

SCOPE OF SERVICES

I. EXECUTIVE SUMMARY:

Overview

The Tri-Cities One-Stop Career Center collaboration consists of One-Stop locations in Fremont at the EDD Office and Newark at an Ohlone College satellite office. At each Center, all frontline staff is responsible for providing core services. Once an individual has been assessed as a potential candidate for the Workforce Investment Act (WIA), they will be referred to a WIA case manager provides intensive services. If it is clear that a participant needs training in order to be competitive in the job market, then the WIA case manager can then send the individual to an approved vendor on the Eligible Training Providers List (ETPL).

Key partners, such as Ohlone College, the Employment Development Department (EDD), SPECTRUM Community Services, and Mission Valley Regional Occupation Program (ROP) all assist in providing services to the universal population. Additional partners, such as the Department of Rehabilitation work to provide special services to individuals with disabilities. Veteran services are also available at the Fremont site.

The Fremont office is located at the Family Resource Center, which houses a variety of social services and supportive services within yards of each other. Such services include: free child care, housing assistance, personal counseling, Welfare to Work and CalWORKS assistance and eligibility.

As the Newark Office is in partnership with Ohlone College, it is deemed a department within the college. Currently, Ohlone College is building a Newark campus which will house the One-Stop office and leading academic certificate and degree programs such as: Biotechnology, Environmental Studies, Nursing, Respiratory Care, etc.

Tri-Cities One-Stop Career Center, Fremont

39155 Liberty St., Suite B200

Fremont, CA 94538

Phone: 510-794-3669

Hours: Monday – Friday, 8am – 5pm

Tri-Cities One-Stop Career Center, Newark

39899 Balentine Dr., Suite 220

Newark, CA 94560

Phone: 510-742-2323

Hours: Monday and Wednesday, 9am – 5pm, Tuesday and Thursday, 12pm – 7pm

www.tricitiesonestop.com

**Staffing for Newark & Fremont One-Stops
Center Management Team:**

Yvonka Headley:

One Stop Director (Academic
Management classification, Ohlone
College)

Allen Jackson:

Fremont EDD Employment Program
Manager I

Job Descriptions for Newark One-Stop Staff

Toni Smith (90%)

Administrative Secretary

- Perform the full range of secretarial duties and provide administrative support to assigned management and staff, including typing and proofreading reports, letters and memoranda
- Participate in the office budget preparation and administration; prepare cost estimates for budget recommendations. Receive and review Financial Activity Reports for accuracy and prepare billing requests for signatures. Reconcile purchases and expenditures between financial reports and purchase requisitions. Maintain receipts and activity log of small purchase credit card program
- Generate, receive, inventory and distribute specialty items purchased from select vendors to staff at both One-Stop locations. Create purchase requisitions or purchase items with College issued credit card supportive services items for WIA clients at both One-Stop locations
- Maintain calendar of appointments for One-Stop Director; coordinate travel and meeting arrangements; arrange meetings and conferences
- Screen phone, visitors, and mail.

Yanni Zeng (100%)

Career Center Assistant

- Provide career education services to center customers
- Assist customers in accessing the many resources and services of the One-Stop; proofread customer resumes, letters of correspondence, and other application materials needed for a successful job search
- Screen customers and provide referrals to case managers for the “Intensive Services” component of the Workforce Investment Act program and to partners and other community agencies when appropriate
- Conduct online career assessment workshop
- Develop and distribute workshop calendar and update webpage
- Reserve conference room for workshops, meetings, and employer recruitments

Tina Dodson (100%)

Case Manager

- Provide career counseling to appropriate and eligible participants
- Coordinate the activities of special programs through the One Stop Career Center, such as Youth Systems Building Project
- Conduct orientations to determine eligibility and enroll participants
- Provide case management and job search assistance to program participants and assist with Dislocated Worker and Rapid Response teams
- Administer assessment tools and interpret results. (i.e. Strong Interest Inventory, Wonderlic, Myers-Briggs)
- Assist clients in developing an employment plan using a combination of assessment results and one on one interview information
- Maintain client records and submit required program documentation to local Workforce Investment Board staff.
- Explain programs and refer clients to appropriate programs, staff, and community services
- Provide individual assistance to program participants, including setting up email account, resume format, Cal Jobs resume and online job search
- Develop and facilitate Job Search Workshops; maintain monthly workshop calendar
- Maintain customer records on Smartware database

Gloria Taffee (100%)

Case Manager

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- Maintain customer records on Smartware database

Mary van Noord (100%)

Job Developer/Employer Services Representative, Newark

- Develop job opportunities, internships and On-the-Job Training (OJT's) for One-Stop Career Center program participants
- Assist local employers in locating qualified job applicants
- Provide job search assistance to program participants and assist with Dislocated Worker Rapid Response teams
- Develop and lead a coordinated job development consortium with local community organizations
- Coordinate and implement employment related activities, such as on-site recruitments, employer forums and an annual job fair
- Attend mandated WIB and East Bay Works meetings

Kelly Green (100%)

Program Coordinator, DOL funded Biotechnology Grant, Ohlone Campus

- Provide outreach services to market the program; conduct presentations to One-Stop staff, partnering agencies, and other community groups
- Recruit and screen eligible candidates for program
- Conduct orientation, intake, and assessment testing to establish WIA eligibility
- Provide referrals to partnering agencies and other community agencies, as needed
- Assist local employers in locating qualified job applicants
- Provide job search assistance and coaching to program participants

Job Descriptions for Fremont WIA Staff at EDD's Job Service Office

BJ Swint (100%)

Case Manager

- Conduct orientations to determine eligibility and enroll participants
- Provide case management and job search assistance to program participants and assist with Dislocated Worker and Rapid Response teams
- Assist clients in developing an employment plan using a combination of assessment results and one on one interview information
- Maintain client records and submit required program documentation to local Workforce Investment Board staff.

Susan Chow (50%)

Case Manager

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- Assist clients in developing an employment plan using a combination of assessment results and one on one interview information
- Maintain client records and submit required program documentation to local Workforce Investment Board staff.

Shadia Schoen (100%)

Job Developer/Employer Services Representative, Fremont

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- Attend mandated WIB and East Bay Works meetings

Art Pineda (40%)

Career Center Assistant/Program Specialist, Fremont & Newark locations

- Greet and assist universals in accessing the many resources and services of the One-Stop
- Explain programs and refer clients to appropriate programs, staff, and community services
- Provide individual assistance to program participants, including setting up email account, resume format, Cal Jobs resume and online job search

EJ Hilliard (30%)

Career Center Assistant/Program Specialist, Fremont

- Greet and assist universals in accessing the many resources and services of the One-Stop
- Explain programs and refer clients to appropriate programs, staff, and community services
- Provide individual assistance to program participants, including setting up email account, resume format, Cal Jobs resume and online job search

Mary Lynne Schoenberg (25%)

Workshop Facilitator, Fremont & Newark locations

- Conduct job search workshops as needed by program. Examples include: Resume Critique, Mock Interviewing, Job Search Stress Management

Employees of partnering agencies at the One-Stop Career Center:

Kundan Murchandi, Spectrum Community Services, Senior Employment Division,
Customer Service Representative

Yolanda Thompson, The Community College Foundation, Youth Advocate

- Provides outreach to youth in Tri-Cities area, informing and educating them on services at the One-Stop

Michelle Adler, The Community College Foundation, Youth Advocate

- Provides outreach to youth in Tri-Cities area, informing and educating them on services at the One-Stop

Linda Phan, Youth Maturity Builder Program, WIA Older Youth Case Manager

- Recruit and case manager WIA eligible youth ages 19-21
- Partner to co-enroll and serve qualified clients

Rani Sharma, Department of Rehabilitation, Rehabilitation Counselor

- Provides intake and orientation information to interested clients
- Partner to co-enroll and serve qualified clients

II. PERFORMANCE:

Tri-Cities One-Stop Career Centers will work to meet the performance indicators in Exhibit A through the following means:

- Marketing efforts to inform both employers and the public about the program.
- Active involvement with Rapid Response teams/plant closures to recruit potential dislocated workers.
- Train One-Stop Career Center staff and develop and implement processes for client assessment, eligibility determination, intake and referral services.
- WIA Case Managers will provide intensive case management (including follow-up/job retention) and supportive service assistance/referrals to enrolled participants.
- Job developer/ESR will coordinate on-site recruitment and on-the-spot hiring events at the One-Stop centers, further develop the connection between qualified job seekers and employers, coordinate on-the-job (OJT) and customized training opportunities.
- Collaboration with partners to provide a more complete and holistic approach in assisting participants in meeting their goals.

III. SERVICE ACCESSABILITY:

A. Describe your procedure for complying with The Americans with Disabilities Act (ADA)

The Tri-Cities One-Stop collaboration has worked with the Department of Rehabilitation to make sure that each facilities meets ADA requirements. This process consisted of a site visit with staff from the Department of Rehabilitation who completed a survey to determine if any changes needed to be made. The

Department of Rehabilitation then submitted a report to each of the three Tri-Cities Centers informing them of the changes, if any, that needed to be made. Each One-Stop then made the necessary changes in order to be ADA compliant.

Disability equipment available including EASTBAY *Works* items.

- CCTVs (Berkeley, Eden)
- Tele Video Relay with Web Cam
- ZoomText
- Dragon Speaking Naturally

B. How do you plan to meet the language needs of your customers?

The Tri-Cities One-Stop Career Center aims to provide services to all job, training, and education seekers, including limited English proficiency (LEP) clients. Specific steps at the center include:

- The center employs staff that speaks multiple languages. Overall, languages spoken by on-site personnel include Cantonese, Hindi, Mandarin, Sindhi, Tagalog, and Thai.
- This One-Stop also works closely with other One-Stops and Partners to know of the availability and location of multi-lingual staff. When a customer is in need of special language assistance, the One-Stop staff work to find someone at the other Centers or at the a Partner agency who can assist the individual in need through either a conference telephone call, or through Internet teleconferencing.
- A large poster in the front area, in several languages, informs applicants and clients of their right to free interpreter services and inviting them to identify themselves as persons needing language assistance.
- An arrangement with Language Line Services, a 24-hour telephone language interpreter line
- Sign language interpretation services are also available through Ohlone Community College.
- Brochures, videos, and flyers are available in multiple languages, including English, Spanish, Chinese, and Vietnamese. We are also committed to developing additional materials in other additional languages if the need arises.

IV. SERVICE INTEGRATION:

A. What are your plans to familiarize one-stop career center staff with other partners' services?

The Tri-Cities One-Stop Career Centers will hold regular quarterly face-to-face meetings with the mandated partners. On a monthly basis, any updates, news, information to be shared are collected from any partner member and distributed to all

partner members in an electronic update bulletin. This will keep staff up to date regarding the latest occurrences within each of the partners programs. In addition, staff have been, and will continue to be cross-trained regarding the many different partner programs.

B. How is the one-stop partnership working to provide seamless services?

The development of seamless services is a result of a combination of:

- Smooth internal program processes.
- Good communication between One-Stop staff and partners.
- Staff knowledge of One-Stop and partners programs, and the resources in the local community.

The One-Stops are committed to working with County staff to continually help them understand how to simplify things, for a smooth flowing and easy process. The One-Stops have developed internal processes that are effective with the County system. The internal processes will consist of methods for intake, assessment, eligibility determination, training, and referral services.

In addition, as mentioned above, the One-Stops are committed to training staff to be more knowledgeable about not only the One-Stops and partner programs, but of the many different supportive resources and services available in the local community.

C. Describe your commitment to staff capacity building.

The Tri-Cities One-Stops are committed to continually building the knowledge base of its' staff. The One-Stop staff will participate in relevant system wide training and workshops that will assist them to provide more improved services. This includes activities put on by our local Workforce Investment Board as well as EASTBAY Works.

V. STANDARD PROGRAM SERVICES:

The following incorporates the documentation required for certification and has been approved by the Alameda County Workforce Investment Board.

A. CUSTOMER ACCESS

The Tri-Cities One-Stop collaboration has two One-Stop Career Centers, which are open for the public and employers. The Fremont site is open from 8am to 5pm, Monday through Friday. The Newark site is open on Monday and Wednesday, from 9am to 5pm, and Tuesday and Thursday, from 12pm to 7pm.

There is an EASTBAY Works Job Seeker Hotline number, 1-866-EBWORKS, that when dialed, will route the caller to the closest One-Stop Career Center. In addition, there is a National Toll Free Help Line, 1-877-US-2JOBS, sponsored by DOL, which links job seekers to state job and training services.

Staff at each One-Stop Career Center will be assigned to do job development, marketing and educational outreach to employers and business to create and maintain a flow of job openings and information that will be made available to all customers.

Unemployment Insurance can be accessed by phone 8am to 5pm. All initial claims in the Bay Area will be taken by telephone through a Call Center. The clients will go through a menu of informational services in English, Spanish or Chinese and select the initial claim option. From there a live person will go over the initial claims process, questions, etc. and give instructions on continued claim filing. Any customer who has difficulty with this method will be assisted in the Center by EDD job service staff to apply by phone. Unemployment Insurance applications are also available online at www.edd.ca.gov.

There will be reception staff and Resource Center staff available to guide all job, education and training seekers to use the resources available. Staff will give orientations and also assist the customers with preliminary screening and scheduling for targeted services with partner agencies. One-Stop staff will continue to be cross-trained to provide updated information on services of partner agencies.

For targeted groups there will be individual work search plan assistance and job development by One-Stop staff and partners.

In addition to the One-Stop Career Centers physically located in southeastern Alameda County, there are many additional electronic access points located within the community. With computers at Fremont, Newark, and Union City Public Libraries, Mission Valley ROP, Spectrum Community Services, Ohlone College's Success Center, and basically anywhere there is Internet access, there are electronic linkages through the EASTBAY Works and CalJobs web sites.

All sites are accessible through public transportation. In addition, all services are accessible to individuals with disabilities. Audio and visual aids are available for the hearing and visually impaired. The One-Stop premises are ADA approved.

Procedure to Ensure Employer Access

Employers can access the resources and services of the One-Stop Career Centers in many different ways. First, they can go to the any of the physical locations of the One-Stops. The One-Stop Career Centers are also members of the local

chapters of the Chamber of Commerce and One-Stop staff are active participants in chamber events. Furthermore, the job developers do a great deal of networking and also cold call and walk directly into local establishments.

EASTBAY Works also has an employer hotline number, 1-888-411-HIRE, that when dialed, will route the caller to the closest One-Stop Career Center. Each One-Stop Career Center has an employer liaison who will answer these calls, and give the employer immediate assistance. The employer liaison does provide outreach into the business community to educate employers about the program, and assist them with their needs.

Employers will also have access to EASTBAY Works through electronic linkages on the Internet. The EASTBAY Works, CalJobs and Tri Cities One Stop web sites have a wealth of links to employer services.

Many of the employer services at the One-Stops include:

- Recruitment assistance
- Interviewing facilities
- Rapid response services
- Labor Market Information
- Information on local training programs
- Access to CalJobs and America's Job Bank applicant database
- Access to the Work Opportunity Tax Credit program
- Assistance with Unemployment Insurance and employer tax processes
- Business assistance through web site links
- Employer Resource Center
- Economic Development Resources
- Trade and Commerce
- Employer Tax Incentives Info.

B. PARTNERS INCLUDED

Workforce Investment Act	
Adult Services	Ohlone College/ EDD
Dislocated Worker Services	Ohlone College/EDD
Youth Services	Hayward Adult School Youth Maturity Builder
Veterans Employment and Training	EDD
Indian and Native American Programs	N/A
Migrant and Seasonal Farm Worker Programs	N/A
Job Corps	San Jose Job Corps
Youth Opportunity Area Grant	N/A
Employment Services	EDD
Adult Education	Mission Valley ROP
Postsecondary vocational education	Ohlone College
Vocational Rehabilitation	Dept. of Rehabilitation
Welfare-to-Work	N/A
Title V of the Older American Act	SPECTRUM Services
Trade Adjustment Act	EDD
Community Service Block Grant	N/A
U.S. Dept of HUD	N/A
Unemployment Insurance	EDD
Veterans Employment Service	EDD

C. CORE SERVICES AND TRAINING FOR ALL JOB, EDUCATION AND TRAINING SEEKERS

1. Determination of Eligibility to Receive Assistance

Workforce Investment Act: The criteria for eligibility into the WIA programs are built into SMARTware.

To access Adult and Dislocated Workers intensive and training services through WIA, participants must follow the Steps to Success process. Information about the Steps to Success process information is included in Orientation.

Job Corps and WIA Youth target low income, at-risk youth. Job Corps staff are available by phone. A partner representative from the WIA Youth program at the Transition to Work, Hayward Adult School will be on-site on a regular basis.

Employment Services:

CalJOBS is the State's Internet based labor exchange system, which is available to everyone at www.CalJOBS.ca.gov. All job seekers that are looking for work

can enroll into CalJOBS with their social security number at any computer that has Internet capability. Several Internet capable computers are available to all customers in the One-Stop and Customer Service Representatives (CSRs) are available to assist those job seekers who need help. In accordance with SB 733, job seekers need to have the legal right to work in this country and need to show documentation when accessing service in the career centers. Job Search Workshops and other job search material such as civil service job listings, resume guidelines, interviewing techniques, labor market information and job search skills workbook are also available in hard copy format. EDD's Intensive Services Program provides special employment services to individuals who need extra assistance to obtain employment, have the legal right to work and have been out of work 15 out of the last 26 weeks. 25% of the ISP caseload can be comprised of non-CalWORKS recipients.

Adult Education and R.O.P.:

Adult Education services are available for little or no expense through the local school districts and the Regional Occupational Programs. Courses are open to any person 18 years of age or over who can profit from instruction. Information about adult education and R.O.P. courses is available in the Resource Center and through the R.O.P. representative.

Postsecondary Vocational Education:

Postsecondary Vocational Educational services are available through the local community college district, R.O.P. and various private-training institutions. Information about courses, eligibility and cost is available in the Center Resource Center, through ETPL, and through on-site college and R.O.P. representatives. The educational community representatives also provide information about financial aid.

Vocational Rehabilitation:

Information about Rehabilitation services/eligibility is available through Center staff and on site counselors.

Title V of the Older American Act:

Spectrum Senior Services staff is on site and able to provide information about services to seniors. Additionally, information is available in the Resource Center.

TAA/ATAA:

Information about TAA eligibility is provided as needed to clients.

Unemployment Insurance:

Unemployment Insurance is financed by employers who pay unemployment taxes on up to \$7,000 in wages paid to each worker. Anyone has the right to file for an unemployment claim.

- A claimant's eligibility for benefits depend upon having a substantial attachment to the labor force. The method used to measure this attachment is a minimum earnings test. A claimant must have earned at least \$1300 in the highest quarter of the base period or have earned at least \$900 in the highest quarter and earned total base period earnings of at least 1.25 times the higher quarter earnings.
- Eligibility for benefits also requires that the claimant be able to work;
- be seeking work; and
- be willing to accept a suitable job.
- Claimants who have questionable eligibility for UI are scheduled for a determination interview with EDD where their individual situation is reviewed and evaluated for eligibility.

Veterans Employment Service:

EDD Veterans Services Program staff are accessible via phone or appointment to provide services. Customer Service representative/Greeters screen all customers for veteran status and refer all veterans contact the Veterans Employment staff.

To receive EDD services as an eligible veteran, the applicant:

- Served on active duty in the United States armed forces for more than 180 days and was discharged or released with other than a dishonorable discharge; or
- Was discharged or released from active duty because of a service-connected disability; or
- Was a member of any reserve component, including the National Guard, which served on active duty for other than training purposes only during a period of war or in a campaign or expedition for which a campaign badge was authorized and was discharged or released with other than dishonorable discharge. It does not matter whether the individual served in the theater but that she/he served any time during the period of war.

The date of release from active military service that will be used to designate veteran status will be the last date of release from active duty. An applicant who is still on active duty or terminal leave at the time of enrollment is not a veteran until the date following release from active duty, regardless of prior terms of service.

2. Outreach, intake and orientation

All staff in the One-Stop will be cross-trained to provide information about each of the partners programs. These staff will then work in a coordinated fashion to provide outreach services to the community. The following strategies/activities will be used to inform and recruit people from the community to make use of our services:

- A. Outreach Presentations– Give presentations at human service organizations, college campuses, high schools and local companies.
- B. Rapid Response/Orientations – Give offsite presentations and orientations to individuals involved in large layoffs and plant closures.
- C. Host a Job Fair – This includes newspaper ads, radio and TV public announcements and flyers to colleges, cities, chambers and human service organizations.
- D. Develop and distribute One-Stop brochures, calendar of workshops, and a quarterly newsletter informing the community about the latest events at the One-Stop.
- E. Have promotional articles published in the local papers, such as the ANG Newspaper system, Veterans and Community College.
- F. Maintain Center’s website with updated information.

Intake at the One-Stop Career Centers begins with the registration process and the issuing of an EASTBAY Works SMARTcard. The SMARTcard allows for the customers to access services at all EASTBAY Works One-Stop Career Centers without having to register again. In addition, it helps the One-Stops to track the different activities each client participates in.

After customers have been registered at the One-Stop, they will be given an orientation either individually or through an Orientation Workshop. All staff will be cross-trained to provide customer orientations. The purpose of the orientation is to give customers an overview of all the resources and services available at the One-Stop.

3. Initial Assessment

As part of the orientation, a basic needs assessment takes place in order to do preliminary screening and scheduling for job search assistance and/or for referral to targeted programs. Customers then have access to a selection of assessment tools at each One-Stop Career Center:

- *Choices 2005* provides a computer-based assessment of an individual’s interests, skills, and work values. (Workshop title: *Exploring Your Career Options with “Choices.”*)
- *Keirseley Temperament Sorter* (Internet based) can be used for personality type assessment
- The *Job Search Knowledge Scale* is used for assessing an individual’s job search knowledge. Once the participants have established what they know and do not know about job searching, the workshop leader/career counselor assists the individuals to add to their job search skills and knowledge. (Workshop title: *Create Your Job Search Action Plan*)
- The *Skills Card Sort* technique is a tool used to assess and discover what marketable skills and abilities you possess. The workshops help people identify skills and how they relate to career satisfaction and success. This technique helps clients to discover their level of proficiency in a variety of

skills and their level of motivation/interest to use those skills. (Workshop title: *The Things You Do: Get to Know Your Marketable Skills.*)

- The *Myers-Briggs Type Indicator* (MBTI) is a personality assessment that assists people in determining the way they deal with relationships, with information, and their job search. The MBTI is used at the One-Stop Career Center to assist clients in understanding their work personality Type and how to work with others, and comprehend how their personality type impacts their career and job search process. (Workshop title: *Work Type Personality Assessment with the Myers-Briggs.*)
- The Harrington-O’Shea *Career Decision-Making System* (CDM) is a self-scored interest inventory that is based on six interest areas: Crafts, Scientific, Arts, Social, Business, and Office Operations. The CDM includes descriptions of the types of people who usually have strong interests in each Career Area and a sample list of jobs. College Majors and Training Programs associated with each Career Cluster is also a helpful feature.

These tools assess customer’s interests, skills, values and personality types. Each assessment may be given individually, as deemed appropriate by the case manager/career counselor. Many are also available as scheduled workshops. (See Center Calendars.) During individual sessions, staff may administer and provide more in-depth guidance in using and evaluating skill, interest and personality assessments.

4. Job Search/Placement Assistance, and when appropriate, Career Counseling
The Tri-Cities One-Stop Career Centers have many job search services available for all customers. Each One-Stop has a vast array of job search workshops. In addition, the Tri-Cities One-Stop Career Center staff will work together in a coordinated fashion with the business community to keep a strong flow of job opportunities available in the Centers, for customer access. Career Counseling is also available for customers in need of more intensive one-on-one assistance, from qualified staff. Customers can seek this service by request, or through staff referral.

In assessing our customer’s needs, and in moving from core to intensive services, the Centers will use the *Steps to Success* model as a guide. This provides customers with a counselor/job coach to track them through the Center’s job search workshops and assess their work readiness. The customers, who are considered ready to look for work, will be referred to job openings through the Center’s job developers.

Clients will be able to access a local Job Club through all One-Stop Centers. This is a staff facilitated, though client-directed, program, in which a network of job seekers is developed to assist each other in preparing for and locating a job. Group interaction and activity allows for further needs assessment of the customers and can result in referral to support services, such as mental health, housing, welfare, rehabilitation, job search workshops, etc.

In addition, ProNet is located the Fremont location. This group is a Chapter of Experience Unlimited, and is a support group for job seekers in professional, managerial and technical occupations. Clients of both Newark and Fremont actively participate in ProNet.

Workshops which are offered regularly or as needed:

- WIA and Career Center Orientation
- Exploring Your Career Options with “Choices”
- Building Your Basic Resume
- Interviewing: They are going to ask me WHAT?
- Mock Interviews
- Create Your Job Search Action Plan
- Emphasizing Accomplishments in Your Resume
- The Things You Do: Get to Know Your Marketable Skills
- Work Type Personality Assessment with the Myers-Briggs
- Stress Management for Job Seekers
- Resume Critiques

New workshops can be developed and/or scheduled to meet client demand. Examples include:

- Tax Tips for the Unemployed
- Do You Want to Be Your Own Boss? Orientation on Self-employment
- Dress for Success

Through Internet web sites, and software programs such as CalJobs, Winway Resume, Choices, and Microsoft Word, customers will have access to software which will help them to research the labor market, develop resumes and letters of correspondence, locate job opportunities and apply for jobs

5. Labor Market Information

Southern Alameda County is a contiguous labor market that is closely tied to the Greater Bay Area market. The addresses listed below represent a few of the web sites available to customers of the Center through which they can access information as local as their own ZIP code and as broad as the entire state of California. Through America’s Job Bank (AJB) customers can access information on job openings nationally.

Job vacancy listings	CalJOBS, AJB	www.CalJOBS.ca.gov www.ajb.dni.us
Job skills		www.labormarketinfo.edd.ca.gov
Demand occupations		www.labormarketinfo.edd.ca.gov
Local LMI Study	EDAB	www.acwib.org/cg/main.htm www.edab.org/index.html

Related information
EASTBAYWORKS

EDD

www.EDD.ca.gov
www.eastbayworks.org

Clients may access any of the above resources for labor market information such as employment trends, occupational descriptions, skills and wages, demand occupations, unemployment rate, etc.

In addition, in order to stay in touch with the local labor market and employer needs, a recent LMI study was completed and is available in the One-Stop Career Centers. *Catch the Wave*, is a LMI study which identifies occupations in the Bay Area with above average hiring demand, special skill requirements, good wages and high growth potential over the next three to five years.

6. Provision of performance information and program cost information on eligible providers of training services.

Each One-Stop Career Center has computers that are connected to the Internet. Using this technology, One-Stop staff will assist customers in accessing the ETPL to locate different programs, do a cost price analysis and make an informed choice regarding training.

When any customer, whether they are from the universal population, enrolled in WIA programs or any other targeted program is seeking training, the staff at each One-Stop will be able to assist that individual in locating training programs through the ETPL. This will be done through the many computers with Internet access available on-site at each One-Stop Career Center. The link to the ETPL will be available on the desktop for ease of access. Staff will walk individuals through the process.

In addition, the ETPL will be used as the resource where customers must find approved training vendors who can receive WIA vouchers to pay for training.

7. Provision of Local Area Performance

The One-Stops monitor and adjust outreach and recruitment efforts to meet the state and local requirements when available. The Newark One-Stop maintains a worksheet which tracks all the center clients. Contract Performance Indicators (CPI) and corresponding rosters are available on a monthly basis while Local Area Performance Indicators (LPI) and corresponding rosters have just recently been made available on a quarterly basis.

Every month, when the CPI and rosters are received, the case managers check these against the One-Stops' records to make sure that all clients are entered correctly into the right category. All pending clients are also noted. Any discrepancies are discussed and resolved in-house or with County MIS staff. Any

indications of possible issues are noted and discussed. For example, the number of Dislocated Worker Exits may be low. This would prompt a discussion and a review of the clients' individual situations. A possible cause of a small number of Dislocated Worker exit could be that many are in training still, though they may be completing training and ready for job search soon. In keeping close communication between the case managers and the other staff, the CPI can be successfully met.

The LPI is a different type of performance measure. The LPI is based on past clients and whether their salary is shown on the Base Wage Records of the Department of Labor (DOL). Once the LPI and the rosters are received, the case managers check to make sure that the LPI reflects the centers' records and vice versa. Any discrepancies are discussed and resolved when possible. An example would be a client who exited successfully from the program, i.e., exited with employment. Yet, the DOL may show no wages for this particular client in the Base Wage Records. This can happen for a variety of reasons: the client became a federal employee; the client is now self-employed; the employer is not reporting the wages correctly. The case managers and other staff would work to collect appropriate supplemental data for the client and submit this information as directed by the County MIS staff. This process allows the One-Stop to be aware of the performance measures as seen by DOL and ensure that the measures are met.

8. Provision of Information Relating to the Availability of Support Services

During Orientations, One-Stop staff will conduct a basic needs assessment. The staff use this information along with the SMARTware registration form to determine if customers need any additional support services beyond the basic universal services at the One-Stop.

If it is determined that additional supportive services are needed, then the customers are referred to partners or other community service organizations in two ways. They are introduced to the partner if the partner is located on site. If the partner or needed service is located off site, the customer will be given the organization's name, staff's contact name, phone number, address, hours and directions to the partner's location. When appropriate, staff may initiate first contact with the organization in order to create a more seamless referral.

When partners are located at the One-Stops part time, the greeters will work closely with them in order to develop appointments and referrals. We are in the process of developing a common referral form to give to clients, which will contain all of the above information, including, "referred by".

To assist staff with this process, all Customer Service/Greeter staff has access to information about local support services and training on how to use that information. This information is in many forms, including the Big Blue Book, online resources, and local community services directories. Electronic access to

the Big Blue Book is available through the EASTBAYWORKS web site, www.eastbayworks.com. In addition, there are printed materials available for customers wishing to research services.

In Fremont and Newark, the Family Resource Center, of which the Fremont Career Center is a part, is an award winning support services One-Stop. EDD has the Public Service Project in which EDD staff facilitates connection between customers and Unemployment Insurance, Disability Insurance, and Labor Market Information and Employer Tax.

9. Provision of Information on Unemployment Insurance

Customers who express their desire to file for UI benefits are given information including the EDD office website and the UI brochure listing the '800' phone numbers available in 4 languages. Clients are informed that they may file online through the One-Stop and staff is available for assistance. Another option is via phone; clients may call from home at their convenience, or, they may use the phone bank in the One-Stop where they can pick up a phone and immediately talk with an Employment Claims Representative and file their claim immediately. Staff is available to assist customers if they ask for help or demonstrate their need for additional assistance. In addition, staff is trained in the Public Service Program (PSP) model and will contact the EDD staff at Fremont or at UI Single Point of Contact (SPOC) to resolve any UI complications for the claimant.

10. Assistance in establishing eligibility for TANF and financial aid assistance.

Each One-Stop Career Center has information on resources for these programs. Thus, as an individual requests assistance, s/he can be referred by staff through the basic needs assessment or through outreach and recruitment. A customer may be given referral information or the One-Stop staff may initiate contact on the client's behalf.

11. Follow-up Services

WIA case managers are responsible for following up with all of their WIA participants who have found a job. The participants are educated, when enrolled, to the fact that if they have need of any assistance, they can call upon their case manager for support even after finding a job. Follow-up services could include:

- Additional career planning and counseling;
- Contact with the participant's employer, including assistance with work-related problems;
- Peer support groups;
- Information about additional educational opportunities, and;

- Referral to supportive services available in the community.

The case managers will provide post-placement follow-up services to all registered WIA participants for 12 months after the first day of employment.

12. Youth Services

- Youth Maturity Builder Services provides services to youth ages 19 through 21, to assist them in achieving their educational and vocational goals. Administered by the Transition-To-Work Department at Hayward Adult School, the program serves eligible youth in the Eden and Tri-Cities Areas. The program emphasizes education, assessment and peer advising. Services to youth may include:

Tutoring and study skills training	Job Shadowing and internships
Leadership Development Opportunities	Job referrals
Support services and community referrals	Occupational Skills Training
- The Job Corps provides academic and occupational training in a residential environment for low-income out-of-school youth, ages 16-24, with barriers. Job Corps representatives have satellite offices at local One-Stops and information about their services at each One-Stop.
- A Youth Advocate from The Community College Foundation (TCCF) has also been funded to develop community relationships with local YWCAs, YMCAs, Ohlone College, ROPs, and other organizations that assist youth. The Youth Advocates spend part of their time in the community informing youth and organizations about services at the One-Stop. The rest of their time is spent assisting those youth directly as they visit the One-Stop Center. Where appropriate, these customers are connected to adult education, R.O.P., and colleges as well as community support services. Additionally, all of the youth partners reach out to the local high schools and alternative schools to provide information about employment, training and supportive services and give workshops covering work search skills.

D. STAFF ASSISTED SERVICES – Please describe the staff assisted services that you will provide.

Services are available for universal clients who are having difficulty finding employment using their own resources, skills and knowledge. Customers will receive staff assistance with job development, job search and placement, workshops, and job clubs. They will also receive counseling services for the purposes of addressing identifiable barriers, workplace demands and requirements, and to explore services provided by partner agencies. The center's staff assists clients in labor market demands, economic conditions in the local area, and wage expectations. They may also explore individual marketable skills, transferable skills, and work history. The actual services a customer receives are

dependent on their individual needs. Customization is done in partnership with the customer and the counselor.

E. INTENSIVE SERVICES FOR JOB, EDUCATION AND TRAINING SEEKERS

1. Comprehensive and specialized assessments
 - a. Diagnostic testing and other tools
 - b. In-depth interviewing and evaluation

Universal clients may be given a questionnaire to help in determining if the client needs more intensive services. Once a customer has been moved from core to intensive services, the individual will have access to even more in-depth assessment services.

First, the individuals will receive assistance from a WIA case manager. The case manager will follow each customer through the job search process very closely. As they are working with the customer, they may decide to use additional assessment tools, such as the Strong, Myers Briggs, the Job Search Knowledge Scale, Wonderlic, and TABE.

The customers will also go through an in-depth interview, so the case manager will have a more holistic understanding of the customer's situation. The topics covered in the in-depth interviewing and evaluation include: work and educational history, current plans to return to work, assessment test results, potential barriers, how to problem solve and personal information needed for WIA intake forms.

2. Individual Employment Plan

Job seekers who have not been successful in finding work during core services and have completed the Steps to Success will meet with a WIA case manager. Once enrolled into WIA, the case manager and client will develop an individual employment plan. The clients will go through an in-depth interview (see above) and possibly additional assessment testing, and then an employment plan that is agreed to by both parties will be developed.

If it is determined that a client has marketable skills, personal interest, and there is labor market demand in that area, a job search plan will be created with the client.

If it is determined that the client does not have marketable skills, training that is consistent with the client's vocational interests and assessment tests may be suggested, provided there is demand in the local labor market. Staff will assist their clients in locating training through the ETPL.

The employment plan will include setting goals, creating an action plan (such as training or direct job search) and discussion of possible barriers to employment and strategies to overcome the barriers.

3. Group Counseling

Group counseling will be provided as needed. A job club is being initiated which will be open to all WIA enrolled customers. The job club will be available to Tri-Cities One-Stop Centers' clients. This is a staff facilitated program in which a network of job seekers is developed to assist each other in preparing for and locating a job. Group interaction and activity allows for further needs assessment of the customers and can result in referral to support services such as mental health, housing, welfare, rehabilitation, job search workshops, etc. Activities will include guest speakers addressing issues surrounding employment and training, networking, and sharing of information. In the Fremont Center these activities will be coordinated with the two existing job clubs, ProNET and success Center in order to leverage resources and avoid service duplication. Many Newark One-Stop clients are already actively participating in ProNET.

4. Individual counseling and career planning

Individual career planning will be available for all clients registered into the WIA adult and dislocated worker programs. Career planning is a part of the process that is used to develop the employment plan. (See question 2 above.) The individual career planning would include the in-depth interview and additional assessment testing. (See question 2 above.)

In addition to the individual career planning, registered clients may also receive career counseling assistance from our career counselors. The counselors are trained to interview and counsel clients in regards to determining interests and developing an action plan.

5. Case management for participants seeking training

All enrolled WIA adult and dislocated workers will receive case management services at the Tri-Cities One-Stop Career Centers. They will begin to receive services once clients have been moved from core to intensive services. The case managers will use SMARTware to keep records and track all the activities of their clients in order to help them obtain and retain jobs. In the Individual Services Strategy (ISS) portion of SMARTware, case managers can share their client's information with other organizations that are also providing services to the clients in order to provide a more holistic and coordinated effort.

1. Short-term pre-vocational services

Short-term pre-vocational services will be provided based on employer or job seeker need through local community colleges, R.O.P., adult education, or adult literacy programs.

When customers are going through the basic needs assessment, the staff person who is giving the assessment may discover that the customer has some barriers to employment. If the customer is eventually enrolled, and picked up by a WIA case manager, the information from the assessment will be passed on to the case manager. Once enrolled, the case manager may have his or her client take some additional assessments in order to assist the client in searching and preparing to go to work. Through both of these processes, the WIA case manager may determine that his or her client has barriers to employment. When a WIA case manager determines that his or her client needs pre-vocational services, the case manager will work with the programs mentioned above to assist the client. For example, if an individual needed to improve upon his or her reading skills before entering training, the case manager could work with the Alameda County Library Adult Literacy program to provide a reading improvement class or tutorial sessions. The One-Stops are committed to looking for no cost programs first, and when needed, they could provide some funding for this type of service.

F. TRAINING SERVICES FOR JOB, EDUCATION AND TRAINING SEEKERS

Information about training opportunities is provided in the Resource Center. The information covers opportunities offered by both public and private providers as well information about financial resources, including WIA, Job Corps, and Employment Training Panel opportunities. California Training Benefits workshops offer information about using Unemployment Insurance Benefits for financial support while in training.

For those who meet eligibility requirements, WIA funded training will be provided through Individual Training Accounts (ITA) in accordance with Alameda County Workforce Investment Board policy. WIA case managers and training candidates will work together to determine the most appropriate training to upgrade current skill, or to provide retraining using labor market information, assessment tools, and customer preference. The ETPL system will be used to choose the most appropriate training vendor. WIA case managers will assist their clients in researching funding options to pay for training.

When all other avenues are exhausted, the One-Stop can provide an approved training venter voucher to pay for the clients training.

As appropriate, WIA case managers will develop other forms of training opportunities like On-the-Job training (OJT) and customized vocational training. If employers are willing to hire, and looking for ways to train potential candidates, the Center staff will work with employers to develop On-the-Job Training opportunities. If an employer is willing to give a client On-the-Job training, the One-Stops can pay a percentage of the client's salary for a limited

time. This will help the individual to gain the knowledge and become more skilled in order to be proficient on the job. This also gives the employer the incentive to take a chance on the potential employee.

In addition, basic education, such as literacy, VESL, and job readiness training will also be provided. Job readiness training may be conducted by the staff at the One-Stops. If a client needs some type of job readiness training beyond the scope of what the Centers offer, then the staff will work with the client to find it in the community or through customized training programs. In addition, the Centers work with the local literacy programs to offer on-site assistance.

G. CORE SERVICES FOR EMPLOYERS

1. Assigned Employer Services Representative
Fremont: Shadia Schoen Newark: Mary van Noord
2. Directory of Services

A directory of services to employers is outlined in detail in a separate binder of information entitled Employer Liaison Procedural Manual. Additionally, EDD Employer Services will be integrated with Employer Liaison services and employers will have access to programs like the Work Opportunity Tax Credit Program, and the Employer Advisory Councils.

3. Job Applicant Data Bank

Through the Internet employers have access to several job applicant data banks. The primary data bank is CalJOBS – www.CALJOBS.ca.gov which allows employers to enter job openings and to view job seeker resumes on-line. CalJOBS also links employers to America's Job Bank/ America's Talent Bank – www.ajb.dni.us - that gives employers access to a national data bank. Career Center staff are available to assist employers enter their job openings or review resumes. Additionally, the Southern Alameda Job Developers Consortium will be charged with developing a more advance resume storage and dispersal system.

4. Labor Market Information

Labor Market Information: Southern Alameda County is a contiguous labor market that is closely tied to the Greater Bay Area market. The addresses listed below represent a few of the web sites available to customers of the Center through which they can access information as local as their own ZIP code and as broad as the entire State of California. Through America's Job Bank (AJB) customers can access information on job openings nationally.

Resume database

CalJOBS,
AJB

www.CalJOBS.ca.gov
www.ajb.dni.us

Job skills	Calmis,	www.labormarketinfo.edd.ca.gov
Labor market projections	Calmis,	www.labormarketinfo.edd.ca.gov
EASTBAYWORKS	Catch the Wave	www.acwib.org/cg/main.htm
	ETPL	etpl.edd.ca.gov/wiaetplind.htm
Related information	EDD,	www.EDD.ca.gov
EASTBAYWORKS		www.eastbayworks.org
Economic development	EDD	www.lmi4ed.ca.gov
	EDAB	www.edab.org

Specific information regarding Human Resource, Permits, Licensing, Economic Development Agencies, Education and Training, Employer Support, Wages, and other Statistics can be found at the Eastbay *WORKS* website at <http://www.eastbayworks.org/search.php>.

5. Economic Development

There is a myriad of economic development services offered to employers that are linked through the career centers. The most comprehensive list is available through the Economic Development Alliance for Business. EDAB was established to enhance the competitive economic position of Alameda County and its 14 municipalities. Employers can also get information about employer incentive programs like the Work Opportunity Tax Credit and the federal bonding program through the centers.

6. Shared Employer Services Coordination

The EASTBAYWorks Business Services Work team is working to facilitate coordination of employer services to share information about employers throughout the EASTBAY Works system.

In addition, both Tri-Cities One-Stop Career Centers communicate closely with one another in order to be more responsive to employers in their immediate community. Many non-profit organizations that are involved in employment services will be invited to be a partner of one or more One-Stop. It will consist of community colleges, EDD, ROP's, adult schools, youth employment, social services, and other programs. The goal is to be able to quickly meet employer needs through a more centralized, coordinated and cooperative employer services approach. As contacting employers is handled primarily by the ESR, other staff will refer companies to the ESR or will not contact the employer directly without prior consultation with the ESR.

EDD has developed a system in response to AB 67 called the Employer Contact Management System (ECMS), which is designed to be available to all One-Stop partners to better coordinate their activities with community employers.

H. MANDATED SERVICES BY ACWIB**1. Designate an Employer Services Representative (ESR)**

Fremont: Shadia Schoen Newark: Mary van Noord

2. Join Chambers of Commerce in their area

The Newark One-Stop is a member of the Newark and Union City Chamber of Commerce Chamber. In addition, being a department of Ohlone College, it has access to the Fremont Chamber of Commerce resources. The Fremont center is a member of the Fremont Chamber of Commerce. Both ESRs are active participants in the local Chamber of Commerce.

3. Maintaining a connection to ACWIB's Business Services Unit

- a. Both ESRs will attend ACWIB Business Services Meetings. At those times when the meeting schedule in is conflict with other duties, s/he will contact the other ESR to get notes and updates from the meeting.
- b. Both ESRs will attend ACWIB trainings, as applicable.
- c. Both ESRs and One-Stop Director will attend ACWIB Economic Development and Employer Services Committee meetings.

4. Each one-stop career center would maintain a connection to EASTBAY Works through:

- a. Employer Services Representative attendance at monthly meetings called by the EASTBAY Works Business Team Coordinator.
- b. One-stop career center staff attendance at required training.
- c. Use of EASTBAY Works protocols.
- d. Employer Services Representative answering the 800# employer phone using the EASTBAY Works protocol.

5. Employer Services Representative responsibilities include (but are not limited to):

- a. Job development for registered job seekers.
- b. On-the-job training development for registered job seekers.
- c. Becoming involved in their Chamber of Commerce activities.
- d. Bringing in a business, trade group, economic development organization or chamber to be a partner in the one-stop career center.
- e. Reporting their activities to ACWIB staff, including the use of the Smartware system.

VI. ENHANCED SERVICES**A. Describe any enhanced services that you provide for job, education and training seekers.**

The Tri-Cities One-Stop Career Center: Newark offers access to a wide array of community college student support services. These services include financial aid assistance and referrals to CalWorks/CARE.

B. Describe any enhanced services that you provide for employers.

Through the Tri-Cities One-Stop Career Center, employers have access to Contract Education, a program that provides fee for service, customized training.

C. How will you provide soft skills training?

Soft skills training is offered through internal workshops and counseling or by contracting with our local ROP, adult school or Ohlone College's Contract Education department to develop specialized programs.

D. Explain how the Center provides extended hours.

The Tri-Cities One-Stop Career Center: Newark offers extended hours on Tuesday and Thursday evening until 7pm.

E. How do you plan to identify skill gaps and upgrade the skills of incumbent workers?

Through the use of career counseling, assessment tools, such as Choices and employer needs assessments, the Center staff will determine skill gaps. Once the skills gaps are identified, the Center staff can assist participants to either find training through the ETPL to fill the gaps, or develop OJT's or Customized Training projects with employers who will assist in providing training to close the skill gaps.

F. Describe strategies for implementing the next phase of the Youth Systems Building Project.

Youth Advocates will accomplish the following goals and activities in Phase 2:

1. Increase the awareness of enrollment potential - This project will demonstrate increased enrollment potential by the number of youth registered at the One Stop Career Center and by the number of youth referred to WIA contracted youth programs, namely those contracted to assist the Tri-Cities service areas.
2. Develop and implement youth appropriate activities - The Youth Advocates will develop youth directed workshops that are experiential based; surveys and workshop evaluations will be distributed for feedback and tracking purposes.
3. The Youth Advocates will attend Youth Steering Committee Meetings; they will attend One-Stop Staff Meetings and give updates to staff regarding youth services

- and community building projects; they will meet with WIA contracted youth program case managers at least once a month to debrief and share information.
4. They will work closely with WIA contracted youth programs to offer collaborative services such as information tables, presentations, One-Stop orientations, workshops, and job fairs.

VII. EXIT STRATEGIES

WIA case managers determine the end date of active services for the client. Commonly, when clients obtain a job the client exits the program the day they start employment. If a client's job stability is in question or if the case managers and/or clients feel that more services, just as job retention and career advancement counseling, are needed, then the client will exit the program at the completion of those services. In those cases where the clients do not exit with employment, the exit date is the last date of active services provided for the client.

VIII. FOLLOW-UP SERVICES

WIA case managers are responsible for following up with all of their WIA participants who have found a job. The participants are educated, when enrolled, to the fact that if they have need of any assistance, they can call upon their case manager for support even after finding a job. Follow-up services could include:

- Additional career planning and counseling;
- Contact with the participant's employer, including assistance with work-related problems;
- Peer support groups;
- Information about additional educational opportunities, and;
- Referral to supportive services available in the community.

The case managers will provide post-placement follow-up services to all registered WIA participants for 12 months after the first day of employment.

There is no additional funding for this activity.

IX. MANDATORY MEETINGS:

- Workforce Investment Board – quarterly
- Workforce Systems Committee – quarterly
- ACCESS System Steering Committee Meetings - monthly
- Miscellaneous meetings/conferences
- Economic Development/Employer Services Committee - quarterly

X. SUBCONTRACTING:

Training services are provided by ETPL providers including, MVROP, Hayward Adult School, Spectrum, California Nurses Institute. Counseling services provided by VAC. Other subcontractors may be identified as needed, for example, Ohlone Community Contract Ed. Progress reports and verbal communication with training institutions and clients.

XI. CONTRACT CLOSEOUT:

The Tri-Cities One-Stop Career Centers work closely with the Fiscal Grants Manager of Alameda County WIB to ensure that all closeout requirements set forth by the ACWIB are met. This includes budgeting for closeout costs and any costs associated with client transition activities.