

**Workforce Investment Area
Local Plan Modification
Program Year 2008–09
(Budget, Participant, and Performance Forms)**

LWIA: Napa County

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WIA Local Plan Modification PY 2008–09

Modification # 9 LWIA: Napa County

Date: 07/01/2008

Budget, Participant, and Performance Forms

Table of Contents

	REVISION		PAGE NUMBER
	Yes	No	
Narrative			
Executive Summary	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>3</u>
I. Plan Development Process	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>4</u>
II. Local Vision and Goals	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>8</u>
III. Labor Market Analysis	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>14</u>
IV. Leadership	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>20</u>
V. One–Stop Service Delivery System	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>23</u>
VI. Youth Activities	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>38</u>
VII. Administrative Requirements	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>42</u>
VIII. Assurances	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>43</u>
IX. Signature Page		<u>Required</u>	<u>47</u>
Attachments			
1. Budget Plan Summaries		<u>Required</u>	<u>48-50</u>
2. Participant Plan Summary		<u>Required</u>	<u>51</u>
3. Negotiated Levels of Performance Chart		<u>Required</u>	<u>52-53</u>
4. Copies of all MOUs for Each One-Stop		<u>Required</u>	<u>54-82</u>
5. Public Comments of Disagreement	<input type="checkbox"/>	<input type="checkbox"/>	_____
6. LWIA Grant Recipient Listing		<u>Required</u>	<u>83</u>
7. Other Submittal(s)	<input type="checkbox"/>	<input type="checkbox"/>	_____

EXECUTIVE SUMMARY

Enclose a brief summary, not more than two pages, of the five-year strategic local plan that gives a general overview of the proposed local workforce investment system. Include a description of how the system looks today, and how it will change over the five-year plan period. Include a discussion of the local Board's economic and workforce investment goals and how the local system will support these goals.

The Napa County Strategic Five Year Workforce Investment Plan (Plan) is intended to accomplish three goals. First, it will establish a strong vision and keen sense of mission about Napa County's workforce, its workforce development system, and where it should be over the next five years. Secondly, the Plan will also be a guide for the Napa Valley Workforce Investment Board (WIB) to achieve its goals and objectives. Finally, it will help the WIB communicate to its customers, employers, job seekers and incumbent workers, as well as to community and public leaders, its commitment to serving the diverse and dynamic workforce development needs of Napa County. This Plan is based on the Baldrige Quality Principals.

The Workforce Investment Board currently oversees the workforce development initiatives, policies and performance outcomes for Napa County. The basic policy principles that will guide the WIB's goals, objectives and strategic initiatives are consistent with the proposed principles articulated in the draft document prepared by the California Office of Workforce Investment, entitled "California's Workforce Investment System".

Today, the core of Napa County's workforce development system is comprised of a One-Stop collaboration of the primary service delivery agents in the County. They include the Napa County Training and Employment Center and Napa County CalWORKs Division, both of the Health and Human Services Department, Napa Valley Adult Education, California Employment Development Department, California Department of Rehabilitation, Napa Valley Community College, Napa County Office of Education, Napa Valley Economic Development Corporation, Napa-Sonoma Green Thumb/Experience Works Older Worker Program, California Conservation Corps, Community Action Napa Valley, and the California Human Development Corporation. In addition, over the past several years, the WIB and its previous iteration, the Napa Valley Private Industry Council, has partnered with three other North Bay workforce service delivery areas, Sonoma, Solano, and Marin, to form the North Bay Employment Connection.

It is expected that the Napa County One-Stop system, which was begun in 1979, will continue to be certified as a comprehensive career center and as the One-Stop Operator, as we move into the future. The WIB's vision is to ensure that this center provides a wide range of workforce development services that meet the needs of the Napa community. Over time, the WIB expects that additional satellite centers or service points will open in various communities in the County as needs arise.

As discussed in the body of the Plan, the Napa County workforce development system will continue to seek full integration with all mandated partners thereby ensuring that necessary workforce development and related services will all be accessed through the One-Stop. These include services that help businesses grow and prosper, and that help aspiring and incumbent employees obtain and retain the workforce skills necessary to achieve long-term success in the workforce. It is anticipated that the workforce development initiatives and programs pursued by various entities in partnership with the WIB will be highly coordinated, flexible and responsive so that the communities' workforce development needs are fully met.

The Napa County Workforce Investment Area (WIA) includes five cities within an area of 794 square miles. At the time of the original submittal of this plan in 1998, the County's population was estimated to be about 120,000, with a workforce of about 61,600. Its' November 1999 unemployment rate was 3.3%. As of March 2008, the population is estimated at 136,704, with a workforce of 76,500 and an unemployment rate of 4.8%. Napa County has a relatively strong economy that is influenced by both the dynamics of the local agricultural industry and the larger San Francisco Bay Area economy. Labor market information presented in the Plan identifies growth occupations that reflect the effects of the local agricultural industry and wineries. This industry continues to generate a healthy and growing tourist industry with new staffing and service requirements. The WIB has been actively working with its Economic Development partners to analyze this industry cluster to identify skill standards and career ladders as well as to develop industry-approved curriculum.

Because workforce development has become a much more critical element of comprehensive economic development strategies, the WIB plans to continue working very closely with local and regional economic development organizations to ensure that its workforce development strategies complement the region's economic development strategies. The WIB will become more engaged in local economic development activities, consult on a regular basis with private and public economic development entities, and seek opportunities to initiate or support economic development studies and programs that directly affect workforce issues.

I. PLAN DEVELOPMENT PROCESS

WIA gives states and local areas a unique opportunity to develop employment and training systems tailored specifically to state and local area needs. The local plan is only as effective as the partnership that implements it. The plan should represent a collaborative process among the Chief Elected Official and the local system partners. This collaboration will create a shared understanding of the local area's workforce investment needs, a shared vision of how the local workforce investment system can be designed to meet those needs, and agreement on the key strategies to achieve this vision. This collaborative planning at all stages should drive local system development, create strategies for improvement, and provide the opportunity for stakeholder and public participation, review and comment.

In this section, describe the plan development process, including comments received during the public comment period that were incorporated within the plan. [WIA Section 118 (a), WIA, Section 118(c) (1)].

(Please note: we recognize that local areas are required to develop various related local plans and we encourage you, whenever feasible and appropriate, to use planning information that has already been developed. However, the data you use must be accurate and current.)

A. What was the role of the Chief Elected Official in developing the plan? [WIA, Section 118 (a)]

Much of this plan is adapted from the extensive strategic planning previously undertaken by

the Napa Valley Private Industry Council (PIC) in partnership with the Napa County Board of Supervisors. As the Chief Local Elected Officials (CLEO), the Supervisors have provided input and reviewed the material developed and submitted in this plan. In addition, the Chief Elected Officials partnered with the Transitional Workforce Investment Board in designing new strategies to implement the Workforce Investment Act in 1999. In particular, they were instrumental in assisting the WIB to restructure as a non-profit thereby insuring their separation from One-Stop operational activities. On December 7, 1999 the Board of Supervisors approved the incorporation of the Workforce Investment Board as a non-profit in order to carry out both the letter and the intent of the Workforce Investment Act. One week later, on December 14, 1999 they approved the application to the State for designation as a Workforce Investment Area. While the application could have been sent sooner, both the Transitional Workforce Investment Board and the Board of Supervisors required that the application reflect the actual planning and development of the workforce development system in Napa County.

The Napa County Board of Supervisors has consistently received information about the Workforce Investment Act and its vision, the activities that have taken place to engage local stakeholders and its overall ramifications on the local workforce development system. The Board of Supervisors spoke about their interest in this system and their expectations of the new workforce system. On June 15, 1999 they designated the Private Industry Council as the Transitional Workforce Investment and charged them with reinventing themselves and the local workforce development system to conform to the letter and the intent of the Workforce Investment Act. At that time they also recognized the work of the PIC and the result of the negotiations which they had been conducting with surrounding counties and took action to notify the State of their intent to apply for designation as a Workforce Investment Area.

The Board of Supervisors, at their meeting on January 18, 2000, received the draft Plan acted upon by the Transitional Workforce Investment Board and were invited to the public hearing and encouraged to provide input on the draft Plan.

The Board of Supervisors formally received the final Plan that incorporated input and comments received during the thirty-day review period, including those comments representing disagreement with the draft Plan, at the end of the thirty-day review period. The Board of Supervisors, as the Chief Elected Official, approved the Plan at its meeting on February 29, 2000.

The Board of Supervisors has approved each successive amendment to the plan and is scheduled to vote on the current amendment, number nine, on October 21st, 2008.

B. What local workforce investment Board, transition Board or existing body had oversight for the development of this local plan? If there was no such body, how will you create a responsible entity? [WIA Section 117(d)(4)]

On June 15, 1999, the Board of Supervisors designated the Napa Valley Private Industry Council to serve as a Transitional Workforce Investment Board to oversee the development of the Strategic Plan and the implementation of the Act until a Workforce Investment Board was appointed by the Board of Supervisors and certified by the State. Prior to the designation of the Transitional Workforce Investment Board, the Private Industry Council coordinated the development of the Strategic Plan in collaboration with its One-Stop partners and the Board of Supervisors.

C. Describe the process used to provide an opportunity for public comment, including comment by the Chief Elected Official; the local workforce investment Board and youth council; other local governing bodies; educators; vocational rehabilitation agencies; service providers; community-based organizations; and migrant seasonal farm worker representatives. Describe the process used to get input for the plan prior to submission. [WIA Section 118(c)(1) and WIA Section 118(b)(7)]

Upon completion, the original draft Plan was presented to the Executive, Strategic Planning, Oversight, and Youth Committees of the Transitional Workforce Investment Board for review and comment. It was also forwarded to each member of this Board prior to its regular January 2000 meeting and comments were solicited. Once approved by the Transitional Workforce Investment Board, a complete draft copy was sent to the Chief Elected Officials, and all partner agencies which include schools, rehabilitation, community-based organizations and farmworker organizations. In addition, a thirty-day public comment period was opened and announced in the local press and on the county web site. A public hearing, with a minimum ten-day advance notice, was held on January 31, 2000 at 650 Imperial Way, Suite 101, Napa, California.

Opportunities for public comment on the draft Plan were as follows:

The Transitional Workforce Investment Board received a copy of the draft Plan prior to its January 13, 2000 meeting, provided input, opened a thirty-day public review period, and set a date for a public hearing. In addition, mandated partners of the Napa Valley Workforce Investment Board received a copy of the draft Plan prior to the meeting on the 13th of January 2000, and were invited to attend the meeting and provide input on the draft Plan.

Copies of the draft Plan, along with announcements of the public hearings, were then sent to the Chief Elected Official and mandated partners. Notice of the availability of the draft Plan at the One-Stop Career Center and the County Administration Office, as well as the announcement of the public hearings, was sent to parties specified in the Act. Individuals and organizations were asked to attend the public hearings as well as provide comments on the draft Plan. Notice was placed in the local paper announcing the availability of the draft Plan at the Board office and the date, time and location of the public hearing. This information was also made available on the County's website, (www.chardonnay/main.asp). Individuals and organizations, therefore, had an opportunity to review and provide input/comments on the draft Plan in writing as well as at the public hearings.

A public hearing was held on January 31, 2000 at 650 Imperial Way, Suite 101, Napa, California. Copies of the draft Plan were made available to the public at these public hearings. The information about the Strategic Plan and planning process was part of the hearings.

The thirty-day period for public comments was provided, beginning on January 14, 2000, at which time the draft Plan was made available to the public. The thirty-day period ended on February 14, 2000, at which time the draft Plan was then amended and finalized, taking into consideration public input and comments received during the thirty-day period.

All comments were considered for inclusion into the proposed final Plan submitted to the Transitional WIB and the Board of Supervisors. Those comments that represented disagreement with the draft Plan were also shared with the Board of Supervisors and the Transitional WIB. Attached are the comments that represent disagreement with the Plan. **(See Attachment 1, Summary of Comments and Responses, including Areas of**

Disagreement.)

Each successive amendment to the plan has followed the same framework described above including the 30-day public comment period and a public hearing.

D. How were comments considered in developing the local WIA plan? [*State Planning Guidance I B. and WIA, Section 112(b)(9)*]

All comments were reviewed and considered in light of their relevance to the Act and their impact on the Plan. Particular attention was paid to comments raising areas of disagreement with the Plan. Changes were made as warranted with the approval of the Transitional Workforce Investment Board in partnership with the Chief Local Elected Officials. Follow-up communications by letter, phone call or meeting were conducted as needed to ensure the comments presented to the Workforce Investment Board were understood and thoughtfully considered

E. Describe the method used to make copies of the local plan available through public hearings and through other means e.g., local news media and the Internet. [*WIA, Section 118(c)(2)*]

A thirty-day public comment period was opened and announced in the local press and on the county web site. This notice also included information that copies of the plan were available at both the One-Stop Center and at the County Administration Center. A public hearing, with a minimum ten-day advance notice, was held on January 31, 2000 at the Napa One Stop. See Section I.C. above for additional information.

F. What other organizations were involved in the development of the local plan? How were they involved?

Through their membership and active participation on the Transitional Workforce Investment Board and its committees, many local and partner agencies have been involved in the development of this Plan. They include the CalWORKs division of the Napa County Health and Human Services Department, the California Department of Rehabilitation, Employment Development Department, Napa County Council for Economic Opportunity, the City of Napa and the City of St. Helena. The Employment Development Department and the Napa Valley Economic Development Corporation as partner agencies also supplied labor market information and input. The North Bay Employment Connection, a consortium of Napa, Marin, Sonoma and Solano counties, provided regional labor market data and assistance with the development of the goals and memoranda of understanding.

Strategic planning has been a hallmark activity of the Napa Private Industry Council. The prior Strategic Plan (1995 – 2000) developed the vision and goals of the Napa workforce development system that began one-stop activities in 1979. Since that time, partners have been an integral part of our planning processes. Current partners in the One-Stop include: CalWORKs, Rehabilitation, Adult Education, Employment Development Department, Napa Valley Community College, Regional Occupational Program, Napa Training and Employment Center, Green Thumb/Experience Works Older Worker Program, Napa Family Support Services, Behavioral Health Services, California Conservation Corps, Napa-Solano Area Agency on Aging, Napa Valley Economic Development Corporation and the California Human Development Corporation. The current plan builds on this work which included focus groups,

an environmental scan, agency reorganization, and finally restructuring of the PIC into a non-profit Workforce Investment Board . In addition, management and front line staff from all partner agencies were invited to participate in work groups to redesign the delivery of services through the One-Stop in order to conform to the Workforce Investment Act. Staff from most partner agencies currently participate in these work groups.

In 1998, the Napa Valley Private Industry Council also joined with three other North Bay counties: Sonoma, Solano, and Marin, to form the North Bay Employment Connection. Private Sector members from each of the four Private Industry Councils and the regional EDD Manager govern this regional collaborative. With a core staff of three persons, it conducts cost effective and regionally sensitive research and development, staff development, and resource attraction activities to benefit the North Bay workforce development systems. They have provided regional labor market data, strategic planning data, assistance with goal development, and a memorandum of understanding as part of this process.

II. LOCAL VISION AND GOALS

The federal *Planning Guidance and Instructions for Submission of the State's Strategic Five-Year Plan* indicates that “a vision creates organizational alignment around a picture of a transformed future. It propels the organization toward achieving difficult but attainable strategic goals. Vision drives systematic improvements and produces outcomes. It is dynamic, not static.”

In this section, identify your broad strategic economic and workforce development goals (e.g., “All people who want to work can find jobs. There will be a growing number of business start-ups. Fewer people will rely on welfare assistance.”) Include information on how the local plan is consistent with the State plan and describe how the local workforce investment system supports the shared vision in the attainment of your goals. In addition, describe your local strategies based on your local Board's vision for business services and lifelong learning.

A. What is your vision for your local workforce investment system, and how will your system appear at the end of the five-year period covered by this plan? [State Planning Guidance II A.] [WIA, section 117(d)(1)]

Some specific questions that may be considered are:

- 1. How will your local system integrate services over the next five years? [WIA, Section 117(d)(1) and Section 118(a)]**
- 2. What programs and funding streams will support service delivery through the One-Stop system? [WIA, Section 121(b)(1)(B)]**
- 3. Typically, what information and services will be provided and how will customers access them? How will the goal of universal access be achieved? [20 CFR Part 652, et al., Interim Final Rule (I)(A), State Planning Guidance II.A. bullet 3]**
- 4. How will Wagner-Peyser Act and unemployment insurance services be integrated into the local system? [WIA, Section 121(b)(1)(B)(xii),**
- 5. How will the youth programs be enhanced to expand youth access to the resources and skills they need to succeed in the State's economy? [WIA, Section 111(d)(2) and 112(a)]**

The WIB recognizes that the development of a comprehensive and fully integrated workforce development system to fully meet the needs of the communities of Napa County is a serious responsibility that requires well-reasoned and well-informed public policy decisions. These decisions will be based on a multitude of factors. The WIB 's Vision reflects six key concepts that will govern its workforce development policy formulation and implementation. They are:

1. The needs of employers and workers will drive the workforce development system with customer satisfaction being a priority;
2. Easy accessibility to the workforce development system for all citizens will be assured;
3. Programs and services will be integrated into a seamless and flexible delivery system and the organization will create proactive partnerships;
4. There will be public accountability for system results and outcomes;
5. The system will deliver innovative, high quality, cutting edge programs and will adhere to continuous improvement principles;
6. Each member of the community will receive an opportunity to participate to the greatest extent they can in the workforce and become economically self-sufficient and a contributing member of our community.

The WIB's updated vision and mission statement more clearly state its desire to meet the economic needs of our community. It also successfully captures the essence of the six points described above and the challenge of doing so with increasingly smaller resources.

Our Vision: A strong economy in which employers have an ample supply of skilled labor resources and residents have access to an abundance of quality jobs.

Our Mission: To respond to the labor and training needs of our employers and job seekers by designing a workforce delivery system that is outcome based, leverages community resources, explores new training alternatives and influences education, economic and workforce policy.

1. The work of the WIB will be to establish the vision and goals for the next five years. It is the general plan that this county will continue to conduct regional activities and will continue down the path of collaboration and partnership. Local partnerships have been created on strong foundations with inclusion as the guiding principle. Work has already begun to examine cross-agency integration strategies that include common intake, assessment, and information sharing via expanded use of technology. Regionally, the WIB will depend heavily on the high level of trust that has been created through the North Bay Employment Connection to improve systems integration to best serve all customers. Additionally, they will work with the State to encourage better solutions to issues that have historically created barriers in development of true systems integration at that higher level.

2. Programs and funding streams that will support service delivery include all Mandated Partners who are located in this service area and are listed in Section 121 (b)(B)(1)(B) of the Act. (See MOU, Attachment 2.) The Napa County Training and Employment Center has also begun a fee for service program which is being accessed and supported by local employers and will, in turn, make more services available. Additionally, the County of Napa has always been a strong supporter of workforce development activities and a contributor of additional resources and funding which has enabled the WIB to provide cutting edge, high quality services to its job seekers and employers. During its time as a non-profit, the Workforce Investment Board charged itself with developing new resources and funding streams to continue its work of developing a world class one-stop workforce development system. These lessons will continue

to be evaluated for implementation by future boards. It is anticipated that as the workforce delivery system evolves, additional partners and funding sources will become part of the support for service delivery and that additional funds will be aggressively pursued to assure service gaps are filled.

3. Information and services that will be provided can be viewed in part in Section V. D. that lists core and intensive services. In addition, the One Stop center will offer services that support employers in their human resource needs as well as services to help them grow and expand healthy businesses. Most of these services are already available through the One Stop and others will be developed. Services are available in a variety of ways, depending on the service: on-site, online, self-serve, referral, facilitated referral, group interface, and one-on-one. The goal of universal access will be achieved largely through the presence and resources of partnering agencies serving a variety of customers and offering services that are specific to their own funding sources, but bringing a “value-added” element to the mix of services at the One-Stop Center. The presence of the Employment Development Department, particularly Wagner-Peyser funded staff (See Section V. I–M), is essential for assuring that all individuals receive universal services through this system.

4. Wagner-Peyser and unemployment insurance services are an integral part of the service mix in the local system. Unemployment insurance claims can be made from designated phones in the One-Stop Center and Wagner-Peyser funded staff will be permanently located at the Center once the lease negotiations are finalized. (See also Sections V. F., I., and J.). Note: Although, Wagner-Peyser funds and staff have not been providing services through the Napa One-Stop delivery system for several years, we anticipate getting wagner-peyser (State EDD) staff back in Napa by the end of the 2008 calendar year.

From its inception in 1979, the local workforce investment one-stop system was built on the premise of collaboration, resource sharing, service integration and universal access. As a national learning lab, the One-Stop incorporated the vision of the State plan for one-stop centers. The workforce system has had a strong foundation that supports the four principles set forth in the California Vision for One-Stops. It has been designed to support the goals of the State, including inclusion of the welfare clients in the initial planning and service flow, partnering with both Adult Education and the Community Colleges in Napa, and maintaining excellent communication and feedback from local education entities. Through the North Bay Employment Connection, system development has further enhanced the excellent progress made to align the workforce investment system with welfare, education, and economic development.

5. Youth Services will be significantly enhanced under the Act. (See Sections VI, B, C, E.) Youth programs under the Act will not be successful without leveraging the funds of other youth service providers and building a more comprehensive and systemic approach to youth services. Toward this end, the Youth Council of the Workforce Investment Board continues to meet and confer with providers of youth services, parents, youth, and persons interested in youth issues in order to obtain the broadest possible representation for local youth. This Council will be charged with resource development, and program integration and continuity for youth. In addition, the One-Stop partnership has youth experts on staff who will assist and implement Youth Council directives.

WIA Section 118 requires local plans to be consistent with the State Plan. In addition to California’s Principles and Strategic Goals (WIAB99-2, *Local Plan Instructions and Forms*,

page 3), please include strategies that reflect the Governor's four key priorities for California's public workforce system. The key priorities were not included in the *Initial/Supplemental Planning Narrative* pages or the *One-Year Extension for Program Year 2005–06*. They were introduced in the *Guidance for Local Plan Modifications for PY 2006-07*, via *Addendum*, item A. They are now listed below as follows:

The Governor's four key priorities for California's public workforce system:

- **Understanding and Meeting the Workforce Needs of Business and Industry in order to prepare Workers for 21st Century Jobs**
- **Targeting Limited Resources to Areas Where They Can Have the Greatest Economic Impact**
- **Collaborating to Improve California's Educational System At All Levels**
- **Ensuring the Accountability of Public and Private Workforce Investments**

B. Describe how your local vision and workforce development strategy is consistent with the Governor's workforce development priorities [WIA Section 118(a)].

The Napa County Workforce Investment Board has implemented many strategies over the past few years that are consistent with the Governor's workforce development priorities outlined above.

The WIB has been in tune with the local workforce needs through a variety of means. First, Napa is an active member of the North Bay Employment Connection and has received multi year regional grants to address capacity issues in high growth industries. For example, Napa, along with Solano, Marin, and Sonoma, received both Nursing Workforce Initiative (15%) and Healthcare Training Initiative (15%) funds to increase workforce capacity in the health care occupations, with particular emphasis on nursing.

Additionally, we are currently working collaboratively with the community college and its Small Business Development Center to develop a training, placement, and advancement program for the hospitality industry. There is a critical need for middle management positions in hospitality/tourism venues such as restaurants and hotels. Tourism is a vital economic engine for Napa County, so fulfilling this industry need is an important endeavor for the WIB.

The WIB has also worked very closely with the Napa Valley Unified School District's Adult Education Program and the community college to develop incumbent worker training at low and no cost to employers. Also through our collaboration with the aforementioned educational institutions as well as Napa Valley Economic Development Corporation, the One Stop is able to provide a menu of business services such as on site recruitment, job applicant prescreening, employee customer service training, etc.

With respect to ensuring accountability, we have conducted a variety of activities. Three years ago, the Job Connection embarked on a major Continuous Quality Improvement (CQI) effort modeled after Malcolm Baldrige principles. The Job Connection received Level II certification two years in a row.

Another significant activity, completed this past year, was the workload analysis. We took a

comprehensive look at the tasks and expectations of workforce development staff and developed a tool to measure productivity and effectiveness of case work.

Finally, we developed a format to gather information related to the return on investment of business services. This will hopefully be implemented this program year.

The California Workforce Investment Board (State Board) adopted vision statements regarding business services and lifelong learning that were not included in the *WIA Initial/Supplemental Planning Narrative* pages or the *One-Year Extension for Program Year 2005–06*. They were introduced in *Guidance for Local Plan Modifications for PY 2006-07*, via *Addendum*, item B. They are now listed below as follows:

The State WIB vision statements:

- **The One-Stop System, in collaboration with the economic development community, partners with California's business to provide best-in-class local services to business to support job retention and growth.**
- **The vision for lifelong learning, in the context of workforce development, is to enable current and future workers to continually acquire the knowledge, skills, and abilities required to be successful in the workplace.**

C. Provide a description of your local strategies, based upon your local Board's vision for business services, to improve the services to employers, and include in your description [WIA Section 118(b) (10)]:

- 1. Your vision and strategic planning efforts for business services.**
- 2. How you use industry partnerships and other employer contacts to validate employer needs.**
- 3. What actions the local Board has taken, or plans to take, to ensure that local business services are not redundant and coordinated with partner programs such as Wagner-Peyser and Economic Development Corporations.**
- 4. How the local WIB measures the satisfaction of business services and how the data are used to improve services.**

1. The NVWIB has had a focus on increasing services to business for the past few years. This year (2008) The WIB reinstated a Business Services subcommittee of WIB members and key business leaders in the community to carry out strategies to do just that. The WIB has a strategic plan that lays out the goals, strategies and initiatives for improving communication and services to business.

Additionally, the WIB endorsed a Business First plan, developed by the One Stop operator, to address the need to enhance services to business. Essentially, there is a two-pronged approach – private sector members of the WIB would pursue the business community through the Business Services subcommittee and the One Stop partners (service providers) would pursue business services through shifting the focus of their service delivery toward business/employer considerations (as opposed to a purely job seeker focus). This approach is in keeping with the demand driven vision of the WIB and the State of California that identifies the local businesses in the community as the primary customer of workforce development services.

2. In addition to the WIB's Business Services subcommittee, which is comprised mainly of

private sector members of the WIB, there are other partnerships that assist the local area in assessing, validating, and addressing employer needs. The Capital Access Network consisting of partners of the One Stop, local financial professionals and bankers, and City and County community and economic development representatives, who have an interest in the economic vitality of our local businesses, or are currently providing services to business, is a vehicle used to connect with employers to accomplish the task of assessing, validating, addressing the needs.

3. As stated above, WIB staff participate fully in the Capital Access Network, which is a coordination entity of One Stop partners such as the Adult School, Small Business Development Center, and Napa Valley Economic Development Corporation. The primary purpose for the CAN's creation was to coordinate communication and services to business to not a) duplicate services, or b) inundate employers with queries, placement activities, etc. This group has endorsed the WIB's new Business Assistance Program (BAP) as the referral vehicle and single point of contact for local businesses in need of assistance. When a local business contacts the BAP, the WIB Business Services Coordinator will assess the needs of the businesses and put them in direct contact with the local service provider best able to assist them with their particular issue.
4. A customer satisfaction survey was developed to capture the level of satisfaction of our business clients. Data is collected and processed through WIB and partner staff. The intent of the report is to allow for the One-Stop partners to make informed decisions regarding changes and/or enhancements to the service delivery.

D. Describe how the local Board is addressing lifelong learning in the context of workforce development, through collaborative policy and planning. Specifically, describe how the local Board will improve and promote access to lifelong learning in the next year. Include existing or planned efforts to leverage resources with local lifelong learning partners, including business and education.

The Napa WIB Director serves on the Napa Valley Adult School Advisory Council. In this capacity, the WIB has input into policy and planning decisions that affect lifelong learning. Furthermore, the Napa County Office of Education Superintendent, the Napa Adult School Principal and the Dean of Occupational Education at the local community college are active members of the WIB. Incorporated within the WIB's mission is a desire to upgrade the skill attainment levels of the local workforce thus, career ladder upgrades and the corresponding support and training associated with these upgrades is a crucial workforce development imperative.

As a layoff aversion strategy, in the coming year the one-stop hopes to identify a number of businesses that could benefit from incumbent worker trainings and skills upgrades. These efforts are only possible through the continuing partnerships with the lifelong learning partners, informed with input from the business community.

E. Identify organizations involved in the development of your local vision and goals.

The following organizations participated in the development of the WIB's vision and goals: Napa Valley College, Napa Small Business Development Center, CalWorks, Workforce Investment Act Program, County of Napa, Community Action Napa Valley, Napa County Office

of Education, Napa Valley Unified School District, Labor, various Community Based Organizations, various private businesses.

III. LABOR MARKET ANALYSIS

The *Planning Guidance and Instructions* requests information on key trends expected to shape the economic environment during the next five years, including the implications of these trends in terms of overall employment opportunities by occupation; key occupations; the skills needed to attain local occupational opportunities; growth industries and industries expected to decline, customer demographics, and the sources of data used to gather this information. Where appropriate, identify any regional economic development needs and describe how the local area will be involved in them.

In this section identify the needs of businesses, job training, and education seekers, economic development professionals, and training providers in your workforce investment area. Are these the same or different than those present in the previous service delivery area(s)? If different, how can the needs be better met by the new, local workforce investment system? To complete this section, answer the following questions.

A. What are the workforce investment needs of businesses, job-seekers, and workers in the local area? [WIA, Section 118(b)(1)(A)]

Workforce Investment Needs of Business:

The future vitality of this county's economy, which is also true of the region, state and nation, is becoming more and more dependent on the availability of skilled workers; ones that continue to enhance their skills and workforce dexterity through continuous learning.

The workforce investment needs of business in Napa County are typical of many semi-rural areas in California. Because the unemployment rate is low relative to many California counties (currently 4.8%), employers are encountering difficulties in locating and hiring the employees they need. All employers want access to a workforce with at least the basic employability skills: the ability to read, write, perform basic math, and communicate; the positive qualities of promptness, reliability, and integrity; and other skills that will enhance job performance such as cooperation and initiative. Beyond these basic skills, many employers now want their employees to be "computer literate". In addition, some employers want or need their employees to already possess job-specific skills, while other employers are willing to train workers on the job provided the basic skills are already in place. Businesses need ways to make job openings known to potential applicants. They also need to be able to access a large pool of qualified applicants for their job openings, including receiving referrals of skilled, qualified workers. In addition, employers need reliable information on available skills training and training providers, a venue for influencing training curriculum, access to labor market information, information and guidance on accessing state and federal funding for worker training, and assistance in understanding and complying with labor laws. For the small businesspersons, assistance with human resource issues, such as identification of job requirements, recruitment, interviewing, hiring, job retention and job training is also needed.

Workforce Investment Needs of Job Seekers:

The workforce investment needs of job seekers in Napa County are evident. Many of them require an improved understanding of the local labor market, including which occupations are in demand, what are the skill requirements, which pay higher wages, and which offer viable career

ladders. Other needs include career counseling, job search and placement assistance, performance and cost information on eligible providers of training services, information on the availability of supportive services, including child and adult care and transportation, and referral to such services as appropriate, information regarding filing claims for unemployment compensation, assistance in establishing eligibility for financial aid for training and education and job retention and skill upgrade services.

Workforce Investment Needs of Incumbent Workers:

Incumbent workers, particularly those who are “underemployed,” in Napa County have a vested interest in maintaining and increasing their skill levels. Increased productivity can lead to raises and promotions, and helps both workers and their employers remain competitive, thereby lessening the chances of layoffs and business closures. Thus, the workforce investment needs of incumbent workers consist mostly of a system to provide them with the means to pursue lifelong learning. However, for those underemployed individuals who are not economically self-sufficient, specific assistance with career counseling, skill upgrades, and additional skills training to increase wages may be warranted. Many of the needs identified for Job Seekers above are also applicable to underemployed incumbent workers.

Workforce Investment Needs of Adults with Serious Barriers to Employment:

In addition to the needs identified for Job Seekers and Incumbent Workers above, adults with serious barriers to employment, such as physical, mental or learning disabilities, have special needs to address to insure their employability. Specific assistance is often warranted to assist with housing, health and medical, specialized skills training, on the job coaching, workplace issues, including workplace modifications, advocacy, assisted living, special communications (Braille, sign language, etc.), specialized workstations and software, personal and family, special transportation, independent living skills and legal needs.

Workforce Investment Needs of Youth:

The needs of youth are varied, and include many of the same needs that the adult population has in order to become and remain employable. In addition, youth often need many of the following: transition services; life skills, money management, job/career guidance, interpersonal skills, anger management, parenting, time management; GED programs; learning disability evaluation; accelerated learning program for teen parents; family learning programs; substance abuse treatment; mental health services; youth physical and mental health services; mentoring; youth court; legal services; youth shelters; teen parent services; teen centers; and job readiness, placement and retention services.

Workforce Investment Needs of Training Providers:

The skills needed by employers for their current and future workforce are of particular importance to the WIB and training providers as they design and implement training programs. Training providers also need employers involved in providing input into the design of relevant training, as well as providing feedback to the training providers on the effectiveness of their training. A regional approach to addressing training providers’ needs for a system to ensure that they are providing “just-in-time” relevant training is crucial. Industry cluster studies and labor market data to provide information on occupations and skills are continuously under development in Napa County and will assist training providers to remain abreast of the latest economic developments. An Internet website to access training vendors in the region and the state will be a necessity and may be a product that the new workforce investment system will provide to address the needs of employers, job, education and training seekers and training providers.

Workforce Investment Needs of Economic Development Professionals:

The new local and regional workforce investment system is now directly linked to economic development in a manner that was not evident before. Economic development professionals, in their effort to attract businesses to their areas, are being asked first and foremost by businesses about the local workforce. As earlier noted, the availability of a qualified workforce has also become very important to economic development professionals in their effort to retain or expand a business in the area. The availability of such information is crucial to their efforts. As we move into the future the WIB will seek investment and support for Industry cluster studies which will be designed to identify infrastructure issues of local clusters, including business retention and business expansion issues.

B. How will the needs of employers be determined in your area? [State Planning Guidance IV.B.6]

The perspective of the market place regarding the skills needed by workers is key to ensuring that a skilled workforce is developed and sustained by the workforce development system in the county and region. The challenge of the WIB, which is private sector driven, is to ensure that the workforce development system is not only cognizant of the needs of employers, but is also working together to meet those needs on an ongoing and strategic manner.

The Executive Committee and the Business Needs & Services Committee of the Workforce Investment Board will be charged with ensuring responsiveness of the workforce development system to employer needs and to the economic development efforts taking place by the economic development entities in the county. These Committees will develop a process to review, enhance, and oversee the strategies identified below. The Committees will also work closely with the North Bay Employment Connection to insure that regional activities are undertaken as needed and feasible.

The following are initiatives and strategies the WIB will consider for determining employer needs and for effectively linking workforce and economic development should funding become available.

- Continue to conduct industry cluster studies, including identifying career paths and skill standards that lead to higher wages;
- Identify emerging industries in the county and region and develop strategies to determine workforce needs of these new industries;
- Obtain more in-depth analysis of current local and regional labor market data to obtain a larger perspective of the labor market and support efforts to insure data is current and usable by workforce and economic development partners;
- Utilize employer focus groups for identifying needs, involving employers in the workforce development system, and for obtaining customer satisfaction data;
- Identify existing economic and workforce development initiatives and strategies and determine methods by which to collaborate with and enhance, if appropriate;
- Develop a strategy to provide findings on industry cluster studies for workforce development system partners for inclusion in their workforce preparation strategies ;
- Develop and implement a feedback mechanism with employers to determine improvements in the workforce development system in preparing their workforce;
- Work with economic development entities to determine workforce development information in their respective areas that would enhance their business attraction efforts; and
- Collaborate with Rapid Response Visitation Retention and Expansion Program in the development and implementation of the above strategies.

C. What are the current and projected employment opportunities in the local area? [WIA, Section 118(b)(1)(B)]

Napa County's current unemployment rate of 4.8% in March, 2008 is one of the lowest in the State. Although the WIB anticipates Napa's unemployment rate to remain relatively steady for the next several years, we expect recent challenges at the state and national level to begin to impact our local economic vitality.

The table below illustrates 20 local occupations with the most job openings from 2004-2014 according to the State of California's Employment Development Department. It also includes corresponding wage levels and education and training requirements.

Occupational Title	Job Openings [1]	Median Hourly Wage [2]	Education & Training Levels [5]
Retail Salespersons	1,760	\$10.64	30-Day OJT (11)
Farmworkers and Laborers, Crop, Nursery, and Greenhouse	1,650	\$10.21	30-Day OJT (11)
Waiters and Waitresses	890	\$8.12	30-Day OJT (11)
Cashiers	710	\$10.54	30-Day OJT (11)
Registered Nurses	650	\$32.55	AA Degree (6)
Combined Food Preparation and Serving Workers, Including Fast Food	580	\$8.84	30-Day OJT (11)
Carpenters	520	\$22.09	12-Month OJT (9)
Food Preparation Workers	490	\$10.18	30-Day OJT (11)
General and Operations Managers	460	\$46.64	BA/BS + Experience (4)
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	460	\$33.59	1-12 Month OJT (10)
Maids and Housekeeping Cleaners	400	\$10.02	30-Day OJT (11)
Landscaping and Groundskeeping Workers	400	\$13.01	30-Day OJT (11)
Office Clerks, General	400	\$13.72	30-Day OJT (11)
Elementary School Teachers, Except Special Education	390	[3]	BA/BS Degree (5)
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	380	\$10.94	30-Day OJT (11)
Laborers and Freight, Stock, and Material Movers, Hand	370	\$9.53	30-Day OJT (11)
Counter Attendants, Cafeteria, Food Concession, and Coffee Shop	320	\$8.84	30-Day OJT (11)
Executive Secretaries and Administrative Assistants	320	\$18.81	1-12 Month OJT (10)
Team Assemblers	320	\$13.00	1-12 Month OJT (10)
Separating, Filtering, Clarifying, Precipitating, and Still Machine Setters, Operators, and Tenders	320	\$19.80	1-12 Month OJT (10)
Dining Room and Cafeteria Attendants and Bartender Helpers	300	\$8.25	30-Day OJT (11)

This next table reflects the 20 occupations with the highest percentage growth to 2014:

Occupational Title	Annual Average Employment		Percent Change	Median Hourly Wage [1]	Education & Training Levels [4]
	2004	2014			
Medical Assistants	140	190	35.7	\$15.45	1-12 Month OJT (10)
Taxi Drivers and Chauffeurs	170	230	35.3	\$14.02	30-Day OJT (11)
Customer Service Representatives	640	840	31.3	\$16.38	1-12 Month OJT (10)
Demonstrators and Product Promoters	130	170	30.8	\$14.54	1-12 Month OJT (10)
Hotel, Motel, and Resort Desk Clerks	130	170	30.8	\$11.70	30-Day OJT (11)
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	840	1,080	28.6	\$33.59	1-12 Month OJT (10)
Dental Hygienists	120	150	25.0	\$35.44	AA Degree (6)
First-Line Supervisors/Managers of Housekeeping and Janitorial Workers	200	250	25.0	\$16.14	Work Experience (8)
Registered Nurses	1,420	1,770	24.6	\$32.55	AA Degree (6)
Separating, Filtering, Clarifying, Precipitating, and Still Machine Setters, Operators, and Tenders	570	710	24.6	\$19.80	1-12 Month OJT (10)
Retail Salespersons	2,900	3,610	24.5	\$10.64	30-Day OJT (11)
Vocational Education Teachers, Postsecondary	210	260	23.8	\$32.16	Post-Secondary Voc-Ed (7)
Industrial Production Managers	170	210	23.5	\$39.83	BA/BS Degree (5)
Maids and Housekeeping Cleaners	900	1,110	23.3	\$10.02	30-Day OJT (11)
Massage Therapists	390	480	23.1	\$8.21	Post-Secondary Voc-Ed (7)
Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	130	160	23.1	\$25.98	1-12 Month OJT (10)
Industrial Truck and Tractor Operators	390	480	23.1	\$16.42	30-Day OJT (11)
Sales Managers	230	280	21.7	\$41.62	BA/BS + Experience (4)
Data Entry Keyers	140	170	21.4	\$11.99	1-12 Month OJT (10)
Preschool Teachers, Except Special Education	240	290	20.8	\$12.73	Post-Secondary Voc-Ed (7)
Financial Managers	290	350	20.7	\$49.35	BA/BS + Experience (4)

D. What job skills are necessary to obtain such employment opportunities? [WIA, Section 118(b)(1)(C)]

Most of the occupations with the highest number of openings require short term – On the Job (OJT) training as a means to acquiring the requisite job skills associated with the occupation. Other mandatory job skills associated with these and all other jobs include non-technical skills such as 1) locating information; 2) reading for comprehension; 3) applied mathematics; and 4) teamwork.

The Occupational Outlook Report for Napa County provides more specific information on these and other occupations with projected job openings or growth, including skills and educational/training requirements, wages, promotional opportunities, employment outlook, supply and demand assessment, major employing industries, and schools offering related training programs for the occupation.

This report can be obtained by contacting the Workforce Investment WIB, or on the Internet address: www.calmis.cahwnet.gov in the CCOIS section. Also, on the Napa Workforce Investment Board website: www.napaworkforce.org information on these occupations can be obtained by linking to “Library”.

IV. LEADERSHIP

As stated in the *Federal Register* of April 15, 1999, “The Department [of Labor] believes that changing from the existing JTPA Private Industry Councils to local workforce investment Board s is essential to the reforms of WIA [Interim Final Rule §661.305] . The Department [of Labor] strongly encourages all eligible areas to create new, fully functional local Board s as early as possible, and is committed to providing assistance to facilitate such changes.”

In this section describe how authority will be exercised by the local workforce investment Board . [WIA, Sections 117(b) (3) and 117(d) (1)

A. If an interim Board was responsible for development of this plan, how will the plan and authority to oversee its implementation under WIA Section 117(d) (4) be transferred to the new local workforce investment Board?

As earlier noted, on June 15, 1999, the Napa County Board of Supervisors designated the Napa Valley Private Industry Council to act as the Transitional Workforce Investment Board in order to develop the local area Workforce Investment Strategic plan and oversee other activities supportive of implementation of the Workforce Investment Act. The Board of Supervisors’ action also called for transformation of the Transitional Workforce Investment Board into a new Workforce Investment Board to be appointed by the Board of Supervisors.

The Workforce Investment Board, which was a non-profit board appointed in April 2000 by the Board of Supervisors, took over full responsibility for the further development of plans and actions necessary to implement the Workforce Investment Act. The Workforce Investment Board, as envisioned by Congress, is a substantially new workforce development policy body that is headed by a private sector business majority that is designed to guide local workforce policy that is tuned to the needs of the business community.

In 2005, the WIB dissolved its non-profit status and became integrated within the County

organizational structure. This newly structured Workforce Investment Board continued to carry on responsibility for all WIB functions outlined in the act as an advisory committee of the Napa County Board of Supervisors.

B. What circumstances constitute a conflict of interest for a local WIB member, including voting on any matter regarding provision of service by that member or the entity that s/he represents, and any matter that would provide a financial benefit to that member? [WIA, Section 117(g)(1)(2)]

The WIB Member standard of conduct will set forth policies so that its members will:

- Avoid situations which give rise to a suggestion that any decision was influenced by prejudice, bias, special interest, or personal gain;
- Exercise due diligence to avoid situations which may give rise to an assertion that favorable treatment is being granted to friends and associates;
- Not solicit or accept any money or any other consideration from any person for the performance of an act reimbursed in whole or part with any public or private funds; and
- Shall not cast a vote in the provision of services by that member (or any organization, which that member represents) or vote on any matter which would provide direct financial benefit to that member or any business or organization which is the member directly represents.

In addition, new requirements from State and local officials mandates that WIB members take the AB 1234 training on ethics and conflict of interest.

C. How will the local Board provide a leadership role in developing policy, implementing policy, and oversight for the local workforce investment system? [WIA Section 117(d)(4)] Include in this discussion a description of your local Board composition and how it meets the membership criteria set forth in the California Unemployment Insurance Code (CUIC) Section 14202.

The Workforce Investment Board will be the primary venue for the development of workforce development strategies within Napa County. The WIB will function as a facilitator among the broad range of workforce development entities within the County to ensure that those resources available for workforce development are leveraged to the greatest extent possible and are appropriated in a manner that best meets the needs of the community. This will be achieved by fully engaging both the employer community and One-Stop Partners on a regular basis to obtain their perspectives on workforce development issues. It is expected that periodic forums will be convened to ensure that the WIB is obtaining timely, relevant and accurate information. Additional information will be obtained through the use of WIB standing and ad hoc committees. These committees will further ensure that the procurement of information and diverse perspectives are obtained and considered in the development of workforce development strategies, policies and performance standards.

The WIB will also provide a leadership role within the community through its Executive Director. This position changed with fiscal year 2007-2008 with the WIB Executive Director and its responsibilities being placed within the County. In July, 2007, the County placed the WIB administrative staffing function in the vocational services division of Napa County Health

and Human Services Department. The ED services were previously performed through a part-time consulting contract. In addition, the WIB held elections in June 2008 for board officers and a new Chair and Vice Chair of the WIB are currently in place and leading the WIB into the 2008-2009 program year. The WIB Executive Director serves in an ex-officio role as the Secretary-Treasurer. In addition, as a result of the passage of SB293 and its subsequent changes to the State of California UI code, the NCWIB has revised its board structure to accommodate two additional labor seats. These seats have been filled and with the with the labor seats at four this will represent 15% of the total board.

Through its member composition which includes One-Stop partners and private sector businesses, as well as its staffing and committee structure that ensures that career services and business services needs and solutions are assessed, implemented and evaluated, the WIB is positioned well to continue providing leadership in the design of workforce policy in Napa County.

D. How will the local Board assure the local system contributes to the achievement of the State's strategic goals?[WIA, Section 118(a)]

The Workforce Investment Board will ensure that the Napa County Workforce Investment Area contributes to statewide goals by:

- Negotiating fair and equitable goals for Napa County and the State,
- Meeting quarterly with State and regional agencies responsible for statewide workforce development goals,
- Attending conferences and other meetings germane to State and local performance measurement, and
- Reviewing the local Workforce Investment Strategic Plan on a semi-annual basis to ensure that the WIB's strategies, policies, goals and objectives remain consistent with the State's goals and objectives.
- While local workforce investment Board's have been granted broad policy latitude, the Workforce Investment Board recognizes that attaining State and local performance goals requires close cooperation and sound collaboration.

E. How will the local Board meet the requirement that neither the local Board nor its staff provide training services without a written waiver from the Governor? [WIA, Section 117 (f)(1)(A) and (B)]

Neither the Workforce Investment Board as a body nor its staff will operate the One-Stop Service Delivery System or provide training services as prohibited in Section 117(f)(1)(A) and (B) and as defined in Section 134(d)(4) of the Workforce Investment Act

1. If the local Board plans to provide training services, describe which service. If a waiver is to be sought, a request for Waiver of Training Prohibition must be submitted for each specific training program.

Not Applicable

F. How will the local Board assure that the public (including persons with disabilities) have access to Board meetings and activities including local Board membership, notification of meetings, and meeting minutes? [WIA Section 117(e)]

To ensure public access to Workforce Investment Board meetings and activities, and the membership of the WIB , the following practices will be used:

- The WIB will adhere to and conduct itself according to the Brown Act.
- WIB and committee meetings will be publicly posted as per the Brown Act at least 72 hours prior to the meeting.
- WIB membership will be public information and available through the One-Stop, County Administration Office and the Workforce Investment Boards's office, and made available by telephone; and
- WIB meetings will be held in ADA-compliant facilities.

V. LOCAL ONE-STOP SERVICE DELIVERY SYSTEM

The cornerstone of the new workforce investment system is One-Stop service delivery, which makes available numerous training, education and employment programs through a single customer-focused, user-friendly service delivery system at the local level. The One-Stop system must include at least one comprehensive physical center in each local area that must provide core services and access to programs and services of the One-Stop partners. The system may also include a network of affiliated One-Stop sites and specialized centers that address specific needs.

In this section describe how services will be coordinated through the One-Stop service delivery system. Additional required elements were introduced in *Guidance for Local Plan Modifications for PY 2006-07*, via Addendum items C 1-4. These elements are now incorporated into Section V, Boxes C, F, M and R. Also, include as applicable in boxes A through S, any changes to the One-Stop delivery system as a result of the State's replacement of the statutory performance measures specified in WIA Section 136(b)(2) with the common performance measures defined in Training and Employment Guidance Letter (TEGL) 17-05.

A. Describe the One-Stop delivery system in your local area. [WIA, Section 118(b) (2)].

Include a list of the comprehensive One-Stop centers and the other service points in your area.

Almost 30 years ago, Napa County began the arduous task of restructuring workforce development service delivery. Initially these efforts were undertaken to conserve resources and provide higher quality services to job seekers and employers. These efforts provided the groundwork for implementation of the Act, and have resulted in the establishment of strong relationships with many workforce development partners. The Napa County One-Stop has recently relocated to 650 Imperial Way, Suite 101, Napa. This location enables accommodation of more partner agencies and is located on bus routes closer to the center of town. As a founding member of the North Bay Employment Connection, the regional partnership serving Napa, Sonoma, Solano, and Marin counties, Napa County has benefited from successful regional systems-building. This regional activity has supported the build-out of a satellite center, staff development, WIA transition training, electronic infrastructure development and improvement, and helped refine an impressive “operating system” both within the county and regionally. This work positions Napa County for the expansion and integrated program design under the Workforce Investment Act.

We envision that with new and improved partnerships in the future, the WIB will be able to bring career and business services to outlying areas of the County that have experienced growth including American Canyon, Calistoga and others. A potential housing mechanism for these services may include the chambers of commerce or family resource centers in these communities.

Comprehensive One-Stop centers and the other service points in your area:

Napa Job Connection
650 Imperial Way
Napa, CA 94559

B. Describe the process used for selecting the One-Stop operator(s) [WIA, Section 121(d) (2) (A)] including the appeals process available to entities that were not selected as the One-Stop operators. [Interim Final Rule § 667.600 (b)(1)] Also, include the local WIB 's policy regarding its selection of One-Stop operator(s), annual review of operations, and termination for cause. [CUIC Section 14206(d)]

In 2000, the Workforce Investment Board, through its Executive Committee, reviewed One-Stop Operator selection options and selected the County of Napa to serve as the One-Stop Operator, under an agreement between the Local Board and a consortium of entities. The principles which were incorporated into the selection process include those which are the foundation of the California Vision for One-Stops. These four criteria include: universality, service integration, accountability, and customer choice have served as the guiding principles for planning and implementation since Napa County began One-Stop operations in 1979. The entire process was conducted publicly and will be open to public input. Evaluation for re-certification will be based on measurement against these criteria as well as other criteria that may be developed by the WIB .

The Appeals process began with a letter to bidders indicating an intent to award and included the timeframe and instructions for filing an appeal. Any agency desiring to appeal had full opportunity to do so by submitting that intent in writing to WIB staff. There was a scheduled hearing date within one week of the issuance of the letter of intent.

C. Are each of the required WIA partners included in your One-Stop delivery system? How have they contributed to your planning and implementation efforts? If any required partner is not involved, explain the reason. [WIA, Section 117 (a)(2)(A)]

All of the mandated WIA partners are included as key components of the One-Stop delivery system in Napa County. Each of these partners are signatories on the required One-Stop Memorandum of Understanding which outlines our commitment to the system as well as how we will work together to achieve our common vision of employment and business health. The MOU is included as a part of this package. In addition, each partner participates as a member of the WIB's One Stop Governance Council. This group is a formal committee of the WIB and has responsibility for planning, implementing and evaluating our joint One-Stop operations.

D. How will services provided by each of the One-Stop partners be coordinated and made available in the local One-Stop system? [WIA, Section 121 (c) (2)]

The WIB will seek to assure the provision of integrated service delivery through the One-Stop Center. The precedent has been set in Napa County through the existing model used for provision of Job Training Partnership Act services, and this integration of staff, and coordination of services are expanded under the Workforce Investment Act to include coordination of all core services, specifically those common to more than one mandated partner's programs. Discussion continues to move forward to clarify these relationships and will soon specify the level of staff coordination in the core services environment. The foundation for this work can be found in the attached MOU, specifically the matrix of services. Further detail will be available in a future MOU to be negotiated during the 2008-2009 program year.

E. What is your plan for delivery of core and intensive services? [WIA Section 117(f)(2)]

Core Services: The Act provides for progressive levels of services for job seekers. Core Services will be available to all customers entering the Center. It is anticipated that there is an overlay in the Core Services required of the various mandated partner programs, and therefore integrated delivery will eliminate duplication of services and streamline delivery for all customers. Most mandated partners will be involved in providing integrated Core Services through the One-Stop Centers.

Customers will use Core Services in a largely self-directed manner, with limited assistance. Services and activities may include the following:

- Provision of employment information, including job vacancy listings, skills necessary to obtain employment in specific jobs, demand occupations, and the earnings and skill requirements for those in the local, regional, and national labor markets;
- Provision of information regarding filing claims for unemployment compensation;
- Determinations of eligibility for services requiring criteria-tested eligibility;
- Outreach and orientation to Center services; provision of performance and cost information on eligible providers of training services; provision of information on the availability of supportive services, including childcare, transportation, and referral to such services, as appropriate;
- Assistance in establishing eligibility for Welfare-to-Work activities and other financial aid for training and education not funded under the Act; and
- Other self-service and informational services that are no cost or low cost.

Core Services requiring staff assistance (typically referred to as Core B services) are available to those who demonstrate or are identified as needing additional assistance in their job search and may include the following:

- Job search and placement assistance, and where appropriate, career counseling;
- Job Club activities;
- Initial assessment of skill levels, aptitudes, abilities, and supportive services needs;
- Short-term prevocational services including development of learning, communication and interviewing skills, punctuality, personal maintenance and professional conduct, to prepare individuals for employment.
- Follow-up services for Workforce Investment Act-funded customers placed in employment for not less than 12 months, as appropriate, after the first day of employment; and
- Other staff-assisted services.

Intensive Services: To receive Intensive Services, the initial assessment shall document that the individual being provided such services is eligible in accordance with the WIB 's written policy for services. Intensive Services may include the following:

- Comprehensive assessment of skill levels and service needs, which may include diagnostic testing and in-depth interviewing to identify employment barriers;
- Development of an individual employment plan, to identify the employment goals, and the combination of service activities necessary to achieve the employment goals;
- Group counseling, individual counseling and career planning;
- Case management for customers seeking training services; and
- Intensive prevocational services including development of learning, communication and interviewing skills, punctuality, personal maintenance and professional conduct, to prepare individuals for employment.

F. What is your plan for administering Individual Training Accounts (ITAs) as defined in WIA, Section 134(d) (4)(G), including any limitations you plan to impose on ITAs established in your area. If your local Board is providing training services that are made as exceptions to the Individual Training Account process, describe the process you used to procure and justify these exceptions. This process must include a 30-day public comment period for interested providers. [20 CFR Sections 661.350(a)(5) and (10) and 20 CFR Section 663.430(a)] In addition, include the local WIB 's policy addressing the amount and duration of ITAs based on market rate for local training programs. [CUIC Section 14206(h)]

The Individual Training Account Policy and Procedure and the WIA Core B, Intensive, Training Services and Income Improvement Plan Policy and Procedure outlines the process by which WIA participants may receive financial assistance for training and support costs. This policy's purpose is to establish a comprehensive method for determining the appropriateness of financial assistance, providing such assistance in a timely manner and ensuring the periodic review to determine the necessity of continuing assistance, thus ensuring compliance with Federal, State and Napa County regulations. As a part of this policy case managers and applicants go through a process which outlines the appropriateness of training services and career and training research.

G. Describe how the WIA funds will be used to leverage other federal, State, local and private resources. How will these coordinated and leveraged resources lead to a more effective local system that expands the involvement of business, employers and individuals? [State Planning Guidance IV.B.3. and WIA, Section 112(b)(10) and Section 121(c)(2)(A)(ii)] Include a brief discussion if your local Board has entered into an agreement with another area (including another local Board that is a city or county within the same labor market) to pay or share the cost of educating, training, or placing individuals participating in programs assisted under Title I of WIA, including provision of supportive services, provide copy of your approved agreement. [WIA Section 195(3)(B)]

It is the intent of the WIB on behalf of the larger community of workforce services providers and other stakeholders to assure the successful leveraging of available funds to deliver effective services to businesses and job seekers. Toward that end, the selection of the One-Stop Operator (County of Napa) was based on the ability of that agency to serve as a successful broker of the multiple funding streams supporting the center and its services. It will also require the One-Stop Operator to be actively involved in seeking additional funds to support expansion of services and to assure that a full array of core services are available to all customers.

The WIB encourages the co-enrollment of individuals into multiple funding streams and programs in order to adequately address barriers to employment from a comprehensive standpoint. There is simply not enough WIA financial resources to support the services and training necessary for our clients to obtain employment, therefore the WIB's vision is that the program operator will utilize its knowledge of community programs to access services and funding necessary to remove barriers and move career seekers to self-sufficiency. It is expected that the limited WIA resources will be used as "gap" funding to pay for support

services and training that other programs cannot pay for.

The WIB is committed to meet present and future needs of business, employers and individuals. This will be done by continuing to collaborate with partner agencies, develop new partner relationships, and further consolidate services into a network of coordinated services that complement and support each other. This reconfiguration will better meet existing needs of customers and through leveraging, result in more flexibility to accommodate future needs.

H. Describe how the local system will meet the needs of dislocated workers; displaced homemakers; low-income individuals such as migrant and seasonal farm workers; public assistance recipients; women; minorities; individuals training for non-traditional employment; veterans; individuals with multiple barriers to employment; older individuals; people with limited English speaking ability; and people with disabilities. [State Planning Guidance IV.B.5. and WIA, Section 112(b)(17) and Section 118(b)(4)]

During its first year of operation, the WIB developed and refined strategies to identify and meet the needs of targeted populations in a workforce system that is universal, seamless, customer-focused and performance-based. Activities and programs were assessed for effectiveness and responsiveness and continuously improved upon to expand outreach and marketing to customers, increase staff development, engage in cross-training, and build partnerships with public and private entities that work with targeted customer groups. These strategies will support success in achieving individual goals as well as State and local performance outcome goals, and will ensure non-discrimination and equal opportunity.

Dislocated Workers: The WIB will ensure exchange of information and coordination of programs with economic development agencies serving the county to develop strategies that may avert business closings and mass layoffs and accelerate the re-employment of affected individuals. Marketing and outreach efforts will increase awareness of available services to groups such as potential dislocated workers, employers, organized labor, economic development agencies, chambers, and other agencies. The Employment Development Department has permanent staff located at the One-Stop Center to ensure that unemployment insurance claims are filed by phone and that dislocated workers are directed to job listings on CalJobs and all other online and on-site resources. Worker profiling, which occurs regularly, will increase responsiveness to re-employment needs of the dislocated worker. This work will include coordination through Rapid Response efforts and collaboration with appropriate partnering agencies, including the Employment Development Department. Early identification and timely referral will maximize effectiveness of the workforce investment system for dislocated workers.

Displaced Homemakers: As identified in the Carl D. Perkins Vocational and Applied Technology Act and in the Workforce Investment Act, displaced homemakers may be served through access to quality vocational education programs that lead to high skill, high wage occupations. Employment and training needs will be addressed through efficient referral as well as integrated service delivery at the One-Stop Center. Displaced homemakers will benefit from the wide array of Core Services available through the One-Stop and the expertise partnering agencies already have with successful work with this targeted customer group. Non-traditional employment will be one of the career opportunities that will be readily accessible to those coming into the workplace as displaced homemakers. The WIB's goal is

to work closely with displaced homemakers to ensure their ability to become and remain economically self-sufficient as quickly as possible.

Low-Income Individuals: In the Napa One-Stop Center, the CalWORKS division of the Napa County Health and Human Services Department is one of the most involved of all partners. This ensures that those who are striving toward self-sufficiency are an integral part of the system design and that services are prioritized to assist those most in need and those who are not yet earning a living wage. Through the partnerships already in place and those being developed, it is anticipated that a stronger collaboration with local community-based organizations that serve targeted populations will result in a system that offers a continuum of services for those moving toward self-sufficiency and toward financial security. ,

Public Assistance Recipients: As previously mentioned, the CalWORKS division of the Napa County Health and Human Services Department is one of the most involved of all partners in the local One-Stop. Staff from the Napa County Training and Employment Center and the CalWORKS Department deliver integrated case management, job development, skill upgrade, and retention services to provide critical services to support this customer group. It is critical to the workforce development system that these local partnerships be sustained, thus avoiding duplication of effort and ensuring the seamless delivery of services to those most in need.

Women and Minorities: The Workforce Investment Board will address the issues specific to women and minorities by setting local priorities for resources to best serve those most in need. Childcare and transportation are two of the biggest barriers for these two targeted groups. Support services referral, targeted program resources, and affiliation with other agencies will be some of the strategies employed to bring the needed services to these populations. Some of the mandated partners specifically address the needs of these customers as well as access to adult literacy and basic skills attainment through education.

Individuals Training for Non-traditional Employment: Non-traditional employment is defined as employment in occupations for which individuals from one gender comprise less than 25% of the occupation's workforce. Napa County has a successful history of training and transitioning individuals into non-traditional employment. It is anticipated that the local training provider list and the statewide training provider list will specify providers who offer non-traditional training services. In addition, the WIB anticipates working closely with labor organizations and other partners that are well positioned to address the complex challenges associated with non-traditional employment.

Other Individuals with Multiple Barriers to Employment: The WIB has a history of targeting services to those hardest to serve and will continue to ensure enhancement of employability to increase the earning potential of individuals with multiple barriers to employment. Strategies to address individual needs will include literacy and basic skills assessment and referral, occupational skills training, job analyses, job accommodations, disability awareness training, and other activities that may address barriers and support the achievement of positive employment outcomes. Individuals with multiple barriers to employment will be offered a continuum of services to include education, job training, career counseling, and development to enhance achievement and retention of employment. The WIB will work closely with community organizations and public agencies to develop new and innovative strategies to address these challenges.

Older Individuals: The WIB will assure that special accommodations within the One-Stop

Center are targeted to the special needs of the older worker. Those already available include larger print, large text availability on computers, and hearing devices. In addition, one Title V program partner (Experience Works) serving older workers is already co-located and working in tandem with other partners to assure that these customers receive assistance in continuing to keep skills current and develop new skills. Opportunities for older individuals to work as staff within the centers will continue to be an available option, building on the positive effect of peer-to-peer support in accessing services, identifying other supporting services and resources specific to the needs of the older worker.

Individuals with Limited English Speaking Ability: Napa County's service area, like most of the State, has many individuals with limited English-speaking ability. Recent demographic studies suggest California's future population will consist of a higher percentage of people with limited English-speaking ability. Partnering with the adult schools and the community colleges brings resources into the One-Stop Centers to better address the needs of these individuals. Presently, resources are available in various languages to address this need. Translation of some online resources, procedures and policies, and labor market information are three examples of the effort to make resources more accessible to these customers. Several One-Stop staff members from various partner agencies are bilingual. One of the most effective strategies as we move into the future will be forming alliances with culturally-based community organizations.

Individuals with Disabilities: Napa County currently (as of 2000) serves a higher percentage of persons with disabilities than any other Service Delivery Area in the State and continues to exceed its performance standards annually. The WIB will assure that all sites are in compliance with accessibility requirements and that equipment and resources continue to be available to ensure reasonable access to all Core Services for those with disabilities. Partnership with the State Department of Rehabilitation will assure a level of staff expertise to best address those with the most disabling conditions. In addition, partnership with other entities and additional funding sources will be continued and developed to ensure provision of appropriate services and effective referral for those with less severe disabilities. The Napa County One-Stop facility also includes Napa Personnel Services (NPS) as an on-site partner. NPS works directly with the Ca. Department of Rehabilitation and North Bay Regional Center directly to provide job training and support to individuals with disabilities.

I. When allocated adult funds are limited, what criteria will you use to determine and ensure priority of service to recipients of public assistance and other low-income individuals for receiving intensive and training services? [WIA, Sections 134(d)(4)(E), 118(b)(4).]

In the event that funds allocated to the Napa Workforce Investment Area for adult employment and training activities are limited, priority for intensive services and training activities shall be given as follows:

- Low-income individuals with serious barriers to employment, who are not eligible for services through other funding sources;
- Recipients of public assistance; and
- All other low-income individuals.

J. How will the local system assure non-discrimination and equal opportunity, as well

as compliance with the Americans with Disabilities Act? [WIA Section 188(a) (2), State Planning Guidance IV B.4.]

Operation of all programs under this Plan will be administered in full compliance with safeguards against fraud and abuse. No portion of these programs will in any way discriminate against, deny benefits to, deny employment to, or exclude from participation any persons on the grounds of race, color, national origin, religion, age, sex, disability, or political affiliation or belief. Contractors must comply fully with the non-discrimination and equal opportunity provisions (presently Job Training Partnership Act of 1982, amended), including the non-traditional Employment for Women Act of 1991; Title VI of the Civil Rights Act of 1964, as amended; the Age Discrimination Act of 1975, as amended; Title IX of the Education Amendments of 1972, as amended; and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29CFR Part 34.

The Workforce Investment Board will assure the designation of an Equal Opportunity Officer who is responsible for coordinating its obligations under these regulations. Initial and continuing notice of non-discriminatory practices and the right to file a complaint must be:

- Posted in prominent locations;
- Disseminated in internal memoranda and other written communications;
- Included in handbooks and manuals;
- Made available to each participant; and
- Included in the participant's file.

All contracts, plans, and agreements for provision of services under WIA will include provisions and non-discrimination assurances, (reference Title 29 CFR Section 34.6 and 34.20).

K. Describe how employer services (e.g. systems to determine general job requirements and job listings, including Wagner-Peyser Act services) will be delivered through the One-Stop system in your area. [State Planning Guidance IV.B.7]

With the Employment Development Department currently not providing services in the Napa Workforce Investment Area, Wagner Peyser services are unavailable to Napa residents at this time. WIB staff are currently in negotiations to convince EDD to re-establish its services in Napa.

The WIB will support and improve our existing systems to help employers determine general job requirements and list jobs, including Wagner-Peyser Act services, through the one-stop system. This will be ensured through the following WIB actions:

- Employers and labor organizations will actively participate on the Board;
- The Board will conduct focus groups with area employers to solicit input;
- Major market employers and targeted industry cluster employers will be surveyed periodically to determine current and projected training needs. These efforts will be coordinated with other partnering agencies to assure elimination of duplication;
- The Board will ensure that changes in the circumstances of local employers such as new technology, shifting market demands, etc., are addressed by the workforce training delivery system in an expedient manner; and
- Employers will be provided access to all services of the one-stop system. This will include, but not be limited to, America's Job Bank and CalJobs. Employers will continue to receive services authorized by the Wagner-Peyser Act. Many of the mandated partners have expertise in operating federal tax credit programs. One-Stop

partner staff will be cross-trained in these programs to ensure full exposure to the employer community.

- Workforce Investment Board and North Bay Employment Connection- Ind. Client Analysis.

L. What reemployment services will you provide to Worker Profiling and Reemployment Service claimants in accordance with Section 3I (e) of the Wagner-Peyser Act? [State Planning Guidance IV B.7. and WIA, Section 121(b)(1)(B)(ii)]

The worker profiling and re-employment services system will identify those Unemployment Insurance (UI) recipients in an Employment Development Department's field office's administrative area who are most likely to exhaust their claims and who would benefit from re-employment services in order to obtain employment. Upon EDD's expected return to the One-Stop in 2008-2009, the following process/services will be implemented.

If selected from the pool of UI claimants to participate in the profiling program, individuals report to an orientation session during which the program and their responsibility for participation are explained. Those not exempt from further participation proceed to an in-depth assessment interview. During the assessment interview, the participant and One-Stop staff determine which of the available services are most likely to assist the participant to obtain employment. The services included on the profiling program "menu" include:

- In-depth individual employment counseling to assist those who need to make a vocational choice or overcome other kinds of barriers to employment;
- Testing for assessment purposes, utilizing instruments appropriate to the individual located at the One-Stop;
- Self-directed job search, whereby individuals are assigned to make a number of job contacts then report back to a counselor to discuss the results of those contacts and to discuss ways to improve job search techniques; and
- Job search workshop training in a group setting that instructs claimants on proven methods for obtaining employment.

Participants who are assessed as needing education or job training in order to obtain employment are exempt from further participation in the profiling program if they accept referral to an education or training provider. Other claimants who are assessed as job ready and for whom there are available job orders are enrolled in CalJobs and America's Job Bank and are also considered exempt from further participation in the profiling program. Thus, the profiling program attempts to serve only those who are most likely to benefit from the available re-employment services.

M. What local policies and strategies are in place to ensure that, pursuant to the Jobs for Veterans Act (P.L.107-288)(38 USC 4215), priority of service is provided to veterans (and certain spouses) who otherwise meet the eligibility requirements for all employment and training programs funded by the Department of Labor, in accordance with the provisions of TEGL 5-03 (9/16/03)? Include in your discussion how this policy is shared with all of the One-Stop Career Center partners and if/how you conduct outreach to veterans and veteran organizations to encourage use of One-Stop Career Center services. How will you ensure that veterans receive priority in the local One-Stop system for Wagner-Peyser funded labor exchange services? [State Planning Guidance IV.B.9. and WIA, Section 121(b)(1)(B)(ii)].

Through the One-Stop Center, the Employment Development Department will provide employment and training services to veterans. Levels of service are targeted to meet or exceed the performance standards established by the Assistant Secretary for Veteran's Employment and Training. Currently, these consist of 14 performance standards in five basic categories (placement/obtained employment, placement in jobs listed by federal contractors, counseling, placement in training, and provided some service).

N. What role will Veterans Workforce Specialists and Veteran Employment Service Specialist (VWS/VSSS) have in the local One-Stop system? How will you ensure adherence to the legislative requirements for veterans' staff? [State Planning Guidance IV.B.10., 322, 38 USC Chapter 41 and 20 CFR Part 1001-120]

The role of the Local Veterans Employment Representative/Disabled Veterans Outreach Program Services (LVER/DVOPS) staff will be in accordance with Title 38 and the Special Grant Provisions of the LVER/DVOP Grant Agreement with the Department of Labor, Veterans Employment and Training Service. The Special Grant Provisions state in part that "As recipient of funds provided pursuant to Title 38, U.S.C., compliance shall be maintained with all applicable statutory provisions and regulations pursuant to Chapters 41 and 42". The grantee will ensure all of its service delivery points provide priority services to disabled veterans and veterans of the Vietnam-era in the provision of all labor exchange services and specifically, when making referrals to job openings and training opportunities, shall observe the following order of priority:

1. Special disabled veterans
2. Vietnam-era veterans
3. Disabled veterans other than special disabled veterans
4. All other veterans and eligible persons
5. Non-veterans.

In addition to the above categories are additional categories, which apply to all federal contractors and subcontractors for contracts of \$25,000 or more. The categories are as follows:

1. Special disabled Vietnam-era veterans;
2. Other covered veterans (e.g. Haiti, Somalia, and Granada veterans eligible to receive a campaign badge);
3. Disabled veterans; and
4. Other veterans (active duty not covered by one of the above categories). An eligible person, non-veteran who is the spouse of: a.) any veteran who died of a service-connected disability, and b.) any member of the Armed Forces serving on active duty at the time of the spouse's application, is listed by the Secretary concerned in one or more of the following categories and has been so listed for more than 90 days (1) missing in action, (2) captured in the line of duty by a hostile force, or forcibly detained or interned in the line of duty by a foreign government or power, (3) any veteran who has total disability permanent in nature resulting from a service connected disability; or (4) a veteran who died while a disability so evaluated was in existence.

The Employment Development Department will continue to comply with the guidelines and directives as stated in the Special Grant Provisions of the LVER/DVOP agreement and encourage all One-Stop partners to abide by these provisions. The State will enter into and comply with a negotiated agreement.

O. How will you provide Wagner-Peyser Act-funded services to the agricultural community—specifically, outreach, assessment and other services to migrant and seasonal farm workers, and services to employers? How will you provide appropriate services to this population in the One-Stop system? [State Planning Guidance IV B.11.]

Services to agricultural workers and employers will be provided through the One-Stop Center. These services are predominantly in demand in the northern region of the Napa workforce investment area. We will continue to use local and statewide networks to identify farmers who employ migrant and seasonal labor. Included in these networks will be winery associations, agricultural employers, growers' associations and the Department of Agriculture.

P. How will the local Board coordinate workforce investment activities carried out in the local area with the statewide rapid response activities? [(WIA, Section 118(b)(5), State Planning Guidance, IV.B13.b)]

The Napa County Rapid Response Coordinator will operate through the One Stop with State and Federal representatives and will participate in the Northern California quarterly regional rapid response work group/roundtable. The group developed operational goals to be used in focusing on areas of rapid response, which include:

- Enhance present regional rapid response efforts in promoting the use of rapid response as a strategy for improving employer relations, including collaborative responses to employers using private out-placement firms;
- Link with economic development activities to facilitate more effective job creation efforts, responses to employer skill shortages, incumbent worker training and area re-development efforts;
- Continue promoting the coordination and collaboration of all appropriate resources and entities;
- Improve timeliness of the initial contact and planning;
- Develop successful coordination models demonstrating integration of services among Trade Adjustment Assistance, Unemployment Insurance, Secondary Workers, persons with disabilities delivery; and
- Coordinate with One-Stop partners.

These quarterly meetings are an opportunity for the Northern California region coordinators to review rapid response initiatives and strategies, sharing information, and build collaborative and coordinated systems. In California, rapid response is a cooperative effort of the local Workforce Investment WIB , the local Employment Development Department representative and other State and local organizations that may play a role in the provision of rapid response services.

The entities responsible for providing rapid response services in Napa County are the One-Stop Operator in conjunction with the Workforce Investment WIB and the State. The Local One-Stop takes the lead in responding to Workforce Adjustment and Retraining Notification (WARN) and coordinates services with the State Employment Development Department's Economic Dislocation Worker Adjustment Act Unit, representing Unemployment Insurance,

Trade Adjustment Assistance and Basic Readjustment Services. Upon receipt of a WARN notice, or becoming aware of a closure or layoff by other means, the Rapid Response Coordinator contacts the employer within a short period of time (preferably 48 hours or less) to provide management information regarding rapid response services. The Rapid Response Coordinator establishes dates and times for orientations and coordinates services with union representatives, financial planners, counseling providers, One-Stop partners, and other interested parties as appropriate; assists in the formation of labor-management and worker transition committees; and assists local communities in developing their own coordinated response and in obtaining access to State and Federal employment, training and economic development assistance. Initial early intervention will include on-site contact with employer and union or employee representatives and will include information gathering and sharing, information on aversion to dislocations. A response strategy may include:

- An examination of possible alternatives to closing the plant or implementing layoffs
- Assistance in planning to complete the closure or layoff in a manner that reduces the impact on business and those employees who are being dislocated
- Assistance to employees in finding other jobs or identifying possible career options early and prior to layoff
- Provision of information to employees concerning Unemployment Insurance
- Assistance to employees desiring to enter training programs
- Advice to employers to lessen the risks of a negative public image in the local community
- Identification of support services that can help employees financially and emotionally during the transition period
- Coordinate regional rapid response services in partnership with local Workforce WIB s and service delivery areas
- Facilitate State efforts to train incumbent workers by coordination with State and local Employment and Training Panel providers
- Provide or obtain appropriate financial and technical advice and liaison with economic development agencies and other organizations to assist in efforts to avert worker dislocations
- Assist the local community in developing its own coordinated response and obtaining access to State economic development assistance
- Maintain data and information on rapid response services
- Applying for State and national grant funds when required

Specific responsibilities of the state on behalf of rapid response services include:

- Ensuring prompt distribution of WARN notices to local Board's and Rapid Response Coordinators
- Providing technical assistance to local areas to increase coordination of other available resources, for example, the Department of Labor North American Free Trade Agreement - Trade Adjustment Assistance
- Maintaining data and information on WARN notices, employers and industry

The One-Stop and the Board's will work closely with the State and local economic development entities to develop and refine analytical tools to help predict possible layoffs or business closures within the Napa County region. These tools will further strengthen the ability to respond to WARN situations and other dislocation or business closure scenarios.

Q. What rapid response assistance will be available to dislocated workers and

employers and who will provide them? [WIA, Section 118(b) (4) (5), State Planning Guidance IV B.13.c.]

When working with an employer to avert or minimize a layoff, early intervention services are made available to workers as a group activity. The requirements for rapid response on-site group orientations include:

- Overview of Workforce Investment Board and Economic Dislocation and Worker Adjustment Act services
- Overview of eligibility, certification and enrollment process
- Overview of One-Stop Career Center
- Labor Market Information and Transferable Skills Analysis
- Information about training, on-the-job training, and support services including community resources
- Training support expenses
- Documents required for certification
- Information about various workshops
- Unemployment Insurance information
- Veteran services
- California Training Benefits
- Job Clubs and Peer Network Groups
- Establishment of Worker Transition Committee when appropriate
- Financial and stress counseling services
- Survey of re-employment interests and evaluation of orientations for continuous quality improvement
- Other job preparation and skill development services such as objective assessment that identifies occupational capabilities, vocational potential and training needs are available through the One-Stop system.

For Employers, early intervention and aversion strategies to downsizing and business closures will be translated into a comprehensive system of business retention, utilizing current programs and best practices already in place in the county and State. The Visitation Retention and Expansion Program is designed to avert downsizing, business slowdown, and stimulate local economic growth by assisting businesses that are already in operation. The Program pinpoints businesses' issues, concerns and opinions expressed during a visit or in response to a letter or questionnaire, the purpose of which is to gather information about development plans, economic concerns or opinions about their community as a place to do business. A visit by the Visitation Team, which includes representatives from the Napa Small Business Development Center and the Napa Valley Economic Development Corporation, may be as a result of a possible need identified by the Employer Outreach personnel in the One-Stop. Once aware of these issues, the Rapid Response Coordinator with the Visitation Team can identify local, State and Federal programs that can help.

The Business Visitation Retention and Expansion Program provides sound business assistance linking businesses with a variety of financial, technical, environmental, health and safety, business planning, marketing, workforce development and job training resources. If a firm wants to develop a clear blueprint for the future, the Program will introduce the owners to local small business development officials who can help with creating a comprehensive business plan, or link them with programs that can help them grow. Or if a company is seeking a site for expansion or re-location purposes, the Program will connect them with the State trade and commerce and re-development agencies, when appropriate. The information

gathered from the local business sector would be used to address immediate problems and developing programs and policies that promote a diversified stable local economy. The WIB will solidify this program strategy under the Workforce Investment Act implementation.
Employers

A WIA Business Services Specialist will provide such services.

R. How will your local Board ensure continuous improvement of eligible providers of services through the system and ensure that such providers meet the employment needs of local employers and participants? [WIA Section 118(b)(2)(A)] Describe and assess the adult and dislocated worker employment and training services that will be available in your local area. [WIA, Section 118 (b)(4)(5)] In addition, include the local WIB's policy regarding training services available to adult and dislocated workers who have met the requirements for intensive services, have been unable to obtain or retain employment through those services, and have been determined to be in need of training. [WIA Section 134(d)(4)(A)(iii), 20 CFR Section 663.310(c), CUI Section 14230(a)(5)]

Training Services: Training Services are provided in a manner that maximizes customer choice in the selection of training providers. A consumer report card system will be built and connected to the Individual Training Accounts through a WIB-approved procedure. Information on the options available to a customer in choosing a specific institution or training program will be available online and by other methods. This information will be provided to assure that customers have the information and resources they need to manage their own careers. Emphasis will be on assisting the customer to develop a comprehensive and realistic individual employment plan in consultation with Center vocational counselors. It is anticipated that the North Bay Employment Connection regional list of providers will be included as part of the statewide training inventory list of training providers.

Once a customer develops the individual employment plan, a training provider is selected and an Individual Training Account is established from which to pay for the costs associated with training. The Workforce Investment WIB may determine to have ITAs pay for training and other ancillary services, such as childcare, and transportation. This will be determined once the system is in place.

- Training Services may include the following:
- Occupational skills training, including training for non-traditional employment;
- On-the-job training (may also be provided for employed workers who are employed in jobs which do not meet the locally defined self-sufficiency criteria);
- Training that combines workplace training with related classroom instruction, which may include cooperative education programs;
- Training provided by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Job readiness training;
- Adult education and literacy activities provided in combination with the occupational skill training services described above; and
- Customized training conducted with a commitment by an employer or group of employers to employ successful completers of the training.

S. MEMORANDUM OF UNDERSTANDING:

WIA requires that a Memorandum of Understanding (MOU) between the local Board and each of the One-Stop partners concerning the operation of the One-Stop delivery system be executed. A copy of each MOU must be included with the plan modification. [WIA Section 118(b)(2)(B)]

The MOU may be developed as a single umbrella document, or as singular agreements between the partners and the WIB. The MOUs should present in concrete terms, member contributions and the mutual methodologies used in overseeing the operations of the One-Stop career center system.

- 1. The MOU must describe: [WIA, Section 121(c)(1)(2)(A)(B), CUI Section 14230(d)]**
 - a. What services will be provided through the One-Stop system.**
 - b. How the costs of services and operating costs will be funded, including cost-sharing strategies or methodologies.**
 - c. What methods will be used for referral of individuals between the One-Stop operator and partners?**
 - d. How long the MOU will be in effect.**
 - e. What procedures have been developed for amending the MOU?**
 - f. Other provisions consistent or as deemed necessary by the local WIB .**
 - g. The local Board's policy for identifying individuals who, because of their skills or experience, should be referred immediately to training services.**
- 2. Identify those entities with who you are in the process of executing an MOU. Describe the status of these negotiations. [Interim Final Rule §662.310(b)]**
- 3. What process will the local Board use to document negotiations with One-Stop partners who fail to participate or sign an MOU? How will you inform the state Board when negotiations have failed? [Interim Final Rule §662.310(b)]**

The Workforce Investment Board will convene meetings and prepare agenda's and minutes for each meeting involving a mandated partner that fails to participate or sign the required Memorandum of Understanding. Should a situation arise that involves the refusal of mandated partner to participate, that situation will be brought to the appropriate Workforce Investment Board meeting for discussion and action. Upon formal action from the WIB, the State WIA advisor will be contacted and the appropriate forms and process will be initiated.

VI. YOUTH ACTIVITIES:

As a way to connect youth to workforce investment resources, WIA requires youth programs to be connected to the One-Stop system. WIA requires improved youth opportunities and Youth Councils to be part of local workforce investment systems. Youth councils have authority to develop the youth-related portions of the local plans, to

recommend youth service providers to the local Board to coordinate youth services, and to conduct oversight of local youth programs and eligible providers of youth programs.

In this section describe the strategies and tactics to develop a comprehensive service delivery system for eligible youth, and discuss how that system will be coordinated through the One-Stop system.

A. Describe your local area's efforts to construct a youth council, and what the role(s) of the Youth Council will be. [WIA, Section 117 (h)(1)(2)(3)(4)]

The Workforce Investment Board empowered its existing Youth Committee to develop a list of a broad spectrum of individuals and organizations to act in the capacity of the Youth Council, using the Act as the primary criteria for Youth Council appointment. The process for compiling this list is well under way. The intent is to be very inclusive and comprehensive in obtaining demographic and ethnic representation, as well as the diversity of experienced youth-serving agencies and business representation.

Letters to all agencies serving youth went out on December 1, 1999 announcing the meeting and its purpose. This letter was followed by a reminder on December 15, 1999 and a third letter with an agenda on December 29, 1999. The meeting held on January 6, 2000 assembled youth service providers, parents, and community members with a particular interest in youth issues. From this meeting, those assembled self-selected representatives to serve on the Youth Council.

B. How will youth services be connected with your One-Stop delivery system? [Interim Final Rule § 664.700]

The WIB charged the One-Stop with providing the services required by youth. The goal is to assure that youth services will be tailored based on individual needs and goals using the full services and expertise of the One-Stop. Those youth who are clearly seeking employment rather than return to education, and are presently out of school, will receive direct services specific to their needs at the One-Stop Center. Those youth requiring additional intervention will have access to case management, tracking, intensive job development services, retention services, life skills development, job order databases, career development, assessment and other tools. This will assure continuity of service and maximize the use of equipment, software, cross-training and other resources as one system. The WIB expects that this approach will better support youth as key customers in the emerging workforce development system.

C. Describe how coordination with Job Corps, Youth Opportunity Grants, and other youth programs in your local area will occur, e.g. School-to-Career. [WIA Section 112(b) (18) (C) and 117(h) (2) (vi), State Planning Guidance, IV B. 15.]

The WIB believes that a youth program under the Act will be most successful by leveraging resources with other youth providers, and moving toward a more comprehensive system of youth services. Toward that end, the One-Stop partnership already includes the California Conservation Corps, the K-12 school system, Adult Education, and the Community College. In addition, the One-Stop has experience as a partner in offering a summer youth program in conjunction with a community-wide program, City Works. Previous youth initiatives and

programs have involved extensive participation from local area justice and law enforcement officials; local public housing authorities; and representatives of other area youth initiatives, including those that serve homeless and seriously disabled youth and other public and private youth initiatives. There is not a Job Corps Center in the Napa Workforce Investment Area, however, the One-Stop has worked closely with this agency in the past. The Youth Council will seek input and representation from this organization. The Napa Workforce Investment Area was not eligible for a Youth Opportunity Grant.

D. Describe your area's eligible youth population and needs in general. Describe and assess the type and availability of youth activities in the local area. Include an identification of successful providers of such activities. [WIA, sections 118(b)(6)]

Napa County has many strong youth services. The K-12 schools have been fully engaged with the Workforce Investment Board and have worked closely and successfully with the One-Stop. Youth are also served by a variety of community-based programs, government agencies, and private efforts. The Youth Council, through a local partnership, Youth Net Works, has completed a survey of all agencies serving youth and has catalogued this information. The Youth Council will have full access to this information in order to provide policy guidance around better alignment of various services focused on youth. As previously mentioned, the One-Stop has been a past partner in the annual Napa City Works Project, a community-wide effort that puts youth to work during the summer months. The Youth Council will make recommendations to the WIB to, among other things, craft a more effective system for supporting all youth in our county in their development of those skills necessary for pursuing ongoing education options, future employment, and good citizenship.

E. What is your local area's strategy for providing comprehensive services to eligible in-school and out-of-school youth, including any coordination with foster care, education, welfare, and other relevant resources? Include any local requirements and activities to assist youth who have special needs or barriers to employment, including those who are pregnant, parenting, or have disabilities. [WIA Section 112(b)(18)(A), Interim Final Rule §664.400, State Planning Guidance, IV B. 14]

By encouraging partnerships and leveraging funds with those who specifically bring expertise in serving targeted youth groups, the WIB will ensure effective services for all WIA eligible youth. The WIB will assure that resources identified in the delivery plan are appropriate to address the needs of those to be served. The Youth Council will review services available in the local area and make recommendations for the allocation of appropriate resources, provision of services by various providers, and accountability standards. The One-Stop currently has partners providing specific services to youth who are pregnant, parenting, or have disabilities. In all cases, more than one agency has responsibility for the provision of these services and they are fully integrated and available through the One-Stop.

F. Describe how your local area will meet the Act's provisions regarding the required youth program design elements: [WIA, Section 129(c)(2)(A) through (J)] In addition, please discuss how your local area's youth program design has been modified as a result of the State's move toward common performance measures and its effect on meeting program accountability requirements. [WIA Section 136(b)(2), TEGL 17-05]

1. Intake and Objective Assessment

The One-Stop Operator (Health and Human Services) conducts all aspects of this function both in-house and through leveraged partnerships.

2. Preparation for post-secondary educational opportunities

The One-Stop Operator (Health and Human Services) conducts all aspects of this function both in-house and through leveraged partnerships.

3. Strong linkages between academic and occupational learning

The One-Stop Operator (Health and Human Services) conducts all aspects of this function both in-house and through leveraged partnerships.

4. Preparation for unsubsidized employment opportunities

The One-Stop Operator (Health and Human Services) conducts all aspects of this function both in-house and through leveraged partnerships.

5. Effective linkages with intermediaries with strong employer connections

The One-Stop Operator (Health and Human Services) conducts all aspects of this function both in-house and through leveraged partnerships.

6. Alternative secondary school services

The One-Stop Operator (Health and Human Services) conducts all aspects of this function both in-house and through leveraged partnerships.

7. Summer employment opportunities

The One-Stop Operator (Health and Human Services) conducts all aspects of this function both in-house and through leveraged partnerships.

8. Paid and unpaid work experience

The One-Stop Operator (Health and Human Services) conducts all aspects of this function both in-house and through leveraged partnerships.

9. Occupational skills training

The One-Stop Operator (Health and Human Services) conducts all aspects of this function both in-house and through leveraged partnerships.

10. Leadership development opportunities

The One-Stop Operator (Health and Human Services) conducts all aspects of this function both in-house and through leveraged partnerships.

11. Comprehensive guidance and counseling

The One-Stop Operator (Health and Human Services) conducts all aspects of this function both in-house and through leveraged partnerships.

12. Supportive services

The One-Stop Operator (Health and Human Services) conducts all aspects of this function both in-house and through leveraged partnerships.

13. Follow-up services. [Interim Final Rule §664.450(a)(1) through (6)(b), State

Planning Guidance, IV B.14.]

The One-Stop Operator (Health and Human Services) conducts all aspects of this function both in-house and through leveraged partnerships.

VII. ADMINISTRATIVE REQUIREMENTS

A. What competitive process will be used to award grants and contracts for youth services in your local area? [WIA Section 118 (b)(9), 112(b)(18)(B) and Section 123]

The I WIB in conjunction with its Youth Council will determine the types of services and programs needed in the local area and the availability of providers. When appropriate, a Request For Proposal (RFP) will be issued calling for either a single contractor or a consortium to respond for delivery of services. Notification of intent to issue the RFP will be mailed to the "Interested Party" list and posted in the local paper for three days.

The proposals will be reviewed by the WIB 's Youth Council and Oversight Committees who will make recommendation(s) for award(s) to the full WIB . The WIB will then award the bid.

B. What competitive and non-competitive processes will be used at the local level to award grants and contracts for activities under Title I of WIA, including how potential bidders are being made aware of the availability of grants and contracts? [WIA, Section 118(b)(9)]

The Executive Committee of the WIB will review options on possible competitive and non-competitive processes for awarding WIA and related funding. Their recommendation will be presented to the WIB

C. What entity will serve as the local grant recipient and be responsible for disbursing grant funds as determined by the Chief Elected Official? [WIA Section 117(d)(3)(B)(i)(I)(II)(III) and 118(b)(8)]

The Napa County Board of Supervisors is the grant recipient and responsible for the disbursement of funds at the direction of the Workforce Investment WIB if the direction does not violate provisions of the Workforce Investment Act of 1998. The WIB of Supervisors, through its Employment and Training Center and its County Auditor's Office, shall disburse the funds immediately upon receiving such direction from the Workforce Investment WIB . (The procedures of this process are currently being researched.)

D. What criteria will the local Board use in awarding grants for youth activities, including criteria used by the Governor and local WIB s to identify effective and ineffective youth activities and providers? [WIA Section 112(b) (18) (B), State Planning Guidance III B.1.f.]

The following are the criteria used for evaluation of the RFP for Youth Services under WIA:

Quality of Design:

- a. Program design addresses each program purpose; addresses both out-of-school and in-school youth and has demonstrated effectiveness in providing services similar to those in this WIA Youth Program
- b. Partnering agencies include at least one K-12 and at least two of the RFP listed entities (See Section VI.C. above); leveraging additional resources
- c. Continuous improvement plan for collecting customer satisfaction data and making improvements based on that data
- d. Demonstrated quality of training and effectiveness in working with characteristics of participants

Financial/Organizational Strengths:

- a. Budget is complete and accurate; program operation reasonable, including administration plan
- b. Realistic in-kind administration plan and experience supporting administrative costs with other funding sources
- c. Experience with eligibility determination

Planned Performance Outcomes:

- a. Plan for assessment of skill deficiencies at entry and skills attainment at termination
- b. Realistic process for and effective methods to assure retention for six months
- c. Past experience in meeting performance measures and assuring accountability

Coordination and Linkage:

- a. Description of collaboration with One-Stops
- b. Description of connection with intermediaries
- c. Has process for sharing information; linkages between academic and occupational learning are established

E. What is your local area's definition regarding the sixth youth eligibility criterion, ("an individual who requires additional assistance to complete an educational program, or to secure and hold employment")? [WIA Section 101(13)(c)(vi)]

No definition has been set

F. What process will be used to allow public review and comment for specific performance outcomes and measures when these have been negotiated?

30 day open comment

VIII. ASSURANCES

- A. The Local Workforce Investment Board and its staff assure that it will establish, in accordance with section 184 of the Workforce Investment Act, fiscal control and fund accounting procedures necessary to ensure the proper disbursement of, and accounting

for, funds provided to the Local Workforce Investment Board through the allotments made under sections 127 and 132. [WIA, Section 112(b)(11)]

- B. The Local Workforce Investment Board assures that it will implement the uniform administrative requirements referred to in WIA, Section 184(a) (3).
- C. Local Workforce Investment Board assures compliance with the confidentiality requirements of WIA, Section 136(f) (3).
- D. The Local Workforce Investment Board assures that no funds received under the Workforce Investment Act will be used to assist, promote, or deter union organizing. [WIA, Section 181(b)(7)]
- E. The Local Workforce Investment Board assures that the Board will comply with the nondiscrimination provisions of WIA, Section 188, including an assurance that Methods of Administration have been developed and implemented.
- F. The Local Workforce Investment Board assures that the Board will collect and maintain data necessary to show compliance with the nondiscrimination provisions of WIA, Section 188.
- G. The Local Workforce Investment Board assures that there will be compliance with grant procedures of WIA, Section 189(c).
- H. The Local Workforce Investment Board certifies that public employees will provide Wagner-Peyser Act-funded labor exchange activities. [State Planning Guidance VI. 13.]
- I. The Local Workforce Investment Board assures that it will comply with the current regulations, 20 CFR part 651.111, to develop and submit affirmative action plans for migrant and seasonal farm worker Significant Offices in the local workforce area which are determined by the Department of Labor, to be in the highest 20% of MSFW activity nationally.
- J. The Local Workforce Investment Board assures that funds will be spent in accordance with the Workforce Investment Act, written Department of Labor guidance, and other applicable Federal and State laws and regulations.
- K. The Local Workforce Investment Board assures that veteran workforce investment programs funded under WIA, Section 168 will be carried out in accordance with that Section.
- L. The Local Workforce Investment Board assures it will comply with future State Workforce Investment Board policies and guidelines, legislative mandates, or other special provisions as may be required under Federal law, including the Workforce Investment Act or State legislation.
- M. The Local Workforce Investment Board assures that when allocated adult funds for employment and training activities are limited, priority shall be given to recipients of public assistance and other low-income individuals for intensive and training services [WIA, Section 134 (d)(4)(E), 118(b)(4).]
- N. The Local Workforce Investment Board certifies that its One-Stop Centers will recognize and comply with applicable labor agreements affecting represented employees located in the Centers. This shall include the right of access by State labor organization

representatives pursuant to the Ralph Dills Act (Chapter 10.3 [commencing with Section 3512] of Division 4, of Title 1 of the Government Code.

- O. The Local Workforce Investment Board assures that State employees who are located at the One-Stop Centers shall remain under supervision of their employing department for purposes of performance evaluations and other matters concerning civil service rights and responsibilities. State employees performing services at One-Stop Center shall retain existing civil service and collective bargaining protections on matters relating to employment, including but not limited, hiring, promotion, discipline, and grievance procedures.
- P. The Local Workforce Investment Board assures that when work-related issues arise at One-Stop Centers between State employees and operators or supervisors of other partners, the operator or other supervisor shall refer such issues to the State employees' civil service supervisor. The One-Stop Career Center operators and partners shall cooperate in the investigation of the following matters: discrimination under the California Fair Employment and Housing Act (Part 2.8 [commencing with Section 12900] of Division 3 of Title 2 of the Government Code), threats and/or violence concerning State employees, and State employee misconduct.
- Q. One-Stop Operator is responsible for administering One-Stop Center services in accord with roles to be determined by the Local Workforce Investment Board. The Local Workforce Investment Board assures that it will select the One-Stop Operator with the agreement of the Chief Elected Official, through one of three means:
 - 1. Through a consortium of at least three or more required One-Stop partners; or
 - 2. Through competitive process such as a Request for Proposal; or
 - 3. It may serve as the One-Stop Operator directly but only with the consent of the Chief Elected Official and the Governor.

The only time these selection procedures are not required is in the following circumstances inclusive: the One-Stop delivery system, of which the operator is a part, existed before August 7, 1998; the existing One-Stop system includes all of the required One-Stop partners; and an MOU has been executed which is consistent with the requirements of the Act. [WIA: Section 121(d) (2) (A) and Regulations, Section 662.4.10].

IX. PROGRAM ADMINISTRATION DESIGNEE AND PLAN SIGNATURES

This Local Plan represents the Napa County Workforce Investment Board's efforts to maximize and coordinate resources available under Title I of the Workforce Investment Act (WIA) of 1998.

This Local Plan is submitted for the period of April 1, 2008 through June 30, 2009 in accordance with the provisions of WIA.

Local Workforce Investment WIB Chair

Chief Elected Official

Signature

William Kreysler

Name

Chair, Napa WIB

Title

10/22/08

Date

Signature

Brad Wagenknecht

Name

Chair, Napa Board of Supervisors

Title

10/22/08

Date

<input checked="" type="checkbox"/> WIA Local Plan Modification PY 2008–09	
<input type="checkbox"/> Modification # <u>9</u>	LWIA: <u>Napa County</u>
	Date: <u>04/01/2008</u>

Budget, Participant, and Performance Forms

SIGNATURE PAGE

This local plan represents the Napa County Workforce Investment Board’s efforts to maximize and coordinate resources available under Title I of the Workforce Investment Act (WIA) of 1998.

This local plan is submitted for the period of April 1, 2008 through June 30, 2009 in accordance with the provisions of WIA.

Local Workforce Investment Board Chair

Chief Elected Official

Signature

William Kreysler
Name

WIB Chair
Title

Date

Signature

Brad Wagenknecht
Name

Chair, Board of Supervisors
Title

Date

<input checked="" type="checkbox"/> WIA Local Plan Modification PY 2008-09	LWIA: Napa County
<input type="checkbox"/> Modification # <u>9</u>	Date: <u>07/01/08</u>

Budget, Participant, and Performance Forms

TITLE IB BUDGET PLAN SUMMARY (Adult or Dislocated Worker)

WIA 118; 20 CFR 661.350(a)(13)

PROGRAM TYPE for PY 2008, beginning 07/01/08 through 06/30/09

- Grant Code 201/202/203/204 WIA IB-Adult
- Grant Code 501/502/503/504 WIA IB-Dislocated Worker

FUNDING IDENTIFICATION	R8xxxxx Subgrant	R9xxxxx Subgrant
1. Year of Appropriation	2007	2008
2. Formula Allocation		138,001
3. Allocation Adjustment - Plus or Minus		
4. Transfers - Plus or Minus		
5. TOTAL FUNDS AVAILABLE (Lines 2 thru 4)		138,001
TOTAL ALLOCATION COST CATEGORY PLAN		
6. Program Services (sum of Lines 6.A thru 6.E)		124,201
A. Core Self Services		35,956
B. Core Registered Services		40,915
C. Intensive Services		47,115
D. Training Services		
E. Other		215
7. Administration (Line 5 minus 6)		13,800
8. TOTAL (Line 6 plus 7)		138,001
QUARTERLY TOTAL EXPENDITURE PLAN (cumulative from July 1, 2007 and July 1, 2008 respectively)		
9. September 2007	6,175	
10. December 2007	16,144	
11. March 2008	66,689	
12. June 2008	45,657	
13. September 2008		34,500
14. December 2008		34,500
15. March 2009		34,500
16. June 2009		34,500
17. September 2009		
18. December 2009		
19. March 2010		
20. June 2010		
COST COMPLIANCE PLAN (maximum 10%)		
21. % for Administration Expenditures (Line 7/Line 5)		10%

Teresa Zimny, Deputy Director	707 253-4697	9/12/2008
Contact Person, Title	Telephone Number	Date Prepared

Comments:

NOTE: Final Rule 667.160, What Reallocation Procedures Must the Governors Use, discusses local area obligation rates, recapture, and reallocation. Also see WIA Directive WIAD01-10.
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<input checked="" type="checkbox"/> WIA Local Plan Modification PY 2008-09	LWIA: <u>Napa County</u>
<input type="checkbox"/> Modification # <u>9</u>	Date: <u>07/01/08</u>

Budget, Participant, and Performance Forms

TITLE IB BUDGET PLAN SUMMARY (Adult or Dislocated Worker)

WIA 118; 20 CFR 661.350(a)(13)

PROGRAM TYPE for PY 2008, beginning 07/01/08 through 06/30/09

- Grant Code 201/202/203/204 WIA IB-Adult
- Grant Code 501/502/503/504 WIA IB-Dislocated Worker

FUNDING IDENTIFICATION	R8xxxxx Subgrant	R9xxxxx Subgrant
1. Year of Appropriation	2007	2008
2. Formula Allocation		281,996
3. Allocation Adjustment - Plus or Minus		
4. Transfers - Plus or Minus		
5. TOTAL FUNDS AVAILABLE (Lines 2 thru 4)		281,996
TOTAL ALLOCATION COST CATEGORY PLAN		
6. Program Services (sum of Lines 6.A thru 6.E)		253,796
A. Core Self Services		64,391
B. Core Registered Services		85,016
C. Intensive Services		102,120
D. Training Services		
E. Other		2,270
7. Administration (Line 5 minus 6)		28,200
8. TOTAL (Line 6 plus 7)		281,996
QUARTERLY TOTAL EXPENDITURE PLAN (cumulative from July 1, 2007 and July 1, 2008 respectively)		
9. September 2007	23,264	
10. December 2007	76,360	
11. March 2008	50,325	
12. June 2008	56,384	
13. September 2008		70,499
14. December 2008		70,499
15. March 2009		70,499
16. June 2009		70,499
17. September 2009		
18. December 2009		
19. March 2010		
20. June 2010		
COST COMPLIANCE PLAN (maximum 10%)		
21. % for Administration Expenditures (Line 7/Line 5)		10%

Teresa Zimny, Deputy Director	707-253-4697	9/12/2008
Contact Person, Title	Telephone Number	Date Prepared

Comments:

NOTE: Final Rule 667.160, What Reallocation Procedures Must the Governors Use, discusses local area obligation rates, recapture, and reallocation. Also see WIA Directive WIAD01-10.

WIA Local Plan Modification PY 2008-09

Modification # 9

LWIA: Napa County

Date: 04/01/08

Budget, Participant, and Performance Forms

TITLE IB BUDGET PLAN SUMMARY (Youth)

WIA 118; 20 CFR 661.350(a)(13)

PROGRAM TYPE for PY 2008, beginning 04/01/08 through 06/30/09

Grant Code 301/302/303/304 WIA IB-Youth

FUNDING IDENTIFICATION	R8xxxxx Subgrant	R9xxxxx Subgrant
1. Year of Appropriation	2007	2008
2. Formula Allocation	3,310	140,915
3. Allocation Adjustment - Plus or Minus		
4. TOTAL FUNDS AVAILABLE (Line 2 plus 3)	3,310	140,915
TOTAL ALLOCATION COST CATEGORY PLAN		
5. Program Services (sum of Lines 5A and 5B)		126,823
A. In School		70,640
B. Out-of-School (30%)		56,183
6. Administration (Line 4 minus 5)		14,092
7. TOTAL (Line 5 plus 6)		140,915
QUARTERLY TOTAL EXPENDITURE PLAN (cumulative from April 1, 2007 and April 1, 2008 respectively)		
8. June 2007		
9. September 2007	50,673	
10. December 2007	27,788	
11. March 2008	52,646	
12. June 2008	3,310	39,577
13. September 2008		33,779
14. December 2008		33,779
15. March 2009		33,780
16. June 2009		
17. September 2009		
18. December 2009		
19. March 2010		
20. June 2010		
COST COMPLIANCE PLAN		
21. % for Administration Expenditures (Line 6/Line 4)		10%

Teresa Zimny, Deputy Director

707 253-4697

9/18/2008

Contact Person, Title

Telephone Number

Date Prepared

Comments:

NOTE: Final Rule 667.160, What Reallocation Procedures Must the Governors Use, discusses local area obligation rates, recapture, and reallocation. Also see WIA Directive WIAD01-10.

WIA Local Plan Modification PY 2008–09
 Modification # 9

LWIA: Napa County

Date: 07/01/08

Budget, Participant, and Performance Forms

TITLE IB PARTICIPANT PLAN SUMMARY

WIA 118; 20 CFR 661.350(a)(13); TEGL 17-05

Plan the number of individuals that are in each category.

Totals for PY 2008 (07/01/08 through 06/30/09)	ADULT	DW	YOUTH
1. Registered Participants Carried in from PY 2007	32	30	20
2. New Registered Participants for PY 2008	30	40	20
3. Total Registered Participants for PY 2008 (Line 1 plus 2)	62	70	40
4. Exiters for PY 2008	42	49	25
5. Registered Participants Carried Out to PY 2009 (Line 3 minus 4)	20	21	15

PROGRAM SERVICES			
6. Core Self Services	700	150	
7. Core Registered Services	62	70	
8. Intensive Services	36	40	
9. Training Services	14	13	

YOUTH MEASURES			
10. Attainment of a Literacy and/or Numeracy Gain			6
11. Attainment of a High School Diploma, GED, or Certificate			20

EXIT STATUS			
12. Entered Employment	36	49	25
12A. Training-related	14	13	3
13. Remained with Layoff Employer			
14. Entered Military Service			
15. Entered Advanced Training			
16. Entered Postsecondary Education			1
17. Entered Apprenticeship Program			1
18. Returned to Secondary School			
19. Exited for Other Reasons	6		

Teresa Zimny, Deputy Director

707 253-4697

9-18-08

Contact Person, Title

Telephone Number

Date Prepared

Comments:

WIA Local Plan Modification PY 2008–09

Modification # 9

LWIA: Napa County

Date: 07/01/2008

Budget, Participant, and Performance Forms
STATE NEGOTIATED LEVELS OF PERFORMANCE¹

WIA Requirement at Section 136(c)	PY 2005–06	PY 2006–07	PY 2007-08	PY 2008–09
Adults				
Entered Employment Rate	73%	74%	77%	78%
Employment Retention Rate	79%	80%	82%	83%
Earnings Change/Average Earnings ²	\$3500	\$11,800	\$12,400	\$12,500
Employment and Credential Attainment Rate	56%	58%	N/A	N/A
Dislocated Workers				
Entered Employment Rate	81%	82%	85%	86%
Employment Retention Rate	85%	86%	87%	88%
Earnings Change/Average Earnings ²	-\$3000	\$15,400	\$15,800	\$15,900
Employment and Credential Attainment Rate	66%	67%	N/A	N/A
Youth (ages 14-21)				
Placement in Employment or Education	N/A	N/A	TBD	TBD
Attainment of a Degree or Certificate	N/A	N/A	TBD	TBD
Literacy and Numeracy Gains	N/A	N/A	TBD	TBD
Older Youth (ages 19–21)³				
Entered Employment Rate	72%	73%	N/A	N/A
Employment Retention Rate	80%	81%	N/A	N/A
Earnings Change	\$3700	\$3800	N/A	N/A
Employment and Credential Attainment Rate	38%	39%	N/A	N/A
Younger Youth (ages 14–18)³				
Skill Attainment Rate	83%	84%	N/A	N/A
Diploma or Equivalent Rate	66%	67%	N/A	N/A
Retention Rate	63%	64%	N/A	N/A
Customer Satisfaction³				
Participant Satisfaction Score	75	75	N/A	N/A
Employer Satisfaction Score	75	75	N/A	N/A

1 Guidance on the definitions of specific indicators for state and local performance can be found at the U.S. Department of Labor (DOL) [WIA](#) Web site. Specific Training and Employment Guidance Letters (TEGL) include, but are not limited to 8-99, 11-01, 27-04, 35-04, and 17-05. Additional guidance can be found at the EDD Workforce Development Community [Directives](#) Web site and [Information Notices](#) Web site. Specific Directives include, but are not limited to WIAD05-15, 06-5, 06-14, and WSD07-5. Specific Information Notices include, but are not limited to WSIN07-4 and 07-33. The DOL Employment and Training Administration approved California's waiver request to move from the statutory performance measures specified in WIA Section 136(b)(2) to the common performance measures defined in TEGL 17-05. This waiver is effective July 1, 2007 through June 30, 2009.

2 For PY 2005-06, the goal was an "Earnings Change". Effective July 1, 2006, the definition was changed to reflect an "Average Earnings". See TEGL 17-05.

3 Per WSIN07-33, the DOL approved California's waiver request to move from the statutory performance measures specified in WIA Section 136(b)(2) to the common performance measures defined in TEGL 17-05. Accordingly, these performance measures are no longer applicable.

WIA Local Plan Modification PY 2008–09

Modification # 9

LWIA: Napa County

Date: 07/01/2008

Budget, Participant, and Performance Forms
LOCAL NEGOTIATED LEVELS OF PERFORMANCE¹

WIA Requirement at Section 136(c)	PY 2005–06	PY 2006–07	PY 2007-08
Adults			
Entered Employment Rate	73%	74%	79%
Employment Retention Rate	79%	80%	81%
Earnings Change/Average Earnings ²	\$3500	\$11,800	\$15,000
Employment and Credential Attainment Rate	56%	58%	N/A
Dislocated Workers			
Entered Employment Rate	81%	82%	83%
Employment Retention Rate	85%	86%	86%
Earnings Change/Average. Earnings ²	-\$3000	\$15,400	\$14,500
Employment and Credential Attainment Rate	66%	67%	N/A
Youth (ages 14-21)			
Placement in Employment or Education	N/A	N/A	65%
Attainment of a Degree or Certificate	N/A	N/A	45%
Literacy and Numeracy Gains	N/A	N/A	15%
Older Youth (ages 19–21)³			
Entered Employment Rate	72%	73%	N/A
Employment Retention Rate	80%	81%	N/A
Earnings Change	\$3700	\$3800	N/A
Employment and Credential Attainment Rate	38%	39%	N/A
Younger Youth (ages 14–18)³			
Skill Attainment Rate	83%	84%	N/A
Diploma or Equivalent Rate	66%	67%	N/A
Retention Rate	63%	64%	N/A
Customer Satisfaction³			
Participant Satisfaction Score	75	75	N/A
Employer Satisfaction Score	75	75	N/A

1 Guidance on the definitions of specific indicators for state and local performance can be found at the U.S. Department of Labor (DOL) [WIA](#) Web site. Specific Training and Employment Guidance Letters (TEGL) include, but are not limited to 8-99, 11-01, 27-04, 35-04, and 17-05. Additional guidance can be found at the EDD Workforce Development Community [Directives](#) Web site and [Information Notices](#) Web site. Specific Directives include, but are not limited to WIAD05-15, 06-5, 06-14, and WSD07-5. Specific Information Notices include, but are not limited to WSIN07-4 and 07-33. The DOL Employment and Training Administration approved California's waiver request to move from the statutory performance measures specified in WIA Section 136(b)(2) to the common performance measures defined in TEGL 17-05. This waiver is effective July 1, 2007 through June 30, 2009.

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3 Per WSIN07-33, the DOL approved California's waiver request to move from the statutory performance measures specified in WIA Section 136(b)(2) to the common performance measures defined in TEGL 17-05. Accordingly, these performance measures are no longer applicable.

**Memorandum of Understanding
Between The
Napa Valley Workforce Investment Board
And The
Job Connection Partners**

I. PARTIES TO THIS MOU

The Napa Valley Workforce Investment Board, appointed by the Napa County Board of Supervisors, enters into this Memorandum of Understanding with the following One-Stop Partners:

- ◆ California Department of Rehabilitation
- ◆ California Employment Development Department
- ◆ California Human Development Corporation
- ◆ Community Action of the Napa Valley
- ◆ Experience Works, Senior Workforce Solutions
- ◆ Goodwill Industries of the Redwood Empire, Inc.
- ◆ Napa Valley Unified School District/Napa Valley Adult School
- ◆ Napa Valley College
- ◆ Napa Valley Support Services
- ◆ Napa County Health and Human Services: CalWORKs and Training and Employment Divisions
- ◆ Napa County Office of Education/Regional Occupation Program

II. ROLE OF THE WORKFORCE INVESTMENT BOARD

The Napa Valley Workforce Investment Board (WIB) is designated by the Napa County Board of Supervisors to provide oversight of the local One-Stop System and the One-Stop Operator, and to oversee the distribution of grant funds provided by the Workforce Investment Act. The WIB shall annually certify the activities and services provided by the Job Connection.

A. PARTNERSHIP PARTICIPATION GOALS AND PURPOSE

The goal of the Napa County One-Stop System, the Job Connection, is to provide a variety of services to job seekers and employers. Partner agencies shall offer services in a simplified and coordinated delivery system that maximizes customer

opportunity, participation and satisfaction. The purpose of the Job Connection partnership is to operate as a single service delivery system under the Workforce Investment Act (WIA) of 1998. In entering into this agreement, the parties commit to maintain the basic provisions of WIA and to enact the following basic guiding principles.

1. Integrated Services offering employers, job seekers and those wishing to enhance their skills with as many employment, training and education services as possible.
2. Workforce Investment Area sites that shall be accessible and meet the Americans with Disabilities Act.
3. Comprehensive Information Services providing a large array of information with easy access to services.
 - a. These services shall reinforce to the community that agencies at many levels are working together to provide comprehensive effective services.
 - b. Customers shall be reassured that they are being brought into a larger set of services as opposed to being asked to change from their usual service provider to a different one.
4. Customer Focused Services supporting informed choice and providing customer feedback mechanisms.
5. Performance Based Services with identification of agreed upon outcomes and methods for measuring them.

B. SERVICES OF THE ONE-STOP PARTNERSHIP

1. The Partners agree, and shall provide, as applicable to each partner's funding and regulations, the following services:
 - a. Core Services: WIA Title I – Subtitle B (Regulations 662.240) eligibility determination; outreach, intake and orientation; initial assessment; job search; placement assistance; career counseling; job listings; skills required; occupational demand; eligible training provider information; program performance outcomes; filing claims for Unemployment Insurance (UI); supportive services; help in establishing eligibility for Welfare-to-Work (WtW) and financial aid; and follow-up services.
 - b. Access to education and training services which may include, but not be limited to: vocational training/certificate programs; occupational skills training; on-the-job training; private sector training programs; skill upgrading, re-training; job readiness training; adult basic education and literacy programs; English

- language development; customized training; and job retention services.
- c. Access to Wagner-Peyser services including job search, placement, recruitment and other labor exchange services. Access to One-Stop Partner programs and activities utilizing cross referrals to appropriate Partners.
 - d. Access to One-Stop partner programs and activities utilizing cross referrals to appropriate partners. (See Resource Sharing Agreement Matrix)
2. The Partners agree to utilize EDD’s CalJOBS and Employer Contact Management System (ECMS) to facilitate the sharing of employer and job order information among Partners and One-Stop customers. EDD agrees to provide training to One Stop Staff in the use of CalJOBS and ECMS
 3. The Partners may also provide access to screening and referral of qualified participants in training services to employment opportunities and customized employment-related services on a fee-for-service basis to employers.
 4. Not all Partners shall perform all services. Partner contributions are further delineated in Attachment A, “Resource Sharing Agreement”.

C. COMMITMENT OF PARTNER AGENCIES

1. The Partners agree to develop and implement a Strategic Operating Plan (SOP) for the Job Connection and its service delivery system. The SOP shall describe short and long-term strategies for improving services to customers and will be reviewed annually to reflect changes in legislation and the local economy.
2. The Partners agree to maintain a continuous quality improvement (CQI) system in an effort to continuously improve the quality of services provided to customers of the Job Connection. The Partners agree to actively support and participate in the CQI system structure by encouraging line staff to participate on one or more CQI teams addressing the seven (7) Baldrige elements.

III. NON-FINANCIAL AGREEMENT

This MOU is non-financial in nature and binds no party or Partner to financial obligations(s) to any other. Financial or fiduciary arrangements to the One-Stop System

shall be outlined in separate financial agreement(s) between the local WIB and affected Partners.

A cost allocation plan for the overall system or for each One-Stop Operator/Site/Center, depending on local need, must be negotiated and developed in accord with WIA, as well as with OMB circulars A-21, A-87, A-110, ASMB C-10 and other Federal and State guidance as appropriate.

IV. TERM

This MOU shall begin on July 1, 2006 and shall remain in full force and effect until June 30, 2009, or until otherwise amended. The One-Stop Partners' Committee shall review this MOU and its attachments at least annually and shall make recommendations to the WIB for changes, as it deems necessary.

Should any One-Stop Partner(s) choose to withdraw, this MOU shall remain in effect with respect to the remaining One-Stop Partners.

V. JURISDICTION

The area served by the One-Stop Partners shall be the County of Napa California.

VI. GOVERNANCE

The Napa County Board of Supervisors works in cooperation with the Napa Valley Workforce Investment Board (WIB), which shall be comprised of representatives of business, education, labor, economic development, community-based organizations, and one-stop partners, are jointly responsible for the provision of Workforce Investment Act services in Napa County. The WIB shall be responsible for oversight authority and accountability of the One-Stop system including policy development, distribution of funding, formation of a five year plan, and performance appraisal and oversight.

Governance of the One-Stop shall be the responsibility of Health & Human Services/ Training and Employment Center (HHS/TEC), also referred to as the One-Stop Operator. HHS/TEC shall recommend policy to the WIB, oversee operational procedures, and develop and implement a Strategic Operating Plan. The objectives and action plans contained in the strategic operating plan shall promote the principles of a continuous quality improvement (CQI) system based on the quality standards approved by the WIB. All Partners shall actively participate in the activities of the continuous quality improvement teams in an effort to establish a seamless system of service delivery within the Job Connection partnership and the Employment Network Center.

HHS/TEC shall encourage the active participation of all partners to the MOU through the facilitation and staffing of a Job Connection Partners Committee. The Job Connection Partners Committee shall be comprised of all One-Stop Partners and shall be responsible for development of Standard Operating Procedures, providing policy input to the One-Stop Operator, and providing input to, and support for the Strategic Operating Plan. The Job Connection Partners Committee shall meet at least monthly, on a regular basis, to provide input on policy issues impacting Job Connection activities and services.

The Job Connection agencies shall recognize and accept the respective collective bargaining agreements of individual partner agencies. Partner employees who are co-located shall remain under the supervision of their employer agencies for all purposes including performance evaluation and matters concerning rights and responsibilities. Work related issues arising at the Job Connection between partner employees and: One-Stop Operators; or supervisors of other partners; or other On-Stop employees shall be referred to the involved employee's supervisor(s). Job Connection operators and partners shall cooperate in the investigation of the following matters: discrimination under the California Fair Employment and Housing Act (part 2.8 Government Code), threats and/or violence concerning partner employees and partner employee misconduct.

VII. MARKETING AND SIGNAGE

All marketing of the Job Connection shall reinforce to the community that agencies at many levels are working together to provide comprehensive, effective services. Whenever possible, partners shall be listed in order to reassure each partner's customers that they are being brought into a larger set of services, as opposed to being asked to change from their usual service provider to a different one. Marketing shall address the identity of all partners and/or the partnership and not single out any one as a competitor for public attention whenever possible. This does not, however, prohibit agency specific marketing. The goal of Job Connection marketing shall be to support seamless service delivery, with full recognition of partner agencies.

At a minimum, marketing and signage shall address the marketing goals of the Job Connection. All press releases, brochures, flyers, print ads, posters, public service announcements, reports and newsletters related to services under this Agreement shall recognize all members of the partnership as funding sources and shall be cleared and approved by the One-Stop Operator prior to release. All Partner logos should appear on printed materials whenever appropriate. When it is not practical or possible to accommodate all Partners' names and logos in marketing tools, use of a partnership statement, such as "The Job Connection is operated by a partnership of local and state agencies", shall be included. The Job Connection shall have an exterior sign that is distinctive to the partnership as a whole, but also identifies each respective partner.

VIII. ADOPTIONS, AMENDMENTS AND RESOLUTIONS

Amendments to this MOU may be made upon majority agreement of the Partners, 60 days prior to the effective date of the change.

IX. ADDITIONS, WITHDRAWALS AND TERMINATIONS FOR CAUSE

Additions: The One-Stop Operator may recruit new members to the Job Connection partnership with the input of the Job Connection Partners Committee, approval of the WIB, and consistent with the intent of WIA.

Withdrawals: Any party may withdraw from the MOU by giving written notice of intent to withdraw 90 days in advance of the effective withdrawal date. Notice of intent to withdraw shall be given to all Partners listed in Section I of the MOU with consideration for any informational updates pursuant to Section I.

Terminations for Cause: The WIB may terminate any member for failure to perform the provisions or comply in the requirements of this MOU and it may proceed with the work required in any manner deemed effective or proper by the Partners or the State of California.

X. REVENUE SOURCES

The costs for service provision of the Napa County One-Stop System shall be identified in a separate annual budget document. Each partner’s primary revenue sources are listed below.

<u>Agency/Organization</u>	<u>Program/Revenue Source</u>
California Human Development Corporation	Migrant and Seasonal Farm Worker Program
Department of Rehabilitation	Department of Education Grant, State General Fund Match, Rehabilitation Act of 1973, as modified
Employment Development Department	Wagner-Peyser, Veteran’s Employment Services, Unemployment Insurance, North American Free Trade Act, Trade Adjustment Act, Labor Market Information Employment Statistics

Napa County Memorandum of Understanding
Workforce Investment Board – Job Connection Partners

Experience Works

Older Americans Act, Title V –
Employment and Training

Community Action of the Napa Valley

Community Services Block
Grant (CSBG)

Napa County Health and Human
Services Department – CalWORKs and
Training and Employment Center

TANF, Workforce Investment Act,
Grants

Napa Valley Adult School

California Department of
Education, Adult Education and
Literacy Act, Carl Perkins
Vocational and Technical Education
Act, CalWORKs, WIA Title II

Napa Valley College and
Small Business Development Center

California Department of
Education/Chancellor’s
Office, Post-Secondary
Vocational Education

Goodwill Industries, Inc.

DOR funds, Grants, Contracts

Napa Valley Support Services

DOR funds, Regional Center funds,
grants, contracts

XI. RESOURCE SHARING AGREEMENT

The parties agree to share resources in accordance with the attached Resource Sharing Agreement. This MOU shall not constitute a financial commitment but rather an intent to commit specific resources in the future as the parties’ allocations and budgets are known and the One-Stop System evolves. The One-Stop System shall be a work in progress and its costs as well as the Partners’ resource contributions shall not remain static from month-to-month or from year-to-year.

XII. INTER-AGENCY CONTRACTS

Individual contracts between Partners shall not be affected by and do not affect this MOU.

XIII. CROSS-REFERRAL METHODS

Parties to this MOU shall develop jointly and mutually implement processes acceptable to all for common intake and referral. Parties agree to cross-train staff on the services of each participating One-Stop Partner and the spectrum of related services available through respective agencies. All parties to this agreement shall adopt a mutually acceptable referral process and form(s). They shall commit to evaluate this process and modify it to changing requirements or day-to-day needs for improvement.

XIV. SERVICE LOCATIONS

Within budget constraints, the Job Connection shall attempt to establish service locations in the major population areas of Napa County. Partners shall establish a network of electronic connectivity through computers and may or may not be co-located.

XV. DATA SECURITY AND CONFIDENTIALITY

The Partners, in the line of their duties as authorized under this MOU, shall/may have access to each other's information resources. Information resources are both data (information) and application (program) files and databases. Confidential information is information, which identifies an individual or an employing unit. Confidential information shall not be open to the public and requires special precautions to protect it from unauthorized access, use, disclosure, modification, and destruction. Within the parameters of all State and Federal laws, the Partners shall develop policies and procedures for sharing information on common clients for the purpose of improving customer service and staff efficiency. All partners shall:

- A. Restrict access of the above information resources to any properly designated employee of the partner agencies for use solely in the administration of programs authorized under this MOU.
- B. Not disclose any confidential information to any person outside of the authorized personnel of the partners,
- C. Ensure that the confidential information to be exchanged remains confidential while in the possession of the partner agency receiving or using the information,
- D. Store confidential information in a place physically secure from access by unauthorized persons. Information in electronic format shall be stored and processed in such a way that unauthorized persons cannot retrieve the information by means of computer, remote terminal, or other means,

Napa County Memorandum of Understanding
Workforce Investment Board – Job Connection Partners

- E. Destroy all confidential information, as authorized by law, when the partners' use ends utilizing an approved method of confidential destruction, which includes shredding, burning or certified or witnessed destruction.
- F. Notify and educate all partners' personnel with access to information resources regarding the safeguards required to protect these resources, the confidential nature of the information, and the civil and criminal sanctions for noncompliance contained in the applicable Federal and State laws,
- G. Agree that any partner required confidentiality statements shall be signed and dated by all personnel of the partners who shall have access to confidential information. All signed confidentiality statements shall be provided to and kept on file by the respective partner requiring a confidentiality statement,
- H. Permit the partners to make on-site inspections to ensure that the other partners are maintaining adequate safeguards. Each partner agency has the right to investigate any potential access, use, or disclosure violations of its confidential information, automated files, and databases, as well as incidents involving loss, damage, or misuse of information resources. Should a violation occur, the user's partner agency shall take appropriate steps and report the action to the partner agency that provided the information.

Confidentiality for Department of Rehabilitation (DR) clients: When any individual applies for or receives vocational rehabilitation services from DR through the One-Stop – Napa Job Connection, all information regarding such application for or receipt of DR services shall be confidential information subject to the provisions of 34 CFR Section 361.38 and Title 9 California Code of Regulations Sections 7140 - 7143.5. The Napa Job Connection shall develop and implement appropriate policies and procedures to assure that:

- (A) Any information contained in the records of the One-Stop Center or other One-Stop Partners, that identifies an individual as having applied for or received DR services, including, but not limited to, application, eligibility and referral records,
- (B) shall be maintained by the One-Stop Operator and One-Stop Partners in the strictest confidence, consistent with the regulations set forth above, and shall be used by the One-Stop Operator and One-Stop Partners solely for purposes directly related to determining eligibility or delivery of services to such individual;
- (C) Any information regarding any individual who has applied for or received DR services, including the fact that the individual is an applicant or client of DR, shall not be disclosed by the One-Stop Operator or any One-Stop Partner, without a court order or a written authorization from the applicant or client, consistent with the regulations set forth above;

- (D) Requests by any One-Stop Partner or the One-Stop Operator for information in DR files concerning an applicant or client for DR services shall be accompanied by a written authorization from the applicant or client, consistent with the regulations set forth above; and
- (E) Any information provided by DR to a One-Stop Partner or the One-Stop Operator shall be subject to the prohibition against redisclosure contained in Title 9, California Code of Regulations Section 7142.5.

DR shall provide to the Napa Job Connection and to the One-Stop Partners information regarding applicants or clients who applied for or received services from DR through the One-Stop Center as needed for reporting and tracking required by WIA. Such information shall be reported in a format that does not identify the individual client or applicant.

XVI. NON-DISCRIMINATION

Parties to this MOU shall not unlawfully discriminate, harass, or allow harassment against any employee or applicant, or applicant for employment due to gender, race, color, ancestry, religion, national origin, physical disability, mental disability, medical conditions, age, sexual orientation, or marital status. Parties shall comply with the provisions of the Fair Employment and Housing Act (Government Code Section 12990) and related, applicable regulations such as the Americans with Disabilities Act. Parties shall give written notice of their obligations under this clause to labor organizations with which they have a collective bargaining agreement or other such agreement.

XVII. AUDITS

Partner agencies shall be responsible for arrangement of and costs associated with any audits applicable to their own agencies.

XVIII. DISPUTES

Parties shall continue with the responsibilities under this agreement during any dispute. Any dispute shall be resolved in a timely manner, directly involving the parties to the dispute agreeing to communicate openly to directly resolve any problem or dispute related to the provision of services. Any disputes pursuant to this agreement shall be resolved, to the extent possible in a cooperative manner, at the lowest level of intervention possible, informally in a meeting called by the Job Connection Governance Committee expressly to resolve the specific dispute.

If informal resolution is unsuccessful, the Chief Executive Officer or Executive Committee of the WIB may engage the services of a mediator. If mediation is unsuccessful, the Executive Committee of the WIB shall select an arbitrator approved by

the American Arbitration Association. The arbitrator so elected may schedule and hold an arbitration hearing. The parties shall be bound by final decisions of the arbitrator, including the sharing of costs, as legally able according to partner agencies' funding regulations. The decision of the arbitrator shall be the final administrative decision.

XIX. SEVERABILITY

Should any part of the Agreement be invalidated or otherwise rendered null and void, the remainder of this Agreement shall remain in full force.

XX. INDEMNIFICATION

Parties to this agreement, with the exception of the Department of Rehabilitation (DR), indemnify, defend and save harmless partner agencies and their officers, State or local governments, the WIB, its officers, agents and employees from any and all liability, loss, expense, or claims arising out of the performance of this agreement, or resulting to any and all contractors, subcontractors, suppliers, laborers, and from any and all claims and losses accruing or resulting to any person, firm or corporation who may be injured or damaged in the performance of this agreement, but only in proportion to and to the extent such liability, loss, expense, or claim for injury or damages are caused by or result from negligent or intentional acts or omissions of the partner agencies, officers, agents or employees.

DR shall defend, indemnify and hold the WIB of Napa County, and all other public entities, their officers, employees and agents, harmless from and against any and all liability, loss, expense, or claims arising out of the performance of this MOU, but only in proportion to and to the extent such liability, loss, expense, or claims for injury or damages are caused by or result from the negligent or intentional acts or omissions of DR, its officers, agents or employees.

The Napa Valley WIB and other public entities shall defend, indemnify and hold DR, its officers, employees and agents, harmless from and against any and all liability, loss, expense, or claims arising out of the performance of this agreement, but only in proportion to and to the extent such liability, loss, expense, or claims for injury or damages are caused by or result from the negligent or intentional acts or omissions of the WIB or other public entities, their officers, agents or employees.

XXI. ATTACHMENTS

Resource Sharing Agreement – Attachment A
Matrix of Services – Attachment B

AGENCY AND AUTHORIZED SIGNATURES

NAPA VALLEY WORKFORCE INVESTMENT BOARD

Arvin Chaudhary, Chair

JOB CONNECTION PARTNER AGENCIES

CALIFORNIA DEPARTMENT OF REHABILITATION

Peter Harsch, District Administrator

CALIFORNIA EMPLOYMENT DEVELOPMENT DEPARTMENT

Debby Fries, Manager

CALIFORNIA HUMAN DEVELOPMENT CORPORATION

Aurelio Hurtado, Program Manager

EXPERIENCE WORKS

Stephanie Cabral, Coordinator

COMMUNITY ACTION OF THE NAPA VALLEY

Susan Hertel, Executive Director

NAPA COUNTY HEALTH AND HUMAN SERVICES DEPARTMENT

Randolph Snowden, Director

Teresa Zimny, Program Manager II/Operator

NAPA VALLEY UNIFIED SCHOOL DISTRICT/NAPA VALLEY ADULT SCHOOL

John P. Glaser, Superintendent

Rhonda Slota, Adult School Principal

NAPA VALLEY COLLEGE

Dr. Chris McCarthy, President

Bill Blair, Dean Health Occupations

NAPA COUNTY OFFICE OF EDUCATION/REGIONAL OCCUPATION PROGRAM

Barbara Nemko, Superintendent

M.L. Oxford, Director

NAPA VALLEY SUPPORT SERVICES

Beth Atton, Director

GOODWILL INDUSTRIES OF THE REDWOOD EMPIRE

Peter Lee, President & CEO

Laurie Petta, Director of Workforce Development

Attachment A

NAPA JOB CONNECTION

RESOURCE SHARING AGREEMENT

Partners to the Agreement

This Attachment to the Memorandum of Understanding is entered into by the listed partners for the benefit of each partner to provide universal access to Employment and Training services to the residents of Napa County under the terms set forth below.

The signatory One-Stop Partners have representation on the Workforce Investment Board and represent the mandated service providers that make up the Napa County One-Stop System. Every partner agency is a stakeholder in the Napa Job Connection and as such holds a seat on the Job Connection Partners Committee. It is understood that levels of service to be provided by individual partners will vary. Partners may contribute finances, in-kind resources or may be affiliated through electronic connectivity. The Partners Committee meets regularly to provide input on systemwide operations.

At a minimum, and for the benefit of the clients, the partnership will maintain electronic connectivity between the partner organizations and the Napa Job Connection web site.

This Agreement does not create a partnership as defined and governed by the Uniform Partnership Act, Corporations Code Section 15000 et seq. The terms “partner” and “partnership” in the Agreement are used generically and are not intended to create or describe the legal relationship between the parties to this Agreement.

I. Partners to the Agreement

Legal Name	Business Address (mail)	Phone/ Fax Number	Agency Official Contact Information	Local Representative Contact Information
California Department of Rehabilitation	1001 Second Street, Ste. 245 Napa, CA 94559	P: 707-253-4924 F: 707-253-4929	Peter Harsch, District Administrator P: 707-576-2245 pharsch@dor.ca.gov	Dan Reavell, Supervisor P: 707-576-2254 dreavell@dor.ca.gov
California Employment Development Department	1440 Marin Street Vallejo, CA 94590	P: 707-648-4024 F: 707-645-9856	Deborah Fries, Manager for Napa and Solano Counties P: 707-648-5539 F: 707-648-5274 dfries@edd.ca.gov	Same
California Human Development Corporation	3315 Airway Drive Santa Rosa, CA 94503 (local address)	P: 707-523-1155 (Santa Rosa Corp. Office)	Aurelio Hurtado, Program Director P: 707-421-9090 F: 707-421-8687 aurelio.hurtado@chdcorp.org	Lily Aman lilyaman@chdcorp.org
Community Action Napa Valley	3273 Claremont Way, Ste 207 Napa, CA 94558	P: 707-253-6100	Kasey Green, Deputy Director P: 707-253-6108 F: 707-253-6156 kgreen@nceo.org	Same
Experience Works	205 Keller Street, Suite 102 Petaluma, CA 94952	P: 707-763-0652 F: 707-763-0654	Clayton Thomas, Regional Director	Stephaine Cabral Field Operation Coordinator
Goodwill Industries of the Redwood Empire	651 Yolanda Ave. Santa Rosa, CA 95404	P: 707-523-0550 F: 707-523-0552	Mark Inde, President / CEO	Laurie Petta Manager of Workforce Development lpetta@gire.org
Napa County Health and Human Services Department CalWORKs and Training and Employment Divisions	2661 Elm Street Napa, CA 94559	P: 707-253-4678	Randy Snowden, HHS Director	Teresa Zimny, Program Manager II P: 707-253-4697 F: 707-253-4693 tzimny@co.napa.ca.us
Napa County Office of Education / Napa County Regional Occupation Program	2121 Imola Avenue Napa, CA 94559	P: 707-253-6830 F: 707-253-6917	M.L. Oxford, Director of Napa County ROP moxford@ncoe.k12.ca.us	Same
Napa Valley College	2277 Napa Vallejo Highway Napa, CA 94558	P: 707-253-3021 F: 707-253-3043	Dr. Christopher McCarthy, Superintendent/President Bill Blair, Interim Dean of Occupational Education	Bill Blair bblair@napavalley.edu

Legal Name	Business Address (mail)	Phone/ Fax Number	Agency Official Contact Information	Local Representative Contact Information
Napa Valley Support Services	650 Imperial Way, Suite 202 Napa, CA 94558	P: 707-253-7466 F: 707-253-0115	Beth Atton, Executive Director batton@sbcglobal.net	Same
Napa Valley Unified School District / Napa Valley Adult School	1600 Lincoln Avenue Napa, CA 94558	P: 707-253-3594 F: 707-253-3828	Rhonda Slota, Principal rslota@nvusd.k12.ca.us	Same
Napa Valley Workforce Investment Board	1195 Third Street Napa, CA 94559	P: 707-259-8679	Arvin Chaudry, Chair	Bruce Wilson, Director BWilson2@co.napa.ca.us

II. Term

The term of this Agreement shall be July 1, 2006 to June 30, 2009, subject to annual reviews.

III. Program Goals and Benefits

A. Service Area

The services will be provided in Napa County.

B. Service Recipients / Customers

Job seekers, employers, UI claimants, youth, seniors, CalWORKs clients, veterans, individuals with disabilities, migrant and seasonal farmworkers, Workforce Investment Act (WIA) clients, and the general public will receive services.

C. Service Delivery

Services will be delivered in person, via self-help and electronic access, and by telephone. By working together with their common customers, various Partners will integrate functions and cross train one another. Information and services will be provided which will most directly meet the needs of each customer, with referral to additional services as needed.

D. Benefits to Each Partner

1. Delivery of services in the most cost effective and efficient manner.
2. Reduced staff time by eliminating duplication of services.
3. Strengthen the relationship among Napa County's economic development and employment and training programs.
4. Coordination between public and private sectors.
5. Increased customer access to services.
6. Simplified intake and needs assessment.
7. Improved program services.

IV. Partners Roles and Responsibilities

The Partners roles and responsibilities are identified in Attachment B – Services Matrix.

A. Program Elements

Program services will be offered primarily to all Napa County job seekers including persons with disabilities and to other special population groups such as CalWORKs, Veterans, Youth, etc., according to the Partner's funding requirements.

B. Functional Responsibilities

The Napa Job Connection, One-Stop Career Center integrates the following Program Services as functional responsibilities:

1. Partner Staff Capacity Building
2. Common Intake / Eligibility Determination
3. Common Assessment
4. Shared Case Management
5. Shared Job Development

C. General Responsibilities

General Responsibilities for individual Program Reporting and Monitoring, Fiscal Management and Audit Resolution are maintained by all Partners, as required by their separate funding guidelines.

D. Administrative Elements

The One-Stop Operator will have responsibility for the following administrative elements of the One-Stop Centers:

1. Facility Operations
2. Contractual Obligations
3. Information System
4. Customer Satisfaction Coordination
5. Performance Management Coordination

E. Other Resources

Other resources needed for each Functional Responsibility are to be provided by the responsible Partner.

F. Performance

No Partner agency/organization shall be responsible for the non-achievement of program goals of other Partners. The One-Stop Operator will be responsible for facilitating the development, maintenance, and implementation of the One-Stop core services performance goals. The One-Stop Operator will also be responsible for the tracking, collection and publishing of One-Stop Center performance data.

G. Monitoring

The Partner agencies/organizations agree to monitor client and function information at least quarterly to insure that equitable benefit is being received by each of the partners. Corrective action steps will be taken quarterly and prior to the end of the annual agreement.

Budget, Participation, and Performance Forms

**STATE of CALIFORNIA
LOCAL AREA GRANT RECIPIENT LISTING**

[WIA Sections 117(d)(3)(B)(i) and 118(b)(8)]

Napa County Workforce Investment Area

(Name of Local Workforce Investment Area)

ENTITY	ORGANIZATION	CONTACT (NAME/TITLE)	MAILING ADDRESS (STREET, CITY, ZIP)	TELEPHONE, FAX, E-MAIL
Grant Recipient (or Subrecipient if applicable)	Napa County Health and Human Services Agency	Bruce Wilson, Director WIB	650 Imperial Way, Napa, CA 94559	(707) 259-8679 (707) 253-4693 bwilson2@co.napa.ca.us
Fiscal Agent	Napa County Health and Human Services	Carol Haynes, Services Manager Staff	2261 Elm Street, Napa, CA 94559	(707) 253-4674 chaynes@co.napa.ca.us
Local Area Administrator	Napa County Health and Human Services	Bruce Wilson, Director WIB	650 Imperial Way, Napa, CA 94559	(707) 259-8679 (707) 253-4693 bruce.wilson@co.napa.ca.us
Local Area Administrator Alternate				

Signature: _____
Chief Elected Official
Date

If a Local Grant Subrecipient has been designated, please submit a copy of the agreement between the Chief Elected Official and the Subrecipient. The agreement should delineate roles and responsibilities of each, including signature authority.