experiences are available for participants to gain proficiency with 21st Century skills, including digital technology skills. Examples include Kern High School District Career Resource Department courses in the use of email, Microsoft Word, Excel, PowerPoint, and Microsoft Access; and Bakersfield College non-credit, free-of-cost courses in basic office skills that cover digital literacy topics. Laptops/Computers, hotspots, printers, and other technology assistance are also available as supportive services.

F. The entity responsible for the disbursement of grant funds as determined by the Chief Elected Official (CEO) or Governor and the competitive process that will be used to award the subgrants and contracts for WIOA Title I activities.

The County of Kern is the fiscal recipient of local WIOA funds on behalf of the KIM WDB. A joint powers agreement between the three counties define their roles. The County has integrated the staff to the WDB into the County's Division of Economic and Workforce Development. KIM WDB may utilize Request for Proposals (RFP), Request for Refunding (RFR), or sole source procurement processes to award subgrants and contracts for WIOA Title I activities. Sole source procurement is allowable when one of the following conditions occurs: the item or service is available only from a single source; a public emergency precludes delay; the awarding agency authorizes the specific non-competitive procurement; or, after a solicitation of a number of sources, competition is determined inadequate. Use of non-competitive procurement for public emergency reasons should be for goods, suppliers, or services that will provide for the agency's immediate need to enable correction or resolve the emergency. For long-term or ongoing needs, one of the competitive procurement methods must be used. The issuance of RFPs are announced through public notice in the local newspaper, the AJCC's website, ETR's website and the County of Kern's website. Separate RFPs may be sent for specific programs or services (for example, Youth Programs) in which case both the format of the RFP itself and the review forms used for that procurement may be specific to that program or service. In addition to publishing the notice in the newspaper, RFP packets are sent to agencies on the WDB's Bidders/Mailing List. A bidder's conference may be held. The KIM WDB conducts competitive procurement for WIOA programs and services at least once every three years.

G. A description of how the AJCC Operator and/or the Career Services Provider roles are fulfilled within the Local Area outlined in Selection of AJCC Operators and Career Services Providers (WSD19-13). This includes the name(s) and role(s) of all entities.

The responsibilities of the AJCC Operator includes: Reporting to the KIM WDB on operations, performance, and continuous improvement recommendations; Implementing policies established by the KIM WDB; Coordinating the service delivery of required AJCC partners and service providers; Ensuring the implementation of mandated partner responsibilities and contributions under the Infrastructure Funding Agreements agreed upon in Memorandums of Understanding; Convening and facilitation of quarterly WIOA partner meetings that focus on systems alignment, process improvement and building value added collaboration amongst system partners; Acting as a liaison between the KIM WDB and the WIOA partners and as such shall be required to submit a written report to the Assistant County Administrative Officer and Director of Kern County Employers' Training Resource identifying the services being provided by the AJCC Operator and any progress and/or developments thereof a minimum of ten (10) business days prior to the Local Board's quarterly Executive Committee meetings and quarterly the KIM WDB's meetings, and to attend said meetings in order to orally present the content contained in each written report; Performing customer satisfaction surveys for all co-located WIOA Partners at each of the comprehensive AJCC one-stop centers, and on a quarterly basis, submit a written report detailing the results of said surveys to the Director of Kern County Employers' Training Resource, a minimum of ten (10) days prior to the KIM WDB's Executive Committee meetings and KIM WDB's meetings, and attend said meetings in order to orally present the content contained in said written report; Any other assigned duties consistent with the WIOA and related regulations, directives, policies procedures and amendments; and Adhering to all applicable federal and state guidance. The role of the Adult and Dislocated Worker Career Services Provider includes the following: Providing basic career services, including, but not limited to, participant intake, orientations, initial assessments, employment services, and referrals to other partners and services; Providing individualized career services, including, but not limited to, comprehensive and specialized assessments, case management, individual employment plans, career planning, and vocational counseling; Managing the daily operations in coordination with local fiscal agents for the lease, utilities, and other property activities in support of AJCC premises; and Managing the hours of operation for all of the comprehensive, affiliate and specialized AJCCs.

V. APPENDICES

The following Items are Included as part of the Two-Year Modification to the Local Plan.

Attachment 1: Stakeholder and Community Engagement Summary

Attachment 2: Public Comments Received that Disagree with the Local Plan

Attachment 3: Signature Page

Attachment 1

COMMUNITY AND STAKEHOLDER ENGAGEMENT

To facilitate the engagement of the community and stakeholders in planning for the local workforce development delivery system and in the development of the the Two-Year Modification to the Local Plan for PY 2021-24, the Kern, Inyo and Mono Counties Workforce Development Board (KIM WDB) hosted one community and stakeholder forum focused on the following topics:

- How Kern County Department of Human Services and other local partners will coordinate services to individuals who access CalFresh Employment and Training Services.
- How Kern County Child Support Services and other local partners will coordinate services to individuals who are non-custodial parents.
- How local partners will braid resources and coordinate service delivery to English language learners, foreign-born, and/or refugees.

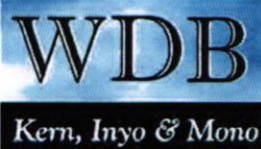
This forum was held via Zoom on November 9, 2022.

The following attendees participated in 1-to-1 discussions with the KIM WDB and related County Departments, and engaged in the local planning process:

<u>Attendees</u>
Aaron Ellis: County Administrative Office Manager – Kern County Employers’ Training Resource (ETR) - Client Services Division
Adolph Lopez: Stanislaus
Angela Garcia: Kern County Department of Human Services (KC DHS)
Armin Rashvard, Taft College
Ashley Coyle: KC DHS
Bonita Steele: Kern Community College District
Brenda Parker: ETR
Candy Cline-Gettman: County Administrative Manager – Employer Services Division – ETR
Carlos Medina: Bakersfield College
Chris Persons: Kern County Superintendent of Schools
Cindy Uetz: Kern County Department of Human Services (DHS)
Darci Blackdearlent: Inyo County
David C. Alanis: CA Employment Development Department (EDD)
Domenica Trinidad: Bakersfield College
Dyann Barrientos: Garden Pathways
Elizabeth Chavez: Director Kern County Department of Child Support Services

Esbeydy Ruvalcaba: EDD
Esteban Gonzales: SER-Jobs for Progress, Inc.
Francie Avita: Mono County Social Services Department
Grant Wong: ETR
Guadalupe Herrera: EDD
Irene Hancock: Stanislaus
Harold Hunter, KC DHS
Jeremy McNutt: County of Kern, County Counsel
Jeremy Shumaker, Administrative Services Officer, ETR
Julio Segura: Delano Joint Union High School District
Karine Kanikkeberg: Kern High School District
Laura Schultz: McFarland Unified School District
Leo Bautista: Board Member of KIM WDB and Sr. Talent Acquisition Advisor - Kern Medical
Leslie Minor: Taft College
Liliana Rivera: ETR
Lita San Pedro: Proteus, Inc.
Lynne Kemmer: Kern County Library
Marleni Maston: Wasco Union High School District
Maria Curiel: CA Department of Rehabilitation (DOR)
Marsha Charles - Manos: ETR
Michael O'Neill: Library Associate with Kern County Library
Michael Saltz: ETR
Nick Hill: Board Member of KIM WDB and President of KCBCC
Peggy Langels: ETR
Ramona Baca-Watson: ETR
Shalyn Pineda: Kern County Library
Shanda Evett: EDD
Stacey Larsen – Emerson: Tehachapi Unified School District
Stacey Wuertz: Kern County Department of Child Support Services
Susie Vasquez: Program Support Supervisor, ETR
Tamar Asatryan: Farmworker Institute for Education & Leadership Development
Teresa Hitchcock: Assistant CAO and Director of ETR
Thatcher Weldon: KCCD
Trudy Gerald, KCCD
Tyler Davis: Inyo County Department of Health & Human Services
Valerie Lares: Stanislaus
Valerie Rangel: KC DHS
Victor Portillo: ETR
Viviana Escamilla: McFarland Unified School District

Total Number of Participants: 56



WORKFORCE DEVELOPMENT BOARD

The Kern, Inyo & Mono Workforce Development Board is updating its Regional & Local Plans

Your participation and input is critical to developing a plan that is responsive to the needs of our COMMUNITY

Please join workforce system stakeholders, businesses, and others from the community as we start to define the expectation and outcomes we would like to achieve.

Wednesday, November 2, 2022
3:00 - 4:30 pm
Regional Plan

Measuring Our Success:
Tracking Equity Outcomes for Central Valley Workforce Programs

Across the Central Valley, eight local workforce development boards have developed the following equity statement:

"THE LOCAL BOARDS OF THE CENTRAL VALLEY ARE COMMITTED TO EQUITY, DIVERSITY, INCLUSION, AND ACCESS IN EVERY ASPECT OF THEIR OPERATIONS AND PROGRAMS"

Topic:
• Tracking Equity Outcomes throughout San Joaquin Valley Workforce Programs

tinyurl.com/RegPF22

By phone: (669) 444-9171
Meeting ID: 883 5765 9608
Passcode: 649113

REGIONAL PLAN FORUM

Wednesday, November 9, 2022
2:00 - 3:30 pm
Local Plan

Topics:
• How Kern County Department of Human Services and other local partners will coordinate services to individuals who access CalFresh Employment and Training Services

• How Kern County Child Support Services and other local partners will coordinate services to individuals who are non-custodial parents

• How local partners will braid resources and coordinate service delivery to English language learners, foreign-born, and/orrefugees

tinyurl.com/LocalPF22

By phone: (669) 444-9171
Meeting ID: 822 8816 1094
Passcode: 289591

LOCAL PLAN FORUM



All forums will be held virtually through Zoom, please click on the link above or dial-in to participate

The AJCC & WIOA are an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

Attachment 2

**Public Comments Received that Disagree with the
Two-Year Modification to the Local Plan**

1.	<i>From:</i>	<i>Date:</i>
<i>Comment:</i>		

2.	<i>From:</i>	<i>Date:</i>
<i>Comment:</i>		

Signature Page

The Local Board chairperson and local CEO must sign and date this form. Include the original signatures with the request.

By signing below, the local CEO and Local Board chair agree to abide by the Local Workforce Development Area assurances included in this document.

Kern, Inyo and Mono Counties Workforce Development Board

Alissa Reed
Signature

Alissa Reed
Name

Chair
Title

03/09/2023
Date

Kern County Board of Supervisors

Jeff Flores
Signature

Jeff Flores
Name

Chairman of the Board
Title

APR 18 2023
Date

~~REVIEWED ONLY~~
NOT APPROVED as to form
by [Signature]
Office of County Counsel

Office of County Counsel
by _____
NOT APPROVED as to form
REVIEWED ONLY

**CERTIFICATE OF ADOPTION OF RESOLUTION
AUTHORIZING CHAIRMAN TO SIGN INSTRUMENT**

The undersigned, Clerk of the Board of Supervisors of the County of Kern, hereby certifies that the following resolution was adopted by said Board of Supervisors at a regular meeting duly convened on the 18th day of April 2023:

“WHEREAS, this Board has determined that the County of Kern should approve a certain Request to approve two-year modification to the Local Plan for Program Years 2021-2024 under the Workforce Innovation and Opportunity Act (Kern County Local Plan 2021-2024)

NOW, THEREFORE, BE IT RESOLVED by the Board of Supervisors of the County of Kern, State of California, that said instrument be, and it is hereby executed on behalf of and in the name of said County of Kern, and the Chairman of this Board is hereby authorized and directed to sign his name thereto on behalf of said County.”

The undersigned further certifies that on the date last mentioned the person who so signed said instrument was the duly elected Chairman of said Board and that his signature on said instrument is genuine.

The undersigned further certifies that said resolution was adopted by the following vote:

AYES: Peters, Scrivner, Flores, Couch, Perez

NOES: None

ABSENT: Couch

Dated: April 18, 2023



KATHLEEN KRAUSE
Clerk of the Board of Supervisors
County of Kern

By: _____


Susan Rodriguez
Deputy Clerk

Ref: 4/18/2023 - Agenda Item AM 28