

TO: Executive Committee

DATE: 07/07/08

FROM: Ad Hoc One-Stop Certification Committee

For Action

For Information

For Discussion

SUBJECT: Affiliate Site Recertification – Los Banos

PROPOSED MOTION(S): Recommend approval of the request for a three-year Affiliate Site Recertification for the Los Banos Worknet Employment Resource Center, and forward recommendation to the Workforce Investment Board (WIB).

DISCUSSION: The current Los Banos Affiliate Site Certification is set to expire in July 2008. The Ad Hoc One-Stop Certification Committee has reviewed the Application for Affiliate One-Stop Recertification, July 2008–July 2011(submitted May 15, 2008).

A site visit of the Los Banos Employment Resource Center took place May 23, 2008. On that day, the Ad Hoc One-Stop Certification Committee held a meeting and discussed how the Center is providing the 11 Core Statutory Requirements as outlined in the Workforce Investment Act of 1998, Section 134(d)(2). The Ad Hoc One-Stop Certification Committee unanimously recommends that the WIB grant a three-year Affiliate Site Recertification to the Los Banos Worknet Employment Resource Center, effective July 2008 through July 2011.

The Los Banos Worknet Employment Resource Center will be included as an affiliate site in the Department’s application for the California Prospector Award One-Stop Certification under the California Awards for Performance Excellence (CAPE) at a later date.

**ATTACHMENT(S):
Application**

Worknet

of Merced County

Employment Resource Center

800 7th Street

Los Baños, California 93635

Application for Affiliate One-Stop Re-Certification July 2008 – July 2011



**Merced County
Workforce Investment Board**



2008 – 2011 Affiliate Certification Application

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Signature: **Joanne Presnell**, Assistant Director

Date: _____

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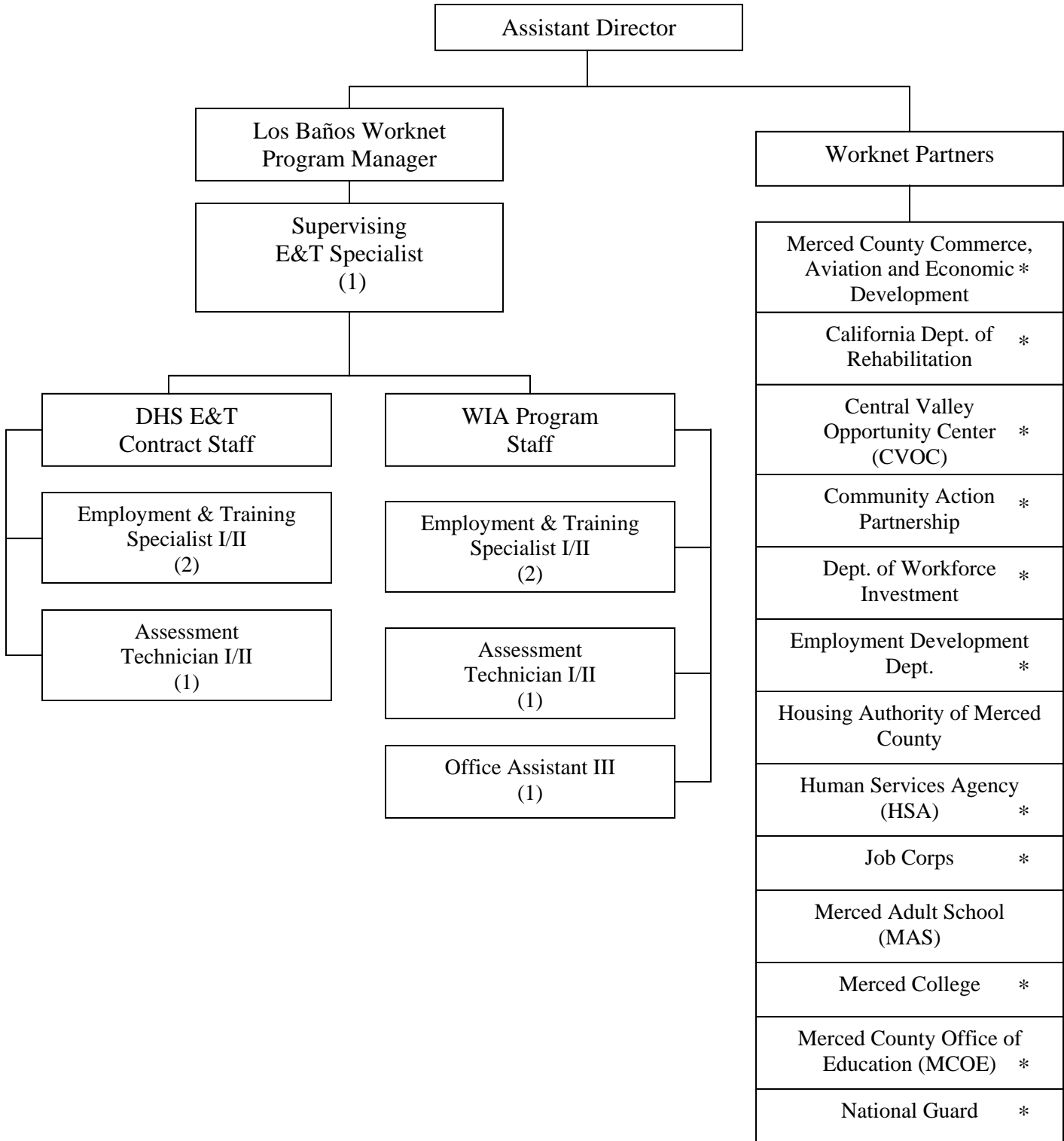
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Glossary

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

Worknet Organizational Chart



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

To: Members of the WIB Recertification Committee

**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 keep pace with the needs of our customers. Today our official title is the Los Banos Worknet Employment Resource Center (ERC); housing a fully equipped job search resource room, a PLATO Lab to improve basic skills and a PESCO Lab for skills and career assessment. 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 is requesting that the Workforce Investment Board (WIB) re-certify it as a Certified Affiliate One Stop. The members of the Worknet Leadership Team have made affiliate re-certification one of its goals for period 2008-2011.

To be recommended for re-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.

Statutory Requirements Documenting Narrative

To be re-certified, the Los Banos Worknet ERC must continue to 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 ERC 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 Farm worker Programs; Department of Commerce Aviation and Economic Development for small business start-up, Merced College, GED and basic education services; and Employment Development Department (EDD), Wagner Peysner funded services.

2. Outreach, intake and orientation to information and other services available.

Outreach efforts to customers all over Merced County include brochures, newspaper ads, job fairs (both general and employer-specific), radio announcements, flyers and posters to announce events and services available at all the Worknet ERC locations. Additionally, the Los Banos office connects with community service organizations, for example Headstart and the Community Resource Council, to make presentations about all services which can be obtained at the one stops.

Intake information is gathered from customers utilizing Worknet ERC Services. Tracking of customer use of Worknet ERC services has been enhanced through the development of a swipe card system. The cards are imprinted with basic identification information and each customer after “swiping” in their identification card, selects on the screen each service they will be using.

Intake information is gathered initially from a Worknet Application form completed by the customer. The swipe card continues to add the customer’s uses of the Worknet ERC services. Information such as customer activity, types of services used, customer satisfaction and outcomes are tracked.

Orientations to the Worknet System are held on Wednesdays at 10:30 a.m. These orientations include an overview of services, especially how to receive job referrals and obtain services as part of the job seeker pool.

First time customer orientation to Worknet ERC services and facility tours are provided on an individual basis in the computer lab.

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

A staff person performs an initial assessment of the customer's skill levels, aptitudes, abilities and support services required. Determinations are made on the following: 1) the reason why the customer is at the Worknet ERC; 2) identifying the services they want; and 3) which partner can best assist them.

Customers may choose self services and direct their own job search, using one of more or the Worknet ERC tools such as the computers, fax, telephone, books, newspapers, or the job boards.

Initial assessment is accomplished by providing the customer with several tools to measure their skill levels, aptitudes, and abilities. These assessment tools are customer friendly, and while not 100% self administered, are successfully completed with the barest of staff assistance.

Examples of these initial assessment tools are:

- SAGE (System of Assessment and Group Evaluation) – A computer assisted method of testing an individual's reading comprehension and math ability as well as their learning aptitudes, temperaments, and general attitudes which can be compared to that which is needed to be successful in a job type
- Career Navigator – A survey assessment which directs an individual to a career area
- Prove It – Job skills proficiency assessment
- PLATO – A computer assisted basic skills adult learning system
- Master Pro – A typing speed and ability test

The Resource Room and community job boards also list resources available in LB and supportive service access and information is provided online in the computer lab as well as through a brochure and flier.

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 resource room 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 hosts "mini job fairs" for local employers. Staff and partners have assisted new and established businesses in recruitment for employees. Last year, several new employers used our services in assessing, interviewing and/or training their new staff.

Career counseling for individuals as appropriate is provided by partner and WIA staff in the resource room, 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 Resource Room 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 Resource Room 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 Resource Room to access the Eligible Training Providers List (ETPL) on the EDD website (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 Worknet ERC phones and computers to contact schools to obtain any information they need but cannot find through the website. The Resource Room staff also keep information given to us by the schools which includes brochures, fliers 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

(<http://mc-info/wiws/partreports/index.html>). Utilizing computers at any of the Worknet ERC's resource rooms, customers may access performance information and staff is 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 and is available online. 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 LB Worknet ERC 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 fliers 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 LB Worknet ERC Resource Room or on-line using the Resource Room computers. Staff is aware of the procedure for filing UI Claims. Brochures are available with the phone number and website.

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 ERC for all types of financial aid, scholarship and grant programs for vocational or educational schools. Staff asks that 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 a follow-up unit that case manages an individual from the point of entering employment through the exit process. The WIA funded follow-up function provides counseling to assist customers in retaining employment, as well as referrals to partner and community services.