

**Memorandum of Understanding**  
for  
**Workforce Santa Cruz County**  
Between the  
**Workforce Development Board, the Workforce Partners,**  
and the  
**County Board of Supervisors**

**Preamble/Purpose of MOU**

The Workforce Innovation and Opportunity Act (WIOA) requires that a Memorandum of Understanding (MOU) be developed and executed between the Local Board and the America's Job Center of California<sup>SM</sup> (AJCC) partners to establish an agreement concerning the operations of the AJCC delivery system. The purpose of the MOU, is to establish a cooperative working relationship between the parties and to define their respective roles and responsibilities in achieving the policy objectives. The MOU also serves to establish the framework for providing services to employers, employees, job seekers and others needing workforce services.

This MOU is entered into in a spirit of cooperation for the purpose of collaborative operation and management of Workforce Santa Cruz County (WFSCC), the local "One-Stop" Career Center system by the signatory agencies, hereafter referred to as "Partners". This MOU supersedes the May 2000 MOU under the Workforce Investment Act (WIA).

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

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

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

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

**Local/Regional Vision Statement, Mission Statement, and Goals*****"Building Economic Prosperity Through Workforce Development"***

**Vision:** Workforce Santa Cruz County is a fully integrated workforce development system that maximizes human and business capital by promoting a well trained workforce for Santa Cruz County employers, insuring individual economic security and community vitality. Led by a dynamic Board that is empowered to effect change, WFSCC is committed to customer satisfaction and standards of performance in meeting the needs of job seekers, incumbent workers and local business alike.

**Mission:** The Workforce Santa Cruz County (WFSCC) system is a network that links public and private partners to strengthen the community by assisting individuals and businesses to reach their full economic potential. This is accomplished through the collaborative integration of

employment, training, education and economic development services for job seekers, students, workers, and employers into a system which will be:

- **Integrated:** offering as many employment, training and education services as possible for employers and individuals seeking jobs or wishing to enhance their skills and affording universal access to the system overall.
- **Comprehensive:** offering a large array of useful information with wide and easy access to needed services.
- **Customer-Focused:** providing the means for customers to judge the quality of services and make informed choices; and
- **Performance-Based:** based on mutually negotiated outcomes between core partners and methods for measurement; and the means toward measuring and attaining customer satisfaction.

**Goals:**

- **A Well-trained Workforce:** Develop a well-trained workforce which links our job-seeking customers with county employers.
- **A Dynamic Empowered Board:** Engages business, local government, education and the community in its work and is empowered to think regionally, share responsibility and take action on behalf of the community.
- **Community Vitality:** Fosters economic development by increasing skills and knowledge, productivity and the effective use of resources to broaden prosperity, empower and enable individuals to gain a higher standard of living.
- **Self-sufficiency:** Self-sufficiency for our job-seeking and already employed customers.
- **Meaningful Economic Development Contributions:** To meaningfully contribute to the success of the County's Overall Economic Development Plan.
- **Integrated Workforce Development System:** To develop a fully integrated workforce development system that exceeds the expectations of local employers in assisting to meet their business and recruitment needs.
- **Customer Satisfaction and Continual Improvement:** To consistently meet and/or exceed the needs of our customers.
- **Economic Opportunity:** To ensure that meeting the needs of welfare recipients and the working poor is a critical part of a multifaceted approach to a comprehensive workforce development system.
- **Customer Satisfaction Measures:** To develop universal customer satisfaction performance indicators.

**Parties to the MOU**

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

WIOA Clause	Required Programs	Partner Agency	Program Services	Access
(i) programs authorized under this title;	WIOA Title I Adult, Dislocated Worker, and Youth	Workforce Development Board	<ul style="list-style-type: none"> <li>• Information and referral system; UI application/access point</li> <li>• Public access to resource room: computer stations; Labor Exchange (job seekers &amp; employers) using the State CalJOBS system</li> <li>• Job Seeker self-services</li> <li>• Job Fairs and Hiring Events</li> <li>• Labor Market Information</li> <li>• Employer Services, including rapid response and lay-off aversion services</li> <li>• Supportive Services needed to succeed for eligible participants (Adult, DW &amp; Youth)</li> <li>• Follow-up services for program participants (Adult, DW &amp; Youth)</li> <li>• Training funds, including on-the-job training for eligible participants ( Adult, DW &amp; Youth)</li> <li>• WIOA Program eligibility determination for Adult and Dislocated Worker                             <ul style="list-style-type: none"> <li>○ WIOA basic and individualized career services</li> <li>○ Supportive Services needed to succeed for eligible participants</li> <li>○ Job Search assistance for participants, job boards, job leads</li> </ul> </li> <li>• WIOA Program eligibility determination for Youth program                             <ul style="list-style-type: none"> <li>○ Career Pathway opportunities</li> <li>○ Job Preparedness Opportunities, including internships</li> <li>○ Work Experience Opportunities</li> <li>○ Entrepreneurial Skills and Pre-Apprenticeship Exploration</li> <li>○ Leadership Opportunities</li> <li>○ Adult Mentoring</li> <li>○ Guidance and Counseling</li> <li>○ Post-Secondary Education; Alternative Secondary School Services</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Co-location Comprehensive Career Center</li> <li>• Cross information</li> <li>• Direct access</li> </ul>
	Youth Build	N/A		
	Job Corps	Job Corps	<ul style="list-style-type: none"> <li>• No-cost, residential &amp; non-residential, academic and vocational training program for low-income, at-risk 16-24 year old young people</li> <li>• WIOA Program eligibility determination</li> <li>• Supportive Services needed to succeed, e.g transportation, housing, clothing, food services, health and welfare</li> </ul>	<ul style="list-style-type: none"> <li>• Cross information</li> <li>• Direct access</li> </ul>

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			<ul style="list-style-type: none"> <li>• Internships, work experience, on –the-job training opportunities for participants</li> <li>• Job Placement services for participants</li> </ul>	
	Native American Programs (Section 166)	N/A		
	Migrant Seasonal Farmworkers (MSFW) (Section 167)	Center for Employment Training	<ul style="list-style-type: none"> <li>• Information and referral system; UI application/access point</li> <li>• WIOA/MSFW Program eligibility determination</li> <li>• WIOA basic and individualized career services</li> <li>• Short-term training programs; CPR and Forklift Certifications</li> <li>• In-house supportive services, e.g. stipends; Vocational English as a Second Language (VESL) courses; financial aid/ Pell Grants; instructional programs for High School Equivalency (GED)</li> <li>• Human Development Sessions: e.g. financial literacy; life skills workshops</li> <li>• Testing site: <i>Ability to Benefit</i></li> <li>• Job Placement assistance services for participants</li> <li>• Follow-up assistance -post training</li> </ul>	<ul style="list-style-type: none"> <li>• Co-location Comprehensive Career Center</li> <li>• Cross information</li> <li>• Direct access</li> </ul>
(ii) programs authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.);	WIOA Title III Wagner-Peyser	Employment Development Department	<ul style="list-style-type: none"> <li>• Initial assessment of skill levels</li> <li>• Provision of referrals to and coordination of activities;</li> <li>• Provision of workforce and labor market employment statistics information</li> <li>• Provision of information relating to the availability of supportive services or assistance</li> <li>• On-site using staff who are properly trained in UI claims, filing, and/or the acceptance of information necessary to file a claim</li> <li>• Public access to computer stations; Labor Exchange (job seekers &amp; employers) using the State CalJOBS system</li> <li>• State Disability Insurance Program application/access point</li> <li>• Employer Services</li> <li>• Job Fairs and Hiring Events</li> <li>• Youth Employment Opportunity Program (YEOP) access; Case management for eligible youth participants</li> <li>• Job Club: Profile of Santa Cruz, Chapter of Experience Unlimited (EDD)</li> <li>• Instructional programs for High School</li> </ul>	<ul style="list-style-type: none"> <li>• Cross information</li> <li>• Direct access</li> </ul>

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			<p>Equivalency</p> <p><u>EDD Provides:</u></p> <ul style="list-style-type: none"> <li>• Outreach to Dislocated Workers</li> <li>• Intake</li> <li>• Orientation</li> <li>• Initial assessment</li> <li>• Referral to Partners</li> <li>• Provide Job Search Information</li> <li>• Labor Exchange</li> <li>• LMI</li> <li>• UI/DI Information, website and filing assistance</li> <li>• Business Services</li> <li>• Phones dial phones to UI and Tax Branch</li> <li>• VSN Assessment</li> <li>• Job Search Workshops</li> </ul> <p><u>Personal Job Search Assistance</u></p> <p><u>Workshops</u></p> <ul style="list-style-type: none"> <li>• Conduct workshop</li> <li>• Report issues/attendance to UI</li> <li>• Refer to AJCC (partner) services</li> <li>• Refer and provide supportive services information</li> <li>• Assist CalJOBS registration, resume &amp; UI forms</li> <li>• WSBCO provide standardize presentation material/training</li> <li>• Résumé preparation &amp; critique</li> <li>• Career &amp; skills assessment</li> <li>• Typing Certificates</li> <li>• CalJOBS<sup>SM</sup> Help Desk Activities (Truckee-EI Centro)</li> <li>• Well-structured complaint process</li> <li>• Discrimination &amp; H2A</li> </ul> <p><u>Fidelity Bonding</u></p> <ul style="list-style-type: none"> <li>• Educate clients &amp; employers</li> <li>• Provide individual assistance to process bonding</li> <li>• Assist with bonding paperwork</li> <li>• Assist and write bond</li> <li>• Assist to process bonding</li> <li>• Assist with bonding paperwork</li> </ul> <p><u>H-2A Temporary Agriculture Program</u></p> <ul style="list-style-type: none"> <li>• Recruitments and Job Referrals</li> <li>• Enter job order in CalJOBS</li> <li>• Screen for potential applicants</li> </ul> <p><u>LMI</u></p> <ul style="list-style-type: none"> <li>• Labor Market Information for regional economies, local areas, and California</li> <li>• Self- service website: accessible to all customers with our LMI products &amp; data</li> <li>• Occupational Guides/Profiles</li> <li>• Wage data</li> </ul>	
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			<ul style="list-style-type: none"> <li>• Skills info &amp; skills transference</li> <li>• In-demand occupations</li> <li>• Education and licensing requirements</li> <li>• Crosswalk occupation and education program offerings</li> <li>• ETPL certified training organizations</li> <li>• Commute pattern data</li> <li>• Evaluating in-demand industries/occupations</li> <li>• Using LMI in your policy/decision making</li> <li>• How to use LMI</li> <li>• How to navigate through our LMI info website</li> <li>• LMI training for WIOA partners</li> <li>• Training through various mediums</li> </ul> <p><u>Employer Services</u></p> <ul style="list-style-type: none"> <li>• Employer Advisory Council (EAC) coordination &amp; activities</li> <li>• CalJOBS Registration</li> <li>• CalJOBS navigation &amp; assistance</li> <li>• Help-Desk Employer assistance (Truckee/EI Centro)</li> <li>• Targeted Recruitments</li> <li>• Hiring Incentives</li> <li>• Job Development</li> <li>• Job Fairs</li> <li>• Employer panels</li> <li>• Chamber of Commerce</li> <li>• Employer Seminars</li> <li>• Employer Outreach (Federal Contractors)</li> <li>• Education on Services</li> <li>• CalJOBS assistance, training, education</li> <li>• Resume Retrieval &amp; Screening</li> <li>• Coordination with LMI assistance</li> <li>• Educate on Employer training panel</li> </ul> <p><u>Rapid Response (RR)</u></p> <p>Participation:</p> <ul style="list-style-type: none"> <li>• Member of the RR team for planning (UI resources determined by event)</li> </ul> <p>Provide info on EDD programs &amp; services:</p> <ul style="list-style-type: none"> <li>• Work Share Program</li> <li>• Partial Program</li> <li>• TAA/TRA</li> </ul> <p>AJCC services</p> <ul style="list-style-type: none"> <li>• UI services</li> <li>• CTB</li> <li>• Veterans</li> <li>• Youth</li> </ul> <p><u>Work Opportunity Tax Credits</u></p> <ul style="list-style-type: none"> <li>• Educate practitioner staff and employers</li> <li>• Pre-Certification job seekers</li> </ul>	
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			<p>Provide practioner training</p> <p><u>Worker Adjustment Retraining Notification (WARN) Act</u></p> <ul style="list-style-type: none"> <li>• Review WARN notice for potential TAA Petitions</li> <li>• Coordinate with local rapid response teams.</li> <li>• Determine if rapid response event is necessary</li> </ul> <p><u>Workshops</u></p> <ul style="list-style-type: none"> <li>• Job search</li> <li>• Resume</li> <li>• Interviewing/Mock</li> <li>• Social media</li> <li>• How to get a state job</li> <li>• LMID/Career exploration</li> <li>• Customer Service</li> <li>• How to work a job fair</li> <li>• Employer Panels</li> <li>• CalJOBS</li> <li>• UI</li> <li>• Veteran Boot Camps</li> <li>• Computer Basics</li> <li>• Bilingual workshops</li> <li>• Soft Skills</li> </ul> <p><u>Youth Employment Opportunity Program</u></p> <ul style="list-style-type: none"> <li>• Financial Aid information</li> <li>• Outreach</li> <li>• Orientations</li> <li>• CalJOBS registration</li> <li>• Workshops</li> <li>• Provide practioner training</li> <li>• Educational Counseling</li> <li>• Job Placement Assistance</li> <li>• Case Management</li> <li>• Workshops</li> <li>• Co-enrollment</li> <li>• Referral to training institutions</li> </ul> <p><u>CalJOBS<sup>SM</sup>*</u></p> <ul style="list-style-type: none"> <li>• Employer/client education &amp; assistance:</li> <li>• Registration</li> <li>• Resume</li> <li>• Case Management</li> <li>• Job listings</li> <li>• Job search</li> <li>• Job referrals</li> <li>• Ad-hoc reports</li> <li>• Customer Relationship Management (CRM)</li> <li>• Virtual Recruiter set up</li> <li>• Facilitate labor exchange CalJOBS Reports</li> <li>• CalJOBS Ad-hoc Reports</li> <li>• Marketing</li> </ul>	
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			<ul style="list-style-type: none"> <li>• Help desks</li> <li>• Labor exchange</li> </ul> <p><u>MSFW</u></p> <ul style="list-style-type: none"> <li>• Outreach and education (AJCC &amp; agricultural fields)</li> <li>• Workshops to clients/ employers</li> <li>• Education on how to use the UI EDD debit card</li> <li>• Job Search Workshops</li> <li>• Résumé preparation</li> <li>• Individual Assessment</li> <li>• Career Counseling</li> <li>• Job Coaching</li> <li>• Co-enrollment</li> <li>• Referral to training institutions</li> </ul>	
(iii) adult education and literacy activities authorized under title II;	WIOA Title II Adult Education and Literacy	Santa Cruz Adult Education Consortium (AEBG)	<ul style="list-style-type: none"> <li>• Instructional programs for High School Equivalency</li> <li>• Testing site for CASAS; GED</li> <li>• Short-term Vocational, and Career and Technical Educational Programs</li> <li>• English as a Second Language (ESL) courses</li> <li>• Agriculture Academy Program</li> <li>• AB109 Public Safety Realignment Rountree Medium Facility Support Services Partnership</li> </ul>	<ul style="list-style-type: none"> <li>• Direct access</li> </ul>
(iv) programs authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.) (other than section 112 or part C of title I of such Act (29 U.S.C. 732, 741);	WIOA Title IV Vocational Rehabilitation	Department of Rehabilitation	<ul style="list-style-type: none"> <li>• Information and referral system</li> <li>• Assistance to those with a documented disability ( barrier to finding or keeping a job): guidance counseling, career exploration, assessment, job search workshops, job placement assistance, job coaching</li> <li>• Pre-employment Transition Services for In-school Youth</li> <li>• Supportive Services for eligible participants, e.g transportation, clothing &amp; equipment; variety of medical services, childcare,</li> <li>• Assistive technology ( assessment and equipment)</li> <li>• Training funds, including on-the-job training</li> <li>• Benefit counseling for those with Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI)</li> <li>• Disability awareness training for employers</li> </ul>	<ul style="list-style-type: none"> <li>• Direct access</li> </ul>
(v) activities authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.);	Title V Older Americans Act	Peninsula Family Service	<ul style="list-style-type: none"> <li>• Information and referral system</li> <li>• Labor Market Information</li> <li>• Labor Exchange (job seekers &amp; employers)</li> <li>• Workforce Preparation</li> <li>• Financial literacy assistance</li> </ul>	<ul style="list-style-type: none"> <li>• Co-location Comprehensive Career Center</li> <li>• Cross information</li> </ul>

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			<ul style="list-style-type: none"> <li>• Job Search Assistance</li> <li>• Individualized Employment Plan development</li> <li>• Internships, work experience opportunities for participants</li> <li>• Supportive Services Information</li> </ul>	
(vi) career and technical education programs at the postsecondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.);	Carl Perkins Career Technical Education	Cabrillo College	<ul style="list-style-type: none"> <li>• Information and referral system for on and off-campus services</li> <li>• Educational planning; career planning</li> <li>• Case management, coaching and emotional support</li> <li>• Study lab, lounge, computer and printer access</li> <li>• Tutoring services</li> <li>• Financial aid information dissemination and application assistance</li> <li>• Ancillary services: book store voucher assistance</li> <li>• Financial literacy assistance</li> <li>• On-campus Job Fairs and Hiring Events</li> </ul>	<ul style="list-style-type: none"> <li>• Direct access</li> </ul>
(vii) activities authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.);	Trade Adjustment Assistance Act	Employment Development Department	<ul style="list-style-type: none"> <li>• Training or re-training allowance</li> <li>• Employment Services, including job search and relocation allowances</li> <li>• Write Petitions</li> <li>• Rapid Response Presentations, Lay Off aversion (eg. workshare)</li> <li>• Orientations</li> <li>• Respond to TAA FAQs</li> <li>• WSBCO provide practioner training</li> <li>• Out-of-area job search and relocation assistance</li> <li>• Individual Assessments</li> <li>• Provide education assistance and funding</li> <li>• Job Placement</li> <li>• Facilitate UI processing</li> <li>• Co-enrollment</li> <li>• Provide supportive services</li> <li>• Labor market research</li> <li>• Write training contract</li> <li>• Invoicing</li> <li>• Out-of-area job search and relocation assistance</li> <li>• ETPL Navigation &amp; Guidance</li> <li>• Provide supportive services, Job Placement, Follow up, OJT, apprenticeship, job development, job search</li> <li>• Case management throughout training period</li> </ul>	<ul style="list-style-type: none"> <li>• Cross information</li> <li>• Direct access</li> </ul>
(viii) activities authorized under chapter 41 of title 38, United States Code;	Veterans	Employment Development Department	<ul style="list-style-type: none"> <li>• Information and referral system</li> <li>• Public access to computer stations; Labor Exchange (job seekers &amp; employers) using the State CalJOBS</li> </ul>	<ul style="list-style-type: none"> <li>• Cross information</li> <li>• Direct access</li> </ul>

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			<p>system</p> <ul style="list-style-type: none"> <li>• Case management for eligible participants</li> <li>• Job Fairs and Hiring Events</li> </ul> <p><u>Jobs for Veterans State Grant</u></p> <ul style="list-style-type: none"> <li>• Outreach to Veterans/ Eligible spouses &amp; transitional service members</li> <li>• Screen for Priority of Service</li> <li>• Determine eligibility via VSN Assessment</li> <li>• Referral to Partners/supportive services</li> <li>• Honor a Hero, Hire a Veteran</li> <li>• Veteran Hiring Incentives</li> <li>• WSBCO provide practioner training</li> <li>• Referral to services</li> <li>• Career Counseling/prevocational</li> <li>• Individual and group counseling</li> <li>• IEP</li> <li>• Objective Assessment</li> <li>• Job Placement</li> <li>• Job Fairs &amp; Workshops</li> <li>• Case Managed</li> <li>• Refer to training</li> <li>• Co-enroll</li> <li>• Veteran Hiring Incentives</li> </ul>	
(ix) employment and training activities carried out under the Community Services Block Grant Act (42 U.S.C. 9901 et seq.);	Community Services Block Grant	Community Action Board of Santa Cruz County, Inc.	<ul style="list-style-type: none"> <li>• Shelter Project: Emergency rent assistance for those facing eviction</li> <li>• SmartHIRE Program: subsidized employment opportunities for CalWORKs eligible participants and employers</li> <li>• Job readiness workshops (soft skills training)</li> <li>• Support for women in non-traditional jobs</li> <li>• Support for farmworkers, and other seasonal workers</li> <li>• AB109 Public Safety Realignment, Ex-offender employment support</li> <li>• Support for adjudicated youth</li> <li>• Immigration and legal advice/support</li> <li>• Job search and retention assistance</li> <li>• Public access to computer stations</li> </ul>	<ul style="list-style-type: none"> <li>• Cross information</li> <li>• Direct access</li> </ul>
(x) employment and training activities carried out by the Department of Housing and Urban Development;	Housing & Urban Development Family Self-Sufficiency Program	Housing Authority of the County of Santa Cruz	<ul style="list-style-type: none"> <li>• Family Self-Sufficiency Program for those in the Housing Choice Voucher and Low Income Public Housing Programs</li> </ul>	<ul style="list-style-type: none"> <li>• Cross information</li> <li>• Direct access</li> </ul>
(xi) programs authorized under State unemployment compensation laws	Unemployment Compensation	Employment Development Department	<p><u>Program Eligibility</u></p> <p>The EDD provides UI claim information online to customers on UI Online<sup>SM</sup> and by mailing the following documents that can be</p>	<ul style="list-style-type: none"> <li>• Cross information</li> <li>• Direct access</li> </ul>

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(in accordance with applicable Federal law);

utilized when determining eligibility for the local Title I programs.

- Notice of Unemployment Insurance Award (DE 429Z)
- Notice of Unemployment Insurance Claim Filed (DE 1101CLMT)

If the customer is unable to provide sufficient information, the Data Consent Authorization Form (DCAF) is available for AJCC staff to complete and fax/mail to the EDD. The form is signed by the claimant authorizing the partner to have access to confidential UI claim information (such as, basic claim info and wages reported in previous quarters) for one year. The EDD UI Program responds within three business days upon receipt.

UI Claim Filing Assistance and Information  
The WIOA outlines the 10th Basic Career Service as providing meaningful assistance in filing a UI claim in the one-stop delivery system.

- The UI program is committed to providing AJCC staff with training on resources available on the EDD website for filing a UI claim, accessing UI Online, viewing tutorials, and FAQs.

The AJCC staff should be guiding customers through the online methods for filing a UI claim available on the EDD website. If the individual is considered irate/disruptive or all other means to provide meaningful assistance have been exhausted, the AJCC staff can direct the customer to the PSP line.

- The UI program is committed to making the PSP line available in the offices to provide the real-time technology for providing meaningful access after all in-person attempts by cross-trained AJCC staff have been exhausted.

California Training Benefits (CTB)  
Participate in consistent and meaningful collaboration and communication pathways within the California Training Benefits (CTB) programs, including a streamlined and expedited response time to determination requests sent to UI for CTB eligibility received from the local areas.

Trade Adjustment Assistance (TAA)/ Trade Readjustment Allowance (TRA)  
(UIB) Contribute to consistent and meaningful collaboration and

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			<p>communication pathways within the Trade Adjustment Assistance (TAA) program, specific to the Trade Readjustment Allowance (TRA).</p> <p>(WSB) Commit to writing Petitions, Case Management, Raid Response Presentations, Lay Off aversion (eg. workshare)</p> <p><u>Rapid Response</u></p> <ul style="list-style-type: none"> <li>• Participate in the planning of a Rapid Response event.</li> <li>• Participate as a member of the Rapid Response team.</li> <li>• Participate as a member of the Rapid Response Roundtable.</li> <li>• Provide information on EDD programs and services at orientation: Work Share Program, Partial Program, TAA/TRA, UI services, and CTB.</li> </ul> <p>NOTE: UI resources determined by event.</p> <p><u>Reemployment Services and Eligibility Assessment (RESEA), Personalized Job Search Assistance (PJSA), and Initial Assistance Workshop (IAW) Workshops</u> Committed to profiling and scheduling job seekers to IAW, PJSA, and RESEA workshops. Committed to collaborating with the local areas to establish one reemployment workshop that includes all core components for IAW, PJSA, and RESEA while retaining individual tracking and reporting for each respective workshop. Committed to collaborating on feedback loops for reporting UI eligibility issues that may arise during interaction with the customer during the reemployment workshops.</p> <p><u>Work Share</u> Committed to providing lay off aversion information to Employers.</p> <p><u>MSFW</u> Committed to continued collaboration to provide specialized UI claim filing services in specific locations for migrant and seasonal farmworkers. Outreach, intake (including identification through the state's Worker Profiling and Reemployment Services system of unemployment insurance (UI) claimants</p>	
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			<p>likely to exhaust benefits), and orientation to information and other services available through the one-stop delivery system                  On-site using staff who are properly trained in UI claims, filing, and/or the acceptance of information necessary to file a claim  <u>California Training Benefits (CTB)</u></p> <ul style="list-style-type: none"> <li>Educate public and customers on CTB</li> <li>WSBCO provide practioner training</li> <li>CTB Streamline processing</li> <li>Assist customers to contact UI and resolving issues</li> </ul> <p><u>Rapid Response (RR)</u>                  Participation:</p> <ul style="list-style-type: none"> <li>Member of the RR team for planning (UI resources determined by event)</li> </ul> <p>Provide info on EDD programs &amp; services:</p> <ul style="list-style-type: none"> <li>Work Share Program</li> <li>Partial Program</li> <li>TAA/TRA</li> </ul> <p>AJCC services</p> <ul style="list-style-type: none"> <li>UI services</li> <li>CTB</li> <li>Veterans</li> <li>Youth</li> </ul>	
(xii) programs authorized under section 212 of the Second Chance Act of 2007 (42 U.S.C. 17532); and	Second Chance	N/A		
(xiii) programs authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.), subject to subparagraph (C).	Temporary Assistance for Needy Families/CalWORKs	County of Santa Cruz, Human Services Department, Employment & Benefit Services Division	<ul style="list-style-type: none"> <li>Information and referral system</li> <li>TANF Eligible participants:                         <ul style="list-style-type: none"> <li>Temporary financial assistance for food, shelter, utilities and expenses other than medical</li> <li>Initial Assessment</li> <li>Career planning and counseling</li> <li>Individualized Employment Plan development</li> <li>Comprehensive Assessment</li> <li>Short-term prevocational services</li> <li>Supportive Services Information</li> <li>Workforce Preparation workshops</li> <li>Job Search Assistance</li> </ul> </li> <li>Labor Exchange (job seekers &amp; employers)</li> </ul>	<ul style="list-style-type: none"> <li>Co-location Comprehensive Career Center</li> <li>Cross information</li> <li>Direct access</li> </ul>

N/A: There is no local or regional grant recipient.

**One-Stop System Services**

WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. WIOA provides for a workforce system that is

universally accessible, customer centered and training that is job-driven. Services are delivered through the comprehensive and affiliate career centers.

<b>One-Stop System Shared Customers</b>			
• Underemployed	• Unemployed	• Dislocated Worker	• Information Seekers
• Job seekers	• Youth	• Displaced homemakers	• Veterans
• Seasonal workers	• Farm workers	• Migrant workers	• Spouses of Veterans
<ul style="list-style-type: none"> <li>• Individuals looking for career advancement, training or re-training</li> <li>• Students: returning; adult education; post-secondary</li> </ul>			
Individuals with hurdles to employment			
• Disabled	• Ex-offenders	• Low-income individuals	• TANF recipients
• Basic Skills Deficient	• Older Workers	• Limited English language	• Homeless
<ul style="list-style-type: none"> <li>• Employers</li> <li>• Businesses</li> </ul> Planning to hire, train or lay-off			

<b>AJCC Sites</b>	
Comprehensive AJCC Site	Affiliate AJCC Sites
Watsonville Career Center 18 West Beach Street Watsonville, CA 95076 Phone: 831-763-8700	Capitola Career Center 2045 - 40 <sup>th</sup> Avenue Capitola, CA 95010 Phone: 831-464-6290
	Goodwill Central Coast Santa Cruz Career Center 350 Encinal Street Santa Cruz, CA 95060 Phone: 831-423-8611
	Watsonville Youth Center 17 Aspen Way Watsonville, CA 95076 Phone: 831-466-5672

<b>Career Services</b> Provided in any order; no sequence requirement	<b>Training Services</b> May be provided after an interview, evaluation or assessment, and career planning, determines that the individual:
<p><b>1. Basic Career Services</b></p> <p>Initial assessment of skill levels                      Provision of referrals to and coordination of activities; Provision of workforce and labor market employment statistics information                      Provision of information relating to the availability of supportive services or assistance                      On-site using staff who are properly trained in UI claims, filing, and/or the acceptance of information necessary to file a claim                      Provide:</p> <ul style="list-style-type: none"> <li>• Outreach to Dislocated Workers</li> <li>• Intake</li> <li>• Orientation</li> <li>• Initial assessment</li> <li>• Referral to Partners</li> <li>• Provide Job Search Information</li> <li>• Labor Exchange</li> </ul>	<ul style="list-style-type: none"> <li>• Is unlikely or unable to obtain or retain employment, that leads to economic self sufficiency or wages comparable to or higher than wages from previous employment through career services alone;</li> <li>• Is in need of training services to obtain or retain employment that leads to economic self sufficiency or wages comparable to or higher than wages from previous employment, through career services alone; and</li> <li>• Has the skills and qualifications to successfully participate in the selected program of training services.</li> </ul>

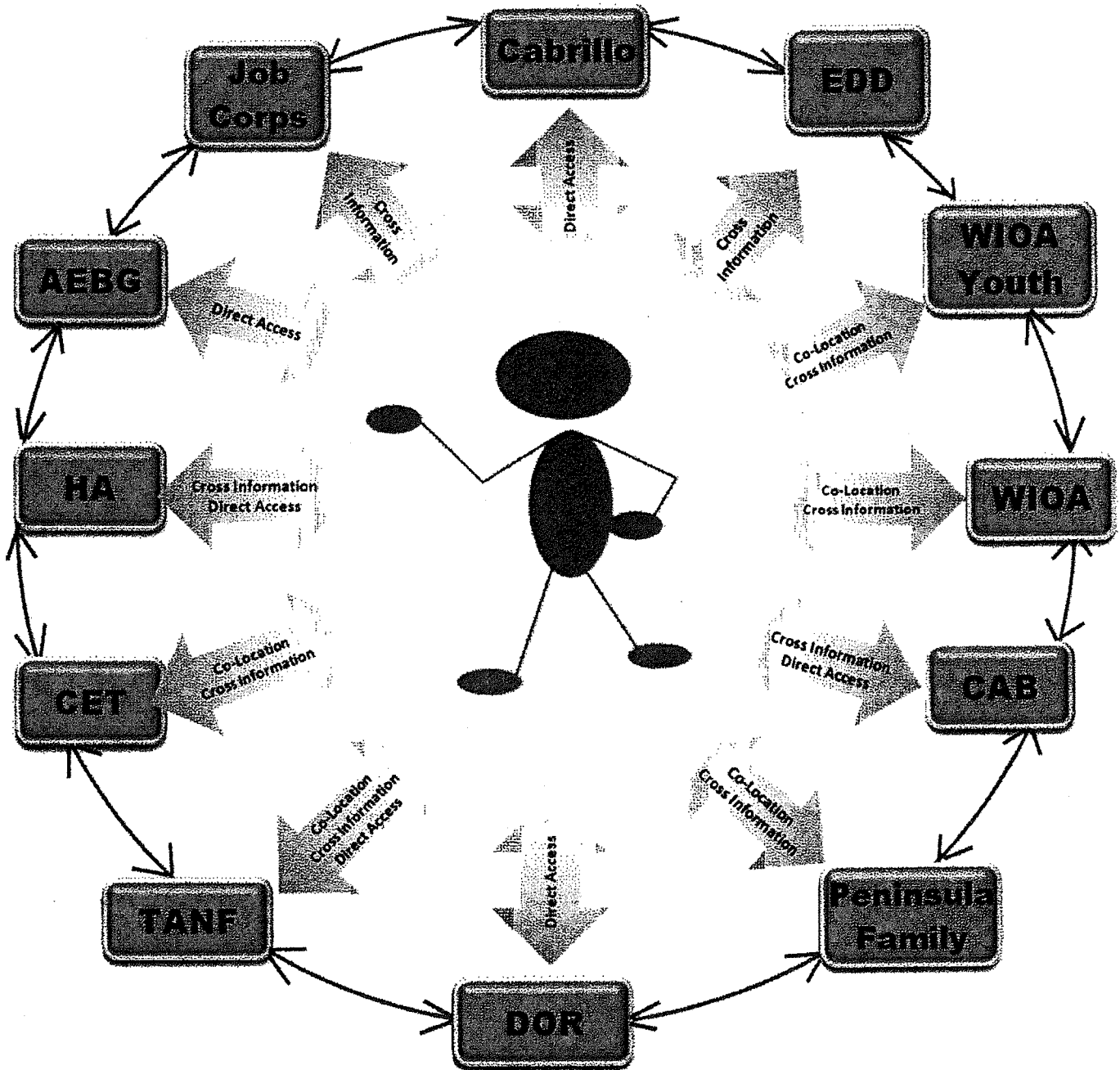
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<ul style="list-style-type: none"> <li>• Labor Market Information</li> <li>• UI/DI Information, website and filing assistance</li> <li>• Business Services</li> <li>• Phones - Dial phones to UI and Tax Branch</li> <li>• Veteran Service Navigator (VSN) Assessment</li> <li>• Job Search Workshops</li> <li>• Résumé preparation &amp; critique</li> <li>• Career &amp; skills assessment</li> <li>• Typing Certificates</li> <li>• CalJOBS<sup>SM</sup> Help Desk Activities</li> <li>• Deaf and Hard of Hearing</li> <li>• Well-structured complaint process</li> <li>• Discrimination Complaints &amp; H2A</li> </ul>	
<p><b>2. Individualized Career Services</b></p> <p>Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training, in some instances pre-apprenticeship programs may be considered as short-term pre-vocational services</p> <ul style="list-style-type: none"> <li>• Job Search Workshops</li> <li>• Résumé preparation</li> <li>• Individual Assessment</li> <li>• Career Counseling</li> <li>• Job Coaching</li> <li>• Honor a Hero, Hire a Veteran</li> <li>• Veteran Hiring Incentives</li> <li>• Veteran Standdowns</li> <li>• WOTC</li> </ul>	
<p><b>3. Follow-up services</b></p> <p>Follow-up services must be provided as appropriate for participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment. Counseling about the work place is an appropriate type of follow-up service. Follow-up services do not extend the date of exit in performance reporting.</p>	<p>Must be provided through an Individual Training Account (ITA), or On-the-Job Training Contract</p> <p>Training Services must be linked to in-demand employment opportunities in the local area or planning region or in a geographic area in which the adult or dislocated worker is willing to commute or relocate.</p> <p>Maximizes customer choice.</p> <p>Informed by the performance of relevant training providers</p> <p>Coordinated, to the extent possible with other sources of assistance (WIOA sec. 134(c)(3))</p>

<b>Services Provided to Employers</b>
<ul style="list-style-type: none"> <li>• Business outreach to focus on meeting the needs of local businesses and job seekers</li> <li>• Job developing to match businesses with job seekers</li> <li>• Specialized recruitments or job fairs</li> <li>• Rapid Response Services</li> <li>• Layoff Aversion Services</li> </ul>

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# Service Integration Flow



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**Responsibility of AJCC Partners**

Parties to the MOU (AJCC partners) agree to participate in joint planning, plan development, and modification of activities to accomplish the following:

- Continuous partnership building.
  - Continuous planning in response to state and federal requirements.
  - Responsiveness to local and economic conditions, including employer needs.
  - Adherence to common data collection and reporting needs.
- Make the appropriate service(s) applicable to the partner program available to customers through the one-stop delivery system.
  - Participate in the operation of the one-stop system, consistent with the terms of the MOU and requirements of authorized laws.
  - Participate in capacity building and staff development activities in order to ensure that all partners and staff are adequately cross-trained.

**Funding of Services and Operating Costs**

All relevant parties to this MOU agree to share in the operating costs of the AJCC system, either in cash or through in-kind services. The cost of services, operating cost, and infrastructure costs of the system will be funded by all AJCC partners through a separately negotiated cost sharing agreement based on an agreed upon formula or plan.

AJCC partners will ensure that the shared costs are supported by accurate data, the shared costs are consistently applied over time, and the methodology used in determining the shared costs are reflected in a separate Cost Sharing Agreement that will be attached to this MOU as Phase II.

**Methods for Referring Customers**

Parties to the MOU have a shared commitment to mutually implement processes for the referral of customers to services not provided on-site. Parties agree to use the Universal Referral Form (URF) as developed by the Career Center Operators committee to do the following:

- Ensure that intake and referral processes are customer-centered
- Ensure that general information regarding AJCC programs, services, activities and resources are made available to all customers, as appropriate.

**Access for Individuals with Barriers to Employment**

AJCC partners will ensure access for individuals with barriers to employment. Individuals who may face barriers to employment include:

- Basic skills deficient;
- Disabled;
- Homeless;
- Low-income or public assistance recipients;
- Older workers;
- Ex-Offenders;
- Veterans and
- Limited English speaking ability.

It is the policy of the Workforce Investment Board to implement a *Priority of Service* for designated populations of WIOA customers/applicants. Priority shall be given to the following:

- Recipients of public assistance and other low-income individuals
- Veterans and their spouses
- Residents of Santa Cruz County

**Shared Technology and System Security**

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

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

**Confidentiality**

The AJCC Partner agrees to comply with the provisions of WIOA as well as the applicable sections of the Welfare and Institutions Code, the California Education Code, the Rehabilitation Act, and any other appropriate statute or requirement to assure the following:

- All applications and individual records related to services provided under this MOU, including eligibility for services and enrollment and referral, shall be confidential and shall not be open to examination for any purpose not directly connected with the delivery of such services.
- No person will publish, disclose use, or permit, cause to be published, disclosed or used, any confidential information pertaining to AJCC applicants, participants, or customers overall unless a specific release is voluntarily signed by the participant or customer.
- The AJCC partner agrees to abide by the current confidentiality provisions of the respective statutes to which AJCC operators and other AJCC partners must adhere, and shall share information necessary for the administration of the program as allowed under law and regulation. The AJCC partner, therefore, agrees to share client information necessary for the provision of services such as assessment, universal intake, program or training referral, job development or placement activities, and other services as needed for employment or program support purposes, to the extent allowed by applicable statutory provisions.
- Client information shall be shared with a signed *Release of Information* and solely for the purpose of enrollment, referral or provision of services. In carrying out their respective responsibilities, each party shall respect and abide by the confidentiality policies of the other parties.

**Non-Discrimination and Equal Opportunity**

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

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

**Grievances and Complaints Procedure**

The AJCC partner agrees to establish and maintain a procedure for grievance and complaints as outlined in WIOA. The process for handling grievances and complaints is applicable to customers and partners. These procedures will allow the customer or entity filing the complaint to exhaust every administrative level in receiving a fair and complete hearing and resolution of their grievance. The partner further agrees to communicate openly and directly to resolve any problems or disputes related to the provision of services in a cooperative manner and at the lowest level of intervention possible.

**American's with Disabilities Act and Amendments Compliance**

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

**Effective Dates and Term of MOU**

This MOU shall be binding upon each party hereto upon execution by such party. The term of this MOU shall be three years, commencing on the date of execution by all parties. The MOU will be reviewed not less than once every three years to identify any substantial changes that have occurred.

**Modifications and Revisions**

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

**Termination**

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

**Administrative and Operations Management Sections**

**Dispute Resolution**

The parties agree to try to resolve policy or practice disputes at the lowest level, starting with the site supervisor(s) and staff. If issues cannot be resolved at this level, they shall be referred to the management staff of the respective staff employer and the operator, for discussion and resolution.

**Communications**

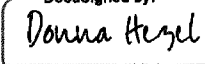
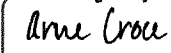

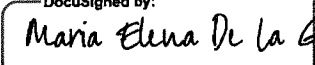
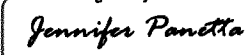
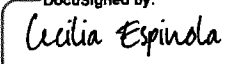

The parties agree to utilize the AJCC logo developed by the State of California and the Local Board on buildings identified for AJCC usage. This also includes letterhead, envelopes, business cards, any written correspondence and fax transmittals.

**Mutual Hold Harmless/Indemnification/Liability**

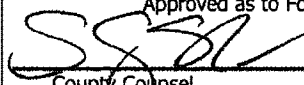
In accordance with provisions of Section 895.4 of the California Government Code, each party hereby agrees to indemnify and save harmless each and the other from any and all claims, suits in law or in equity, of any nature whatsoever, paying for any damages or otherwise arising from any alleged negligent act or omission of any of their respective employees or agents which may occur during the performance of this MOU. In addition, except for Departments of the State of California which cannot provide for indemnification of court costs and attorneys fees under the indemnification policy of the State of California, all other parties to this MOU agree to indemnify, defend and hold harmless each other from and against all court costs and attorneys fees arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. It is understood and agreed that all indemnity provided herein shall survive the termination of this MOU.

Required Programs	Partner Agency	Signatories: Name/Title
WIOA Title I Adult, Dislocated Worker, and Youth	Workforce Development Board	DocuSigned by: <i>Ron Slack</i> Ron Slack Workforce Development Board Chair
Job Corps	Job Corps	DocuSigned by: <i>Leslie Gilroy</i> Leslie Gilroy Job Corps Center Director
Migrant Seasonal Farmworkers (Section 167)	Center for Employment Training	DocuSigned by: <i>Hermelinda Sapien</i> Hermelinda Sapien President/Chief Executive Officer
WIOA Title III Wagner-Peyser	Employment Development Department	DocuSigned by: <i>Rick Deraiche</i> Rick Deraiche Deputy Division Chief Workforce Services Branch
Trade Adjustment Assistance Act		
Veterans		
Unemployment Compensation	Employment Development Department	DocuSigned by: <i>Victoria Huynh</i> Victoria Huynh Employment Development Administrator Unemployment Insurance Branch
WIOA Title II Adult Education and Literacy	Adult Education Block Grant (AEBG)	DocuSigned by: <i>Melody Canady</i> Melody Canady Chief Business Officer
		DocuSigned by: <i>Nancy Bilicich</i> Dr. Nancy Bilicich Director, PVUSD Adult Education

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WIOA Title IV Vocational Rehabilitation	Department of Rehabilitation	<p>DocuSigned by:                    Donna Hezel                  Acting District Administrator</p>
Title V Older Americans Act	Peninsula Family Service	<p>DocuSigned by:                    Anne Croce                  Executive Director</p>
Carl Perkins Career Technical Education	Cabrillo College	<p>DocuSigned by:                    Michael Robins                  Director of Purchasing, Contracts &amp; Risk Management</p>
Community Services Block Grant	Community Action Board of Santa Cruz County, Inc.	<p>DocuSigned by:                    Maria Elena De La Garza                  Executive Director</p>
Housing & Urban Development Family Self Sufficiency Program	Housing Authority of the County of Santa Cruz	<p>DocuSigned by:                    Jennifer Panetta                  Executive Director</p>
Temporary Assistance for Needy Families/CalWORKs	County of Santa Cruz, Human Services Department, Employment & Benefit Services Division	<p>DocuSigned by:                    Cecilia Espinola                  Executive Director</p>
Santa Cruz County	Board of Supervisors	<p>                  Bruce McPherson                  Chair</p>

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Approved as to Form:  
 5/19/16  
 County Counsel Date