

Workforce Development Board of Santa Barbara County Local Plan Modification

Introduction

The Santa Barbara County Workforce Development Board (SBWDB) consists of 25 members appointed by the County Board of Supervisors. The SBWDB is dedicated to helping Santa Barbara County jobseekers access the tools they need to manage their careers and to help local employers find the skilled workers they need to compete and succeed. The SBWDB's vision is a fully integrated workforce development system that maximizes human and business capital by promoting a well-trained workforce for Santa Barbara County employers, insuring individual economic security and community vitality.

SBWDB is currently contracted with KRA Corporation to provide Workforce Innovation and Opportunity Act (WIOA) Title I Adult and Dislocated Worker services. KRA Corporation serves North and South Santa Barbara County and is also contracted to be the One-Stop Operator at America's Job Center of California (AJCC) in Santa Maria. PathPoint is contracted to provide WIOA youth services.

The SBWDB developed the two-year local plan modification to meet the guidelines outlined in the Employment Development Department's (EDD) Workforce Services Directive (WSD) 18-01. This local plan modification highlights current data on required populations, economic trends affecting the Santa Barbara County community, and current and planned collaborative efforts to assist the populations designated in the WSD.

To fulfill the requirements of the directive and to ensure robust community input, the SBWDB hosted stakeholder discussion sessions for each of the required populations as well as a listening session outside of traditional business hours. Invitees included organizations listed in the State's Directory of Planning Partners as well as additional local organizations and contacts. These sessions were open to all members of the community as well as partner organizations. In addition to personalized email outreach and invitations, session announcements were submitted to the California Workforce Development Board and posted in the America's Job Center of California (AJCC). The local plan modification was also discussed during SBWDB meetings. The draft of the local plan modification will be open for a 30-day public comment period from February 1, 2019, to March 6, 2019 and, as a part of the public comment period, will be available on the website.

CalFresh

-The SBWDB held a public comment/listening session for community input on CalFresh Employment & Training, Individuals with Disabilities, and a local and regional self-assessment on January 10, 2018. Representatives from the County Social Services Agency, CBOs, Department of Rehabilitation, and the California AEBG consortia participated in the session to ensure the Local Board's enhanced understanding of the data, demographics, and

employment trends specific to the population. Stakeholders shared that this population is faced with steep barriers to self-sufficiency, including limited education, vocational skills, and work experience, as well as the high cost of living and lack of affordable housing which make economic self-sufficiency very difficult.

-During July 2018- December 2018, a monthly average of 19,606 individuals received CalFresh food assistance and approximately 37,000 County residents are eligible for CalFresh assistance. As of December 2018, Santa Barbara County has 20,326 CalFresh recipients.

-For some time, WIOA funds have augmented local area training programs and services beyond those that can be obtained through CalWORKS, PELL Grants and Wagner/Peyster funds. The Local Board will build upon what was learned at the public comment sessions to work with the local agencies on how best to leverage 50% federal reimbursement from CalFresh E&T for workforce services. The SBWDB will work very closely with the CalFresh Program, once the Santa Barbara County Department of Social Services CalFresh Program has developed its plan, to maximize resources and consider co-enrollments.

-The SBWDB, through its America's Job Center of California (AJCC) One-Stop Operator and network of partners, will develop strategies on how best to serve CalFresh populations such as incarcerated individuals, non-custodial parents, and others in the local area.

-The SBWDB plans to have a referral system in place by the partners in the 2017-2020 Local Plan to ensure there is cross referral and braiding of services to obtain the best possible outcomes for the customers. The referral system will identify how the local system of partners can refer and serve all individuals in the system, including the CalFresh population. Monthly AJCC partner meetings will provide a venue to address customers' service strategy issues, thus supporting seamless referrals and the braiding of resources from each partner agency to serve both the customer and strengthen the system.

-The SBWDB will work very closely with the CalFresh E&T program to develop a baseline level of services to individuals upon adoption of the CalFresh E&T program plan, at which time the SBWDB will be able to work with the CalFresh E&T program to braid resources pursuant to the Local Plan.

-The SBWDB and its partners will hold roundtable meetings to discuss solutions to challenges that individuals face, and to bring local resources to bear such that individuals are able to complete their individualized service plans and progress into livable wage jobs and careers.

The SBWDB and DSS have a MOU which was submitted as part of the SCCWDB Local Plan in 2016, which is inclusive of providing services to CalFresh recipients.

For FY 2019 CalFresh Employment & Training County Plan and CalFresh Population Data, see Appendix

Child Support

Representatives from the SBWDB and Child Support Services of Santa Barbara County (CSS) attended the Local Child Support Agency (LCSA) session.

CSS services include establishing court orders for paternity, child support and medical coverage; locating noncustodial parents and their assets in order to enforce court orders; maintaining accounts of payments paid and past due; modifying court orders when appropriate; enforcing court orders for child, family and medical support; and spousal support in conjunction with child support.

To serve both non-custodial and custodial parents, CSS works with many organizations and public agencies in the community. CSS works closely with the county jail to provide information on child support obligations.

CSS is serving an estimated 12,000 cases with the majority of its customer base living in North county (Santa Maria 75%, Santa Barbara 25%). Of their current caseload, the majority of non-custodial parents are male and a significant number are homeless. As of October 2018, there were 327 unemployed parents with current child support obligation living in California without payment for at least 6 months.

For this population, a referral process was created by CSS and will be incorporated for use with our One-Stop Operator. The referral process will assist in supporting the targeted population toward living wage jobs and success.

- The SBWDB and CSS will finalize a WIOA referral process and universal referral form.
- Both agencies will schedule an in-service for staff in order for staff to receive facility tours and program information for better cross referrals.
- Both agencies will further discuss the possibility of initiating the use of a Release of Information form to ensure a timely and smooth relay of client information between agencies. This could assist staff at both agencies with obtaining information on client progress and employment and training verification.

SBWDB provided a draft partnership letter which outlines their expectations of the collaboration with the CSS. (see the Appendix)

English Language Learners, the Foreign Born, and Refugees

-The SBWDB and its partners' mission is to assist individuals toward independent self-sufficiency through education and living wage jobs and careers.

-The SBWDB held a public listening/comment session on January 10, 2018 with agencies that serve English language learners, foreign born individuals, and refugees in Santa Barbara County to listen and learn from members of the community how to develop strategies to strengthen services to this targeted population. Outcomes from this meeting included the following:

- Assessments in literacy are offered through CASAS and WorkKeys.
- ESL classes are needed at the local jail.
- Uncertainty regarding Deferred Action Childhood Arrivals (DACA) is a challenge for affected individuals.
- To support those individuals willing to access available programs, there is a need for cross-cultural Customer Service training with our partners.
- Regarding the referral process, there is a need to develop a “warm” or “soft” handoff from one agency to another to ensure that individuals are not lost in the system.

-The SBWDB will continue to seek input and work with local and regional partners to braid resources and coordinate service delivery to English language learners, the foreign born and refugees by increasing their access to sector pathway programs, supportive services and retention strategies through:

- Focusing on demand driven occupations within and outside the local priority sectors
- Focusing on living wage jobs and occupations that pay at minimum \$18.00 per hour
- Continued identification of “living wage” occupations through segmentation analysis
- Researching and providing training on how to start and grow a business

-The SBWDB will work with partners to develop strategies to assist those individuals who want to be entrepreneurs with appropriate entrepreneurial training.

-The SBWDB will work with partners to ensure that Industry Recognized Credentials are one of the outcomes of the entrepreneurial training to start and grow a business.

-The SBWDB will work with its partners and local mentoring and networking groups to better coordinate services to English language learners, foreign born individuals, and refugees. Many local schools, CBOs and faith-based organizations currently offer GEDs in Spanish. Partners meet monthly to work on serving at-risk populations that are dependent on supportive services to be eligible for training and education services.

-Although there is no County Plan specifically designed around serving this population, Monterey County works tirelessly in seeking and supporting English language learners, the foreign born and refugees who come to the local area through strong partnerships with faith-based and community-based organizations, educational institutions, employers and WIOA partners.

-The SBWDB will ensure that partner agencies that focus on assisting English language

learners, refugees and the foreign-born have access to the referral process for co-enrollment to other programs as well as to ensure that Individualized Service Strategies and Employment Plans from other partner agencies are made available for use by all partner agencies, as appropriate.

- The MCWDB is in the process of developing a new website, and all of its partners will be identified on this site.

Competitive Integrated Employment

-The Department of Rehabilitation (DOR) was a partner in the public comment/listening session for community input on CalFresh Employment & Training, Individuals with Disabilities, and a local and regional self-assessment on January 10, 2018. The DOR representatives provided an overview for all partners and agencies in attendance to gain better understanding of CIE and how DOR is working statewide to develop and improve opportunities for individuals with disabilities, including developmental disabilities.

-In 2015, the Department of Rehabilitation (DOR) and the State Board developed a partnership agreement that outlined collaboration activities to achieve the policy objectives of the State Plan. This agreement outlined four policy priorities identified by DOR: services to youth, employer engagement, capacity building and Competitive Integrated Employment (CIE). In the fourth priority area, CIE, the DOR indicated this statewide strategy would be further specified in the CIE Blueprint (See Appendix)

-In January 2018, the DOR partnership agreement was updated to include new language describing how workforce, DOR, and additional CIE partners will collaborate to create more CIE opportunities for Californians with Intellectual Disabilities/Developmental Disabilities (ID/DD). This updated agreement required further specificity in the local and regional planning guidance for Local Boards and Regional Planning Units to update their regional and local plans. The agreement and services currently offered through co-location of DOR staff in the local AJCC include the following:

- Local DOR staff co-locate in AJCC eight hours monthly. During that time, trainings are held to ensure that partner staff gain the knowledge necessary to assist in serving this population.
- Monthly meetings are held at the AJCC where all partner staff learn about new strategies being incorporated from all partners, including strategies that DOR has implemented relating to ID/DD and CIE.
- Capacity building and professional development for the purpose of ensuring program, physical, and electronic access, including disability awareness training to increase employment opportunities for individuals with disabilities.

- WIOA program strategies: integrating service delivery and braiding resources; combining one-stop design and certification requirements and Local Planning Guidance. Local DOR staff is currently working with the AJCC operator to develop cross-training of frontline staff in the AJCCs.

-Employer Engagement services being offered through co-location include collaborative employer outreach and engagement, and marketing of employer incentives and strategies for the hiring of individuals with disabilities, including those relating to section 503 hiring requirements.

-At the public comment meetings, it was recommended that regional employer engagement efforts by local workforce development boards include a DOR representative to help make employers aware of incentives and strategies for the hiring of individuals with disabilities.

-The SBWDB supports DOR's access to and participation in regional WIOA planning and in programs which detail targeted sectors and prioritize career pathways, and in regional labor market analyses that include consideration for individuals and youth with disabilities.

-DOR is working actively to set up on-the-job trainings for individuals with ID/DD and looks forward to working with the AJCC and community partners to assist these individuals to succeed in a competitive, integrated environment.

-The SBWDB will continue to work with the DOR to develop Competitive Integrated Employment strategies for those individuals who can benefit from such opportunities.

Changes in local labor market conditions

Since the original local strategic plan was developed in 2016, the SBWDB, in consultation with BW Research Partnership, conducted the 2018 Industry, Economic & Workforce Research study updating our industry sectors. Some highlights include the following:

- Business Services – 10,544 jobs with an average wage of \$58,189.
- Tourism & Hospitality – 17% growth since 2010 with average wages of \$31,935
- Healthcare – 22% growth since 2010 includes 1,562 jobs with an average wage of \$78,907
- Bio-Technology – 54% growth with 3,506 jobs and an average wage of \$114,809

Please also see the Appendix for Final BW Research Study.

Appendix

1. CalFresh partnership agreement - Draft
2. CalFresh population data (DFA 358F)
3. CalFresh Employment & Training County Plan
4. Child support partnership letter – Draft
5. CIE Blueprint
6. SBWDB Final BW Research Study
7. SB Local Signature Page
8. SB Memo re Signature Page

Public Comment received

After 30 day public comment period –include any comments that disagree with the local plan modification.

No comments were received.