

**POLICY BOARD  
MEETING**

**AMENDED Agenda**

**December 20, 2016  
Tuesday**

**12:00 Noon**

## AMENDED AGENDA

### A Meeting of the Policy Board of the SELACO Workforce Development Board

SELACO WDB Offices  
10900 East 183<sup>rd</sup> Street, Suite 350  
Cerritos, California

12:00 noon, Tuesday, December 20, 2016

1. Call to Order
2. Pledge of Allegiance
3. Roll Call

Member Victor Manalo, Mayor, City of Artesia  
Member Naresh Solanki, Mayor Pro Tem, City of Cerritos  
Member Fernando Vasquez, Mayor Pro Tem, City of Downey  
Member Hank Trimble, Council Member, City of Hawaiian Gardens  
Member Luigi Vernola, Councilmember, City of Norwalk  
Vice Chairman Sonny Santa Ines, Council Member, City of Bellflower  
Chairman Jeff Wood, Council Member, City of Lakewood

4. Self-Introduction of Guests
5. Public Comments
6. Consent Calendar

- |   |        |
|---|--------|
| A. Approval of the Minutes of the Policy Board Meeting of<br>October 25, 2016 | Page 1 |
| B. WDB Attendance Roster  | 5      |
| C. Program Report for 07/01/16-9/30/16  | 7      |
| 7. Business Session   |        |
| A. Report from the WDB Executive Director                                     |        |
| B. Consideration of Appointments to the WDB                                   | 20     |
| C. Approval to Submit an Application for Delivery of<br>Career Services       | 23     |

## **SELACO WDB Policy Board Agenda**

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8. Information Items
9. Interesting Correspondence
  - A. Success Stories 38
  - B. MADE Summer Youth Project 41
10. Items from Staff
11. Board Member Comments
12. Adjournment

IN COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT, IF YOU NEED SPECIAL ASSISTANCE TO PARTICIPATE IN THIS MEETING, PLEASE CONTACT THE SELACO WDB AT (562) 402-9336. NOTIFICATION OF AT LEAST 48 HOURS PRIOR TO THE MEETING WILL ENABLE STAFF TO MAKE REASONABLE ARRANGEMENTS TO ENSURE ACCESSIBILITY TO THIS MEETING. ASSISTIVE LISTENING DEVICES ARE AVAILABLE FOR THIS MEETING. ASK THE CITY CLERK IF YOU DESIRE TO USE THIS DEVICE.

# MINUTES

## A MEETING OF THE POLICY BOARD OF THE WORKFORCE DEVELOPMENT BOARD OF SOUTHEAST LOS ANGELES COUNTY

October 25, 2016

12:00 p.m.

SELACO WDB Offices  
10900 E. 183<sup>rd</sup> Street  
Suite 350.  
Cerritos, CA

### CALL TO ORDER

The Policy Board Meeting was called to order by Chairman Jeff Wood at 12:02 p.m.

### PLEDGE OF ALLEGIANCE

The Pledge of Allegiance was led by Member Trimble.

### ROLL CALL

POLICY BOARD MEMBERS PRESENT: Jeff Wood, Lakewood, Chairman; Sonny Santa Ines, Bellflower, Vice Chairman; Victor Manalo, Artesia; Naresh Solanki, Cerritos; Hank Trimble, Hawaiian Gardens.

POLICY BOARD MEMBERS ABSENT: Fernando Vasquez, Downey; Luigi Vernola, Norwalk.

OTHERS PRESENT: Jack Joseph, Policy Board Administrator; Theresa Highsmith, General Counsel; Yolanda Castro, SELACO WDB Executive Director; Tam Dang, SELACO WDB Deputy Director; Carol Reyes Davis, SELACO WDB Human Resources Director.

### PUBLIC COMMENTS

There were no public comments.

### CLOSED SESSION

#### CONFERENCE WITH LEGAL COUNSEL—POTENTIAL LITIGATION

Pursuant to Government Code Section 54956.9(d)(2)

Number of Potential Cases: 1

The Policy Board adjourned to a closed session at 12:21 p.m.

The Policy Board returned from closed session at 12:52 p.m. The General Counsel announced that the Board had met in closed session and that no action was taken; the closed session was information only at this time.

## **CONSENT CALENDAR**

### **A. Approval of the Minutes of the Policy Board Meeting of August 16, 2016**

### **B. WDB Attendance Roster**

### **C. Program Report for 07/01/15-8/31/16**

It was moved by Vice Chairman Santa Ines, seconded by Member Trimble, to approve the consent calendar. The motion was approved unanimously.

## **BUSINESS SESSION**

### **A. Report from the WDB Executive Director**

SELACO WDB Executive Director Yolanda Castro congratulated the cities of Downey and Lakewood for their nominations as “Most Business-Friendly City” by the Los Angeles Economic Development Corporation.

The Executive Director said she would be making a presentation at the Hawaiian Gardens City Council meeting in November.

Ms. Castro reported that she would be meeting with the office of the Attorney General regarding a program for low risk offenders that are being released from prison. She said participants would be entered into a training program for one year prior to their release. She said there would be staff devoted to a regional referral process.

### **B. Consideration of Appointments to the WDB (Current Vacancies)**

The Policy Board Administrator reported that there were currently three vacancies for private sector representatives on the WDB from Artesia, Downey, and Hawaiian Gardens. Vice Chairman Santa Ines said that the Bellflower City Council would be considering the nomination of Larry Wehage to replace Jim Connell on the WDB at the City Council meeting of November 14<sup>th</sup>.

### **C. A RESOLUTION OF THE BOARD OF DIRECTORS OF THE POLICY BOARD OF THE SOUTHEAST LOS ANGELES COUNTY WORKFORCE DEVELOPMENT BOARD ESTABLISHING COMPENSATION FOR BOARD**

**MEMBER ATTENDANCE AT POLICY BOARD AND JOINT PERSONNEL COMMITTEE MEETINGS**

It was moved by Member Manalo, seconded by Member Trimble, to approve the Resolution. The motion was approved unanimously.

**INFORMATION ITEMS**

**A. Status of Regional Plan**

The Executive Director reported that the City of Los Angeles had been selected to lead the process of developing a regional plan and that consultants David Shinder and John Chamberlin had been retained to support the development of the plan. She said staff would be immersed in the development of the local plan over the next three months and anticipate that a draft plan would be available for review and comment in January and is due to be submitted to the City of Los Angeles in February. She said the regional plan is due to be submitted to the state in March.

**B. Status of Partner Memorandum of Understanding**

The Executive Director informed the Policy Board that all required MOUs for the first phase of WIOA implementation had been completed. She said in the second phase there will be a need to negotiate with those partners that are required to participate financially. She said this will involve a process of negotiations, particularly with agencies that will not be co-located with the WDB.

**C. California CAREER PATHWAYS Project Newsletter**

The Executive Director referred the Policy Board to the newsletter contained in the agenda packet.

**INTERESTING CORRESPONDENCE**

There were no items presented.

**ITEMS FROM STAFF**

There were no items from staff.

**BOARD MEMBER COMMENTS**

Member Manalo reported that there was great attendance at the Artesia International Festival held earlier in the month.

Vice Chairman Santa Ines offered his time to assist in the monitoring of the ETP program.

Member Trimble reported that the Hawaiian Gardens City Council had held interviews last night with the candidates for the city manager position and that there would be three more interviews this week. He said he was confident that there would be a new city manager on board by the end of the month. He said the City would be holding a Red Ribbon walk at 4:30 today.

Chairman Wood welcomed Member Trimble as the newest member of the Policy Board. He said the new Lakewood Chamber of Commerce President, Josh Castellanos, has been very good in bringing in very interesting speakers.

### **ADJOURNMENT**

The meeting of the Policy Board was adjourned by consensus at 1:16 p.m.



**SELACO WDB Board of Directors  
Attendance Roster – PY 16/17**

Board Members	7/28 2016	8 2016	9/22 2016	10/27 2016	11 2016	12 2016	1/26 2017	2/23 2017	2/25 2017	3/23 2017	4/27 2017	5/25 2017	6/22 2017
<b>1. Castellanos, Allison</b> Chair Business Representative – City of Lakewood	X	~	X	X									
<b>2. Connell, Jim</b> Business Representative – City of Bellflower	X	~	A	A									
<b>3. Cummins, Byron</b> Labor Organization	X	~	X	X									
<b>4. Dameron, Mark</b> Business Representative – City of Lakewood	X	~	X	X									
<b>5. Dertick, Joseph</b> Vice Chair Business Representative – City of Norwalk	X	~	X	X									
<b>6. Drake, Aaron</b> Business Representative – City of Bellflower	AE	~	X	AE									
<b>7. Escamilla, Georgina</b> Business Representative - City of Hawaiian Gardens	X	~	A	X									
<b>8. Espitia, Ben</b> Secretary/Treasurer Labor Organization	X	~	X	X									
<b>9. Gomez, Belle</b> Education Entity	AE	~	X	X									
<b>10. King, Olin</b> Public Employment Service	Replaced Connie Chan effective 9/22/2016			X									



Board Members	7/28 2016	8 2016	9/22 2016	10/27 2016	11 2016	12 2016	1/26 2017	2/23 2017	2/25 2017	3/23 2017	4/27 2017	5/25 2017	6/22 2017
<b>11. Kucera, Kevin</b> Labor Organization	A	~	X	A									
<b>12. Levine, Barbara</b> Economic Development	X	~	AE	X									
<b>13. Menezes, Paulo</b> Business Representative – City of Artesia	X	~	A	AE									
<b>14. Ngo, Henry</b> Business Representative – City of Cerritos	A	~	A	A									
<b>15. Pathak, Pino</b> Business Representative – City of Cerritos	AE	~	AE	X									
<b>16. Polley, Tracy</b> Business Representative – City of Norwalk	X	~	X	X									
<b>17. Rapue, Judith</b> Labor Organization	AE	~	A	A									
<b>18. Reed, Richard</b> Labor Organization	A	~	AE	A									
<b>19. Saucedo-Garcia, Cristina</b> Business Representative – City of Downey	Appointed by Policy Board 8/16/2016		X	X									
<b>20. Todd, Sharon</b> Education Entity	X	~	X	X									
<b>21. Williams, Candy</b> Rehabilitation Organization	AE	~	AE	X									
<b>22. VACANT</b> Business Representative – City of Downey													
<b>23. VACANT</b> Business Representative – City of Hawaiian Gardens													
<b>24. VACANT</b> Business Representative – City of Artesia													

**X = Present    A = Absent    AE = Absence Excused    SP = Special Meeting    ~ = No Meeting**



## PROGRAM OPERATIONS REPORT

July 01, 2016 – September 30, 2016

The Southeast Los Angeles County Workforce Development Board (SELACO WDB) respectfully submits the third Program Operations Report for the program year 2016-2017. This report reflects the various activities and services offered to our local employer and job seekers. This report demonstrates enrollments and service activities developed to meet the expectations of our Local Workforce Development Board in addition to meeting the requirements of our funding entities. The report includes information on the following:

- I. SUMMARY OF ENROLLMENTS
- II. CAREER CENTER VISITS
- III. ADULT SERVICES
- IV. PARTNER SERVICES
- V. YOUTH SERVICES
- VI. BUSINESS SERVICES
- VII. CHILD DEVELOPMENT PROGRAM
- VIII. CUSTOMER OUTREACH
- IX. GLOSSARY OF TERMS

## I. SUMMARY OF ENROLLMENTS

### LOCAL SERVICES PROGRAMS

	ARTESIA	BELLFLOWER	CERRITOS	DOWNEY	HAWAIIAN GARDENS	LAKESWOOD	NORWALK	OTHER AREAS	TOTAL
ADULT	8	60	35	72	8	79	74	121	457
DISLOCATED WORKER	5	24	14	28	2	31	26	23	153
YOUTH SERVICES	27	14	7	12	55	28	56	33	232
<b>TOTAL ENROLLMENTS</b>	<b>40</b>	<b>98</b>	<b>56</b>	<b>112</b>	<b>65</b>	<b>138</b>	<b>156</b>	<b>177</b>	<b>842</b>

- In area service percentage: 79%      Out of area service percentage: 21%\*\*

### REGIONAL SERVICES PROGRAMS

	ARTESIA	BELLFLOWER	CERRITOS	DOWNEY	HAWAIIAN GARDENS	LAKESWOOD	NORWALK	OTHER AREAS	TOTAL
ETP PROGRAM	0	3	2	17	0	6	15	693	736
CHILD DEVELOPMENT PROGRAM	152	162	0	0	0	90	42	76	522
<b>TOTAL ENROLLMENTS</b>	<b>152</b>	<b>165</b>	<b>2</b>	<b>17</b>	<b>0</b>	<b>96</b>	<b>57</b>	<b>769</b>	<b>1,258</b>

- In area service percentage 39%      Out of area service percentage 61%

## II. CAREER CENTER VISITS

<b>A. <u>First Time Visits</u></b>	CERRITOS AJCC	FIRESTONE AJCC	PIONEER AJCC	TOTAL
ARTESIA	5	0	40	45
BELLFLOWER	35	1	179	215
CERRITOS	13	0	79	92
DOWNEY	28	4	266	298
HAWAIIAN GARDENS	9	0	22	31
LAKWOOD	22	2	111	135
NORWALK	27	10	650	687
OTHER AREAS	296	22	1,396	1,714
<b>TOTAL</b>	<b>435</b>	<b>39</b>	<b>2,743</b>	<b>3,217</b>

<b>B. <u>Return Visits</u></b>	CERRITOS AJCC	FIRESTONE AJCC	PIONEER AJCC	TOTAL
ARTESIA	65	2	88	155
BELLFLOWER	440	94	370	904
CERRITOS	250	17	126	393
DOWNEY	257	124	548	929
HAWAIIAN GARDENS	46	5	45	96
LAKWOOD	338	31	221	590
NORWALK	379	178	1,455	2,012
OTHER AREAS	881	185	2,662	3,728
<b>TOTAL</b>	<b>2,656</b>	<b>636</b>	<b>5,515</b>	<b>8,807</b>

### III. ADULT SERVICES

\*(Data is presented based on Point of Entry.)

#### WIOA Adult Program

##### *Customer Activity Breakdown by One-Stop Center*

	CERRITOS AJCC	FIRESTONE AJCC	PIONEER AJCC	TOTAL
Carry Over	208	41	34	283
New Enrollments	129	22	23	174
Training	5	3	0	8
Exits	59	9	9	77
Placements	20	4	7	31

##### *Customer Activity Breakdown by City*

	ARTESIA	BELLFLOWER	CERRITOS	DOWNEY	HAWAIIAN GARDENS	LAKESWOOD	NORWALK	OTHER AREAS	TOTAL
Carry Over	4	38	21	49	5	52	53	61	283
New Enrollments	4	22	14	23	3	27	21	60	174
Training	0	1	1	2	0	1	1	2	8
Exits	1	12	3	8	1	17	18	17	77
Placements	1	5	0	5	0	4	11	5	31

\*Training, Exits and Placements include carry-over from last program year.

\*SELACO WDB's current Placement Rate in the **third** month of reporting is **40%**.

#### WIOA Dislocated Worker Program

##### *Customer Activity Breakdown by One-Stop Center*

	CERRITOS AJCC	FIRESTONE AJCC	PIONEER AJCC	TOTAL
Carry Over	103	14	14	131
New Enrollments	17	4	1	22
Training	2	3	0	5
Exits	28	1	2	31
Placements	10	11	1	12

##### *Customer Activity Breakdown by City*

	ARTESIA	BELLFLOWER	CERRITOS	DOWNEY	HAWAIIAN GARDENS	LAKESWOOD	NORWALK	OTHER AREAS	TOTAL
Carry Over	3	21	10	26	2	27	23	19	131
New Enrollments	2	3	4	2	0	4	3	4	22
Training	0	1	0	0	0	1	2	1	5
Exits	2	4	1	7	0	7	4	6	31
Placements	0	0	0	3	0	4	3	2	12

\*Training, Exits and Placements include carry-over from last program year.

\*SELACO WDB's current Placement Rate in the **third** month of reporting is **38%**.

## **OTHER GRANTS AND PROJECTS:**

### **Workforce Strategies to Serve the Long Term Unemployed (LTU) in California**

The LTU project is an applied research project that both seeks to identify best practices of job placement for the long term unemployed, and to work with 3 other WDBs in California to implement these practices specific projects. It draws on the research on workforce programs for the long term unemployed previously undertaken by the Aspen Institute, Working America, and other nationwide research entities. It will also draw on the data compiled for California by EDD and CWDB.

### **California Disability Employment Initiative (DEI)**

The DEI grant's purpose is to link people with disabilities to gainful employment, providing career ladders in a variety of high growth/high demand industry sectors. Create a system change that is sustainable for continuing the services and quality of services offered to persons with disabilities that enter the workforce investment system.

### **California Career Pathways Trust Grant Project**

The Career Pathways Trust Grant Project aims to build awareness of the variety of careers available, connect the related postsecondary education, and encourage identification of career interest for middle through high school students. The project will create exposure and awareness of career options and workplace environments; knowledge of skills for in-demand occupations within manufacturing and engineering as well as training requirements and preparation, understanding of peer and parental influences and effectively connect the students to the workplace. The goal of the experiences/activities is to decrease drop-out rates, increase employer engagement, improve quality of career decision making and tie school-to-real-world for 7<sup>th</sup> – 12<sup>th</sup> graders.

### **Transitional Subsidized Employment (TSE) Program**

The TSE program is a program in collaboration with the South Bay Workforce Development Board that provides individuals the opportunity to gain the skills and hands on experience needed to transition into their next job and/or career. The program also gives companies a chance to give back to the community and provide opportunities for individuals to gain access into the workforce. SELACO WDB's roles in bridging the gap between both parties is to help meet employer's workforce needs by providing qualified, pre-screened applicants.

## IV. PARTNER SERVICES

### EDD/CalJOBS Activity

#### *Customer Activity Breakdown by One-Stop Center*

	CERRITOS AJCC	NORWALK AJCC	FIRESTONE AJCC	TOTAL
Customer Visits	529	2,258	135	2,922
Individuals that Registered	6	395	0	401
Individuals that Logged In	96	760	0	856
Distinct Individuals Receiving Services	830	1,824	140	2,794
Services Provided to Individuals	1,826	4,918	216	6,960

\*Includes EDD customer attendance for Personalized Job Search Assistance (PJSA) Workshop and Initial Assistance Workshop (IAW).

#### *Upcoming Events*

EVENT	DATE / TIME	LOCATION / ADDRESS	TOPIC
Labor Market Information (LMI) Presentation	3 <sup>rd</sup> Thursday of the Month	SELACO WDB – Cerritos AJCC	Career Exploration
Veteran Workshop	3 <sup>rd</sup> Thursday of the Month	SELACO WDB – Cerritos AJCC	Overview of Veteran Services
Personalized Job Search Assistance (PJSA)	Every Wednesday	SELACO WDB – Cerritos AJCC	Review of Job Search Activities and Providing Resource Information

## V. YOUTH SERVICES

### WIOA Youth Programs

	Out of School Youth		In School Youth
Carry Over	74	New Enrollments	0
New Enrollments	18		
Skills Attainment	N/A		
Positive Outcomes	N/A		
Completions	N/A		

**Skills Attainment:** Basic Skills, Work Readiness, Occupational, Family and Life Skills

**Positive Outcomes:** Job, Entered Post-Secondary Education, Advanced Training, Military Services or Entered Qualified Apprenticeships

**Completions:** Represent only youth who completed the program with one or more positive outcomes.

The SELACO WDB youth services is under contraction for full WIOA implementation effective July 1, 2017. The In-school youth program will begin 2016-17 service delivery date effective October 1, 2016.

### Los Angeles County Earn and Learn Program

The Earn and Learn program is designed to provide work-based learning to Los Angeles County's youth ages 14-21. The goal of the program is to introduce young people to the workplace, gain valuable employment skills and earn an income. Through this process, youth receive up to 20 hours of paid Personal Enrichment and Work Readiness Training (PET) to help them acquire some of the basic "soft skills" necessary to succeed in the workplace. Youth also work an average of 100 hours of work experience after the completion of the PET for a total of 120 hours of combined work preparation and work experience. Youth will also receive a monthly performance evaluation to better gauge their individual strengths and weaknesses. Upon completion of the program, youth receive a certificate of Work Readiness.

	ABC USD	City of Hawaiian Gardens	Field of Dreams	TOTAL
Enrollments	81	34	25	140
Completions	55	11	3	69



## VI. BUSINESS SERVICES

### Employment Training Panel (ETP) Programs

ET16-0124 (Contract Term: 8/3/2015-8/2/2017)		
	Planned	Actual
Enrollments	736	736
Completions	174	172
Retention	174	172

#### ***ETP Business and Training Highlights:***

SELACO's ETP staff has submitted all necessary documentation required to appear before the Employment Training Panel for a new agreement at the end of October. This will be the 16<sup>th</sup> agreement with the Employment Training Panel, spanning 18 years as one of ETP's most successful Multiple Employer Contractors. In the capacity SELACO has delivered ETP-funded classes to eligible employees across the state, enhancing the workforce skill levels and thus allowing employers to better take advantage of business opportunities.

### Business Service Activities

#### **BUSINESS HIGHLIGHTS/PORTRAIT OF SUCCESS:**

##### **RECRUITMENT(S)**

For the month of August, SELACO partnered with Toolots to have an all-day recruitment at their location. It was a great turnout according to the employer; close to 50 individuals attended the recruitment and a number of them are going to be offered a position. Toolots will also be partnering up with SELACO WDB to do a couple of OJTs, start the TSE program as well as the youth program to have youth get work experience hours at Toolots. Overall, the employer was completely satisfied with the way SELACO conducts business and looks forward to continuing the great partnership.

Recruitments held for Eastridge were considered successful by the employer with 6 potential hires from the first recruitment and 3 potential hires from the second recruitment.

**PARTNER ACTIVITY:**

<b>PARTNER</b>	<b>ON-SITE</b>	<b>REFERRAL</b>	<b>Other</b>	<b>Description of Partnership</b>
Cerritos College	Off-Site			Manufacturing Job Fair Manufacturing Partner Meeting
M Chemical Company (Tony Villagrana)	Downey			
Norwalk Alliance	Off-Site			Monthly Alliance Meeting
Toolots (Daniel De La O)	Cerritos, Off-Site			Job Fair, Ribbon Cutting
Shaw Flooring	Off-Site			Partnership established.
Trojan Battery (Pierre Hernandez)	Santa Fe Springs			
West Coast Drywall	Off-Site			
Transforce	Off-Site			
Sears (Christina Struck)	Norwalk			Potential Recruitment
Stay Gallery (Valentin Flores)	Downey			DUSD Potential Program

### Summary of Business Services

(Represents a list of employers and the city their company is located in accessing SELACO WDB services.)

	ARTESIA	BELLFLOWER	CERRITOS	DOWNEY	HAWAIIAN GARDENS	LAKEWOOD	NORWALK	OTHER AREAS
<b>PLACEMENTS</b> (Represents Employers and their city of business who have hired WIOA Adult and Youth Participants.)								
Act 1								X
Arraycon								X
Boys and Girls Club								X
Caring Matters								X
Covance						X		
Decky Apparel								X
Gentle Transitions								X
Healthpoint Inc								X
Kent Daniels and Associates								X
Marvin Test Solutions								X
Minkus Family Medicine	X							
Reagan Street Surgery Center								X
VOLT Information Systems								X
Walgreens							X	
24 Hour Fitness				X				
<b>SPECIAL RECRUITMENT</b> (Identify any Employer and the city in which they operate, that you and/or your team has assisted with direct recruiting activities.)								
CAPC								X
Eastridge								X
Kirkhill								X
LAPD								X
Randstad								X
Toolots			X					
Tranforce								X
Walmart								X
Walmart Recruitment				X				
Weber Metals								X
<b>ETP</b> (Represents Companies receiving training and other ETP related services and the city the company is located in.)								
Huxtables								X
SSA Terminals								X
<b>GRAND TOTALS</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>20</b>

## VII. CHILD DEVELOPMENT PROGRAM

### Customer Activity

	PADEFORD PARK CHILD DEV'T CTR.		ARTESIA PARK CHILD DEV'T CTR.		MAYWOOD CHILD DEV'T CTR.		NORWALK CHILD DEV'T CTR.	
	Planned	Actual	Planned	Actual	Planned	Actual	Planned	Actual
Enrollments	96	83	96	69	96	76	40	42

	BELLFLOWER I CHILD DEV'T CTR.		BELLFLOWER II CHILD DEV'T CTR.		LAKEWOOD CHILD DEV'T CTR.		TOTAL	
	Planned	Actual	Planned	Actual	Planned	Actual	Planned	Actual
Enrollments	80	66	99	96	96	90	603	522

\* Child Development Centers opened in September.

### Facilities:

Artesia Child Development Center  
18730 Clarkdale Avenue, Artesia, CA 90701  
Center Director: Malajat Raja  
Phone Number: (562) 653-0290

Lakewood Child Development Center  
5225-A Hayter Avenue, Lakewood, CA 90712  
Center Director: Maria Navarro  
Phone Number: (562) 531-9440

A. J. Padelford Child Development Center  
11922 169<sup>th</sup> Street, Artesia, CA 90701  
Center Director: Liz Quintanilla  
Phone Number: (562) 926-2427

Maywood Child Development Center  
4803 58<sup>th</sup> Street, Maywood, CA 90270  
Center Director: Silvia Guzman  
Phone Number: (323) 560-5656

Bellflower Child Development Center  
447 Flower Street, Bellflower, CA 90706  
Center Director: Regina Mayo  
Phone Number: (562) 804-7990

Bellflower II Child Development Center  
14523 Bellflower Blvd., Bellflower, CA 90706  
Phone Number: (562) 867-8399

Norwalk Child Development Center  
14000 San Antonio Drive, Norwalk, CA 90650  
Center Director: Silvia Guzman  
Phone Number: (562) 864-1958

### **VIII. CUSTOMER OUTREACH**

*(Represents the number of contacts and/or events by service population made in each of our seven-city service area.)*

OUTREACH ACTIVITY	ARTESIA	BELLFLOWER	CERRITOS	DOWNEY	HAWAIIAN GARDENS	LAKWOOD	NORWALK	OTHER AREAS	TOTAL
Adult	0	0	0	0	0	0	0	0	0
Youth	0	0	0	0	0	0	0	0	0
Employer	13	2	29	28	4	7	18	75	176
Other	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>13</b>	<b>2</b>	<b>29</b>	<b>28</b>	<b>4</b>	<b>7</b>	<b>18</b>	<b>75</b>	<b>176</b>

## ***IX. GLOSSARY OF TERMS***

AJCC:	American Job Center of California
ASE:	Academic Skills Enhancement
CaJOBS:	California Job Services
CWDB:	California Workforce Development Board
CWIB:	California Workforce Investment Board
CYC:	Community Youth Corps
DEI:	Disability Employment Initiative
EDD:	Employment Development Department
ETP:	Employment Training Panel
GED:	General Education Development
IAW:	Initial Assistance Workshop
LMI:	Labor Market Information
LTU:	Long Term Unemployed
PJSA:	Personalized Job Search Assistance
PX2:	Path 2 Xtreme Success
SELACO WIB:	Southeast Los Angeles County Workforce Investment Board
STEPS:	Steps to Economic and Personal Success Workshop
TSE:	Transitional Subsidized Employment
WDB:	Workforce Development Board
WIA:	Workforce Investment Act
WIB:	Workforce Investment Board
WIOA:	Workforce Innovation and Opportunity Act

**To: SELACO WDB Policy Board**

**From: Jack Joseph, Policy Board Administrator**

**Date: December 20, 2016**

**Subject: Consideration of Appointments to the Workforce Development Board**

The Bellflower City Council has approved the nomination of Larry Wehage as a private sector representative on the Workforce Development Board. Mr. Wehage would replace Jim Connell for a term expiring on June 30, 2018.

Additionally, there are currently vacancies for three private sector representatives: one each from Artesia, Downey, and Hawaiian Gardens.

The City of Bellflower

*Families. Businesses. Futures.*

16600 Civic Center Drive, Bellflower, CA 90706

Tel 562.804.1424 Fax 562.925.8660 [www.bellflower.org](http://www.bellflower.org)



November 15, 2016

Sent via U.S. Mail and  
Email: [carolr@selaco.com](mailto:carolr@selaco.com)

Ms. Carol Reyes Davis  
Executive Secretary/HR Administrator  
Southeast Los Angeles County Workforce Development Board  
10900 E. 183<sup>rd</sup> Street, Suite 350  
Cerritos, CA 90703

Dear Ms. Davis:

This letter is to inform you that action was taken by the Bellflower City Council at the November 14, 2016, Regular City Council Meeting to approve the Bellflower Chamber of Commerce's nomination of Larry Wehage to serve as the City's representative on the Southeast Los Angeles Workforce Investment Board effective immediately for the term ending June 2018. Mr. Wehage will be replacing current Bellflower representative Mr. Jim Connell.

If you have any questions, please do not hesitate to contact me at telephone no. (562) 804-1424, extension 2222, or via e-mail at [mochiqui@bellflower.org](mailto:mochiqui@bellflower.org).

Sincerely,

A handwritten signature in blue ink that reads "Mayra Ochiqi".

Mayra Ochiqi, CMC  
City Clerk

Enclosure

cc: Chamber of Commerce President Jeff Smith  
Council Member Sonny R. Santa Ines  
City Manager Jeffrey L. Stewart





16730 Bellflower Blvd.  
Suite A  
Bellflower, CA 90706

Phone: 562-867-1744  
Fax: 562-866-7545  
Email:  
bellflowercoc@juno.com

**President**

Jeff Smith  
RailMaster Hobbies

**Vice President**

Dan Stepanian  
CR&R Incorporated

**Sergeant of Arms**

Russ Rottigni  
RLR Property Management

**Treasure**

Sharon Morales  
Dialysis Education Services

**Past President**

Mike Chai  
State Farm Insurance

**Director**

Rosalyn Daily  
Mary Kay Consultant

**Director**

Carla Mitchell  
Identity Match

**Director**

Elizabeth Mosier  
Cogburn Miller Realty

**Director**

Monica Riche  
The Guild House

**Chamber Manager**

Michele Moore  
Bellflower Chamber

**Chamber Assistant**

Kara Noble  
Bellflower Chamber

October 26, 2016

Ms. Mayra Ochiqui  
Bellflower City Clerk  
16600 Civic Center Drive  
Bellflower, CA 90706

Dear Ms. Ochiqui

The Directors of the Bellflower Chamber of Commerce would like to nominate Larry Wehage to sit on the SELACO Workforce Investment Board.

Sincerely,

A handwritten signature in black ink, appearing to read "Jeff Smith", is written over a horizontal line.


Jeff Smith  
Chamber President



## MEMORANDUM

**DATE:** December 16, 2016

**TO:** SELACO Policy Board

**FROM:** Yolanda Castro, Executive Director 

**RE:** Approval to Submit an Application for Delivery of Career Services

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At the October 27, 2016 SELACO WDB meeting, the SELACO WDB approved staff's recommendation to deliver Adult and Dislocated workers services and to seek approval by SELACO Policy Board (SELACO's Local Elected Officials) to proceed with our application to the California Workforce Development Board.

In February at the 2016 Board Education Session, SELACO staff presented the objectives of WIOA and procurement requirements. During this session, staff highlighted four different scenarios for meeting the procurement requirements. Each scenario provided the financial impact. On October 27, 2016 the board received and approved staff recommendations to move forward with the procurement of One-Stop Manager to support the management and coordination of the one-stop partners and universal services. This recommendation has the least financial impact on the organization and meets WIOA procurement requirements. This is also in line with the trend that other workforce boards that have successfully operated their own system are following.

The second element of service delivery is Adult and Dislocated Worker Career Services. A Local Board or administrative entity may be designated as an Adult and Dislocated Worker Career Service Provider only with the approval of the CEO and the Governor (WIOA section 107[g][2] and Title 20 CFR 679.410 [b]). Approval under the provision would serve as the agreement by the Governor and would exempt the Local Board from selecting Adult and Dislocated Worker Career Services providers through a competitive process by allowing them to fulfill the role themselves. In line with the time period of selecting an AJCC Operator, if a Local Board receives approval to provide Adult and Dislocated Worker Career Services that approval will be valid for a maximum of four years, after which time another request must be submitted.

With the approval of the SELACO Workforce Development Board, staff is in the process of preparing our application to the State seeking the Governors approval to maintain the delivery of

Career Services for Adults and Dislocated Workers. The application process requires a letter from the members of the Local Board and Local Elected Officials demonstrating they approved the request in a public meeting. Attached is our draft of our application to the State, a final copy will be presented at the February 2017 Policy Board Meeting.

**Action:**

Authorized staff to submit their final application to the State following the January 2017 Board meeting.

Authorize the Policy Board Chair to sign the attached letter for submittal with our application.



# **Request for Approval to be America's Job Center of California<sup>SM</sup> Adult and Dislocated Worker Career Services Provider**

**Local Workforce Development Board**

**Local Workforce Development Area**

The Workforce Innovation and Opportunity Act (WIOA) allows Local Workforce Development Boards (Local Boards) to be an Adult and Dislocated Worker Career Services Provider with the agreement of the Chief Elected Official (CEO) and the Governor.

This application will serve as the Local Board's or administrative entity's request for Governor Approval to be an Adult and Dislocated Worker Career Services Provider within a Local Workforce Development Area (Local Area) under WIOA. The application must be submitted to the California Workforce Development Board (State Board) by March 1, 2017 through one of the following methods:

Mail: California Workforce Development Board  
P.O. Box 826880  
Sacramento, CA 94280-0001

Overnight Mail/  
Hand Deliver: California Workforce Development Board  
800 Capitol Mall, Suite 1022  
Sacramento, CA 95814

If the State Board determines the request is incomplete, it will either be returned or held until the necessary documentation is submitted. Please contact your [Regional Advisor](#) for technical assistance or questions related to completing and submitting this request.

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Name of Local Board

---

Mailing Address

---

City, State Zip

---

Contact Person

---

Contact Person's Phone Number

---

Date of Submission

# Request for Approval to be Adult and Dislocated Worker Career Services Provider

## Local Chief Elected Official Statement

A Local Board or administrative entity that seeks approval to be an Adult and Dislocated Worker Career Services Provider within an AJCC must provide a statement from the local CEO indicating his/her request as well as responses to the following questions.

**1. What factors guided the Local Board's or administrative entity's decision to submit this application to be an Adult and Dislocated Worker Career Services Provider within the Local Area?**

The SELACO Workforce Development Board takes the strong position that its one-stop staff is the best alternative to provide high quality Adult and Dislocated Worker services to the SELACO region based on four primary factors, which are listed below:

**#1**—The WDB staff has performed at one of the highest levels in the state in Adult and Dislocated Worker performance categories during the state's 3-year target period. It is highly unlikely that an outside contractor could come close to matching the performance of the WDB staff. Below are some of the highlights of the WDB staff performance during the target period:

### 2015-2016

<b>Adult Retention</b>	Tied for 9 <sup>th</sup> among 49 WIBs in the state #1 among 7 LA County WIBs
<b>DW Retention</b>	Tied for 15 <sup>th</sup> among 49 WIBs in the state
<b>Adult Earnings</b>	#1 among 49 WIBs in the state #1 among 7 WIBs in LA County
<b>Adult Entered Employment</b>	14% higher than the average rate of 49 WIBs in the state 104.8% of SELACO target success rate
<b>DW Entered Employment</b>	9% higher than the average rate of 49 WIBs in the state 108.8% of SELACO target success rate

### 2014-2015

<b>Adult Retention</b>	#2 among 49 WIBs in the state #1 among 7 WIBs in LA County
<b>DW Retention</b>	Tied for 6 <sup>th</sup> among 49 WIBs in the state Tied for 1 <sup>st</sup> among 7 LA County WIBs
<b>Adult Earnings</b>	#4 among 49 WIBs in the state #1 among 7 WIBs in LA County
<b>Adult Entered Employment</b>	12% higher than the average rate of 49 WIBs in the state 102.7% of SELACO target success rate
<b>DW Entered Employment</b>	5% higher than the average rate of 49 WIBs in the state 103.8 of SELACO target success rate

**2013-2014**

<b>Adult Retention</b>	#5 among 49 WIBs in the state #1 among 7 WIBs in LA County
<b>DW Retention</b>	#3 among 49 WIBs in the state #1 among 7 WIBs in LA County
<b>Adult Earnings</b>	#2 among 49 WIBs in the state #1 among 7 WIBs in LA County
<b>Adult Entered Employment</b>	16.7% higher than the average rate of 49 WIBs in the state 98.3% of SELACO target success rate
<b>DW Entered Employment</b>	Same as the average rate of 49 WIBs in the state 94.2% of SELACO target success rate

To ascertain whether the high performance level was indicative of a long-term, consistent performance level or an anomaly, WDB administration analyzed performance for an additional 3-year period prior to the target period above. Data indicates that the WDB staff continued to perform at the highest level in the state during the second analysis period.

**SECONDARY EVALUATION PERIOD**

**2012-2013**

<b>Adult Retention</b>	Tied for 16 <sup>h</sup> among 49 WIBs in the state
<b>DW Retention</b>	#3 among 49 WIBs in the state #1 among 7 WIBs in LA County
<b>Adult Earnings</b>	#12 among 49 WIBs in the state #2 among 7 WIBs in LA County
<b>Adult Entered Employment</b>	18% higher than the average rate of 49 WIBs in state 99% of SELACO target success rate
<b>DW Entered Employment</b>	4% higher than the average of 49 WIBs in the state 102% of SELACO target success rate

**2011-2012**

<b>Adult Retention</b>	#8 among 49 WIBs in the state #2 among 7 WIBs in LA County
<b>DW Retention</b>	#11 among 49 WIBs in the state #2 among 7 LA County WIBs
<b>Adult Earnings</b>	#7 among 49 WIBs in the state #1 among 7 WIBs in LA County
<b>Adult Entered Employment</b>	46% higher than the average rate of 49 WIBs in the state 113% of SELACO target success rate
<b>DW Entered Employment</b>	37% higher than the average rate of 49 WIBs in the state 120% of SELACO target success rate

**2010-2011**

<b>Adult Retention</b>	#15 among 49 WIBs in the state #3 among 7 WIBs in LA County
<b>DW Retention</b>	#8 among 49 WIBs in the state #1 among 7 WIBs in LA County

<b>Adult Earnings</b>	#9 among 49 WIBs in the state #1 among 7 WIBs in LA County
<b>Adult Employment</b>	61% higher than the average rate of 49 WIBs in the state 111% of SELACO target success rate
<b>DW Employment</b>	45% higher than the average rate of 49 WIBs in the state 114% of SELACO target success rate

**#2**—The WDB’s process to achieve its consistently high level of success underscores the difficulty an outside contractor would have in replicating the performance. The WDB staff has spent more than a decade refining and customizing a unique system and culture to achieve the highest performance levels for participants and employers. Here are the elements of the system and culture:

a) System

- a. Staff created an organizational model built on maximizing the resources of many partners—employers, education, community—so they are full partners in workforce strategic planning and contributors to operational results. For example, for \_\_\_ years the WDB hosted a Community Collaborative Network (CCN) monthly meeting, which includes all workforce partners that continually strive to improve operational results. Staff interacts continually with partners to share resources and services. These structured partnerships have developed into programs such as a project with the Ironworkers Union apprenticeship and a waste water treatment training with Cerritos College. In addition to performance strategizing, CCN is seen as the WDB’s primary source of sector strategies.
- b. Staff developed an employer outreach system through its Employer Outreach Unit that identifies employer workforce needs in the region. Staff created an internal system that then links the employer needs with either internal or external resources that generates suitable job candidates for the employers. This system achieves the dual purpose of helping employers meet their workforce needs and links unemployed participants to growing career opportunities. For example, staff identified a major employer need in its health care industry sector. It then developed cohort training specific to the needs of Kaiser Permanente and other local hospitals. This strategy has been replicated in other industry sectors.
- c. Staff created an elaborate internal communications system to insure a maximum level of performance and customer satisfaction. For example, staff created and instituted a “huddle meeting” system bi-weekly to have its MIS unit review performance, financial and operational data with different groups of workers and administration. This staff-driven system was created to identify and resolve problems—such as lagging performance—on an on-going basis, create a higher level of collaboration within the organization, continuously improve internal organizational efficiency, and ultimately to attain greater customer satisfaction. Administration and staff also hold a quarterly meeting to jointly analyze trends and issues and to discuss data and performance, similar to an informal internal audit.



- d. Staff also developed an extensive follow-up system with participants to identify participants that had not retained jobs or were still unemployed. Staff is able to direct services and resources to impacted participants to improve their employment and retention outcomes. The effectiveness of this system is reflected in one of the highest participant job retention rates in the state.
- b) Culture
- a. Staff developed a strong partner collaborative environment built on trust between partners and WDB staff to plan and implement strategic initiatives and performance improvements. For example, WDB staff spent many years to develop a level of trust with local partners on the successful implementation and operation of the CalJOBS system. Partners now input data into the system, and they refer their customers to the one-stop for career services.
  - b. Staff made an internal commitment to meet the needs of local employers. Staff internally guarantees 100% accountability to assist each individual employer need, no matter how large or small. WDB staff and the employer jointly sign a form that formalizes the relationship between the organizations and the commitment of WDB staff to address the employer's job leads.
  - c. Staff placed a priority on the successful outcomes of low-income Adults with barriers to employment. The WDB annually shifts Dislocated Worker funds to Adult to focus more resources on lower income participants with barriers to employment. The WDB has placed particular emphasis on local disabled participants through programs such as the Disability Employment Initiative for the past 8 years and unemployed welfare clients since 2000.
  - d. Organization and staff are dedicated to meeting the needs of each individual city within the WDB jurisdiction. For example, the city of Norwalk, SELACO and local education partners formed a partnership called the Norwalk Education Alliance to insure that all youth are career ready if they don't pursue higher education. The city of Norwalk is also building a new comprehensive one-stop center in its city with SELACO WDB as its anchor tenant. The WDB staff also works closely with each city to help identify local labor market issues within their cities. WDB staff has long-term relationships with local chambers of commerce, economic development and community development staff in each city.
  - e. Staff created a brand and reputation that is built on organizational overperformance for the benefit of the organization and community. Through years of meeting commitments and performing at the highest level, the WDB staff has created a high level of trust and expectation among participants and employers that SELACO WDB will deliver a high level of customer service that surpasses expectations.

**#3**—The WDB invested heavily in staff to build superior technical expertise and to develop staff collaboration with partners on the recent implementation of four major local initiatives in the past 3 years: WIOA, CalJOBS, ISD and VOS. The WDB invested three years of staff time to build and refine the CalJOBS system that is now seen as a County and state-wide model for utilizing the system and

incorporating local partners into the system. The SELACO WDB spent another three years in development work to implement an integrated service delivery (ISD) model with EDD in its workforce region. As part of that model the WDB administration is currently negotiating MOUs with one-stop partners, including partner infrastructure and staffing contributions to support the one-stop system. Also, the WDB invested three years into the development and utilization of the VOS management information system as a pilot site for the state. SELACO WDB is now a super trainer for the Southern California region and is seen as a model for VOS implementation by the state. The WDB invested at least another two years in training staff and partners in the implementation of WIOA in the region. An Adult/DW provider contract awarded to an outside contractor would basically undo thousands of hours of WDB investment in staff technical training and partner trust development to start over again. This would negatively impact performance, costs, and services to participants, employers, and partner cities.

**#4**—The WDB created a multi-dimensional, flexible workforce that has the ability and expertise to move across different projects, participant groups, and funding sources. The WDB has invested heavily in time and money to achieve this internal workforce flexibility. From a fiscal standpoint, this was necessary to deal with the realities of a limited and diminishing budget, especially from formula sources. It also allows the organization to better leverage resources to be more competitive for special grant opportunities. Currently, staff is extensively leveraged across many multiple funding sources so the organization is positioned to competitively bid for new opportunities. Finally, a flexible staff allows resources to be directed to priority areas as needs and demands change, which directly affects performance. With an outside contractor and its restricted ability to leverage resources and staff, the WDB would not be well-positioned to compete for special grants, jeopardizing the overall financial stability of the organization.

**Bottom line:** The WDB has invested heavily to create a system and culture that reflects the Governor's basic edict to put participants into good, stable jobs that can translate into good careers. With one of the top Adult and Dislocated Worker performance records in the state over a substantial period of time, the SELACO WDB's results speak for themselves. Considering the nature of a contractor relationship, it's highly unlikely that an outside contractor could come close to replicating the results delivered over many years by the existing WDB staff.

## **2. How would participants be better served by the Local Board or administrative entity acting in this role rather than undergoing a competitive process?**

As evidenced by the organization's lengthy history of delivering strong performance results for its Adult and Dislocated Worker clients, participants served by SELACO WDB staff would have a high probability of finding well-paying, stable jobs that align with their interests, aptitudes and skills. But beyond landing participants good jobs, SELACO WDB staff provides an even greater depth of services and benefits to participants that are often difficult to express in a numbers-driven system.

As an obvious benefit, participants will be able to interact with an expert, experienced staff that has over a decade of delivering results for participants at one of the highest levels in the state. These

interactions with staff will not only create job opportunities but also offer invaluable intangible benefits to participants, such as sharing knowledge and insights on effective job search strategies, sharing strategies for successfully interacting with employers, crafting longer term career development strategies, integrating education and training to enhance long-term career potential, etc. In addition, the staff's networking connections to employers and their knowledge of the local labor market and economy is invaluable to the participants. These interactions will likely assist the participants in whatever industry sector they enter and will provide lifelong skills in navigating their careers and future job searches. With an outside contractor, there would be no WDB administrative control over factors such as the technical expertise and experience levels of staff, staff turnover, and staff/administrative stability. An outsider contractor is likely to be focused almost exclusively on quantitative outcomes to meet its contract obligations to receive full payment. Many of the qualitative benefits described above would likely be lost to participants under an outside contract.

From a career enhancement standpoint, participants will benefit from the staff's emphasis on an industry sector focus and its alliance with clusters of local employers in growth industries. One of the criticisms of the WIA workforce system was its emphasis on the short-term goals of job placement into any job, including jobs with limited futures. SELACO WDB staff has focused on development work with its largest growing industry sectors to create true career pathway opportunities for its participants. Based on this staff strategy and development work, participants are much more likely to access opportunities that offer long-term career paths and growth opportunities. Contractors, with their shorter term focus, are likely to have limited interest in endeavors that could take years to yield long-term career results for participants.

Exceptional pre-employment services, such as assessment and counseling, are another long-term strategy that has been built into the WDB staff infrastructure for the benefit of participants. The WDB's intent is to match participant skill sets, aptitudes and interests to appropriate opportunities to maximize longer term results for both the participant and the organization's performance. Post-employment services to enhance retention rates are an equally important focus for staff. Staff has 100% follow-up with participants through an internal Outreach Team to determine the on-going status of participants. If previously employed participants are unemployed, they are urged to return for services, such as counseling, job placement or workshops, to help them regain employment. This approach maximizes participants' probability of landing good jobs and keeping the jobs.

Participants will also benefit from a customer service philosophy ingrained into staff for over two decades that goes above and beyond standard customer service levels. While performance and services such as job placement, retention, assessment and counseling would be part of contractor's menu of services, the extra level of service to clients could not be mandated. Rather than achieving good jobs that can translate into good careers, participants may face mediocre jobs that last long enough to meet contractual benchmarks.

Finally, the WDB's organizational commitment to serve its local employer customers at the highest possible level has benefitted both job seeking participants and employers. As an organization, the staff has committed to a 100% employer satisfaction guarantee. In other words, the organization will

respond to 100% of local employer job openings and supply good job candidates to the employer, either through internal sources or through partner referrals. Based on SELACO WDB's years of success, local employers know that they will get fast, responsive results from WDB staff. The WDB would have little control over the level of responsiveness or the commitment to follow-up with employers by a contractor. Failure to maintain the organization's past commitments and reputation for delivering on its promises could jeopardize the benefits to both participants and employers. It could also tarnish the organization's brand and reputation in its key industries and with its most important employers.

**3. Describe the Basic and Individualized Career Services the Local Board or administrative entity will provide as well as their past experience providing these services.**

The following Adult and Dislocated Worker basic career services are provided at the career center:

Orientation	Initial assessment	Information on training providers
Job club	Provision of LMI information	Referrals to community resources
Job fair information	UI general information	Resume preparation assistance
Use of resource room	Financial aid assistance	Job referral: job outside CalJOBS
Typing test	Job development contacts	Job search and placement assistance
Resume workshop	Resume workshop	Proficiency testing (TABE /typing certificate)
Job search workshop	Supportive services	Workshops (Cerritos College occupational preparation

Individualized career services provided at the case management level include:

Individual counseling	Career guidance/planning	Referrals to registered apprenticeships
Group counseling	Interest and aptitude testing	Referrals to other training programs
Objective assessment	Out-of-area job search help	Referrals to state and local training
Mentorships	Development of IEP/ISS	Referrals to WIOA Title IB training
Internship	Financial literacy education	Adult literacy, basic skills or GED prep
Work experience	Referral to education services	Post-secondary education enrollment
Referral to Job Corps	English language learner services	Short-term pre-vocational services
Pre-apprenticeship training services		
Referrals to on-the-job training		
Referrals to customized training		

The WDB staff has successfully provided all of the services listed above for many decades.

**4. Provide the Local Area's performance outcomes and cost per participant for each of the last three Program Years (PY 2013-14, 2014-15, 2015-16) and describe how these outcomes compare to other Local Areas in the state.**

**2015-2016    Neg. perform. levels    Actual perform.    Success rate    Rank: LA    Rank: state  
Entered Employment**

<b>Adults</b>	72.5%	76%	104.8%	Tied 3 <sup>rd</sup>	Tied 22 <sup>nd</sup>
<b>DW</b>	73.5%	80%	108.8%	#1	Tied 22 <sup>nd</sup>
<b>Retention</b>					
<b>Adults</b>	84%	89%	106%	#1	Tied 9 <sup>th</sup>
<b>DW</b>	86.5%	89%	102.9%	#3	Tied 15 <sup>th</sup>
<b>Average Earnings</b>					
<b>Adults</b>	\$16,000	\$23,106	144.4%	#1	#1
<b>DW</b>	\$16,500	\$16,457	99.7%	#7	#38

- Adult cost per participant: 7,946 served with total expenditures of \$1,343,022 = \$169/participant; 6<sup>th</sup> lowest cost of 7 WIBs in L.A. County and 8<sup>th</sup> of 10 WIBs in L.A./Orange County
- Adult cost per exit: 7,720 exits = \$174/exit; 6<sup>th</sup> lowest cost of 7 WIBs in L.A. County and 8<sup>th</sup> of 10 WIBs in L.A./Orange County
- DW cost per participant: 237 served with total expenditures of \$562,034 = \$2,371/participant; 3<sup>rd</sup> lowest cost of 7 WIBs in L.A. County and 3<sup>rd</sup> of 10 WIBs in L.A./Orange County
- DW cost per exit: \$4,290/exit; 2<sup>nd</sup> lowest cost of 7 WIBs in L.A. County and 3<sup>rd</sup> of 10 WIBs in L.A./Orange County

### **2014-2015**

#### **Entered Employment**

<b>Adults</b>	72.5%	74.4%	102.7%	#4	Tied 26 <sup>th</sup>
<b>DW</b>	73.5%	76.3%	103.8%	#6	#33

#### **Retention**

<b>Adults</b>	84%	94.4%	112.4%	#1	#2
<b>DW</b>	86.5%	93%	107.5%	Tied #1	Tied 6 <sup>th</sup>

#### **Average Earnings**

<b>Adults</b>	\$16,000	\$19,869	124.2%	#1	#4
<b>DW</b>	\$16,500	\$16,438	99.6%	#6	#37

- Adult cost per participant: 7,946 served with total expenditures of \$1,343,022 = \$169/participant; 5<sup>th</sup> lowest cost of 7 WIBs in L.A. County and 6<sup>th</sup> of 10 WIBs in L.A./Orange County
- Adult cost per exit: 7,720 exits = \$174/exit; 5<sup>h</sup> lowest cost of 7 WIBs in L.A. County and 6<sup>th</sup> of 10 WIBs in L.A./Orange County
- DW cost per participant: 237 served with total expenditures of \$562,034 = \$2,371/participant; 4<sup>th</sup> lowest cost of 7 WIBs in L.A. County and 5<sup>th</sup> of 10 WIBs in L.A./Orange County
- DW cost per exit: \$4,290/exit; 3<sup>rd</sup> lowest cost of 7 WIBs in L.A. County and 4<sup>th</sup> of 10 WIBs in L.A./Orange County

### **2013-2014**

#### **Entered Employment**

<b>Adults</b>	76.8%	75.5%	98%	#5	#24
<b>DW</b>	76.7%	72.2%	94%	#6	#36

#### **Retention**

<b>Adults</b>	81.7%	90.8%	111%	#1	#5
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<b>DW</b>	86.9%	95.6%	110%	#1	#3
<b>Average Earnings</b>					
<b>Adults</b>	\$14,500	\$23,169	160%	#1	#2
<b>DW</b>	\$16,500	\$15,009	91%	#7	#42

- Adult cost per participant: 7,946 served with total expenditures of \$1,343,022 = \$169/participant; 5<sup>th</sup> lowest cost of 7 WIBs in L.A. County and 6th of 10 WIBs in L.A./Orange County
- Adult cost per exit: 7,720 exits = \$174/exit; 5<sup>th</sup> lowest cost of 7 WIBs in L.A. County and 6th of 10 WIBs in L.A./Orange County
- DW cost per participant: 237 served with total expenditures of \$562,034 = \$2,371/participant; 1st lowest cost of 7 WIBs in L.A. County and 1st of 10 WIBs in L.A./Orange County
- DW cost per exit: \$4,290/exit; 2nd lowest cost of 7 WIBs in L.A. County and 4th of 10 WIBs in L.A./Orange County

There are additional issues impacting costs in some categories. For example, due to labor shortages identified by employers in a key industry sector, the SELACO WDB invested heavily in on-the-job training for nurses in collaboration with local hospitals. Nurses OJT's tends to be lengthy (9 to 12 weeks) and very expensive since they are tied to nurses' wage levels, which tend to be high. This investment drove up Adult cost per participant significantly during the target period. In addition, the WDB did not receive any contribution from partners during the target period to offset career center costs, which further increased costs to the WDB in the Adult and Dislocated Worker categories.

**5. Provide evidence that the Local Board or administrative entity is qualified to provide Adult and Dislocated Worker Career Services, including testimonials that speak to the effectiveness and efficiency with which the Local Board or administrative entity has provided or can provide those services. Attach supporting documentation.**

The SELACO WDB staff has provided Adult and Dislocated Worker Career Services under the Job Training Partnership Act, the Workforce Investment Act, and now under the Workforce Investment and Opportunity Act spanning over three decades. During the past three years, the SELACO WDB has had no audit or monitoring findings and has demonstrated a perfect record of fiscal integrity for multiple decades. Attached are testimonies from local sources.

**6. Attach documentation (signed and dated letter) that the members of the Local Board and other relevant parties (e.g., Board of Supervisors) reviewed the information provided in the application and approved the request in a public meeting.**

7.

## Signature Page

By signing below, the local CEO and Local Board chair request approval from the Governor to be an Adult and Dislocated Worker Career Services Provider. Each party certifies that this application submission was reviewed and demonstrates that the Local Board or administrative entity will meet all the requirements as an Adult and Dislocated Worker Career Services Provider under WIOA law and regulations.

**Instructions:** The Local Board chair and local CEO must sign and date this form. Include the original signatures with the request.

**Local Workforce Development Board Chair**

**Local Chief Elected Official**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Name

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Title

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Date

\_\_\_\_\_  
Date



December 16, 2016

California Workforce Development Board  
800 Capitol Mall, Suite 1022  
Sacramento, CA 95814

To The California Workforce Development Board:

This letter will serve as a formal request by the Southeast Los Angeles County (SELACO) Workforce Development Board (WDB) administrative entity for approval to be an Adult and Dislocated Worker Career Services Provider within an AJCC. The completed Adult/DW provider application is attached.

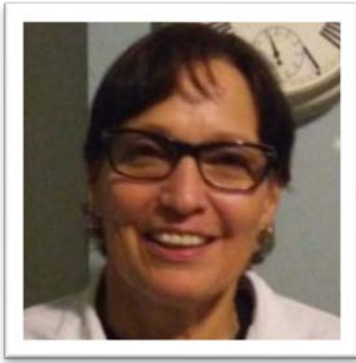
The members of our Workforce Development Board and the leaders of the seven cities that we represent strongly support the continuation of our WDB administrative entity as the provider. Acting in its role as a provider, the WDB administrative entity has compiled arguably one of the top Adult and Dislocated Worker performances in the state during the target period of the application. Our cities, residents and employers have been the prime beneficiaries of this performance, and our local economies and labor market have benefitted as a result of our WDB's work as a provider.

Thank you for your consideration of our application. If you have any questions regarding the application, please contact Yolanda Castro, SELACO WDB executive director at (562) 402-9336.

Sincerely,

Jeff Wood  
SELACO WDB Chief Local Elected Official – Policy Board Chair  
Mayor, City of Lakewood





## **Loretta Menchaca, Downey**

### **Challenge:**

Loretta was unemployed for 8 months. Her life had taken a turn for the worse. It wasn't long until she had a "wake up call" and aimed to get her life back on track. A friend had recommended SELACO WDB, America's Job Center in Cerritos and Loretta went to seek assistance in finding a job. She said it was the best decision she had made in her job search process.

"My biggest challenge in seeking employment was that I felt I was too old to get the position that I wanted. Also, I felt that I did not have the training that was needed to qualify for the positions that interested me. I struggled with depression and thoughts of giving up and throwing in the towel."

Loretta looked for positions online including CalJobs, Indeed, Craigslist and recruitment sites as well as word-of-mouth, door-to-door and SELACO referrals. She was looking for a job as a Substance Abuse Counselor, but did not have the required certification needed to apply.

### **Solution:**

SELACO WDB provided the funding needed for Loretta to take both the exam for the Certified Addictions Treatment Counselor (CATC) and obtain her CATC III certification, which were both necessary to reach her goal to become a substance abuse counselor. In the meantime, she was able to obtain a part-time position as a Residential Tech in a Drug and Alcohol Treatment Facility. It was not quite what she was looking for, but it was a job that sustained her until she could reach her goal.

SELACO WDB helped Loretta take steps forward, and obtain her Substance Abuse Counselor Certification. Loretta stated, "My case manager Shirley Green, was very helpful in improving my résumé, reminding me to thank my interviewers, finding the resources needed to get my certification, providing job leads and connections, and being supportive when I doubted myself. SELACO offered courses such as TRENDSS and STEPS which helped me to realize that my fears were just that, 'my fears', and that being consistent and putting one foot in front of the other, I could eventually reach my career goal."

### **Outcome:**

Finally, after many applications and worn out shoes from hitting the pavement, Loretta found her ultimate job through networking via Social Media. A friend gave her a referral after she posted on Facebook that she was looking for work.

Loretta explained what happened next, "Once I received my CATC III certificate, I became a person with status. I took the opportunity to call the supervisor at Tarzana Treatment Centers to ask for an interview for the Counselor III position that was open. He gladly set up the interview process and within a month I was hired for the position."

Loretta advises: "Stick with the program, take all the free courses offered, communicate with your case managers and SELACO staff about concerns or accomplishments. Ask for help and follow the suggestions offered. Lastly, attend the Firestone "Power Lunch" Job Club regularly just like I did."



**Nicholas (Nicco) DL McKim, Lakewood**

**Challenge:**

Nicco was unemployed for 21 months. He lost his job as a Front Desk Manager when he realized he needed to move forward with his career goals. He looked for jobs as an Administrative Assistant, Front Desk Coordinator and Client Services, but had difficulty because he needed to add to and upgrade his skills in Accounting, Bookkeeping and Microsoft Office. Nico went to EDD and was referred to SELACO WDB in Cerritos.

**Solution:**

Nicco was assigned a case manager and qualified for training. He completed his 5 months of training in Accounting, Bookkeeping & Auditing services, at the Larson’s Training Center of Santa Fe Springs as a straight “A” student and earned a Certificate for Computerized Accounting.

Nicco stated, “It has been quite a journey since I began my professional re-calibration at SELACO Workforce Development Board. Through the focused structure and guided discipline in career development – SELACO WDB, and your team of expert professional craftsmen & women – Have DONE IT! At SELACO WDB, it was impressed upon me that a little thing called a ‘Thank you’ card, could in fact, be a make or break deal. Well, I can officially attest to BE, the proof in that pudding!” After an extremely exciting and anticipation building, over the phone interview – the employer stated to Nicco’s agency representative that they were going to re-think the requisition description, and perhaps go in a different direction. Nicco explained his next step in the process, “That very day, I implemented the SELACO ‘Thank You’ card magic; getting it sent out to the company and the contact that very day, and at that moment. Once received, there was a quick call to me from the employer – praising me for going the extra mile; and a quick and scary panel-of-four interview that followed. Three days later... I am an employed, future alumni of the Christie Digital family!”

**Outcome:**

Nicco is officially employed with one of the careers of his dreams! He implemented the tools, tricks, and trade wisdom that his case manager, Jodie Kresl and the SELACO family provided and he was able to land a Customer Care Coordination position at a starting rate of twenty dollars per hour, full-time & with lots of benefits. Nicco secured employment with Christie Digital (founded in 1929) –an innovative foundation for stage and screen (shared experience presentations) throughout the world. He added, “They’re only 10 minutes from my home – Can you believe it?”

Nicco expressed his genuine gratitude when he stated, “It is seriously all thanks to YOU, your truly-stellar team, the stars at Larson’s, and my own personal drive to pursue-pursue-pursue. They say looking for a job "is a full time job"... well, it is. And ‘Thank You’ cards are the Golden Ticket to the journey of your dreams!”

**Still Need Talent Release Form from Jodie**



## **Michael Graper, Anaheim**

### **Challenge:**

Michael is a veteran with a degree in Business from CSU Fullerton and was searching for work since August 2016. A friend that he knew from church referred Michael to the SELACO WDB Cerritos America's Job Center. When a Career Development Specialist (CDS) from the Cerritos AJCC contacted Michael, he was in the middle of completing a course in project management through Vet.Net.

### **Solution:**

After enrollment, Michael's CDS encouraged him to attend some of the job search workshops. However, each time a workshop was available, Michael ended up having a job interview. His CDS provided plenty of career guidance, assistance and gave suggestions as to where Michael might want to apply.

### **Outcome:**

Michael ended up finding a great job online through CalJobs.gov. He stated that he had applied for the same company once before, but received a rejection email. After seeing a similar position offered by the same company, Michael revised his résumé, applied again and 4 interviews later, he was offered a position as the VP of Sales for an international manufacturer located in the City of Industry. His new job is paying more than what he made previously in his former job. Michael shared that he had a back-up plan, just in case he did not land this particular job. He added; "There are jobs out there and anyone can find them. You just have to put in the effort and the time." Coincidentally, his new job started right after his birthday, giving Michael more of a reason to celebrate.

Congratulations Michael and happy birthday!

## MADE Summer Youth Project

Phil Davis, Director of Career Technical Training, Downey Unified School District, Eli Romero, Senior Program Manager, International Trade Education Program and Benigno Sandoval, Career Development Specialist, SELACO WDB presented at the Annual Youth National Association of Workforce Development Professionals Conference on November 2, 2016 in Chicago, Illinois.

This past summer, three organizations (SELACO, ITEP, & Downey Unified) teamed up to offer a summer youth program called the MADE Project. This program allowed 32 Junior High School students from both Downey and Warren high school to get 100 hours of paid work experience. Students were placed at over 18 locations all over the City of Downey such as Grocery Outlet, Law Offices, Downey City Hall, Columbia Space Center & Downey City Library to name a few.

