

**TO: Quality Assurance**

**DATE: 04/28/06**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Affiliate Site Certification**

**PROPOSED MOTION(S): Complete the site visit to the Los Banos Employment Resource Center and recommend a two year Affiliate Site Certification to the WIB.**

**DISCUSSION: On January 27, 2006, the Los Banos Worknet Employment Resource Center requested that the Quality Assurance Committee begin the process to certify the Center as an Affiliate One-Stop Site. During the Quality Assurance Committee's March 2006 meeting, the Center presented its formal application for certification.**

**A site visit will take place April 28, 2006.**

**ATTACHMENT(S): Application**

# Worknet

**of Merced County  
Employment Resource Center**

800 7<sup>th</sup> Street  
Los Banos, California 93635

## **Application for Affiliate One-Stop Certification**

March 31, 2006



**Merced County  
Workforce Investment Board**



**Affiliate Certification Application**

**Applicant:**

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Signature: **Joanne Presnell**, Assistant Director

Date: \_\_\_\_\_

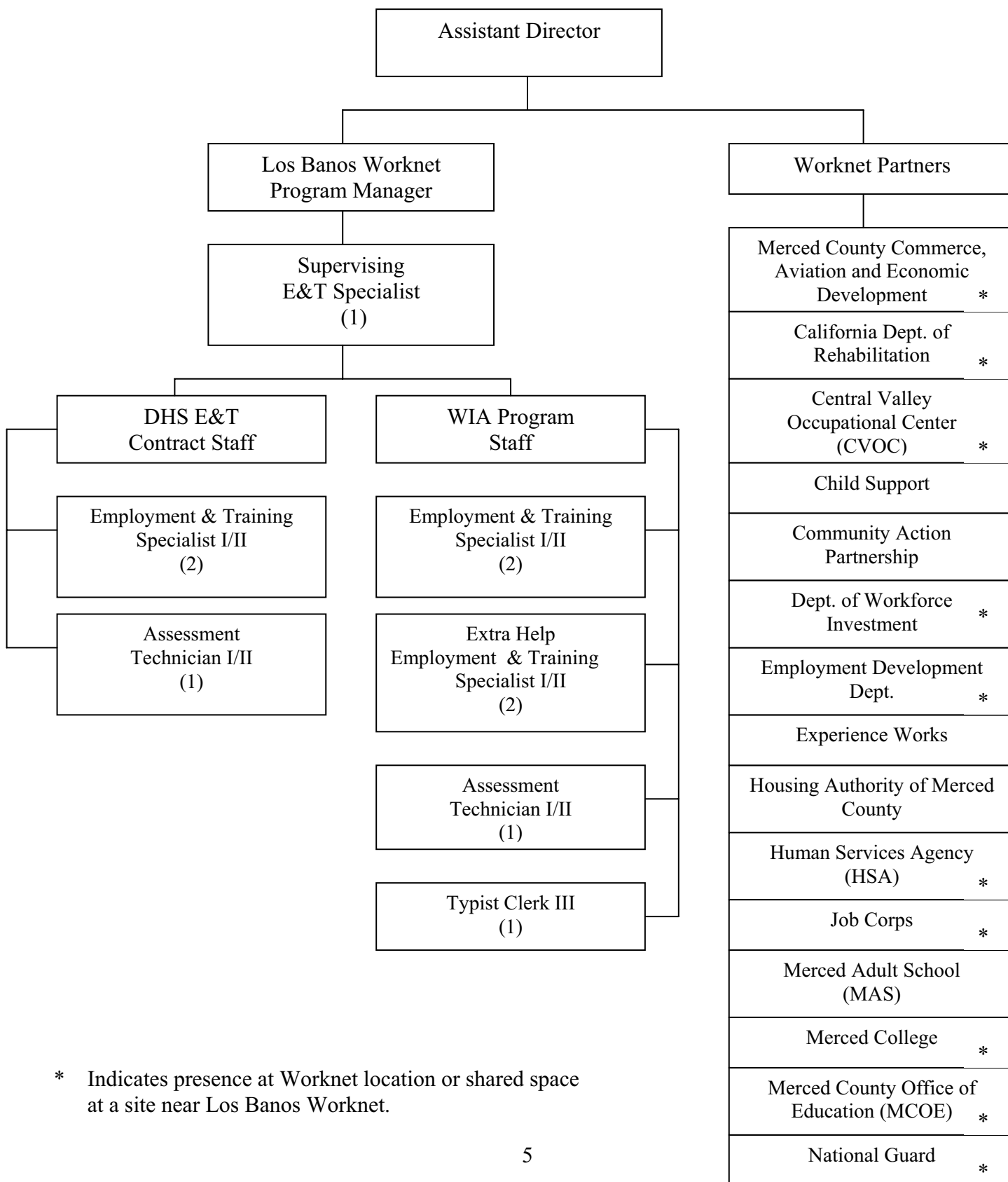
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## Glossary

|                         |   |
|-------------------------|---|
| <b>ADA</b> .....        | American with Disabilities                |
| <b>BOS</b> .....        | Board of Supervisors                      |
| <b>DOL</b> .....        | Department of Labor                       |
| <b>Dept of WI</b> ..... | Department of Workforce Investment        |
| <b>EDD</b> .....        | Employment Development Department         |
| <b>EOO</b> .....        | Equal Opportunity Officer                 |
| <b>ERC</b> .....        | Employment Resource Center                |
| <b>ETPL</b> .....       | Eligible Training Provider List           |
| <b>GED</b> .....        | General Education Diploma                 |
| <b>IT</b> .....         | Information Technology                    |
| <b>JTPA</b> .....       | Job Training Partnership Act              |
| <b>LMI</b> .....        | Local Market Information                  |
| <b>MCOE</b> .....       | Merced County Office of Education         |
| <b>MIS</b> .....        | Management Information System             |
| <b>OOR</b> .....        | Occupational Outlook Report               |
| <b>PITD</b> .....       | Private Industry Training Department      |
| <b>ROP</b> .....        | Regional Occupation Program               |
| <b>SAGE</b> .....       | System of Assessment and Group Evaluation |
| <b>UI</b> .....         | Unemployment Insurance                    |
| <b>WIA</b> .....        | Workforce Investment Act                  |
| <b>WIB</b> .....        | Workforce Investment Board                |
| <b>WLT</b> .....        | Worknet Leadership Team                   |
| <b>WtW</b> .....        | Welfare-to-Work                           |

## Worknet Organizational Chart



\* Indicates presence at Worknet location or shared space at a site near Los Banos Worknet.

**To members of the Quality Assurance Committee**  
**Re: Request for Certification of the Los Banos Worknet Employment Resource Center**

**Introduction**

Opened in 1986, the Los Banos office has grown and improved its programs and services to meet customers' and community needs. Today our official title is the Los Banos Worknet Employment Resource Center (ERC); housing a fully equipped job search resource room, a PLATO Lab and a PESCO Lab. The Los Banos Worknet ERC patterns its activities and procedures in concurrence with the comprehensive Merced Worknet Employment Resource Center.

The Los Banos Worknet Employment Resource Center has requested that the Workforce Investment Board (WIB) certify it as a Certified Affiliate One Stop. The manager has obtained approval from the members of the Worknet Leadership Team who support this request. Their approval was given at their January 2006 meeting. A subsequent request was made of the WIB Quality Assurance Committee the same month.

The WIB Quality Assurance Committee accepted the responsibility to study and evaluate the Los Banos Worknet ERC application, conduct a site visit, and make a recommendation to the WIB.

To be recommended for certification, the Los Banos Worknet ERC must receive a minimum score of 100% for the statutory requirements as listed in the Workforce Investment Act, Section 134(d)(2) of the Act.

**Documenting Narrative**

To be certified, the Los Banos Worknet ERC must meet the statutory requirements as listed in the Act Section cited above. The Los Banos Worknet ERC provides all 11 of the core services. This application documents the provision of those services.

***1. Determination of whether individuals are eligible to receive assistance.***

Eligibility determination is available for Workforce Investment Act (WIA) funded Core B, Intensive and Training Services for Adult and Dislocated Workers. Eligibility determination for other program services is also available at the Los Banos Worknet Center for partnerships and contracts. The following are examples, but not a complete listing: Merced Office of Education (MCOE), Out of School Youth services; Central Valley Opportunity Center (CVOC), Migrant and Seasonal Farmworker Programs; Merced College, GED and basic education services; and Employment Development Department (EDD), Wagner Peysers funded services.

**2. *Outreach, Intake and orientation to information and other services available.***

Outreach efforts to customers all over Merced County include brochures, billboards, newspaper ads, job fairs, radio announcements, flyers and posters to announce events and services available at one or all three Worknet ERC locations. Each location produces a calendar for partner and WIA events happening at the center for the month. Partners provide the Worknet ERC with brochures, flyers, and posters announcing events, which are posted on the Los Banos Worknet ERC bulletin boards. All Worknet staff have access to information binders, which collect current information about activities and services available in the community.

Intake information is gathered from customers utilizing Worknet services. Information is requested of individuals coming to Worknet for initial and subsequent visits in order to track and report customer activity, types of services used and requested, customer satisfaction, and referrals to other community services.

Orientations to the Worknet System are held twice a week, on Mondays at 4:00 pm and Wednesdays at 10:00 am. Orientations are comprehensive and include information about the Worknet System and entry information to WIA intensive and training services, as well as partners, and resources. Orientation packets are prepared and handed out at orientation. Packets have current information on partners and services, community resources and contact numbers. Partner and community agency speakers are invited to come in person to talk about their services and how to connect with them.

**3. *Initial assessment of skill levels, aptitudes, abilities and support service needs.***

WIA staff perform an initial assessment of the customer's skill levels, aptitudes, abilities, and support services required. Determination is first made to discover the reason the customer is at Worknet and to clarify what services or partner is most likely to satisfy the customer's needs. Following the determination of customer needs, the individual is provided with information and referrals for assistance.

If the customer is at Worknet to look for employment rather than seeking other types of assistance, the customer is provided a tour of the Worknet ERC and is offered several options as to how Worknet may assist in job search activities. Customers may choose self services and direct their own job search, using one or more of the Worknet ERC tools such as the computers, fax, telephones, books, newspapers, or job boards. However, if the customer requests staff assistance, there are several levels of assistance or options to select from. The initial step would be to attend the orientation and assessment, which would provide invaluable information about skill levels, aptitudes, and abilities. The Los Banos Worknet ERC has various paper and pencil type assessment tools. The System of



Assessment and Group Evaluation (SAGE), Career Navigator, Job Skills Office/Industrial, PLATO and Mavis Bacon Typing Tutor are a few of the tools available.

A portfolio is opened to collect the results from the various assessments and other information completed by the customer. Types of information included in the portfolio are educational background and level, work history, a listing of transferable skills, and career exploration. Also included in the portfolio is a review of any barriers to employment the customer may have. These barriers are taken into consideration when planning for supportive service needs. Also included are the development of a personal budget and determinations for the customer's need for childcare and transportation.

**4. *Job Search, placement assistance and where appropriate, career counseling.***

At the Los Banos Worknet ERC, job search assistance is provided through a combination of resources. Job boards hold announcements of open positions from state, local governments, schools, Merit System, and local businesses. Customers may use Worknet ERC computers to complete on-line applications and attach their resumes. Internet based job search listings are available and job seekers may use such sites as CalJobs, America's Job Bank, Monster.com and Central Valley Jobs.com. Customers may with staff's assistance, open e-mail accounts to obtain responses from employers. Daily newspapers with local job opportunities are also available.

Special interest boards announce on-going mini workshops on job search topics such as interviewing, resumes, and applications.

The Worknet ERC also hosts local employers and employment agency "mini job fairs". Staff and partner staff have invited new and established businesses to come to the center to meet and interview job seekers who consistently use the services. Recently, a new employer, Big 5, contacted the Los Banos Worknet to help in their recruitment and selection for 15 new employees. Although the Worknet ERC does not limit its contacts to just the local staffing services, it is the consistent choice of two particular agencies. Worknet staff have on a continuous basis, set up testing and or interviews for job seekers for these agencies with excellent results.

Career counseling for individuals as appropriate is provided by partner and WIA staff in the Worknet ERC, or by appointment with WIA Specialist staff. Representatives of EDD provide the official labor exchange job search and placement services, both through workshops and individual counseling.

**5. *Employment statistics information for local, regional and national labor market areas including job vacancy listings, information on job skills necessary to obtain the jobs described in the clause, and local information relating to local occupations in demand and the earnings and skill requirements for such occupations.***

Labor market Information (LMI) is available to job seekers and employers in many ways. Access to local, regional and national labor market information is provided through the Worknet ERC computer lab as well as at the local EDD office through their computer bank. The information is available through the Internet and accessible through the EDD, Workforce Investment Board (WIB), Worknet and Department of Workforce Investment (WI) websites.

Websites provide links to local, regional and national labor market areas. Information on job skills necessary to obtain an occupation is available through the local Occupational Outlook Report (OOR), which is on-line and in printed form. The OOR includes information on occupations in demand, earnings, skill requirements, education, experience, and benefits for such occupations. Each of the Workforce Investment Areas in California also provides similar labor market information through the OORs accessible on the EDD website. A link to another LMI resource is to America's Career Infonet that provides nationwide labor market information. America's Job Bank also provides nation-wide job listings. The Worknet ERC is always staffed to provide customers with information on how to find and use LMI resources.

**6. *Provision of performance information and program cost information on eligible providers of training services.***

Customers utilize computers in the Worknet ERC to access the Eligible Training Providers List (ETPL) on the EDD website ([edd.ca.gov](http://edd.ca.gov)) or the Worknet website. Customers may search by provider, training or location. Information on program cost is also available on the website. Customers may use the Worknet ERC phone bank to call schools, or e-mail the schools to obtain any information they need but cannot find through the website. The Worknet staff also keep information given to us by the schools which includes brochures, flyers and financial and performance reports. This information is available for our customers to assist them in making training choices.

The Worknet ERC web page also has a list of the Eligible Training Providers specific to Merced County.

**7. *Provision of information regarding how the local area is performing on the local performance measures.***

Information on the Merced County Workforce Investment Area's performance in relation to local performance measures is available on the Department of

Workforce Investment's website. Utilizing computers at any of the Worknet ERC's customers may access performance information and staff are available for those who need assistance.

**8. *Provision of accurate information relating to the availability of supportive services including childcare and transportation available in the local area.***

The Family Resource Council provides a Community Resource Directory that is up-dated annually. It is available on-line and in hard copy. The Resource Directory is used to provide information about county-wide community support services. These include food, general assistance, health services, homeless resources, childcare resources and referral services, transportation, human services and veteran's services. The Los Banos Worknet staff provide information and facilitate referrals for supportive services. A local brochure that summarizes the services available and most used is given out to any customers as well as included in the Worknet Orientation Packet.

The local Childcare Resource and Referral Agency provides brochures and flyers with information on programs they operate. There are also brochures that have bus routes and rates for the Merced County Regional Transit System. These and other resources are posted on the customer information bulletin boards.

**9. *Information regarding filing claims for unemployment compensation.***

Unemployment Insurance (UI) Claim filing can be accomplished by utilizing the phones in the Worknet ERC or on-line using the Resource Room computers. Staff are aware of the procedure for filing UI Claims. Brochures are available with the phone number and website. The local EDD partner is also able to answer general questions that Worknet staff are unable to.

**10. *Assistance in establishing eligibility for welfare-to-work and programs of Financial Aid assistance for training and education programs.***

WIA Welfare-to-Work funded programs no longer exist. Referrals are made by staff at the LB Worknet Center for all types of financial aid, scholarship and grant programs for vocational or educational schools. Staff ask customers who are seeking training to investigate as many sources of grants as are available through the vocational schools. For customers who have no other resources for general living expenses, a referral is made to the local Human Services Agency.

***11. Follow-up services, including counseling regarding the workplace, for participants in the workforce investment activities who are placed in unsubsidized employment for not less than 12 months (defined as applying to WIA only).***

The Department of Workforce Investment has one Follow-Up Unit that case manages customers who have entered unsubsidized employment through the exit process. Follow-up is individualized. The process is followed for 12 months after employment. The Follow-Up Unit accomplishes this service for all customers of the department's three locations. Services include counseling, supportive services to assist customers in retaining employment and referrals to partner and local community services.