



ORANGE COUNTY  
WORKFORCE INVESTMENT BOARD  
1300 S. GRAND AVENUE, BLDG. B, 3<sup>RD</sup> FLOOR  
SANTA ANA, CA92705-4407  
PHONE: (714) 480-6500 FAX: (714) 834-7132

**Orange County Workforce Investment Board**  
**Service Delivery and Performance Committee**

**February 9, 2012**

**8:30 AM**

**Orange County One-Stop Center  
Santiago Room  
125 Technology Drive  
Suite 200  
Irvine, CA 92618**

**AGENDA**

**CALL TO ORDER**

The agenda contains a description of each item to be considered. No action will be taken on items not appearing in this agenda.

**PUBLIC PARTICIPATION**

Members of the public may address the Service Delivery and Performance Committee on items listed within this agenda so long as the subject matter is within the jurisdiction of the Committee.

- 1. MINUTES** **ACTION**  
The minutes of the October 13, 2011 Service Delivery and Performance Committee meeting are presented for review and approval.
- 2. CALIFORNIA MANUFACTURING TECHNOLOGY CONSULTING** **ACTION**  
**FUNDING RECOMMENDATIONS**  
Staff will provide recommendations for additional funding allocations for CMTC.
- 3. WORKFORCE SERVICES PROJECTS** **INFORMATION**  
Staff will provide an update on projects funded through the 2011 Workforce Services RFP.

- 4. WIA PERFORMANCE REPORTS** **INFORMATION**  
Staff will present the WIA Performance Reports for all programs for the period of July 1, 2011 through December 31, 2011.
- 5. PROGRAM EXPENDITURE REPORTS** **INFORMATION**  
Staff will present the Expenditure Reports for all programs for the period of July 1, 2011 through December 31, 2011.
- 6. ONE-STOP AND BUSINESS SERVICES** **INFORMATION**  
Staff will provide an update on the One-Stop Centers and Business Services.
- 7. STRATEGIC PLANNING OUTCOMES** **DISCUSSION**  
The Committee will discuss the strategic directions, goals and success indicators and the Committee's role in accomplishing the outcomes.

#### **ADJOURNMENT**

*IF YOU NEED SPECIAL ASSISTANCE TO PARTICIPATE IN THIS MEETING, CALL (714) 480-6500 OR THE TDD AT (714) 834-7163. PLEASE CALL 48 HOURS IN ADVANCE TO ALLOW THE COUNTY TO MAKE REASONABLE ARRANGEMENTS TO ENSURE ACCESSIBILITY TO THIS MEETING. (28 CFR 35.102-35.104 AMERICAN DISABILITIES ACT TITLE II)*

*TO OBTAIN COPIES OF OCWIB COMMITTEE AGENDAS AND ATTACHMENTS VISIT OUR WEBSITE AT: [WWW.OCWIB.ORG](http://WWW.OCWIB.ORG) OR CONTACT THE ORANGE COUNTYWORKFORCE INVESTMENT BOARD ADMINISTRATIVE OFFICE: 1300 S. GRAND AVENUE, BLDG. B, 3<sup>RD</sup> FLOOR, SANTA ANA, CA 92705 (714) 480-6449.*

**Item #1 – ACTION**

**Orange County Workforce Investment Board  
Service Delivery and Performance Committee**

**October 13, 2011  
8:30 AM  
Orange County One-Stop Center  
Santiago Room  
125 Technology Drive  
Suite 200  
Irvine, CA 92618**

**MINUTES**

**ROLL CALL:**

**Present:**

Alireza Jazayeri  
Bonny Perez  
Buddy Ray  
Gary Matkin  
Jim Adams  
John Luker  
Nancy Davis  
Tom Porter

**Guests:**

Evelyn Bell  
Karly Wood  
Lisa Sienkiewicz  
Mai Le  
Martha Tran Nguyen  
Paul Van Ast  
Sallie Salinas

**Staff:**

Connie McKenney  
Jenna Sergio  
Julie Elizondo  
Julissa Lazcano  
Norman Albances  
Ron Milone

**CALL TO ORDER: 8:30 a.m.**

- 1. TECHNOLOGY BASED LEARNING PROGRAM PRESENTATION**  
Bob Nash from Coast Community College District presented the Technology-Based Learning Program via a virtual reality environment.
  
- 2. MINUTES ACTION**  
The minutes of the April 14, 2011 Service Delivery and Performance Committee were presented for review and approval.  
  
Jim Adams motioned. Tom Porter seconded. Motion passed.
  
- 3. ONE-STOP FUNDING RECOMMENDATIONS ACTION**  
Staff presented the One-Stop funding recommendations for first quarter supplemental funding.  
  
Buddy Ray motioned. Gary Matkin seconded. Nancy Davis abstained. Motion passed.

- 4. WIA PERFORMANCE REPORTS INFORMATION**  
Staff presented year-end reports for Universal Services, Adult, Dislocated Worker, SCSEP, High Demand training and ITAs for PY 2010-2011 (July 1, 2010 through June 30, 2011) and PY 2011-2012 performance reports for all programs from July 1, 2011 through September 30, 2011.
- 5. PROGRAM EXPENDITURE REPORTS INFORMATION**  
Staff presented the Program Expenditure Reports to the Committee for the period beginning July 1, 2010 through June 30, 2011 and for the period July 1, 2011 through August 31, 2011.
- 6. ONE-STOP AND BUSINESS SERVICES INFORMATION**  
Staff updated the Committee on the following:
- Congresswoman Loretta Sanchez Job Hunters Boot Camp:  
On Wednesday, June 29, 2011, the event drew 135 job seekers of which 40 job seekers attended workshops such as interviewing skills, resume writing and resume critique.
- Congressman Royce Job Fair:  
On Wednesday, August 24, 2011, the event drew 783 job seekers with 32 participating employers. Eighty job seekers attended the resume critique workshop.
- One-Stop Center Services:  
The San Clemente satellite site is offering One-Stop services on a limited basis. Services will be provided at the Family Assistance Ministries.

**Meeting adjourned at 9:42 a.m.**

**Item #2 – ACTION**

**CALIFORNIA MANUFACTURING TECHNOLOGY CONSULTING  
Recommendation Summary  
February 9, 2012**

**BACKGROUND:**

Employers in Orange County are provided with assistance in layoff aversion, workforce training, and business consulting to ensure jobs and prosperous prospects for the community. These services can be customized to meet specific business and industry needs, and are delivered primarily by the Business Service provider, but may also include specialized services delivered by other providers.

The California Manufacturing Technology Consulting (CMTC) is a non-profit organization and a member of the Manufacturing Extension Partnership (MEP) of the U.S. Department of Commerce. CMTC serves manufacturers in Orange County. There are only two MEP organizations in California and CMTC serves all of Southern California. From 2010 to 2011, under a contract with the OCWIB, CMTC provided successful layoff aversion and business retention and expansion services to Orange County manufacturing businesses. CMTC met or exceeded all of the performance goals both in the initial contract and during the renewal period.

Manufacturing is a cluster identified by the Orange County Comprehensive Economic Development Strategy (CEDS), and Advanced Manufacturing is identified as a high-wage, high-multiplier effect cluster in the 2011-12 Workforce Indicators Report. To continue serving the employers and workers in this cluster, CMTC will deliver business consulting and customized incumbent worker training to manufacturers in Orange County, as a layoff-aversion vehicle. CMTC will document number of jobs saved through layoff aversion services as well as document any quantifiable economic impact.

**RECOMMENDATION(S):**

Fund California Manufacturing Technology Consulting to provide layoff aversion services to manufacturing businesses in Orange County, **in an amount not to exceed \$100,000.**

**ATTACHMENT(S):**

None

**Item #3 - INFORMATION**

**WORKFORCE SERVICES PROJECTS  
Recommendation Summary  
February 9, 2012**

**BACKGROUND:**

On July 19, 2011, the Orange County Board of Supervisors approved a slate of providers procured through a Request for Proposals to deliver various Professional and Training Workforce Services related to workforce and economic development. The services eligible to be delivered by the providers include:

- A. Professional Services: Strategic Planning; Policy Advisors; Facilitators; Marketing; Project Management Services; Planning Workforce and Economic Development Conferences and Forums; Grant Writing, and Demographic Analysis and Resource Mapping.
- B. Training Services: Customized training programs; Cohort-based training programs; Development of on-the-job training opportunities for youth and adults; Development of paid and unpaid work experience opportunities for youth and adults; and Prevocational training related to life skills and career development.

Services are “project specific” and contracts are negotiated on as-needed basis as required for particular project assignment(s), including special grants that are awarded. In some cases, short notice will be required to complete projects and contractor availability may determine award and/or project assignment. Contracts currently in place are as follows:

- 1. Orange County Business Council, for Labor Market and Economic Development Services
- 2. Taller San Jose, for Youth pre-vocational training
- 3. Arbor E&T, for Youth On-The-Job Training (OJT)
- 4. John D. Baker, for strategic planning consulting
- 5. David Shinder and Judy Carey & Associates, for project development

**RECOMMENDATION(S):**

Receive and File

**ATTACHMENT(S):**

None

**Item #4 - INFORMATION**

**WIA PERFORMANCE REPORTS  
Recommendation Summary  
February 9, 2012**

**BACKGROUND:**

The Service Delivery & Performance Committee routinely reviews performance data to assess overall performance. Staff will present performance reports for all programs from July 1, 2011 through December 31, 2011.

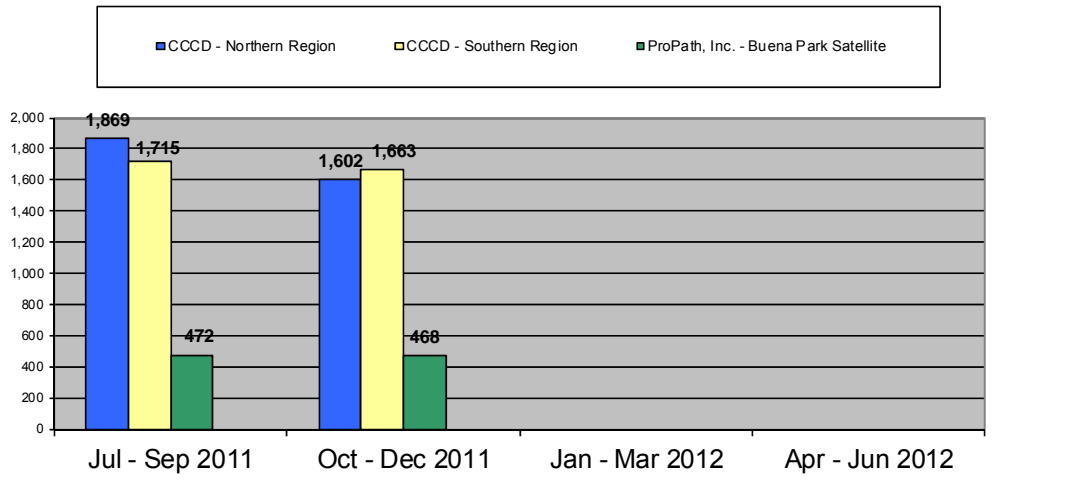
**RECOMMENDATION(S):**

Receive and File

**ATTACHMENT(S):**

Performance Reports

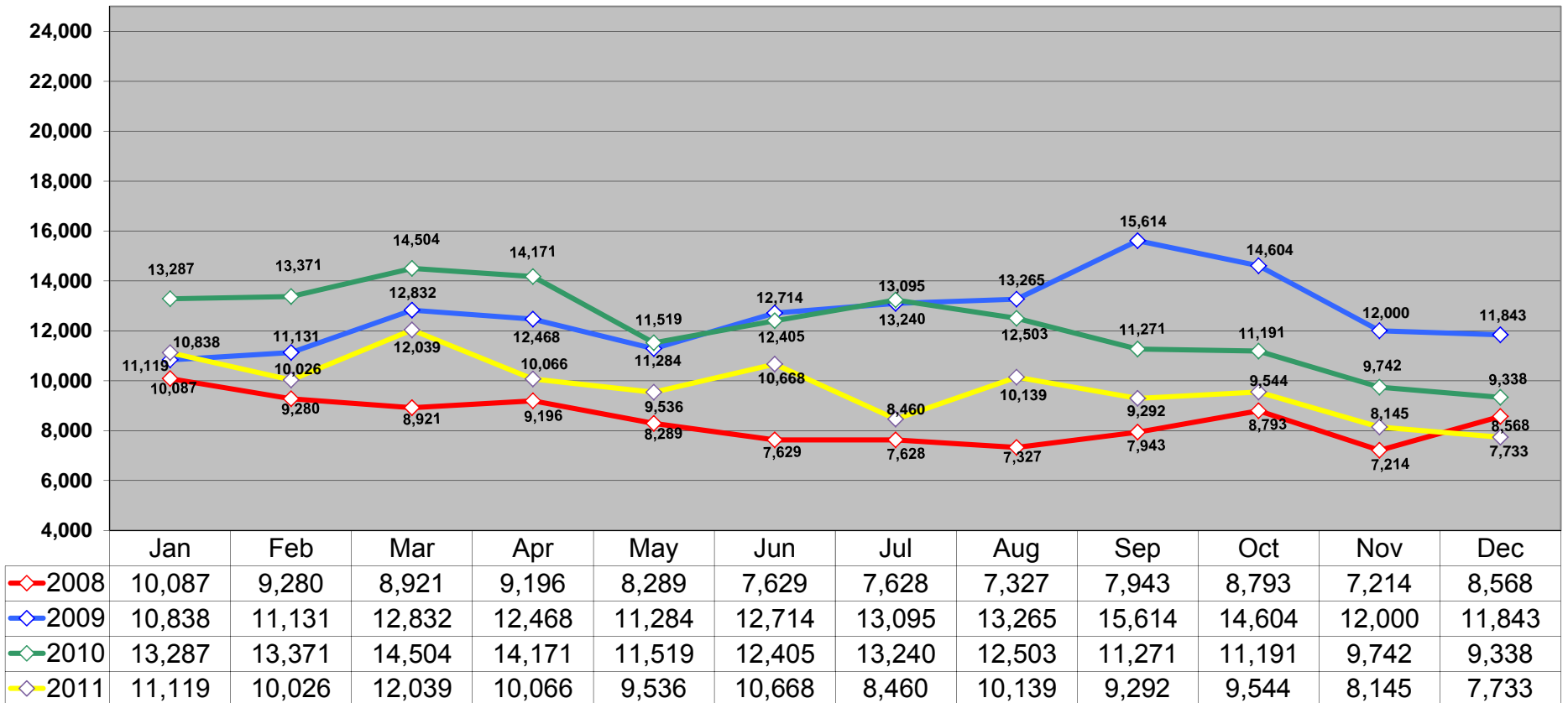
Orange County WIB  
One-Stop System  
Universal Services Client Unique Count  
PY 2011-12  
As of December 31, 2011



	Coast CCD		ProPath, Inc.
	Northern Region	Southern Region	Buena Park Satellite
Jul - Sep 2011	1,869	1,715	472
Oct - Dec 2011	1,602	1,663	468
Jan - Mar 2012	N/A	N/A	N/A
Apr - Jun 2012	N/A	N/A	N/A
<b>Total</b>	<b>3,471</b>	<b>3,378</b>	<b>940</b>

Universal Service Statistics PY 2011-12 July 2011 - December 2011			
	Coast CCD		ProPath, Inc.
	Northern Region	Southern Region	Buena Park Satellite
<b>Workshops</b>			
Job Application	461	524	188
Get to Know Your One-Stop	631	694	411
Internet Job Search/Resume Distrib.	132	94	28
Interviewing Skills	327	448	120
Resume Writing	461	524	188
Skills Evaluation/Career Exploration	175	198	151
<b>Total</b>	<b>2,187</b>	<b>2,482</b>	<b>1,086</b>

Orange County WIB  
One-Stop System  
Universal Services



Orange County WIB  
Performance Report for PY 2011-12  
As of December 31, 2011

**ADULT**

BW Data as of 06/30/11 w/Supplemental Data

(\*Exiters from 10/01/10 to 03/31/11)

(\*\*Exiters from 04/01/10 to 09/30/10)

	CCCD - Northern Region			CCCD - Southern Region			ProPath - Buena Park			ProPath - San Juan Capistrano			O.C. WIB Total		
	Actual	Contract Plan	% Achieved	Actual	Contract Plan	% Achieved	Actual	Contract Plan	% Achieved	Actual	Contract Plan	% Achieved	Actual	State Plan	% Achieved
*Entered Employment Rate	80.70%	75.50%	106.89%	80.46%	75.50%	106.57%	86.11%	75.50%	114.05%	100.00%	75.50%	132.45%	81.87%	73.50%	111.39%
**Employment Retention Rate	90.82%	81.50%	111.43%	85.71%	81.50%	105.17%	77.78%	81.50%	95.43%	---	81.50%	---	86.73%	78.00%	111.19%
**Average Earnings	\$14,184.04	\$15,000.00	94.56%	\$22,268.27	\$15,000.00	148.46%	\$11,575.54	\$15,000.00	77.17%	---	\$15,000.00	---	\$16,635.61	\$14,400.00	115.53%

	CCCD - Northern Region			CCCD - Southern Region			ProPath - Buena Park			O.C. WIB Total		
	Actual	Contract Plan as of 12/31/11	% Achieved	Actual	Contract Plan as of 12/31/11	% Achieved	Actual	Contract Plan as of 12/31/11	% Achieved	Actual	Contract Plan as of 12/31/11	% Achieved
(Cumulative, 07/01/11 to 12/31/11)												
Total Participants Registered	334			297			96			727		
Carried In	240			199			70			509		
New Registrants	94	96	97.92%	98	96	102.08%	26	22	118.18%	218	214	101.87%
Exited	74	120	61.67%	80	100	80.00%	34	36	94.44%	188	256	73.44%
<b>Participant Characteristics</b>											<b>% of Total Participants Registered</b>	
Veteran	37			36			6			79		10.87%
Low Income	293			231			90			614		84.46%
Public Assistance	99			45			25			169		23.25%
Disabled	29			10			0			39		5.36%
Basic Literacy Skills Deficient	7			3			0			10		1.38%
Offender	34			7			15			56		7.70%
Limited English	2			2			3			7		0.96%
UI Claimant/Exhaustee	150			168			24			342		47.04%

**DISLOCATED WORKER**

BW Data as of 06/30/11 w/Supplemental Data

(\*Exiters from 10/01/10 to 03/31/11)

(\*\*Exiters from 04/01/10 to 09/30/10)

	CCCD - Northern Region			CCCD - Southern Region			ProPath - Buena Park			ProPath - San Juan Capistrano			O.C. WIB Total		
	Actual	Contract Plan	% Achieved	Actual	Contract Plan	% Achieved	Actual	Contract Plan	% Achieved	Actual	Contract Plan	% Achieved	Actual	State Plan	% Achieved
*Entered Employment Rate	86.02%	79.00%	108.89%	81.69%	79.00%	103.41%	86.18%	79.00%	109.09%	100.00%	79.00%	126.58%	84.90%	76.00%	111.71%
**Employment Retention Rate	90.43%	83.50%	108.29%	91.09%	83.50%	109.09%	86.75%	83.50%	103.89%	---	83.50%	---	90.06%	81.50%	110.51%
**Average Earnings	\$21,054.56	\$16,700.00	126.08%	\$23,126.24	\$16,700.00	138.48%	\$21,273.14	\$16,700.00	127.38%	---	\$16,700.00	---	\$21,955.29	\$16,200.00	135.53%

	CCCD - Northern Region			CCCD - Southern Region			ProPath - Buena Park			O.C. WIB Total		
	Actual	Contract Plan as of 12/31/11	% Achieved	Actual	Contract Plan as of 12/31/11	% Achieved	Actual	Contract Plan as of 12/31/11	% Achieved	Actual	Contract Plan as of 12/31/11	% Achieved
(Cumulative, 07/01/11 to 12/31/11)												
Total Participants Registered	704			640			362			1706		
Carried In	556			463			257			1276		
New Registrants	148	186	79.57%	177	196	90.31%	105	105	100.00%	430	487	88.30%
Exited	177	279	63.44%	185	231	80.09%	102	133	76.69%	464	643	72.16%
<b>Participant Characteristics</b>											<b>% of Total Participants Registered</b>	
Veteran	52			49			24			125		7.33%
Disabled	22			17			7			46		2.70%
Basic Literacy Skills Deficient	18			6			1			25		1.47%
UI Claimant/Exhaustee	668			597			346			1611		94.43%
Limited English	5			12			0			17		1.00%
Rapid Response	47			95			29			171		10.02%
Worker Profiling/Reemployment Svcs. Referral	32			16			0			48		2.81%

Legend for Common Measures

- 79% and Below
- 80% - 100%
- Above 100%

■ Satellite office closed as of 06/30/11

Data Source: State JTA System

Legend for Total Participants Registered

- Below 100%
- 100% and Above

**THE NATIONAL EMERGENCY GRANT (NEG) MULTI SECTOR**

The Orange County Workforce Investment Board (OCWIB) is a member of the California Multi-Sector Workforce Partnership, which includes 21 workforce investment boards, the California Employment Development Department, the California Workforce Investment Board, and the California Workforce Association. In May 2010, the South Bay WIB (on behalf of all 21 WIBs) applied for a Department of Labor (DOL) National Emergency Grant (NEG) to provide re-training, career development, and supportive services for dislocated workers in Southern California. The DOL NEG funds are only available to areas that have suffered a severe and/or sudden loss of employment.

The South Bay Workforce Investment Board (SBWIB) serves as the grant recipient, fiscal agent, and administrative entity for the project. The OCWIB is a sub recipient of the grant and a subcontractor to the SBWIB.

On June 30, 2011, DOL awarded funds to the SBWIB, and on July 14, the OCWIB received an allocation of which will be used to provide re-employment and training services to dislocated workers in Orange County.

Orange County WIB  
National Emergency Grant – Multi Sector Workforce Partnership  
Performance Report for PY 2011-12  
*As of December 31, 2011*

Grant Term - 03/18/11 to 03/17/13  
(Cumulative, 03/18/11 to 12/31/11)

	Coast C.C.D.			Total OCWIB		
	Actual	Contract Plan <i>(thru 2/31/11)</i>	% Achieved	Actual	OCWIB Plan <i>(thru 2/31/11)</i>	% Achieved
New Enrollments	14	42	33.33%	14	38	36.84%
Training Services	0	12	0.00%			

Data Source: State JTA System

Legend  
■ Below 100%  
■ 100% and Above

**ALTERNATIVE AND RENEWABLE FUEL AND VEHICLE TECHNOLOGY PROGRAM (ARFVTP)**

The Alternative and Renewable Fuel and Vehicle Technology Program Phase II (ARFVTP) funded by the California Employment Development Department (EDD) and the California Energy Commission. Funding of the project is through the ARFVTP which was created by Assembly Bill 118 and authorizes the California Energy Commission to utilize public funding as mechanism to develop and deploy of technologies to move California’s fuel and vehicle types away from the dependence on petroleum. The goal of the initiative is to address the need for skilled workers in industries involved in the development and/or deployment of clean alternative fuels and vehicle technologies. Grant funds will be used to provide training and employment services to the unemployed, underemployed, incumbent workers that already have basic skills in the targeted industries of 1) the design, manufacturing, and distribution of alternative fuel vehicles and components, and 2) the repair and maintenance of alternative vehicles. Training will upgrade skills in the new technology of clean alternative fuels and vehicle technologies.

Orange County WIB  
Alternative and Renewable Fuel and Vehicle Technology Program (ARFVTP)  
Performance Report for PY 2011-12  
***As of December 31, 2011***

Grant Term - 02/01/11 to 09/30/12  
(Cumulative, 02/01/11 to 12/31/11)

<b>Incumbent Worker</b>			
	<b>O.C.WIB Total</b>		
	<b>Actual</b>	<b>State Plan (thru 12/31/11)</b>	<b>% Achieved</b>
Enrollments	<b>13</b>	55	<b>23.64%</b>
Training	<b>13</b>	55	<b>23.64%</b>
<i>Clean Tech Institute</i>	13		
<i>SAE International</i>	0		

<b>Unemployed / Underemployed</b>			
	<b>O.C.WIB Total</b>		
	<b>Actual</b>	<b>State Plan (thru 12/31/11)</b>	<b>% Achieved</b>
Enrollments	<b>13</b>	30	<b>43.33%</b>
Training	<b>13</b>	30	<b>43.33%</b>
<i>Clean Tech Institute</i>	13		
<i>SAE International</i>	0		

Data Source: State JTA System

Legend

- Below 100%
- 100% and Above

**VETERAN'S EMPLOYMENT-ASSISTANCE PROGRAM (VEAP) – 3rd Grant**

The Orange County Workforce Investment Board (OCWIB) was awarded \$1,000,000 to assist Veterans through a comprehensive approach to address barriers to employment and prepare them for re-entering the workforce. The OCWIB was one of fourteen awardees statewide. The OCWIB leads a regional collaborative including the Pacific Gateway Workforce Investment Network (PGWIN), serving 150 Veterans, including 100 who have recently separated from military service. The collaborative provides comprehensive services, including employment services, training opportunities and social services, at Orange County and Long Beach One-Stop Centers and the Joint Forces Training Base (JFTB) in Los Alamitos. The grant term ended on December 31, 2011.

Orange County WIB  
Recently Separated Veterans Program – 3<sup>rd</sup> Grant  
Performance Report for PY 2011-12  
*As of December 31, 2011*

Grant Term - 1/01/09 to 12/31/11  
(Cumulative, 01/01/09 to 12/31/11)

<b>ADULT (15 Percent)</b>									
	Coast C.C.D.			Pacific Gateway W.I.N.			O.C.WIB Total		
	Actual	Contract Plan (thru 2/31/11)	% Achieved	Actual	Contract Plan (thru 2/31/11)	% Achieved	Actual	Contract Plan (thru 2/31/11)	% Achieved
<sup>1</sup> Enrollments	35	33	106.06%	58	45	128.89%	93	75	124.00%
<sup>1</sup> Training	20	10	200.00%	43	35	122.86%	63	42	150.00%
<sup>1</sup> Exits	34	33	103.03%	57	45	126.67%	91	72	126.39%
<sup>1</sup> Placements	19	24	79.17%	25	33	75.76%	44	54	81.48%
Average Wage at Placement	\$18.27			\$18.96			\$18.66		

*BW Data as of 06/30/11 w/ Supplemental Data*

(\*Exiters from 10/01/08 to 03/31/11)

(\*\*Exiters from 01/01/09 to 09/30/10)

	Coast C.C.D.			Pacific Gateway W.I.N.			O.C.WIB Total		
	Actual	Contract Plan (thru 2/31/11)	% Achieved	Actual	Contract Plan (thru 2/31/11)	% Achieved	Actual	State Plan	% Achieved
<b>*Entered Employment Rate</b>	80.00%	71.00%	112.68%	78.05%	71.00%	109.93%	78.79%	70.00%	112.55%
<b>**Employment Retention Rate</b>	64.71%	74.00%	87.44%	85.71%	74.00%	115.83%	76.32%	73.00%	104.54%
<b>**Average Earnings</b>	\$23,449.25	\$12,500.00	187.59%	\$25,106.02	\$12,500.00	200.85%	\$24,457.72	\$12,400.00	197.24%

<b>DISLOCATED WORKER (25 Percent)</b>									
	Coast C.C.D.			Pacific Gateway W.I.N.			O.C.WIB Total		
	Actual	Contract Plan (thru 2/31/11)	% Achieved	Actual	Contract Plan (thru 2/31/11)	% Achieved	Actual	Contract Plan (thru 2/31/11)	% Achieved
<sup>1</sup> Enrollments	39	33	118.18%	58	45	128.89%	97	75	129.33%
<sup>1</sup> Training	21	10	210.00%	42	35	120.00%	63	42	150.00%
<sup>1</sup> Exits	33	33	100.00%	58	45	128.89%	91	72	126.39%
<sup>1</sup> Placements	21	25	84.00%	25	33	75.76%	46	54	85.19%
Average Wage at Placement	\$15.98			\$18.05			\$17.10		

*BW Data as of 06/30/11 w/ Supplemental Data*

(\*Exiters from 10/01/08 to 03/31/11)

(\*\*Exiters from 01/01/09 to 09/30/10)

	Coast C.C.D.			Pacific Gateway W.I.N.			O.C.WIB Total		
	Actual	Contract Plan (thru 2/31/11)	% Achieved	Actual	Contract Plan (thru 2/31/11)	% Achieved	Actual	State Plan	% Achieved
<b>*Entered Employment Rate</b>	65.38%	73.00%	89.57%	76.32%	73.00%	104.54%	71.88%	72.00%	99.83%
<b>**Employment Retention Rate</b>	100.00%	80.00%	125.00%	70.59%	80.00%	88.24%	82.14%	79.00%	103.98%
<b>**Average Earnings</b>	\$29,343.41	\$15,900.00	184.55%	\$20,282.26	\$15,900.00	127.56%	\$25,051.29	\$15,800.00	158.55%

Legend for Common Measures

- 79% and Below
- 80% - 100%
- Above 100%

Data Source: State JTA System

<sup>1</sup> Legend

- Below 100%
- 100% and Above

**VETERAN'S EMPLOYMENT-ASSISTANCE PROGRAM (VEAP) – 4TH GRANT**

The Orange County Workforce Investment Board (OCWIB) was awarded \$989,893, by the State of California Employment Development Department, to serve 140 Veterans with employment and training services, under the Veterans' Employment-Related Assistance Program (VEAP). The OCWIB is working in partnership with Pacific Gateway Workforce Investment Network (PGWIN), Veterans' and community organizations, community colleges and universities to provide employment and training assistance to qualified Veterans towards skills and careers in high-wage, high-demand occupations. The employment and training services are offered at the OCWIB One-Stop Center locations in Westminster, Irvine, Buena Park, the Veterans Service Center at the Joint Forces Training Base in Los Alamitos, and PGWIN One-Stop Center locations in the City of Long Beach and surrounding areas. The term of the grant is from July 1, 2010 to June 30, 2012.

Orange County WIB  
 Recently Separated Veterans Program – 4th Grant  
 Performance Report for PY 2011-12  
 As of December 31, 2011

Grant Term - 07/01/10 to 06/30/12  
 (Cumulative, 07/01/2010 to 12/31/11)

<b>ADULT (15 Percent)</b>												
	Coast C.C.D.			Pacific Gateway W.I.N.			ProPath, Inc.			O.C.WIB Total		
	Actual	Contract Plan (thru 2/31/11)	% Achieved	Actual	Contract Plan (thru 2/31/11)	% Achieved	Actual	Contract Plan (thru 2/31/11)	% Achieved	Actual	State Plan (thru 2/31/11)	% Achieved
Enrollments	67	65	103.08%	69	75	92.00%	10	10	100.00%	146	135	108.15%
Training	38	65	58.46%	52	75	69.33%	2	10	20.00%	92	135	68.15%
Exits	19	44	43.18%	15	50	30.00%	2	3	66.67%	36	90	40.00%
Placements	14	32	43.75%	15	37	40.54%	2	2	100.00%	31	63	49.21%
Training Related Employment	8	26	30.77%	5	30	16.67%	1	1	100.00%	14	49	28.57%
Average Wage at Placement	\$19.56			\$15.28			\$23.50			\$17.74		

Data Source: State JTA System

Legend  
■ Below 100%  
■ 100% and Above

**TECHNOLOGY BASED LEARNING**



The Technology Based Learning program funded by the Department of Labor provides training via a Virtual Hospital (VH) to Orange County nurses and those in allied healthcare professions. The VH environment is being developed by Coast Community College District, and includes an optional remedial pre-VH course in Computer Literacy. The project is scheduled to serve 20 nurses via VH and 60 participants in Computer Literacy between February 2009 and December 2011. To date, 62 adult and 21 youth participants have received certificate of completion and college credit for Computer Literacy training, and 28 nurses have completed VH training.

Orange County WIB  
Technology Based Learning Initiative  
Performance Report for PY 2011-12  
**As of December 31, 2011**

Grant Term - 07/01/09 to 12/31/11  
(Cumulative, 07/01/09 to 12/31/11)

<b>Coast Community College District</b>			
	<b>Actual</b>	<b>Contract Plan (thru 12/31/11)</b>	<b>% Achieved</b>
Computer Literacy Attendees Adult Enrollments	<b>78</b>	<b>60</b>	<b>130.00%</b>
Virtual Hospital Attendees Adult Enrollments	<b>30</b>	<b>20</b>	<b>150.00%</b>
Computer Literacy Attendees Youth Enrollments	<b>25</b>	<b>11</b>	<b>227.27%</b>

**Data Source: State JTA System**  
Final 02/03/2012

**Legend**  
 Below 100%  
 100% and above

**NEW START (PRISON-TO-EMPLOYMENT PROGRAM)**

The New Start Prison-to-Employment program, funded through the California Department of Corrections and Rehabilitation (CDCR), connects ex-offenders to employment opportunities, training, and services while in-custody and after release. The program offers clients assistance and guidance to obtain employment and foster career growth through the Orange County One-Stop Centers. The intent of New Start is to link Clients from prisons to jobs in the community, reducing recidivism and limiting opportunities to return to a life of crime.

Orange County WIB  
California Department of Corrections & Rehabilitation (CDCR)  
Performance Report for PY 2011-12  
*As of December 31, 2011*

Grant Term - 06/30/2009 to 06/30/12

<b>ADULT (15 Percent)</b>						
	ProPath, Inc.			Total OCWIB		
	Actual	Contract Plan (thru 12/31/11)	% Achieved	Actual	State Plan (thru 12/31/11)	% Achieved
Carry-ins	22			22		
Enrollments	28	27	103.70%	28	27	103.70%
Placement in Education/Training	6	4	150.00%	6	3	200.00%
Completed Training	5	3	166.67%	5	2	250.00%
Employment	11	8	137.50%	11	7	157.14%

Data Source: State JTA System

**Legend:**

- Below 100%
- 100% and Above

## **SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP)**

The SCSEP offers low income older workers paid community service and training opportunities. The goal of the program is to help seniors become employable and to obtain unsubsidized employment.

Orange County WIB  
Senior Community Service Employment Program  
Performance Report for PY 2011-12  
*As of December 31, 2011*

Grant Term: 07/01/11 to 06/30/12  
(Cumulative, 07/01/11 to 12/31/11)

<b>Coast Community College District (CCCD)</b>						
<b>Measure</b>	<b>Coast C.C.D.</b>			<b>O.C.WIB Total</b>		
	<b>Actual</b>	<b>Contract Plan</b>	<b>% Achieved</b>	<b>Actual</b>	<b>State Plan</b>	<b>% Achieved</b>
<b>Modified Positions</b>	71	72	98.61%	71	72	98.61%

(\*Exiters from 04/01/11 to 09/30/11)

(\*\*Exiters from 07/01/10 to 12/31/10)

<b>Service Level</b>	150.00%	101.00%	148.51%	150.00%	100.00%	150.00%
<b>Community Service</b>	78.30%	54.00%	145.00%	78.30%	50.00%	156.60%
<b>* Entered Employment</b>	30.00%	26.00%	115.38%	30.00%	23.00%	130.43%
<b>**Employment Retention</b>	100.00%	71.00%	140.85%	100.00%	68.00%	147.06%
<b>**Average Earnings</b>	\$15,179.00	\$8,730	173.87%	\$15,179.00	\$8,330	182.22%
<b>Service to Most-in-Need</b>	2.47	2.34	105.56%	2.47	2.26	109.29%

Data Source: SCSEP Quarterly Progress Report

Legend:

- Below 80%
- 80% - 100%
- Above 100%

**ADULT WORK EXPERIENCE PROGRAM (ADULT WEX)**

This is an in-house project of the Orange County Workforce Investment Board (OCWIB) to connect the career interests of enrolled One-Stop adults, who are 18 and older, with worksites and work experience opportunities. The OCWIB identifies and recruits worksites for Work Experience opportunities for participants. The worksites include non-profit, government, and public sector organizations and agencies. The worksites and work experience will expose participants to opportunities to various career pathways in the Orange County area. Participants work up to 10 weeks, 35 hours weekly, at \$8.00 per hour. The project will serve 90 adults from July 1, 2011 to December 31, 2011. To date, the project has provided work experience opportunities to 92 adults.

Orange County WIB  
Adult/WEX Project  
Performance Report for PY 2011-12  
*As of December 31, 2011*

Project Duration: 07/01/2011 to 12/31/11  
(Cumulative, 07/01/11 to 12/31/11)

	OCWIB In-House		
	Actual	Enrollment Plan <i>(thru 12/31/2011)</i>	% Achieved
Participants enrolled in paid Work Experience (WEX)	92	90	102.22%
Participants who completed WEX	55	50	110.00%
Participants placed in Unsubsidized Employment	17	17	100.00%

Data Source: State JTA System

**Legend:**

- Below 100%
- 100% and Above

## **THE NATIONAL EMERGENCY GRANT (NEG) SEVERE STORM**

This project is a collaborative effort between the OC Community Services, Orange County Workforce Investment Board (OCWIB), OC Parks, and Orange County Conservation Corps (OCCC). The primary purpose of this project is to create temporary jobs to assist in the clean-up and restoration efforts of public facilities damaged as a result of the December 2010 storms.

Orange County was declared eligible for public assistance by the Federal Emergency Management Agency on January 26, 2011. On March 1, 2011, the OCWIB was notified by the State of California Employment Development Department that the first increment of NEG funding was available for the period of February 1, 2011 through March 31, 2012.

The OCCC is the Provider for this project. NEG project funds will support the OCCC in assisting 35 dislocated and/or long term unemployed older youth with temporary work that may lead to future employment opportunities. To date, 36 youth participants are enrolled and have restored Laguna Coast Wilderness Park, O'Neill Wilderness Park, Riley Wilderness Park, Starr Ranch, and Irvine storm-damaged areas.

Orange County WIB  
NEG – Storm Project  
Performance Report for PY 2011-12  
***As of December 31, 2011***

Grant Term - 02/01/11 to 03/31/12  
(Cumulative, 02/01/11 to 12/31/11)

	OC Conservation Corps			Total OCWIB		
	Actual	Contract Plan (thru 12/31/2011)	% Achieved	Actual	State Plan (thru 12/31/2011)	% Achieved
<b>Enrollments</b>	36	35	102.86%	36	33	109.09%
<b>Receiving Supportive Services</b>	35	35	100.00%	35	33	106.06%
<b>Exits</b>	15	10	150.00%			

Data Source: State JTA System

**Legend**

- Below 100%
- 100% and above

**COMMUNITY BASED JOBS TRAINING GRANT (CBJT) IN RECYCLING AND RESOURCE MANAGEMENT**

The goal of the Community Based Job Training Recycling and Resource Management Project is to expand the educational and career ladder for the high growth recycling and resource management industry. This goal will be accomplished by increasing the number of qualified workers available to enter the workforce and targeting all levels of the career ladder in support of decreasing unemployment and improving the long-term well-being of the region. This Project will strengthen the existing industry-recognized certificate and develop two new credentials, including an academic certificate and an Associate of Arts degree in Recycling and Resource Management. In addition to increasing training capacity, this Project will support unemployed, dislocated, and incumbent workers as they pursue training and careers in recycling and resource management. The term of the grant is April 1, 2011 through May 31, 2013.

Orange County WIB  
 Recycling and Resource Management  
 Performance Report - CBJT  
*As of December 31, 2011*

Grant Term - 04/01/11 to 3/31/13  
 (Cumulative, 04/01/10 to 12/31/11)

<b>Coast Community College District</b>			
	<b>Actual</b>	<b>Contract Plan (thru 12/31/11)</b>	<b>% Achieved</b>
Enrollments	<b>71</b>	<b>70</b>	<b>101.43%</b>

Data Source: State JTA System

Legend

- Below 100%
- 100% and Above

## **SUPPORTIVE SERVICES**

Arbor/ResCare Workforce Services is operating the supportive services component for Adults and Dislocated Workers enrolled in the One-Stop system. Supportive Services are granted based upon individual circumstances, the absence of other resources, and funding availability. Supportive services provided must be reasonable, necessary and allowable based on federal guidelines. The provision, coordination and maximum payment levels allowed for each category of Supportive Services was reviewed and amended to better meet the needs of participants in the current economic climate. The greatest need continues to be for transportation assistance followed by books and clothing/uniforms.

### **Supportive Services PY 2011-12**

	<b>July - September</b>	<b>October - December</b>	<b>YTD Services</b>
Automotive	47	37	84
Books	32	64	96
Certificates/Licenses	21	22	43
Childcare	8	4	12
Clothing/Uniforms	43	44	87
DMV	9	3	12
Food	20	3	23
Health Services	8	7	15
Housing	19	12	31
Transportation	654	531	1,185
Professional Supplies	9	6	15
Utilities	27	7	34
Other	11	6	17
<b>Total</b>	<b>908</b>	<b>746</b>	<b>1,654</b>
Total Referrals Rec'd	967	703	1,670

## **INDIVIDUAL TRAINING ACCOUNT (ITA) PERFORMANCE REPORT**

The County contracts with State-approved post-secondary educational and vocational schools to provide occupational skills training to participants referred by the One-Stop Centers. An Individual Training Account (ITA) is established for each participant enrolled in training.

### **ATTACHMENT(S):**

ITA Report

Orange County WIB  
Individual Training Accounts (ITA) Summary  
Performance Report for PY 2011-12  
*As of December 31, 2011*

	Enrolled	Dropped	Completion		Placements* <i>(training related &amp; non-training related)</i>	
			Actual	Rate	Actual	Rate
<b>Adult</b>	59	6	22	78.57%	5	22.73%
<b>Dislocated Worker</b>	115	2	35	94.59%	5	14.29%
<b>Special Projects</b>	61	4	7	63.64%	1	14.29%
<b>Total</b>	<b>234</b>	<b>12</b>	<b>63</b>	<b>84.00%</b>	<b>11</b>	<b>17.46%</b>

\*Plus additional nine (9) placements prior to exit for a placement total of 20 (31.75%)

**Item #5 - INFORMATION**

**PROGRAM EXPENDITURE REPORTS  
Recommendation Summary  
February 9, 2012**

**BACKGROUND:**

The Service Delivery & Performance Committee routinely reviews provider expenditures to assess overall program expenditures. Expenditure data is presented for the period beginning July 1, 2011 through December 31, 2011.

**RECOMMENDATION(S):**

Receive and File

**ATTACHMENT(S):**

Program Expenditures Reports

**Service Delivery & Performance  
Annual Expenditure Report FY 2011/12  
Through December 31, 2011  
WIA**

	Budget	Invoices Received			Current Balance
		Through	Expenses	%	
<b>CCCD - North</b>					
Adult	771,980.00	12/31/11	293,895.82	38.07%	478,084.18
Dislocated Worker	1,590,928.00	12/31/11	588,490.18	36.99%	1,002,437.82
Veterans III	130,500.00	12/31/11	130,500.00	100.00%	-
Veterans IV	222,000.00	12/31/11	44,037.52	19.84%	177,962.48
Senior Community Svc Empl Prgm	49,548.00	12/31/11	24,661.93	49.77%	24,886.07
CDCR - New Start	3,885.00	12/31/11	-	0.00%	3,885.00
<b>Total</b>	<b>2,768,841.00</b>		<b>1,081,585.45</b>	<b>39.06%</b>	<b>1,687,255.55</b>
<b>CCCD - South</b>					
Adult	771,980.00	12/31/11	269,917.97	34.96%	502,062.03
Dislocated Worker	1,590,928.00	12/31/11	502,607.45	31.59%	1,088,320.55
Senior Community Svc Empl Prgm	49,548.00	12/31/11	24,682.15	49.81%	24,865.85
NEG DW Multi-Sector	121,510.00	12/31/11	44,310.63	36.47%	77,199.37
<b>Total</b>	<b>2,533,966.00</b>		<b>841,518.20</b>	<b>33.21%</b>	<b>1,692,447.80</b>
<b>Propath Business Services</b>					
Adult	160,155.00	12/31/11	73,704.29	46.02%	86,450.71
Dislocated Worker	205,052.00	12/31/11	71,541.77	34.89%	133,510.23
Rapid Response	464,617.00	12/31/11	244,765.74	52.68%	219,851.26
<b>Total</b>	<b>829,824.00</b>		<b>390,011.80</b>	<b>47.00%</b>	<b>439,812.20</b>
<b>Propath Satellite</b>					
Adult	267,000.00	12/31/11	180,402.38	67.57%	86,597.62
Dislocated Worker	809,000.00	12/31/11	478,770.71	59.18%	330,229.29
CDCR - New Start	148,000.00	12/31/11	57,660.64	38.96%	90,339.36
Veterans IV	15,000.00	12/31/11	8,630.63	57.54%	6,369.37
<b>Total</b>	<b>1,239,000.00</b>		<b>725,464.36</b>	<b>58.55%</b>	<b>513,535.64</b>
<b>OCBC</b>					
Adult	16,996.00	11/30/11	10,609.05	62.42%	6,386.95
Rapid Response	56,043.00	11/30/11	34,985.49	62.43%	21,057.51
Workforce LMI	45,539.00	11/30/11	28,428.23	62.43%	17,110.77
<b>Total</b>	<b>118,578.00</b>		<b>74,022.77</b>	<b>62.43%</b>	<b>44,555.23</b>
<b>Rescare/Arbor Support Services</b>					
Adult	140,645.00	12/31/11	72,635.79	51.64%	68,009.21
Dislocated Worker	317,663.00	12/31/11	148,338.77	46.70%	169,324.23
RRM CBJT	18,330.00	12/31/11	4,379.40	23.89%	13,950.60
New Start	2,186.00	12/31/11	1,855.89	84.90%	330.11
Veterans IV	16,393.00	12/31/11	3,842.57	23.44%	12,550.43
	495,217.00		231,052.42	46.66%	264,164.58
<b>Pacific Gateway Workforce Investment Network</b>					
Veterans III	297,004.00	12/31/11	233,598.96	78.65%	63,405.04
Veterans IV	445,000.00	12/31/11	200,271.32	45.00%	244,728.68
	742,004.00		433,870.28	58.47%	308,133.72
<b>CCCD -Special Projects</b>					
DOL TBL initiative	363,792.00	12/31/11	363,791.94	100.00%	0.06
RRM CBJT	575,000.00	12/31/11	111,123.05	19.33%	463,876.95
	938,792.00		474,914.99	50.59%	463,877.01
<b>Orange County Conservation Corps.</b>					
Neg Severe Storms 2010	435,306.00	12/31/11	264,339.31	60.72%	170,966.69
	435,306.00		264,339.31	60.72%	170,966.69

**Item #6 - INFORMATION**

**ONE-STOP AND BUSINESS SERVICES  
Recommendation Summary  
February 9, 2012**

**BACKGROUND:**

Orange County Business Service Center provides a range of services to the Orange County business community, including the following:

**Worker Adjustment and Retraining Notification Act (WARN) Information:** On November 10, 2011, the BSC conducted business outreach and layoff aversion information in a workshop on the frequently-asked WARN and related topics for employers, at the Cypress Community Center.

**Rapid Response:** BSC staff continues to deliver Rapid Response services to employers and workers in Orange County facing layoff, plant closure, or relocation. Between July 1 and December 31, 2011, the BSC staff delivered 44 Rapid Response information sessions to 2,401 impacted workers at 27 employers, and provided 28 rapid response related training, such as resume writing workshops and interviewing skills, to affected workers with the full partnership of employers.

**Recruitment:** BSC staff conducted recruitment fairs for these employers between July 1 and December 31, 2011: Health Advocates LLC, Durham School Services, Advantage Sales & Marketing; AT&T; and Family Dollar Stores. In addition to single-employer focused recruitment events. BSC also conducts job fairs, which in 2011-12, have included the following:

- *US Congressman Royce Job Fair* on August 24, 2011 with 32 employers, 450 available jobs and 800 job seekers;
- *FDIC Job Fair* conducted onsite in conjunction with the Rapid Response on September 20, 2011 with 5 employers and 450 job seekers.
- *Cypress Job Fair on October 13, 2011* with 36 employers, over 600 available jobs and 1,697 job seekers.

Job Fairs currently being planned by BSC staff to serve Orange County employers and workers are as follows:

- North OC Job Fair on March 29, 2012 at the Brea Community Center;
- Central OC Job Fair on April 11, 2012 at the Fountain Valley Recreation Center;
- South OC Job Fair on May 10, 2012 at the Mission Viejo Community Center;
- Anaheim Job Fair on June 13, 2012 at the Honda Center.

**RECOMMENDATION(S):**

Receive and File

**ATTACHMENT(S):**

None

## **Item #7 - INFORMATION**

### **STRATEGIC PLANNING OUTCOMES Recommendation Summary February 9, 2012**

#### **BACKGROUND:**

On September 30, 2011 the full OCWIB participated in a facilitated strategic planning session. The Strategic Plan provides the OCWIB with a five-year roadmap for program oversight and improvement, enhancing their effectiveness in providing community leadership around economic and workforce issues, and guiding strategic partnership development that would best leverage other organizations who are working on similar goals.

As a result of the Strategic Planning Session, goals were identified and assigned to the various OCWIB sub committees. The following goals and indicators have been assigned to the Service Delivery and Performance Committee:

#### **ACTIONABLE GOALS (Job Seeker Services)**

1. Improve customer service and quality of services
  - √ Survey staff
  - √ Process mapping
  - √ Initiate process improvement plan
2. Improve cost effectiveness of services
  - √ Analyze performance and fiscal data/One-Stop cost study
  - √ Benchmark with other One-Stops
  - √ Explore technology alternatives
  - √ Staff capacity building
3. Develop Return on Investment model and information
  - √ Explore work of CWA and NAWB around ROI
  - √ Select model and run numbers
4. Develop new RFP for One-Stop system
  - √ Use information gathered and improvements to inform RFP
5. Evaluate cost per participant (All services)
  - √ Establish appropriate measure

#### **SUCCESS INDICATORS**

- Increased business participation in One-Stops
- OCWIB receive Awards and recognition

- Increased customer satisfaction (including rating of services delivered by One-Stop staff)

### **ACTIONABLE GOALS (Training / Business Services)**

1. Integration of soft skills into training programs
  - √ Review and document current offerings in existing programs
  - √ Develop a range of options for teaching new skills required in workplace
  - √ Offer generational gap training
2. Convene employer and customer focus groups / conduct surveys
  - √ Develop better understand Orange County employers' experience with skills mismatch
  - √ Map key occupations in target industries and the kinds of hybrid skills being required
3. Identity career pathways and necessary skills upgrades
  - √ Within industry sectors, map pathways from entry level to professional levels, including cross-sector transfer pathways
  - √ Working with community colleges and other training providers, map classes, certificate, credential and degree programs to occupations and skill requirements
4. Expand alternative learning modalities
  - √ Investigate online, video conferencing and other technologies
  - √ Explore ways to train focused on different learning styles

### **SUCCESS INDICATORS**

- Increase in placement and retention by a specified %
- A specified % of employer participation on focus groups
- Develop report on career pathways by selected clusters

### **RECOMMENDATION(S):**

- 1) Receive and File
- 2) Discuss possible approaches to continue development of strategic plan

### **ATTACHMENT(S):**

None