



***Workforce Innovation and Opportunity Act
America's Job Center of CaliforniaSM
Memorandum of Understanding***

Preamble/Purpose of MOU:

The Workforce Innovation and Opportunity Act (WIOA) requires that a Memorandum of Understanding (MOU) be developed and executed between the Humboldt County Workforce Development Board (HC-WDB) and the America's Job Center of CaliforniaSM (AJCC) Partners to establish an agreement concerning the operations of the AJCC delivery system. The purpose of the MOU is to establish a cooperative working relationship between the AJCC Partners and to define their respective roles and responsibilities in achieving the policy objectives. The MOU also serves to establish the framework for providing services to employers, employees, job seekers and others needing workforce services.

California's delivery system, the AJCC, is a locally-driven system which develops partnerships and provides programs and services to achieve three main policy objectives established by the California Workforce Development Strategic Plan, which includes the following:

- Foster demand-driven skills attainment
- Enable upward mobility for all Californians
- Align, coordinate, and integrate programs and services

These objectives will be accomplished by ensuring access to high-quality AJCCs that provide the full range of services available in the community for all customers seeking assistance with any of the following:

- Looking to find a job.
- Building basic educational or occupational skills.
- Earning a postsecondary certificate or degree.
- Obtaining guidance on how to make career choices.
- Seeking to identify and hire skilled workers.

Vision Statement:

The Job Market provides quality services to Humboldt County businesses, employees and job-seekers, so they may thrive.



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Mission Statement and Goals:

Bringing together workforce development, educational, economic development and other employment services in a seamless customer-focused delivery network that enhances access to program services and improves long-term employment outcomes. As AJCC partners, we are committed to administering our independently funded programs as a set of integrated streamlined services to job seekers and employers, by:

- Helping businesses find skilled workers and access other supports services, including education and training, for their current workforce; and
- Providing an array of employment and business services and connecting customers to work-related training and education; and
- Continuing to align investments in workforce, education and economic development to regional in-demand jobs; and
- Reinforcing partnerships and strategies to provide job seekers and workers with high-quality career services, education and training, and supportive services needed to get good jobs and stay employed.

AJCC Partners to the MOU:

This MOU is entered into between HC-WDB and the AJCC Partners named below, with agreement of the Chief Local Elected Official, the Humboldt County Board of Supervisors, hereafter, CLEO.

Required Partners include local/regional representatives of the following programs:

- WIOA Title I Adult, Dislocated Worker, Smart Business Resource Center (SBRC)
- WIOA Title II Adult Education and Literacy, College of the Redwoods (CR)
- WIOA Title III Wagner-Peyser, Employment Development Department (EDD)
- WIOA Title IV Vocational Rehabilitation, Department of Rehabilitation (DOR)
- Carl Perkins Career Technical Education, College of the Redwoods (CR)
- Title V, Older Americans Act, AARP Foundation
- Community Services Block Grant, Redwood Community Action Agency (RCAA)



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- Native American Programs (Section 166), Northern California Indian Development Council (NCIDC)
- Migrant Seasonal Farmworkers, California Human Development (CHD)
- Veterans, Employment Development Department (EDD)
- Trade Adjustment Assistance Act, Employment Development Department (EDD)
- Unemployment Insurance, Employment Development Department (EDD)
- Second Chance, Department of Health and Human Services, Employment & Training Division (ETD)
- Temporary Assistance for Needy Families, Department of Health and Human Services, CalWORKs Division

Additional Partners approved by the HC-WDB and CLEO:

- Business Services, Humboldt State University, North Coast Small Business Development Center (NCSBDC)
- Business Services, Cardinal Services, Inc. DBA Sequoia Personnel Services (SPS)
- Workforce & Community Education, College of the Redwoods (CR)
- North Coast Regional Department of Child Support Services (NCRDCSS)
- Department of Health and Human Services, CalFresh Division
- Humboldt County Probation Department

Effective Dates and Term of MOU:

This MOU shall begin on July 1, 2019 and shall remain in full force and effect until June 30, 2022, unless sooner terminated as provided herein. This MOU shall be reviewed, at a minimum, every one year.

AJCC System Services:

AJCC's services as required by WIOA Law and to be provided by the AJCC Partners to this MOU are outlined in Attachment A, AJCC System Services.

Responsibility of AJCC Partners:



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The AJCC Partners agree to the responsibilities outlined below.

1. The AJCC Partners will participate in joint planning, plan development, and modification of activities to accomplish the following:
 - Continuous partnership building.
 - Adherence to state and federal requirements.
 - Responsiveness to local and economic conditions, with an emphasis on employer needs.
 - Adherence to common data collection and reporting needs.
2. Make the service(s) identified in Attachment A, the AJCC System Services, available to customers through the AJCC delivery system.
3. Participate in the operation of the AJCC, consistent with the terms of the MOU and requirements of authorized laws.
4. Participate in capacity building and staff development activities in order to ensure that all AJCC Partners and staff are adequately cross-trained.

Funding of Services and Operating Costs:

All relevant AJCC Partners (excluding additionally approved partners referenced on page 3) to this MOU agree to share in the operating costs of the AJCC system, either in cash or through in-kind services. The cost of services, operating cost, and infrastructure costs of the system will be funded by relevant AJCC Partners through a separately negotiated cost sharing agreement.

AJCC Partners will ensure that the shared costs are supported by accurate data, the shared costs are consistently applied over time, and the methodology used in determining the shared costs are reflected in the cost sharing agreement.

AJCC Partners agree to reconcile the cost sharing plan on an annual basis.



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Methods for Referring Customers:

An inter-partner and inter-agency referral process as required by WIOA and to be used by the AJCC Partners to this MOU is described in Attachment C, AJCC System Services Referral Agreement.

Access for Individuals with Barriers to Employment:

Humboldt County's AJCC, The Job Market, located at 409 K Street, Eureka, CA, is the primary physical location and access point for residents in the County. The Job Market is committed to providing priority of services to recipients of public assistance, other low-income individuals, individuals with a legal responsibility to support their children, or individuals who are basic skills deficient when providing individualized career services and training services with WIOA adult funds.

The AJCC will ensure access for all individuals that qualify as an "individual with a barrier to employment." The term means, an individual, of one or more of the following populations:

- Displaced homemakers
- Low-income individuals
- Indians, Alaska Natives, and Native Hawaiians, defined in section 166 in WIOA Law
- Individuals with disabilities, including youth
- Older individuals
- Ex-offenders
- Homeless individuals, defined in section 41403(6) in the Violence Against Women Act of 1994, or homeless children and youths, defined in section 725(2) of the McKinney-Vento Homeless Assistance Act
- Youth who are in or have aged out of foster care
- Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers
- Eligible migrant and seasonal farm workers
- Individuals within 2 years of exhausting lifetime eligibility under Part A of title IV of the Social Security Act
- Single parents, including pregnant women
- Long-term unemployed individuals
- Such other groups as the Governor involved determines to have barriers to employment

Humboldt AJCC partners ensure their policies, procedures, programs, and services are in



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compliance with the *Americans with Disabilities Act of 1990* and its amendments, in order to provide equal access to all customers with disabilities.

Shared Technology and System Security:

WIOA emphasizes technology as a critical tool for making all aspects of information exchange possible, including client tracking, common case management, reporting, and data collection. To support the use of these tools, each AJCC Partner agrees to the following:

- Comply with the applicable provisions of WIOA, Welfare and Institutions Code, California Education Code, Rehabilitation Act, and any other appropriate statutes or requirements.
- The principles of common reporting and shared information through electronic mechanisms, including shared technology.
- Commit to share information to the greatest extent allowable under their governing legislation and confidentiality requirements.
- Maintain all records of the AJCC customers or Partners (e.g. applications, eligibility and referral records, or any other individual records related to services provided under this MOU) in the strictest confidence and use them solely for purposes directly related to such services.
- Develop technological enhancements that allow interfaces of common information needs, as appropriate.
- Understand that system security provisions shall be agreed upon by all AJCC Partners.

Confidentiality:

The AJCC Partners agree to comply with the provisions of WIOA as well as the applicable sections of the Welfare and Institutions Code, the California Education Code, the Rehabilitation Act, and any other appropriate statute or requirement that may apply to one or all of the AJCC Partners to assure the following:

- All applications and individual records related to services provided under this MOU, including eligibility for services and enrollment and referral, shall be confidential and shall not be open to examination for any purpose not directly connected with the delivery of such services.
- No person will publish, disclose use, or permit, cause to be published, disclosed or used, any confidential information pertaining to AJCC applicants, participants, or customers overall unless a specific release is voluntarily signed by the participant or customer.
- The AJCC partners agree to abide by the current confidentiality provisions of the respective statutes to which AJCC operators and other AJCC Partners must adhere and



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shall share information necessary for the administration of the program as allowed under WIOA law and regulation. The AJCC partner, therefore, agrees to share client information necessary for the provision of services such as assessment, universal intake, program or training referral, job development or placement activities, and other services as needed for employment or program support purposes upon the written permission from a participant outlined in Attachment D, AJCC Release of Information Form.

- Client information shall be shared solely for the purpose of enrollment, referral or provision of services. In carrying out their respective responsibilities, each party shall respect and abide by the confidentiality policies of the other Partners.
- These provisions shall be interpreted consistent with the California Public Records Act.

Non-Discrimination and Equal Opportunity:

The AJCC partner shall not unlawfully discriminate, harass or allow harassment against any employee, applicant for employment or AJCC applicant due to gender, race, color, ancestry, religion, national origin, veteran status, physical disability, mental disability, medical condition(s), age, sexual orientation or marital status. The AJCC partner agrees to comply with the provisions of the Fair Employment and Housing Act (Government Code Section 12990) and related, applicable regulations.

The AJCC partners will assure compliance with the Americans with Disabilities Act of 1990 and its amendments, which prohibits discrimination on the basis of disability, as well as other applicable regulations and guidelines issued pursuant to the Americans with Disabilities Act.

Grievances and Complaints Procedure:

The AJCC has established and will maintain a procedure for grievance and complaints as outlined in WIOA and described in Attachment E, Grievance and Complaint Procedure. The process for handling grievances and complaints will be applicable to customers when utilizing WIOA funded programs or services. These procedures will allow the customer or entity filing the complaint to exhaust every administrative level in receiving a fair and complete hearing and resolution of their grievance. The AJCC further agrees to communicate openly and directly to resolve any problems or disputes related to the provision of services in a cooperative manner and at the lowest level of intervention possible.

AJCC Partners to this MOU who have established grievance and complaint processes pertinent solely to their own programs and funds will continue to use those processes when a complaint is



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being filed only with a Partner agency and not about the AJCC at large or to WIOA funded programs. AJCC Partners to this MOU will share information about how, where, and to whom to file complaints targeted for non-WIOA funded Partners of the AJCC.

American's with Disabilities Act and Amendments Compliance:

The AJCC Partners agrees to ensure that the policies and procedures as well as the programs and services provided at the AJCC are in compliance with the Americans with Disabilities Act and its amendments. Additionally, AJCC Partners agree to fully comply with the provisions of WIOA, Title VII of the civil Rights act of 1964, the Age Decimation Act of 1975, Title IX of the Education Amendments of 1972, 29 CRF Part 37 and all other regulations implementing the aforementioned laws.

Modifications and Revisions:

This MOU constitutes the entire agreement between the AJCC Partners and the HC-WDB and no oral understanding not incorporated herein shall be binding on any of the parties hereto. This MOU may be modified, altered, or revised, as necessary, by mutual consent of the parties, by the issuance of a written amendment, signed and dated by the parties.

Termination:

The AJCC Partners understand that implementation of the AJCC system is dependent on the good faith effort of every partner to work together to improve services to the community. The AJCC Partners also agree that this is a project where different ways of working together and providing services are being tried. In the event that it becomes necessary for one or more AJCC Partners to cease being a part of this MOU, said entity shall notify the other Partners and the HC-WDB, in writing, 30 days in advance of that intention. In the event that the HC-WDB determines that it is necessary for one or more AJCC Partners to cease being a part of this MOU, the HC-WDB shall notify the other AJCC Partners and said entity in writing, 30 days in advance of that intention.

EDD Premises:

During the term of this MOU, and as long as the AJCC is located within the local EDD building, all parties to this MOU who are co-located at The Job Market shall be required to have a space sharing agreement in place with the local EDD office regarding use of designated and common space for the purpose of conducting acceptable AJCC services as outlined herein.



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Supervision/Day to Day Operations:

The day-to-day supervision of staff assigned to the AJCC will be the responsibility of the site supervisor(s). The original employer of staff assigned to the AJCC will continue to set the priorities of its staff. Any change in work assignments or any problems at the worksite will be handled by the site supervisor(s) and the management of the original employer.

The office hours for the staff at the AJCC will be established by the site supervisor(s) and the primary employer. All staff will comply with the holiday schedule of their primary employer and will provide a copy of their holiday schedule to the operator and host agency at the beginning of each fiscal year.

Disciplinary actions may result in removal of co-located staff from the AJCC and each party will take appropriate action.

Each party shall be solely liable and responsible for providing to, or on behalf of, its employee(s), and all legally-required employee benefits. In addition, each party shall be solely responsive and save all other parties harmless from all matters relating to payment of each party's employee(s), including compliance with social security withholding, workers' compensation, and all other regulations governing such matters.

Dispute Resolution:

The parties agree to communicate openly and directly to resolve policy, practice disputes or other problems at the lowest level, starting with the site supervisor(s) and staff. If issues cannot be resolved at this level, they shall be referred to the management staff of the respective staff employer and the operator, for discussion and resolution. Parties shall continue with the responsibilities under the MOU during any dispute. Disputes shall be resolved in a timely manner. If not able to resolve at these lower levels, disputed issues shall be submitted in writing to the AJCC Operators Consortium for a written decision. If this decision is not accepted by the disputing parties, then the parties may, within 30 days, appeal in writing to the HC-WDB Executive Committee. The HC-WDB Executive Committee shall attempt to resolve the dispute in a mutually satisfactory manner. If the HC-WDB Executive Committee is unsuccessful, it may engage the services of a local mediation service to assist. If mediation is unsuccessful, the HC-WDB Executive Committee shall select a local arbitrator acceptable to the parties involved. The arbitrator so elected may schedule and hold an arbitration hearing. The parties shall be bound by final decisions of the arbitrator.



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Press Releases and Communications:

The pertinent AJCC Partners shall have the option to be included in any communicating with the press, television, radio or any other form of media when an AJCC Partner's specific duties or performance under this MOU is addressed. Participation of each party in press/media presentations will be determined by each party's public relations policies. Unless otherwise directed by the other AJCC Partners, in all communications, each party shall make reference to The Job Market or AJCC as a single system and only call out individual AJCC Partners as appropriate to the topic or issue being covered.

The AJCC Partners agree to utilize the AJCC logo developed by the State of California and the Local Board on buildings identified for AJCC usage. This also includes letterhead, envelopes, business cards, any written correspondence and fax transmittals.

Hold Harmless/Indemnification/Liability:

In accordance with provisions of Section 895.4 of the California Government Code, each party hereby agrees to indemnify, defend and hold harmless all other parties identified in this MOU from and against any and all claims, demands, damages and costs arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. In addition, except for Departments of the State of California which cannot provide for indemnification of court costs and attorney's fees under the indemnification policy of the State of California, all other parties to this MOU agree to indemnify, defend and hold harmless each other from and against all court costs and attorney's fees arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. It is understood and agreed that all indemnity provided herein shall survive the termination of this MOU.

[SIGNATURE PAGE FOLLOWS]



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In WITNESS THEREOF, the parties to this MOU hereby agree to the terms and execute this agreement, and the Chief Local Elected Official of Humboldt County, represented by the Chair of the Humboldt County Board of Supervisors hereby agrees to the execution of the this MOU, Attachment A, B, C, D, and E.

Dated 6-13- 2019

By: [Signature]
Jeff Nelson, Chair
Humboldt County Workforce Development Board

Dated 6/25/ 2019

By: [Signature]
Rex Bohn, Chair
Humboldt County Board of Supervisors

(SEAL)

ATTEST:
Clerk of the Humboldt County Board
of Supervisors
By: [Signature]
Deputy
Ryan Sharp



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Dated: _____, 2019

By: _____
Smart Business Resource Center
Wendy Zanutelli, Director



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Dated: _____, 2019

By: _____
College of the Redwoods
Dr. Keith Snow-Flamer,
President/Superintendent



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Dated: _____, 2019

By: _____
State of CA Employment Development
Department
Emilia Bartolomeu, Deputy Division Chief
Workforce Services Branch



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Dated: _____, 2019

By: _____
State of CA Department of Rehabilitation
Lawrence Siler, Regional Supervisor



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Dated: _____, 2019

By: _____
AARP Foundation
Lolita Evans, Employment and Training
Coordinator



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Dated: _____, 2019

By: _____
Redwood Community Action Agency
Val Martinez, Executive Director



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By signing below, all parties agree that when data are available to determine the AJCC benefit to non-colocated partners, the infrastructure cost sharing agreement will be renegotiated to include their proportionate share of contributions subject to the WIOA (h)(2)(D)(iv). The Native American Program will have a separate negotiation process to discuss any voluntary in-kind or cash contributions that agreed upon would be beneficial and allowable outside of the scope of the formula funding mechanisms referenced in the MOU.

Dated: _____, 2019

By: _____
Northern California Indian Development Council
Greg Gehr, Executive Director



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Dated: _____, 2019

By: _____
California Human Development
Anita Maldonado, CEO



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Dated: _____, 2019

By: _____
Unemployment Insurance, State of CA
Employment Development
David Rangel, Employment Development
Administrator



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Dated: _____, 2019

By: _____
Humboldt County Department of Health and
Human Services
Connie Beck, Director



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Dated: _____, 2019

By: _____
North Coast Small Business Development
Center, a Program of Humboldt State University
Sponsored Programs Foundation
Kacie Flynn, Executive Director



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Dated: _____, 2019

By: _____
Cardinal Services, Inc. DBA Sequoia Personnel
Services
Mike Freeman, Chair and Chief Strategic Officer



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Dated: _____, 2019

By: _____

North Coast Regional Department of
Child Support
Lisa Dugan, Director



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Dated: _____, 2019

By: _____

Humboldt County Probation Department
Shaun Brenneman, Chief Probation Officer



**AMERICA'S JOB CENTER OF CALIFORNIA (AJCC)SM
SYSTEM SERVICES**

JOB SEEKER		
<u>CAREER SERVICES</u>	DESCRIPTION	PROVIDING OPERATOR OR PARTNER(S)
Intake, Identification of Service Need and Referrals	<ul style="list-style-type: none"> • AJCC registration into CalJOBS and information and referrals to appropriate services based on indicated interest and service needs. • Client referral from partner agency sites as indicated from determining client interest, request or need. 	<ul style="list-style-type: none"> • AJCC intake: SBRC; EDD – W-PA; and/or YPO • Partner program intake and referrals offsite: AARP; CalWORKs; CR; DOR; GR; HCCCC; NCIDC; NCSBDC; RCAA; and/or YPO
Eligibility Determination	<ul style="list-style-type: none"> • Collect data and verification documents to identify individuals who qualify for eligibility-based services – WIOA, TANF, General Relief, CalFresh, and/or Affordable Care Act programs. 	<ul style="list-style-type: none"> • WIOA Programs: SBRC and/or YPO <ul style="list-style-type: none"> • Other Programs: DHHS/SSB; EDD – TAA and Veterans, and/or UI; DOR
AJCC Orientation	<ul style="list-style-type: none"> • An orientation that provides an introduction to AJCC services and basic information on how to conduct an effective job search. • A required workshop for AJCC clients who want to use staff-supported services. 	<ul style="list-style-type: none"> • SBRC • EDD – W-PA through mandated workshops – IAW, PJSA, and REA
Initial Assessment of skills, aptitudes, abilities and support services needed.	<ul style="list-style-type: none"> • Provide WIOA clients with individual and/or group assessments. <ul style="list-style-type: none"> ○ Conduct evaluation to determine training and supportive service needs one-on-one. 	<ul style="list-style-type: none"> • SBRC; and/or YPO • SBRC; and/or YPO
Job Search and Placement Assistance	<ul style="list-style-type: none"> • AJCC self-serve computer-aided job search and job postings in lobby. • Staff-assisted job search; information regarding labor market and high-demand jobs; resume, cover letter and interview assistance; work-readiness workshops; career counseling; assistance with job placement. 	<ul style="list-style-type: none"> • SBRC; and/or EDD – W-PA • CR; SBRC; EDD – W-PA, TAA; Veterans; DOR; CalWORKs; AARP; RCAA, and/or YPO's

Attachment A

<p>Provision of Referrals and Coordination of Activities</p>	<p>Referrals are made to partner or other supportive service agencies to ensure for optimal assistance and success of job seeker clients.</p>	<ul style="list-style-type: none"> All AJCC operators, partners and associated local services * Attachment B for the local AJCC referral process
<p>JOB SEEKER</p>		
<p><u>TRAINING SERVICES</u></p>	<p>DESCRIPTION</p>	<p>PROVIDING OPERATOR OR PARTNER(S)</p>
<p>Provision of Training Program Funds and Performance Information</p>	<ul style="list-style-type: none"> Inform WIOA clients about amount and purpose of training funds available to them, and program and education provider performance data. Similar information provided by Partner agencies regarding their programs. 	<ul style="list-style-type: none"> SBRC; and/or YPO's CalWORKs; DOR; AJCC; and/or EDD – TAA
<p>Provision of Information Regarding Supportive Services (SS) and Funds</p>	<ul style="list-style-type: none"> Inform WIOA clients about supportive services and funds that can be provided to assist with their training success. Similar information provided by Partner agencies regarding their programs. 	<ul style="list-style-type: none"> SBRC; and/or YPO's CalWORKs; DOR; AARP; and/or EDD-TAA
<p>Provision of Information Regarding other SS and Partner Programs</p>	<ul style="list-style-type: none"> Inform WIOA clients about other program resources that they may qualify for to help them meet basic needs and assist in completing their training goals. Similar information provided by AJCC partner agencies to their clients. Make referrals to other agencies as appropriate. 	<ul style="list-style-type: none"> SBRC; and/or YPO's CalWORKs; DOR; AARP; and/or EDD-TAA SBRC; CalWORKs; DOR, AARP YPO's; and/or EDD - TAA
<p>Comprehensive Assessments and In-Depth Interviewing and Career Counseling to Help Clients Determine Suitable Employment Goals and Career Pathway</p>	<ul style="list-style-type: none"> Deliver/proctor assessments tool and counsel WIOA clients to help them select a high-demand job and career pathway; identify and work to alleviate any barriers to employment. Assist clients of other training programs with the same. 	<ul style="list-style-type: none"> SBRC; and/or YPO's CalWORKs; DOR; and/or AARP
<p>Development of an Individual Employment Plan and Establish a Training Account</p>	<ul style="list-style-type: none"> Assist WIOA clients, via individual counseling, to develop an employment plan that identifies a career goal, provides achievement objectives, and secures ancillary services to help meet their goal. Assist clients of other training programs with the same. 	<ul style="list-style-type: none"> SBRC; EDD – TAA; and/or YPO CalWORKs; DOR; and/or AJCC

Attachment A

<p>Short-Term Pre-Vocational Services</p>	<ul style="list-style-type: none"> • Offer Basic skills training in literacy and numeracy as needed. <ul style="list-style-type: none"> • Provide skills to assist in English language acquisition. • Offer financial literacy workshops. • Assist in attaining High School Diploma, GED or another HSD equivalency preparation and testing. • Provide information on Applying for UI Benefits. • Offer Life Skills and Work/Life Balance assistance. • Provide Work Readiness and Retention Skills Development Workshops and/or Group Counseling when appropriate. 	<ul style="list-style-type: none"> • CR; and/or SBRC • CR • CR; SBRC; DOR; and/or RCAA • CR; and/or SBRC • EDD – W-PA; and/or SBRC • CR; and/or SBRC • CR; and/or SBRC
<p>Internships and Work Experience Placement</p>	<ul style="list-style-type: none"> • Develop job sites and place clients in a WEX training aligned with their employment goals. • Monitor and assist job site employer and client to ensure for successful outcomes. 	<ul style="list-style-type: none"> • CR; SBRC; CalWORKs; DOR; AARP; and/or YPO • CR; SBRC; CalWORKs; DOR; and/or AARP
<p>On-the-Job Training Placements</p>	<ul style="list-style-type: none"> • Develop job sites and place clients in an OJT aligned with their employment goals. • Monitor and assist job site employer and client to ensure for successful outcomes. 	<ul style="list-style-type: none"> • SBRC; CalWORKs; DOR; and/or AARP
<p>Out-of-Area Job Search and Relocation Assistance</p>	<ul style="list-style-type: none"> • Provide job placement assistance to WIOA clients who have trained for a high-demand job out-of-area. • Assist WIOA client with a relocation plan and funds to support the plan. 	<ul style="list-style-type: none"> • SBRC; EDD – TAA; YPO; and DOR • SBRC; EDD – TAA; YPO; and/or DOR
<p>Follow-Up Services</p>	<ul style="list-style-type: none"> • Provide WIOA clients with continued career and retention counseling as needed for up to 12 months following employment. 	<ul style="list-style-type: none"> • SBRC; and/or YPO

<p align="center">EMPLOYER, BUSINESS AND INDUSTRY</p>		
<p><u>BUSINESS SERVICES</u></p>	<p>DESCRIPTION</p>	<p>PROVIDING OPERATOR OR PARTNER(S)</p>
<p>Labor Exchange Services</p>	<ul style="list-style-type: none"> • Provide basic and in-depth labor market and employment information. • Job posting assistance into CalJOBS and AJCC website. • Recruitment assistance including job fairs, resume searches, job announcements across AJCC partners. • Candidate screening via aptitude, skills and readiness testing, and interviews. 	<ul style="list-style-type: none"> • BizNet; EDD – LMID, TAA, W-PA, and Veterans; SBRC; and/or WDB • EDD – W-PA and Veterans; and/or SBRC • EDD – W-PA and Veterans; and/or SBRC

Attachment A

		<ul style="list-style-type: none"> • SBRC; DOR; YPO and/or CR
Business Assistance with Employment Related Questions	<ul style="list-style-type: none"> • Provide basic and in-depth labor market information regarding wages, job classifications, employment rates and in-demand industry sectors. <ul style="list-style-type: none"> • Provide answers and materials to employers regarding managing employees and regulations. • Provide answers and materials related to small business and self-employment. <ul style="list-style-type: none"> • Information regarding wage subsidy programs. • Information regarding employment related tax credits. • Hiring and making accommodations for employees with disabilities. 	<ul style="list-style-type: none"> • BizNet; EDD – LMID; SBRC; SPS; and/or WDB • BizNet; EDD; NCSBDC; and/or SPS • BizNet; NCSBDC; and/or SBRC • SBRC; CalWORKs; and/or YPO's • SBRC; EDD – W-PA and Veterans; and/or CalWORKs <ul style="list-style-type: none"> • DOR
Business Assistance with HR Related Needs	<ul style="list-style-type: none"> • Employer workshops in hiring, interviewing and employee retention. • Assistance with job descriptions. • Workshops in recruitment, hiring and retention. 	<ul style="list-style-type: none"> • SBRC; SPS; and/or NCSBDC • SBRC, EDD – W-PA and Veterans; and/or SPS <ul style="list-style-type: none"> • SBRC, SPS
Business Assistance with Layoff Aversion or Events	<ul style="list-style-type: none"> • Business analyses and assistance to avoid employee layoffs or closures. • Assistance with layoff and provision of information to dislocated workers. 	<ul style="list-style-type: none"> • NCSBDC; SPS; and/or WDB • EDD; EDD – W-PA; DHHS/SSB; and/or WDB staff
Training Services for Business Owners and/or Incumbent Workers	<ul style="list-style-type: none"> • Customer Service Training. • Customized Training for a specific company or industry sector. • Management/Supervisory and/or HR training. • Bookkeeping, financial reporting and business computing training. • Business plan development and business loan procurement assistance. • Monthly luncheon training/presentations and periodic seminars on labor and employment law, business regulations and compliance, Human Resource (HR) and other business related topics. 	<ul style="list-style-type: none"> • CR and/or SBRC • CR and/or SBRC • CR and/or SBRC • CR and/or NCSBDC <ul style="list-style-type: none"> • NCSBDC • EDD – W-PA (via NEAC)

Acronym Key

- **AJCC** – America’s Job Center of CaliforniaSM
- **AARP** – American Association of Retired Persons Foundation
- **BizNet** – North Coast Small Business Development Center’s AJCC business help line
 - **CalWORKs** – California’s Temporary Assistance to Needy Families Program
 - **CR** – College of the Redwoods, a CA Community College
- **DHHS/SSB** – Department of Health and Human Services, Social Service Branch
 - **DOR** – California Department of Rehabilitation
- **EDD** – California State Employment Development Department
 - **GR** – DHHS General Relief Program
- **HCCCC** – Humboldt County Community Correctional Center, a multi-agency center for adjudicated clients
 - **LMID**-Labor Market Information Division
 - **NEAC**-North Coast Employer Advisory Council
- **NCSBDC** – North Coast Small Business Development Center
 - **Veterans** – EDD’s Job’s for Veterans State Grant (JVSG)
 - **RCAA** – Redwood Community Action Agency
 - **SPS** - Sequoia Personnel Services
 - **SBRC** – Smart Business Resource Center
 - **TAA**-Trade Adjustment Assistance Act
 - **TJM** – The Job Market, local name for Humboldt’s AJCC
 - **UI**-Unemployment Insurance Benefits
 - **Veterans** – EDD’s Job’s for Veterans State Grant (JVSG)
 - **W-PA**-Wagner-Peyser Act
 - **WDB** – Workforce Development Board
 - **WIOA** – Workforce Innovation and Opportunity Act
 - **YEOP**-Youth Employment Opportunity Program
 - **YPO** – Youth Program Operator (WIOA Youth Program)



**Workforce Innovation and Opportunity Act
America's Job Center of California™ (AJCC)
Memorandum of Understanding**

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Attachment B



Process and Development

Local Area: Humboldt County Workforce Development Board

Date Submitted: June 25, 2019

Attachment: Signed Phase I Memorandum of Understanding

The term of this agreement

The Memorandum of Understanding Phase II is effective from July 1, 2019 through June 30, 2022.

Identification of all AJCC partners, Chief Elected Officials, and Local Boards participating in this agreement

Chief Elected Officials

Humboldt County Board of Supervisors (BOS)

Local Workforce Development Board

Humboldt County Workforce Development Board (HCWDB)

AJCC Partners Participating in the Infrastructure Funding Agreement

College of the Redwoods

Smart Business Resource Center

State of California Employment Development Division

AJCC Partners Participating in the Career Services Agreement

Smart Business Resource Center

State of California, Employment Development Department

State of California, Unemployment Insurance

Attachment B



College of the Redwoods
Redwood Community Action Agency
Northern California Indian Development Council
AARP Foundation
California Human Development
State of California Department of Rehabilitation

AJCC Partners Participating in the Shared Other System Costs Agreement

Humboldt County Department of Health and Human Services, Employment Training Division and CalWORKs Division
State of California Employment Development Division
College of the Redwoods
Redwood Community Action Agency

Steps the HCWDB, BOS, and AJCC partners took to reach consensus and/or an assurance that the Local Area followed guidance for the state infrastructure funding mechanism.

Multiple meetings were convened between the HCWDB and the AJCC partners; all AJCC partners; and co-located AJCC partners. In addition, multiple phone conversations and emails occurred between the HCWDB Executive Director and partners. Upon receipt of completed templates by all the partners, a draft document was written and circulated for review by partners and then presented to the Workforce Development Board for a approval and recommendation to the BOS for signature and approval.

A description of the process to be used among partners to resolve issues during the MOU duration period when consensus cannot be reached.

The parties agree to communicate openly and directly to resolve policy, practice disputes or other problems at the lowest level, starting with the site supervisor(s) and staff. If issues cannot be resolved at this level, they shall be referred to the management staff of the respective staff employer and the operator, for discussion and resolution. Parties shall continue with the responsibilities under the MOU during any dispute. Disputes shall be resolved in a timely manner. If not able to resolve at these lower levels, disputed issues shall be submitted in writing to the AJCC Operators Consortium for a written decision. If this decision is not accepted



by the disputing parties, then the parties may, within 30 days, appeal in writing to the HC-WDB Executive Committee. The HC-WDB Executive Committee shall attempt to resolve the dispute in a mutually satisfactory manner. If the HC-WDB Executive Committee is unsuccessful, it may engage the services of a local mediation service to assist. If mediation is unsuccessful, the HC- WDB Executive Committee shall select a local arbitrator acceptable to the parties involved. The arbitrator so elected may schedule and hold an arbitration hearing. The parties shall be bound by final decisions of the arbitrator.

A description of the periodic modification and review process that will be used to ensure all AJCC partners continue to contribute their fair and equitable share of infrastructure and other system costs, including the identification of who will fulfill this responsibility.

The Workforce Development Board will be responsible for ensuring all AJCC infrastructure and other shared costs are fair and equitable. Workforce Development Board staff will be responsible for reviewing, reporting, revising or making recommendations to the Workforce Development Board on a quarterly basis. A process will be developed for comparing expenses incurred to relative benefits received.

A description of the reconciliation schedule that will be used to ensure all AJCC partners contribute their fare and equitable share of infrastructure and other system costs, including the identification of who will fulfill this responsibility.

<u>When</u>	<u>Who</u>
May 8, 2020	Workforce Development Board Executive Director
May 7, 2021	Workforce Development Board Executive Director
May 6, 2022	Workforce Development Board Executive Director

Assurance from all non-colocated partners that they agree to pay their proportionate share of infrastructure costs as soon as sufficient data are available to make such a determination.

All non-colocated partners will provide a signature herein, stating they agree to pay their proportionate share of infrastructure costs once the methodology is established.



Sharing Infrastructure Costs

A budget outlining the infrastructure costs for each comprehensive AJCC in the Local Area with a detailed description of what specific costs are included in each line item.

Local Boards have two options:

Option 1: Develop a separate budget for each comprehensive AJCC.

Option 2: Develop a consolidated system-wide budget for its network of comprehensive AJCCs

All co-located partners are required to participate in infrastructure cost sharing. Infrastructure costs cannot include personnel.

The Local Board and AJCC partners have chosen this option for developing the infrastructure cost budget:

Option 1: A separate budget for each comprehensive AJCC. Humboldt County has one comprehensive AJCC and will provide one budget.

Option 2: A consolidated system-wide budget for the network of comprehensive AJCCs – **NOT APPLICABLE TO HUMBOLDT**



Comprehensive America's Job Center of California (AJCC) and Colocated Partners

- Include all comprehensive AJCCs Identified in the Phase I MOU
- Colocated Partner definition: All AJCC partners who have a physical presence within the center, either full time or part time.

Comprehensive AJCC #1

The Job Market
409 K Street
Eureka, Ca 95501

Partners Colocated at This AJCC

American Association of Retired Persons Foundation
College of the Redwoods
Redwood Community Action Agency
Smart Business Resource Center
State of California Employment Development Department



AMERICA'S JOB CENTER OF CALIFORNIA THE JOB MARKET INFRASTRUCTURE BUDGET		
Cost Category/Line Item	Line Item Cost Detail	Cost
COST SHARING CALCULATION FOR STATE OF CALIFORNIA EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD) FACILITIES		
EDD Rental of Facility	Capital Overlay Project	\$27,740
Rental Costs Subtotal:		\$27,740
EDD Utilities, Maintenance and Equipment		
Utilities		\$39,393
Janitorial		\$91,126
Alarm monitoring		\$330
Grounds maintenance		\$5,184
HVAC maintenance		\$13,800
Pest control		\$900
Elevator maintenance		\$8,184
Parking lot power sweep		\$5,628
Computer/Printer		\$10,832
Telecom		\$1,202
Copier/Fax		\$3,163



EDD Utilities, Maintenance and Equipment Subtotal:		\$179,742
Subtotal Rent Costs/EDD Facility		
		\$27,740
Subtotal Utilities, Maintenance and Equipment/EDD Facility		\$179,742
Total EDD Facility		\$207,482
Co-located Partner	Square Footage Rate Percentage	Total Partner Share for EDD Facility
Employment Development Department	46%	\$64,813
Smart Business Resource Center	44%	\$62,052
College of the Redwoods	8%	\$11,120
AARP Foundation	1%	\$1,425
RCAA	1%	\$1,425
OFFSET INFRASTRUCTURE CONTRIBUTIONS BY EACH NON-EDD CO-LOCATED PARTNER		
DIRECT CONTRIBUTION/OFFSET BY SMART BUSINESS RESOURCE CENTER		
Equipment and Technology		
Phone lines	SMART staff and Reception phones	\$2,500
Assessment-related products	TABE, Essential Education materials (Basic Skills), Virtual Job Shadow, Typing tests	\$4,500

Attachment B



Job Center Printer	Printer, maintenance and Supplies of Job Center Printer	\$3,000
Software	Assistive Technology built into Windows 10, Dedicated Assitive Technology Workstation in the lobby, Office Pro, Adobe Pro, Winway	\$3,500
Website	Creation and maintenance of a Job Market website that provides outreach to customers by providing information on AJCC services. Includes VPAT certification	\$7,500
IS Maintenance	0.10 Annual IS Charge to maintain equipment and software	\$6,500
Updating Electronic Resources	Annual HW and SW Updates	\$1,500
Remote Support Systems	Fortress/Goverlan to remotely support job center and classroom workstations	\$1,000
Receptionist	1 FTE to greet Job Market clients and aid in Job Center Services	\$42,557
Internet	Suddenlink internet access and wifi for Job Market	\$1,500
TOTAL SMART BUSINESS RESOURCE CENTER		\$74,057



DIRECT CONTRIBUTION/OFFSET BY COLLEGE OF THE REDWOODS		
Equipment and Technology		
Computers	Computer lab	\$21,865
Other tangible equipment used to serve all center customers (not specific to an individual program partner)	All-in-one printer	\$2,000
Specify Other Tangible Equipment		
TOTAL COLLEGE OF THE REDWOODS CONTRIBUTION		\$23,865

SUMMARY OF TOTAL INFRASTRUCTURE COSTS TO BE SHARED/OFFSET BY CO-LOCATED PARTNERS				
Partner	Square Footage Rate Percentage for EDD Facility	Total Partner Share for EDD Facility	Direct Contribution/offset	Remaining Share
Smart Business Resource Center	44%	\$64,813	\$74,057	+\$9,244

Attachment B



Employment Development Department	46%	\$62,052	\$73,747	+\$11,695
College of the Redwoods	8%	\$11,120	\$23,865	+12,745

Infrastructure Cost Allocation Methodology

Identify the chosen and agreed upon cost allocation methodology:

✓ The proportion of a partner program’s occupancy percentage of the AJCC (square footage) Methodology for EDD facilities including rent, maintenance, utilities and equipment was based on square footage. The total cost was divided among the four co-located partners; EDD @ 48%, Smart Business Resource Center @ 44%, CR @ 8%, RCAA @ 1% and AARP @ 1%.

Attachment B



Co-located Partners Sharing AJCC Infrastructure Costs Signature Page

By signing below, all parties agree to the terms prescribed in the Infrastructure cost sharing budget.

HUMBOLDT COUNTY BOARD OF SUPERVISOR CHAIR

Printed Name and Title

Signature and Date

HUMBOLDT COUNTY WORKFORCE DEVELOPMENT BOARD CHAIR

K. Lora Nelson, Board Chair

Printed Name and Title

K. Lora Nelson

Signature and Date

Attachment B



Co-located Partners Sharing AJCC Infrastructure Costs Signature Page

By signing below, all parties agree to the terms prescribed in the Infrastructure cost sharing budget.

STATE OF CALIFORNIA, EMPLOYMENT DEVELOPMENT DEPARTMENT

Printed Name and Title

Signature and Date

Attachment B



Co-located Partners Sharing AJCC Infrastructure Costs Signature Page

By signing below, all parties agree to the terms prescribed in the Infrastructure cost sharing budget.

SMART BUSINESS RESOURCE CENTER

Printed Name and Title

Signature and Date

Attachment B



Co-located Partners Sharing AJCC Infrastructure Costs Signature Page

By signing below, all parties agree to the terms prescribed in the Infrastructure cost sharing budget.

COLLEGE OF THE REDWOODS

Printed Name and Title

Signature and Date

Attachment B



Co-located Partners Sharing AJCC Infrastructure Costs Signature Page

By signing below, all parties agree to the terms prescribed in the Infrastructure cost sharing budget.

REDWOOD COMMUNITY ACTION AGENCY

Printed Name and Title

Signature and Date

Attachment B



Co-located Partners Sharing AJCC Infrastructure Costs Signature Page

By signing below, all parties agree to the terms prescribed in the Infrastructure cost sharing budget.

AARP, FOUNDATION

Printed Name and Title

Signature and Date



Non-located Partners Sharing Infrastructure Costs When Methodology Determined Signature Page

By signing below, all parties agree that when data are available to determine the AJCC benefit to non-located partners, the infrastructure cost sharing agreement will be renegotiated to include their proportionate share of contributions subject to the WIOA (h)(2)(D)(iv). The Native American Program will have a separate negotiation process to discuss any voluntary in-kind or cash contributions that agreed upon would be beneficial and allowable outside of the scope of the formula funding mechanisms referenced in the MOU.

NORTHERN CALIFORNIA INDIAN DEVELOPMENT COUNCIL

Printed Name and Title

Signature and Date



Non-colocated Partners Sharing Infrastructure Costs When Methodology Determined Signature Page

The state is in the process of implementing the requisite statewide data tracking system, and once such data are available, all non-colocated partners who are receiving benefit from the AJCCs will also be required to contribute their proportionate share towards infrastructure costs. Consequently, the Phase II MOU must include an assurance from all non-colocated partners that they agree to pay their proportionate share of infrastructure costs as soon as sufficient data are available.

By signing below, all parties agree that when data are available to determine the AJCC benefit to non-colocated partners, the infrastructure cost sharing agreement will be renegotiated to include their proportionate share of contributions.

STATE OF CALIFORNIA DEPARTMENT OF REHABILITATION

Printed Name and Title

Signature and Date



Non-located Partners Sharing Infrastructure Costs When Methodology Determined Signature Page

The state is in the process of implementing the requisite statewide data tracking system, and once such data are available, all non-located partners who are receiving benefit from the AJCCs will also be required to contribute their proportionate share towards infrastructure costs. Consequently, the Phase II MOU must include an assurance from all non-located partners that they agree to pay their proportionate share of infrastructure costs as soon as sufficient data are available.

By signing below, all parties agree that when data are available to determine the AJCC benefit to non-located partners, the infrastructure cost sharing agreement will be renegotiated to include their proportionate share of contributions.

CALIFORNIA HUMAN DEVELOPMENT

Printed Name and Title

Signature and Date



Non-located Partners Sharing Infrastructure Costs When Methodology Determined Signature Page

The state is in the process of implementing the requisite statewide data tracking system, and once such data are available, all non-located partners who are receiving benefit from the AJCCs will also be required to contribute their proportionate share towards infrastructure costs. Consequently, the Phase II MOU must include an assurance from all non-located partners that they agree to pay their proportionate share of infrastructure costs as soon as sufficient data are available.

By signing below, all parties agree that when data are available to determine the AJCC benefit to non-located partners, the infrastructure cost sharing agreement will be renegotiated to include their proportionate share of contributions.

STATE OF CALIFORNIA, UNEMPLOYMENT INSURANCE

Printed Name and Title

Signature and Date



Sharing Other One-Stop System Costs

A budget outlining other system costs relating to the operation of the local One-Stop delivery system and a description of what specific costs are included in each line item. The budget must include “applicable career services” as well as any other shared costs agreed upon by the AJCC partners and Local Board.

While only colocated partners share infrastructure costs, all One-Stop partners must share in career services and may share in other system costs. All partners that signed the Phase I MOU must also sign the Phase II MOU for the sharing of other system costs.

The One-Stop System Partners Included in the Sharing of Other One-Stop Delivery System Costs

Title I – Smart Business Resource Center (SBRC)

Title II - Adult Education – College of the Redwoods (CR)

Title III - Wagner-Peyser – State of California, Employment Development Department (EDD)

Title IV - Department of Rehabilitation – State of California, Department of Rehabilitation (DOR)

Title V - Older American Act – AARP Foundation

Trade Act - State of California, Employment Development Department (EDD)

Veterans - State of California, Employment Development Department (EDD)

Unemployment Insurance - State of California, Employment Development Department (EDD)

TANF/CalWORKs - Department of Health and Human Services, CalWORKs Division

Community Services Block Grant – Redwood Community Action Agency (RCAA)

Native American Programs – Northern California Indian Development Council (NCIDC)

Migrant Seasonal Farmworkers – California Human Development (CHD)

Note: Carl Perkins Career Technical Education, College of the Redwoods, is a training provider and does not provide career services with this funding stream.



Required Consolidated System Budget for “Applicable Career Services”

The other system costs budget must be a consolidated budget that includes a line item for applicable career services. The signed Phase I MOU required identification of the career services that were applicable to each partner program. Accordingly, this budget must include each of the partner’s costs for the service delivery of each applicable career service and a consolidated system budget for career services applicable to more than one partner and be in alignment with the MOU Phase I.

Applicable Career Services are services authorized to be provided under each partner’s program.

Summary of Career Services Applicable to Each One-Stop Delivery System Partner

Basic Career Services	Title I Adult	Title I DW	Title I Youth	Title II Adult Ed	Title III Wagner Peyser	Title IV Voc Rehab	CALWORKs TANF
Title I Program Eligibility	✓	✓	✓				
Outreach, Intake, Orient	✓	✓	✓	✓	✓	✓	✓
Initial Assessment	✓	✓	✓	✓	✓	✓	✓
Labor Exch/Job Search	✓	✓	✓	✓	✓	✓	✓
Referrals to Partners	✓	✓	✓	✓	✓	✓	✓
LMI	✓	✓	✓	✓	✓	✓	✓
Performance/Cost Info	✓	✓	✓		✓	✓	✓
Support Service Info	✓	✓	✓	✓		✓	✓
UI Info/Assistance	✓	✓			✓	✓	✓
Financial Aid Info	✓	✓				✓	✓



Basic Career Services	Comm Services Block Grant	Title V Older Americans	Native American	Migrant Seasonal Farmworker	Veterans	Trade Act	Unemployment Insurance
Title I Program Eligibility							✓
Outreach, Intake, Orient	✓	✓	✓	✓	✓	✓	✓
Initial Assessment	✓	✓	✓	✓	✓	✓	
Labor Exchange/Job Search	✓	✓	✓	✓	✓	✓	
Referrals to Partners	✓	✓	✓	✓	✓	✓	
LMI	✓	✓	✓	✓	✓	✓	
Performance/Cost Info		✓	✓	✓	✓	✓	
Support Service Info	✓	✓	✓	✓		✓	
UI Info/Assistance	✓		✓	✓	✓	✓	✓
Financial Aid Info	✓		✓		✓	✓	
Individual Career Services	Title I Adult	Title I DW	Title I Youth	Title II Adult Ed	Title III Wagner Peyser	Title IV Voc Rehab	CalWORKs TANF
Comp Assessment	✓	✓	✓			✓	✓
IEP	✓	✓	✓			✓	✓
Career Plan/Counsel	✓	✓	✓		✓	✓	✓
Short-Term Prevoc.	✓	✓	✓	✓		✓	✓

Attachment B



Internships/Work Experience	✓	✓	✓	✓		✓	✓
Out-of-Area Job Search	✓	✓	✓			✓	✓
Financial Literacy	✓	✓	✓	✓		✓	✓
IET/ELA				✓			
Workforce Preparation	✓	✓	✓	✓	✓	✓	✓
Individual Career Services	Community Block Grant	Title V Older Americans	Native Americans	Migrant Seasonal Farmworkers	Veterans	Trade Act	Unemployment Insurance
Comp Assessment	✓	✓	✓	✓	✓	✓	
IEP	✓	✓	✓	✓	✓	✓	
Career Plan/Counsel	✓	✓	✓	✓	✓	✓	
Short-Term Prevoc.	✓		✓	✓			
Internships/Work Experience	✓	✓	✓	✓			
Out-of-Area Job Search	✓		✓	✓		✓	
Financial Literacy	✓		✓	✓	✓	✓	
IET/ELA	✓						
Workforce Preparation	✓	✓	✓	✓	✓	✓	



Required Consolidated Budget for the Delivery of Applicable Career Services							
This budget includes each of the partner's costs for the service delivery of each applicable career service and a consolidated system budget for career services applicable to more than one partner. Unlike the IFA, other system costs should include all costs, including personnel, related to the administration and delivery of those services.							
Basic Career Services	Title I Adult	Title I DW	Title I Youth	Title II Adult Ed	Title III Wagner Peyser	Title IV Voc Rehab	CalWORKs TANF
T-I Eligibility/Initial Assess Outreach, Intake, Orient Labor Exchange/Job Search Referrals/LMI Support Service Info UI Info/Fin Aid Info	\$173,860	\$47,875	\$94,937	\$13,700	\$606,988	\$225,682	\$54,418
Basic Career Services	Community Block Grant	Title V Older Americans	Native American	Migrant Seasonal Farmworker	Veterans	Trade Act	Unemployment Insurance
T-I Eligibility/Initial Assess Outreach, Intake, Orient Labor Exchange/Job Search Referrals/LMI Support Service Info	\$5,800	\$19,396	\$107,476	\$31,220	\$65,261	\$42,685	\$5,098

Attachment B



UI Info/Fin Aid Info							
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Individual Career Services	Title I Adult	Title I DW	Title I Youth	Title II Adult Ed	Title III Wagner Peyser	Title IV Voc Rehab	CalWORKs TANF
Comp Assessment/IEP Career Plan/Counsel Short-Term Pre-vocational Internship/Work Experience Financial Literacy IET/ELA/WF Prep	\$ 260,790	\$ 71,815	\$ 94,937	\$ 0.00	\$ 107,115	\$ 902,730	\$ 36,278
Individual Career Services	Community Block Grant	Title V Older Americans	Native American	Migrant Seasonal Farmworker	Veterans	Trade Act	Unemployment Insurance
Comp Assessment/IEP Career Plan/Counsel Short-Term Pre-vocational Internship/Work Experience Financial Literacy IET/ELA/WF Prep	\$5,800	\$19,396	\$82,888	\$38,472	\$11,516	\$7,532	\$0.00
Consolidated budget total of career services delivered through the One-Stop system: \$ 3,133,665.00							



Partner Agreement to Share Other One-Stop System Costs

The other system costs budget may include any other shared services that are authorized for and commonly provided through the AJCC partner programs to any individual, such as initial intake, assessment of needs, appraisal of basic skills, identification of appropriate services to meet such needs, referrals to other One-Stop partners, and business services.

As with infrastructure costs, other system costs must be allocable according to the proportion of benefit received by each of the AJCC partner programs, consistent with the partner's authorizing federal statute and Uniform Guidance. The Phase II MOU must also include an agreed upon budget for these other costs along with the agreed upon cost sharing methodology. These costs may be shared through cash, non-cash, or third-party in-kind contributions

All AJCC partners must agree to the other system costs budget. There is no state funding mechanism for other system costs that will be triggered due to lack of agreement at the local level for these costs.

Options for Local Agreement for Partners to Share Other System Costs

- **Initial intake, assessment of needs, appraisal of basic skills, identification of appropriate services to meet such needs, and referrals to other AJCC partners.** This may include costs such as technology and tools that increase integrated service delivery through the sharing of information and service delivery processes.
- **Business services.** This may include costs related to a local or regional system business services team that has one or more partners on the team or has delegated a specific partner to provide business services on behalf of the system.
- **AJCC partner staff cross training.** This may include any staff cross training on partner programs and eligibility identified in Phase I.
- **One-Stop operator.** This may include the system role of the One-Stop operator (e.g., coordinating service providers across the One-Stop delivery system) when the role is not specific to the operation of the AJCC and/or specific partner programs, so long as the role was defined by the Local Board in the procurement process and agreed to by all AJCC partners in the MOU.



- **Shared personnel costs for AJCC colocated partners.** This may include center receptionists and/or center managers.

Optional partner agreement to share other One-Stop system costs: initial intake, assessment of needs, appraisal of basic skills, identification of appropriate services to meet such needs, and referrals to other AJCC partners.

This may include costs such as technology and tools that increase integrated service delivery through the sharing of information and service delivery processes.

One-Stop System Budget: Initial Intake, Assessment, Basic Skills Identification, Services, Referrals

Line Item	Budget Detail	Cost
Staff salaries	20% of 5 FTE staff	\$78,284
Staff salaries	2 FTE staff	\$157,789
Technology/Tools	Outreach materials/website	\$10,000
Staff salaries	.20 FTE staff time	\$20,000
CalJOBS System	Based on LWDA WIOA formula allocation	\$19,934
Staff salaries	AmeriCorps= 12 members x \$1,000/ year = \$12,000 PACT Program 8 adults x \$1,000/year = \$8,000 Human Resources= 20 adults x \$20/year = \$400 Front Office Information and Referral= 50 adults x \$10/year= \$500	\$20,900
Total Budget:		\$ 306,907

Proportionate Share: Initial Intake, Assessment, Basic Skills Identification, Services, Referrals

Partner	Compute Methodology	Partner Share	Share in Cash	Share in In-Kind
Title I Adult	Contribution/Actual	\$100,737		\$100,737

Attachment B



Title I Dislocated Worker	Contribution/Actual	\$67,051		\$67,051
Title II Adult Ed	Contribution/Actual	\$20,000		\$20,000
Title III Wagner-Peyser	Contribution/Actual	\$16,944		\$16,944
Veterans	Contribution/Actual	\$1,794		\$1,794
Trade Act	Contribution/Actual	\$1,196		\$1,196
TANF/CalWORKs	Contribution/Actual	\$78,284		\$78,284
Community Block Grant	Contribution/Actual	\$20,900		\$20,900
Total Budget:		\$306,906		\$306,906

Optional Partner Agreement to Share Other One-Stop System Costs: Business Services		
This may include costs related to a local or regional system business services team that has one or more partners on the team, or has delegated a specific partner to provide business services on behalf of the system.		
One-Stop System Budget: Business Services		
Line Item	Budget Detail	Cost
Staff salaries	1 FTE staff	\$74,669
Staff salaries	.3 FTE staff	\$17,989
Other costs	Travel	\$1,995
Staff salaries	1.0 EPR (FTE)	\$128,071
Total Budget:		\$ 222,724



Proportionate Share: Business Services				
Partner	Compute Methodology	Partner Share	Share in Cash	Share in In-Kind
Title I Adult	Contribution/Actual	\$10,889		\$10,889
Title I Dislocated Worker	Contribution/Actual	\$7,100		\$7,100
Title III Wagner-Peyser	Contribution/Actual	\$108,860		\$108,860
Veterans	Contribution/Actual	\$11,526		\$11,526
Trade Act	Contribution/Actual	\$7,684		\$7,684
TANF/CALWORKs	Contribution/Actual	\$74,669		\$74,669
Total Budget:		\$ 279,404	\$	\$ 222,724

Optional Partner Agreement to Share Other One-Stop System Costs: AJCC Partner Staff Cross Training		
This may include any staff cross training on partner programs and eligibility identified in the Phase I MOU.		
One-Stop System Budget: AJCC Partner Staff Cross Training		
Line Item	Budget Detail	Cost
Cross training	7 staff at 30 hours per staff member - \$1,285 per staff	\$8,995
Cross training	21 staff at 30 hours per staff member - \$1,285	\$26,985
Cross training	1.0 EPR (FTE)	\$128,071
Cross training	Presentation quarterly x \$150 = \$600	\$1,000



		Attendance quarterly x \$100 = \$400		
			Total Budget:	\$ 165,051
Proportionate Share: AJCC Partner Staff Cross Training				
Partner	Compute Methodology	Partner Share	Share in Cash	Share in In-Kind
Title I Adult	Contribution/Actual	\$21,159		\$21,159
Title I Dislocated Worker	Contribution/Actual	\$5,826		\$5,826
Title III Wagner-Peyser	Contribution/Actual	\$108,860		\$108,860
Veterans	Contribution/Actual	\$11,526		\$11,526
Trade Act	Contribution/Actual	\$7,684		\$7,684
TANF/CalWORKs	Contribution/Actual	\$8,995		\$8,995
Community Block Grant	Contribution/Actual	\$1,000		\$1,000
Total Budget:		\$ 165,051	\$	\$ 165,051

Optional Partner Agreement to Share Other One-Stop System Costs: One-Stop Operator		
<p>This may include the system role of the One-Stop operator (e.g., coordinating service providers across the One-Stop delivery system) when the role is not specific to the operation of the AJCC and/or specific partner programs, so long as the role was defined by the Local Board in the procurement process and agreed to by all AJCC partners in the Phase II MOU.</p>		
One-Stop System Budget: One-Stop System Operator		
Line Item	Budget Detail	Cost
Staff salaries	.05 FTE – CW Program Manager	\$7,213

Attachment B



Staff salaries	.50 FTE Program Manager .10 FTE Admin Secretary .10 FTE Accountant	\$55,703 \$27,320 \$6,323		
Other costs	Travel	\$1,595		
Staff salaries	120 hours/year @ 50/hr	\$6,000		
Total Budget:		\$ 104,154		
Proportionate Share: One-Stop Operator				
Partner	Compute Methodology	Partner Share	Share in Cash	Share in In-Kind
Title I Adult	Contribution/Actual	\$67,491		\$67,491
Title I Dislocated Worker	Contribution/Actual	\$18,584		\$18,584
Title II Adult Education		\$5,308		\$5,308
Community Block Grant	Contribution/Actual	\$6,000		\$6,000
Total Budget:		\$	\$	\$ 104,154

Optional Partner Agreement to Share Other One-Stop System Costs: Shared Personnel Costs for AJCC Colocated Partners This may include center receptionists and/or center managers.		
One-Stop System Budget: AJCC Personnel		
AJCC Personnel	Budget Detail	Cost
Reception staff	.20 FTE staff	\$12,412
Reception staff	1.0 FTE staff	\$44,998

Attachment B



AJCC/WIOA Coordination/Operation	3 FTE staff	\$170,005
MIS & Training Support	.20 FTE staff	\$13,179
Other costs	Travel – MIS Training	\$2,500
Title III Wagner Peyser program staff	3.7 EPR, 1.5 SA	\$551,214
Veterans program staff	2.0 EPR	\$256,142
Trade Act program staff	0.3 EPR	\$32,018
Security Guard	EDD Contract	\$60,740
Total Budget:		\$ 1,143,208

Proportionate Share: AJCC Personnel

Colocated Partner	Compute Methodology	Partner Share	Share in Cash	Share in In-Kind
EDD	Contribution/Actual	\$900,114	\$	\$900,114
SBRC	Contribution/Actual	\$231,094		\$231,094
RCAA	Contribution/Actual	\$6,000		\$6,000
AARP	Contribution/Actual	\$6,000		\$6,000
Total Budget AJCC:		\$	\$	\$912,114

Methodology used to determine other shared costs

Amounts listed include actual total costs applied to provision of listed processes or services for the AJCC system. Each agency provided amounts that reflect a direct contribution to the AJCC.

Attachment B



AJCC Partners Sharing Other One-Stop System Costs: Signature Page

By signing below, all parties agree to the terms prescribed in the Infrastructure cost sharing budget.

HUMBOLDT COUNTY BOARD OF SUPERVISOR CHAIR

Printed Name and Title

Signature and Date

HUMBOLDT COUNTY WORKFORCE DEVELOPMENT BOARD CHAIR

K. Lott Nelson, Board Chair
Printed Name and Title

K. Lott Nelson
Signature and Date

Attachment B



Signature Page: AJCC Partners Sharing Other One-Stop System Costs

By signing below, all parties agree to the terms prescribed in the sharing of career services and other One-Stop system costs.

HUMBOLDT COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES, CALFRESH, EMPLOYMENT TRAINING DIVISION AND CALWORKS DIVISION

Printed Name and Title

Signature and Date

Attachment B



Signature Page: AJCC Partners Sharing Other One-Stop System Costs

By signing below, all parties agree to the terms prescribed in the sharing of career services and other One-Stop system costs.

REDWOOD COMMUNITY ACTION AGENCY

Printed Name and Title

Signature and Date



Signature Page: AJCC Partners Sharing Other One-Stop System Costs

By signing below, all parties agree that when data are available to determine the AJCC benefit to non-located partners, the infrastructure cost sharing agreement will be renegotiated to include their proportionate share of contributions subject to the WIOA (h)(2)(D)(iv). The Native American Program will have a separate negotiation process to discuss any voluntary in-kind or cash contributions that agreed upon would be beneficial and allowable outside of the scope of the formula funding mechanisms referenced in the MOU.

NORTHERN CALIFORNIA INDIAN DEVELOPMENT COUNCIL

Printed Name and Title

Signature and Date



Signature Page: AJCC Partners Sharing Other One-Stop System Costs

By signing below, all parties agree to the terms prescribed in the sharing of career services and other One-Stop system costs.

STATE OF CALIFORNIA DEPARTMENT OF REHABILITATION

Printed Name and Title

Signature and Date

Attachment B



Signature Page: AJCC Partners Sharing Other One-Stop System Costs

By signing below, all parties agree to the terms prescribed in the sharing of career services and other One-Stop system costs.

CALIFORNIA HUMAN DEVELOPMENT

Printed Name and Title

Signature and Date

Attachment B



Signature Page: AJCC Partners Sharing Other One-Stop System Costs

By signing below, all parties agree to the terms prescribed in the sharing of career services and other One-Stop system costs.

STATE OF CALIFORNIA, UNEMPLOYMENT INSURANCE

Printed Name and Title

Signature and Date

Attachment B



Signature Page: AJCC Partners Sharing Other One-Stop System Costs

By signing below, all parties agree to the terms prescribed in the sharing of career services and other One-Stop system costs.

AARP FOUNDATION

Printed Name and Title

Signature and Date

Attachment B



Signature Page: AJCC Partners Sharing Other One-Stop System Costs

By signing below, all parties agree to the terms prescribed in the sharing of career services and other One-Stop system costs.

COLLEGE OF THE REDWOODS

Printed Name and Title

Signature and Date

Attachment B



Signature Page: AJCC Partners Sharing Other One-Stop System Costs

By signing below, all parties agree to the terms prescribed in the sharing of career services and other One-Stop system costs.

STATE OF CALIFORNIA, EMPLOYMENT DEVELOPMENT
DEPARTMENT

Printed Name and Title

Signature and Date



Signature Page: AJCC Partners Sharing Other One-Stop System Costs

By signing below, all parties agree to the terms prescribed in the sharing of career services and other One-Stop system costs.

NORTH COAST REGIONAL CHILD SUPPORT SERVICES –
HUMBOLDT COUNTY

Printed Name and Title

Signature and Date



Signature Page: AJCC Partners Sharing Other One-Stop System Costs

By signing below, all parties agree to the terms prescribed in the sharing of career services and other One-Stop system costs.

HUMBOLDT COUNTY DEPARTMENT OF PROBATION

Printed Name and Title

Signature and Date



Signature Page: AJCC Partners Sharing Other One-Stop System Costs

By signing below, all parties agree to the terms prescribed in the sharing of career services and other One-Stop system costs.

SMART BUSINESS RESOURCE CENTER

Printed Name and Title

Signature and Date



AMERICA'S JOB CENTER OF CALIFORNIA (AJCC)SM SYSTEM SERVICES REFERRAL AGREEMENT

The required partners, hereafter, Parties, acknowledge the requirement for referrals and possible co-enrollment of clients between partnering agencies. The Parties recognize that referrals may be indicated at any point or stage of service during a client's use of the AJCC and have therefore agreed to the following processes to ensure referrals are made promptly and clearly between agencies. The Parties agree to maintain and modify these processes and any related forms as necessary.

Agency and Program Informational Reference

Parties will provide a summary of AJCC services to be provided by their agency as it pertains to the AJCC. This will be provided in a summary outline, in a format to be agreed to by partners, bullet-pointing each service followed by a brief description of the service. Any eligibility requirements to a specific program or service are to also be provided in the reference to assist partner staff in making correct referrals based on need and an understanding of basic eligibility. These program descriptions will be compiled into a desk reference for the staff of each agency.

Staff Cross-Training between Partner Agencies

Staff from each Partner agency involved in direct client services will be provided a desk reference (defined under Agency and Program Informational Reference) and cross-trained in the programs and services as outlined therein. Staff will also be trained in the referral process and how to determine when a referral is necessary.

Notice of New Program Opportunities, Services or Events

The Parties agree to share information about new services, workshops, activities or events between one another in a timely manner as they may relate to the AJCC mission and/or benefit of AJCC clients. Such announcements can be forwarded to the AJCC Senior Office Assistant (SOA) as a single point of contact. The SOA will post flyers and handouts as appropriate, forward the information via mass email to appropriate partner staff and/or place on the AJCC website as requested.

Service Request Referral Process

Because the Parties use several unique databases or other systems of client tracking, no common database platform is currently available in which the staff can interact. For this reason, the Parties have agreed to use phone, email, drop-in referrals; by appointment, and email without a prescheduled appointment.



AMERICA'S JOB CENTER OF CALIFORNIA (AJCC)sm
RELEASE OF INFORMATION

I, _____, have been informed that the Job Market is a consortium of partners including Smart Business Resource Center, the California Departments of Rehabilitation and Employment Development, College of the Redwoods, Experience Works, North Coast Small Business Development Center, AARP Foundation, Cardinal Services, Inc. DBA Sequoia Personnel Services and the Redwood Community Action Agency. I give permission to these service providers to share oral or written information regarding my employment history, my job readiness, search and placement activities, educational enrollment information related to training funded by one of these agencies, or as necessary to meet other workforce supports I request through The Job Market.

I understand my personal identifying information shall not be subject to public disclosure beyond these partners. This release does not allow sharing any personal health information covered by the Health Insurance Portability and Accountability Act (HIPAA), nor any information not authorized above as covered by the Family Educational Rights and Privacy Act (FERPA) (except as provided by law in California Education Code Sections 76243 and 76244), California Welfare and Institutions Code Sections 5328 and 10850, Title 45 of the Code of Federal Regulations (CFR) Section 205.50(a), California Unemployment Insurance Code (UIC) Sections 1094 and 2111, the Information Practices Act (IPA), California Civil Code Sections 1798 through 1798.78 and the Wagner-Peyser Laws of 20 CFR Part 652 through Part 654.

I further agree to hereby release and hold harmless the Job Market consortium from any and all actions that may be taken by prospective employers regarding information I have shared regarding my work history, previous training, or other employment related information.

I understand I may cancel this release of information by written notification to Job Market staff at any time, except to the extent that action prior to my cancellation has been taken in reliance upon it.

X

(Customer Signature)

(Date)



Grievance and Complaint Procedure

For participants enrolled in the Workforce Innovation and Opportunity Act (WIOA) Title I Adult, Dislocated Worker or Youth programs who believe the Humboldt County Workforce Development Board (HC-WDB), one of its providers of services or any staff person has violated any provision of WIOA, state directives, or local policies and directives should follow these procedures to file a complaint.

Individuals wishing to file a complaint regarding an action, policy or treatment that impacts their participation in a HC-WDB program are encouraged to contact their WIOA program operator, case worker or vocational counselor to attempt to resolve the complaint informally through the recipient's own grievance process. HC-WDB shall be given immediate notice of any such complaint filed with the recipient that is being addressed. However, if the informal process does not resolve the complaint, individuals will have the right to file a formal complaint and be heard by the HC-WDB Equal Opportunity Officer.

Your written complaint should include the following:

- Full name, telephone number, and mailing address of the complainant;
- Full name, telephone number, and mailing address of the respondent;
- A clear and concise statement of the facts and dates describing the alleged violation;
- The provisions of the WIOA, the WIOA regulations, grant or other agreements under the WIOA, believed to have been violated;
- Grievances or complaints against individuals, including staff or participants, shall indicate how those individuals did not comply with the WIOA law, regulation, or contract; and
- The remedy sought by the complainant.

To file a written complaint locally, mail to:
Humboldt County Workforce Development Board
520 E Street, Eureka, CA 95501

The HC-WDB and staff of its providers of services are required to help you with your complaint, if you request assistance. You are entitled to receive a copy of the HC-WDB Grievance and Complaint policy.

HC-WDB staff will assist with an informal resolution. If an informal resolution cannot be reached, a hearing will be scheduled. Hearings on any grievance or complaint shall be conducted within 30 days of filing of a grievance or complaint.

Not later than 60 days after the filing of the grievance or complaint, the hearing officer shall mail a written decision to both parties by first class mail.

If a complainant does not receive a decision at the HC-WDB level within 60 days of the filing of the grievance or complaint, or receives an adverse or unsatisfactory decision, the complainant then has the right to file an appeal with the State.

The complainant may request a State hearing by submitting a written notice of appeal to:
Chief, Compliance Review Division, MIC 22-M
Employment Development Department
PO Box 826880, Sacramento, CA 94280-0001

Attachment E

Any person filing a complaint shall not be subject to restraint, coercion, reprisal, or discrimination by any HC-WDB or recipient staff. Complainants have the right to withdraw their complaints (in writing) at any time prior to the hearing. A complaint can be amended to correct technical deficiencies, but not to add issues.

I hereby certify that I have received and read this information on the HC-WDB Grievance and Complaint policy.

Applicants Signature: _____ Date: _____

Signature of Parent/Guardian (if applicant is under 18): _____