

# WORKFORCE DEVELOPMENT BOARD GENERAL MEETING

Workforce Development Board Conference Room  
Workforce Development Department Administration Office  
290 North "D" Street, 6<sup>th</sup> Floor, San Bernardino, California

WEDNESDAY, AUGUST 21, 2019, 12:00 PM – 2:00 PM

This agenda contains a brief description of each item of business to be considered at today's meeting. In accordance with the Brown Act, this meeting agenda is posted at least 72 hours prior to the regularly scheduled meeting on the Workforce Development Board website and on the official Workforce Development Board Bulletin Board outside of the Workforce Development Department Administration Office at 290 North D Street, 6<sup>th</sup> Floor, San Bernardino, CA 92415. The agenda, its supporting documents and all writings received by the Board related to these items are public records and available for review during regular business hours at the WDD Administration Office at 290 North D Street, 6<sup>th</sup> Floor, San Bernardino, CA 92415. The agenda and its supporting documents can be viewed online at [www.SBCounty.gov/workforce](http://www.SBCounty.gov/workforce). However, the online agenda may not include all available supporting documents nor the most current version of documents. Items listed on the Consent Calendar are expected to be routine and non-controversial and, unless the Board directs that an item be held for further discussion, the entire Consent Calendar will be acted upon as the first item of business on the Discussion Calendar. Members of the public may address the Board on any item on the agenda and on any matter that is within the Board's jurisdiction. To address the Board regarding an item that is on the agenda, complete and submit the purple form entitled "Public Comment". These requests must be submitted to the Executive Secretary to the Board prior to the time the item is called for consideration or prior to the public comments section on the agenda. The Chair will call speakers forward to present their comments at the appropriate time.

## Conflict of Interest Advisement

WDB members please be advised: If an Item on the Agenda relates to the provision of services by you, your immediate family, the entity you represent, or any person who has made \$250 in campaign contributions to you during the last twelve months, or if approval or disapproval of an Agenda item would have a foreseeable material effect on an economic interest of you, your immediate family, or the entity you represent, **then please follow these procedures:**

*"When the Agenda item is first introduced, please immediately announce that you are recusing yourself from participating in the agenda item, and then refrain from discussing, voting on, or otherwise influencing the Board's consideration of the Agenda item."*

## AGENDA

12:00 PM CONVENE MEETING OF THE WORKFORCE DEVELOPMENT BOARD

### OPENING

- 1) Chair Call Meeting to Order
- 2) Pledge of Allegiance
- 3) Adoption of the Agenda
- 4) Introductions

### REVIEW AND APPROVAL OF MEETING MINUTES

- 5) Approval of Minutes from the May 30, 2019 Workforce Development Board General Meeting

### PUBLIC COMMENT

- 6) Comments from the General Public in Attendance

### DISCUSSION

- 7) Ratify Contract Award for Business Process Improvement Consulting Services
- 8) Ratify Contract Award for Business Workshops
- 9) Ratify Contract Award for Human Resource Hotline Services
- 10) Approval of Workforce Development Board Policies

### REPORTS AND INFORMATION

- 11) Committee Reports
- 12) One-Stop Operator Report
- 13) Media/PR Report
- 14) Economic Development Report
- 15) County Report

### ADJOURNMENT

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In conformity with Government Code section 54957.5, any writing that is a public record, that relates to an item listed on the Agenda, and that will be distributed to all or a majority of the Board less than 72-hours prior to this meeting (or is distributed at this meeting), will be available for public inspection at the time the writing is distributed. This inspection may be made at the office of the Workforce Development Department, 290 North D Street, 6<sup>th</sup> Floor, San Bernardino, California 92415, or during this meeting.

The Workforce Development Board meeting facility is accessible to persons with disabilities. If assistive listening devices or other auxiliary aids or services are needed in order to participate in the public meeting, requests should be made through the Board Secretary at least three (3) business days prior to the Board meeting. The Board Secretary's telephone number is (909) 387-9886 and the office is located at 290 North D Street, 6<sup>th</sup> Floor, San Bernardino, California 92415. California Relay Service 711

This WIOA Title –I financially assisted program or activity is an equal opportunity employer/program. Auxiliary aides and services are available upon request to individuals with disabilities.

**San Bernardino County  
Workforce Development Board  
Agenda Item**

**MEETING DATE:** August 21, 2019

**ITEM:** (5)

**SUBJECT:** Minutes from May 29-31, 2019 Workforce Development Board  
General Meeting

**PRESENTED BY:** Molly Wiltshire, Assistant Director  
Workforce Development Department (WDD)

**CONSENT**  **DISCUSSION**  **INFORMATION**

**RECOMMENDATION:** Approve Minutes from May 29-31, 2019 Workforce Development Board  
General Meeting

**BACKGROUND:** See attached minutes

**WORKFORCE DEVELOPMENT GENERAL BOARD MEETING  
ANNUAL STRATEGIC PLANNING SESSION**

Lake Arrowhead Resort and Spa  
27984 Highway 189  
Lake Arrowhead, CA 92352

**WEDNESDAY, MAY 29-31, 2019**

**MEETING MINUTES**

**ATTENDANCE:**

<b>Members</b>			
	<b>Present</b>		<b>Present</b>
Phil Cothran <i>(Chair)</i>	X	Robert Loewn	
Will Sterling <i>(Vice-Chair)</i>	X	Dale Marsden	X
B.J. Patterson <i>(Second Vice-Chair)</i>	X	Paul Moreno	
John Andrews		Jon Novack	X
Ken Boshart	X	Henry Shannon	X
Rene Castellanos		Anita Tuckerman	X
Mike Gallo	X	Jonathan Weldy	X
Cheri Greenlee	X	Tony Myrell <i>(Past Chair)</i>	X

<b>Staff to WDB</b>	
	<b>Present</b>
Devra Bell	X
Sandy Harmsen	X
Reg Javier	X
Molly Wiltshire	X
<b>WDD Staff &amp; Other</b>	
Fred Burks	X
Mariann Johnson	X
Stephanie Murillo	X

**OPENING – May 29, 2019**

At 6:08 pm, Phil Cothran welcomed the Board members to the Strategic Planning Session. As the new Chair of the San Bernardino County Workforce Development Board (WDB), Mr. Cothran honored Mr. Tony Myrell with a speech and plaque, for all of his hard work and dedication to the WDB over the past 6 years. Mr. Cothran introduced John Baker, who facilitated the Strategic Planning Session for the remainder of the retreat. Mr. Baker showed the video called "How Great Leaders Inspire" by Simon Sinek. The video was the nexus for this years' retreat.

The meeting was closed at 8:04 pm

## **OPENING – May 30, 2019**

- 1) **Chair Call Meeting to Order** at 9:03 am
- 2) **Adoption of the Agenda** - Chair requested a motion to adopt the agenda. Anita Tuckerman motioned; Will Sterling seconded the motion. None opposed. Motion carried.
- 3) **Introductions** – Introductions were made around the room.

## **REVIEW AND APPROVAL OF MEETING MINUTES**

- 4) **Approve Minutes from April 17, 2019 Workforce Development Board General Meeting**  
The Chair requested a motion to approve the minutes from the April 17, 2019 General Board meeting. Anita Tuckerman motioned; B.J. Patterson seconded the motion. None opposed. Motion carried.

## **PUBLIC COMMENT**

- 5) **Comments from the General Public in Attendance**

There were no public comment cards presented.

## **DISCUSSION**

- 6) **Approval of Amendment to Memorandum of Understanding with Mandated Partners of the Workforce Innovation and Opportunity Act.**

Molly Wiltshire provided an overview of the item, which extends the timeline for Phase I to align with Phase II, which ends in December of 2020. The Chair asked for a motion to approve. Tony Myrell made a motion; Jon Novack seconded the motion. None opposed. Motion carried.

- 7) **Approval of LaunchPath Subscription Renewal**

Molly Wiltshire provided an overview of the item, which asks for approval to renew subscription at \$30k per year. The Chair asked for a motion to approve. Mike Gallo made a motion; B.J. Patterson seconded the motion. None opposed. Motion carried.

- 8) **Approval of Agreement for Asset Map Operations and Maintenance with ICF Incorporated**

Molly Wiltshire provided an overview of the item, which went before the EDBR Committee via a presentation and the item was approved. Henry Nickel provided additional information about the information that can be obtained from the system. The Chair asked for a motion to approve. Will Sterling made a motion; Dale Marsden seconded the motion. None opposed. Motion carried.

- 9) **Approval of Amendment for Professional Communication and Media Coordination Services by the 20/20 Network, LLC**

Molly Wiltshire provided an overview of the item, which amends the contract with 20/20 Network, LLC to add another year and increases the contract amount from \$360k to \$480k. A discussion ensued about the need to increase our communication strategy to help reach our goals. The Chair asked for a motion to approve. Will Sterling made a motion; Anita Tuckerman seconded the motion. None opposed. Motion carried.



## **INFORMATION**

### **10) One-Stop-Operator/America's Job Centers of California**

Angela Gardner provided her updates via a PowerPoint presentation, which included the role of the One Stop Operator (OSO), a list of our 29 partners, the mission and vision of the America's Job Centers of California (AJCC), the OSO Work Plan Status report, as well as showing a video. Molly Wiltshire provided an overview of the AJCC's. A discussion ensued about the possibility of creating an integrated service model, whereby an individual is monitored across all of their needs to maintain continuity with their services.

### **11) Labor Market Intelligence Data**

Henry Nickel presented information on the Labor Market Intelligence Data. He noted that we are collecting data of strategic and operational value. Mr. Nickel handed out a "real time intelligence report" for review. A discussion ensued about obtaining trend information, which would assist with future predictive information. He stated that we need another 12 months of information to refine this data.

## **WELCOMING REMARKS & PURPOSE OF RETREAT**

### **12) Overview of Retreat**

Phil Cothran introduced John Baker, who facilitated the remainder of the retreat. Mr. Baker discussed the need to take on a role that goes beyond the AJCC's and connect with others via networks. Also discussed was the need to recognize our current blind spots and close those gaps.

### **13) Generation!Go**

Molly Wiltshire reviewed a Powerpoint presentation, which included details of the GenerationGo! program, how we can measure our progress, how the internships work and what our role should be going forward. A discussion ensued about how we can best scale our efforts going forward, between the efforts of WDD, the school system and the County. Further discussions included defining the top 10 ideas to improve the success of the program; defining how we might know if we are not being successful with the program; and identifying "who" we would be accountable to in the end. B.J. Patterson requested that the Youth Committee members take these items discussed and organize them into action items.

The meeting was closed at 5:05 p.m.

## **OPENING – May 31, 2019**

The Chair resumed the meeting at 8:32 a.m.

### **14) Business Engagement**

Molly Wiltshire provided an overview of the original initiative to deepen and build business relationships. So far, there have been 50 business visits by 10 of the board members. Based on feedback from the board members, a discussion ensued about the effectiveness of these visits and whether they need to continue or if we need to take a different approach. John Baker broke out the members into groups to come up with ideas on how we can strengthen or deepen our relationships with businesses in the County.

The next topic discussed was the High Desert Training Center and the need to identify our role going forward. Anita Tuckerman provided a status update of the lease and the plans for the building site. Additional discussions included the need to create an Advisory Council and the need to identify industries that may need to be included in future training modules.

The last topic discussed were the Committees structures and changes made to the length of each meeting, to allow sufficient time to have thoughtful discussions.

**ADJOURNMENT**

The Chair requested a motion to adjourn. Cheri Greenlee motioned; Jonathan Weldy seconded the motion. None opposed. Motion Carried.

Time: 11:47 a.m.

The next Workforce Development Board General Meeting is scheduled for Wednesday, August 21, 2019 at 12:00 pm at WDD Administration, 290 North D Street, 6<sup>th</sup> Floor, San Bernardino, CA 92415.

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Devra Bell, WDB Secretary

**San Bernardino County  
Workforce Development Board  
Agenda Item**

**MEETING DATE:** August 21, 2019

**ITEM:** (7)

**SUBJECT:** **RATIFICATION OF CONTRACT AWARD FOR BUSINESS PROCESS IMPROVEMENT CONSULTING SERVICES**

**PRESENTED BY:** Molly Wiltshire, Assistant Director  
Workforce Development Department

**CONSENT** \_\_\_\_\_ **DISCUSSION**  X  **INFORMATION** \_\_\_\_\_

**RECOMMENDATION:** Ratify the Executive Committee's approval of contract award to a bench of multiple vendors for Business Process Improvement Consulting Services and approve the total contract funding for each of four vendors not to exceed \$199,999 per year and a total aggregate amount not to exceed \$599,997 for the entire contract term of July 1, 2019 through June 30, 2022.

**BACKGROUND:** On January 3, 2019, staff issued a request for qualifications (RFQ) on behalf of the Workforce Development Board (WDB) to solicit potential vendors to provide Business Process Improvement Consulting Services. These services help prevent layoffs, maintain and create jobs, and strengthen a skilled workforce, providing opportunities for growth and improved economic conditions throughout the County. The services provided are specifically tailored to each individual business and the consultants provide companies at risk of closure or reductions in employment with layoff aversion strategies.

On January 24, 2019, six (6) statements of qualification (SOQs) were received from the following vendors:

- PRA Global Business Development
- California Manufacturing Technology Consulting (CMTC)
- Instructional Access, Inc.
- Voice of the Inland Empire, Inc.
- Welborn Social Media
- Total Employee Sourcing

Total Employee Sourcing was determined non-responsive to the RFQ's minimum criteria. The remaining, responsive SOQs were evaluated by a panel of qualified neutral parties representing the WDB, the County, and Riverside County's Workforce Development Department. The SOQs were scored in accordance with the evaluation process outlined in the RFQ. The panel recommended the following responsive SOQs and their respective average scores:

Vendor	Average Score
PRA Global Business Development	90
California Manufacturing Technology Consulting (CMTC)	89
Instructional Access, Inc.	87
Voice of the Inland Empire, Inc.	80
Welborn Social Media	79

On February 21, 2019, an Ad-Hoc Committee of the WDB reviewed the scores of the responsive SOQs, the capacity to perform the services by the vendors, their experience, and their cost reasonableness. The Committee recommended that all five responsive vendors be awarded a contract funded in an amount not to exceed \$199,999 per year each to provide a bench of Business Process Improvement Consulting Services, for the period of July 1, 2019 through June 30, 2022.

The bench system provides maximum staff discretion to assign work among vendors on an as-needed basis, subject to annual budgets and the vendor's annual not to exceed contract amount. Staff negotiated agreements with all five vendors as authorized by the ad-hoc committee. Staff anticipates a total budget of approximately \$230,000 for Business Process Improvement Consulting Services during the first year of these contracts, to be allocated among the five vendors as appropriate.

The Executive Committee retroactively approved this item on July 10, 2019, with a contract start date of July 1, 2019 to eliminate any lapse of service. Approval of this item ratifies the decision of the Executive Committee.



**San Bernardino County  
Workforce Development Board  
Agenda Item**

**MEETING DATE:** August 21, 2019

**ITEM:** (8)

**SUBJECT:** **RATIFICATION OF CONTRACT AWARD FOR BUSINESS WORKSHOPS**

**PRESENTED BY:** Molly Wiltshire, Assistant Director  
Workforce Development Department

**CONSENT** \_\_\_\_\_ **DISCUSSION**  X  **INFORMATION** \_\_\_\_\_

**RECOMMENDATION:** Ratify the Executive Committee's approval of contract award to a bench of multiple vendors for Business Workshops for Title I Rapid Response Services under the Workforce Innovation and Opportunity Act (WIOA) and approve the total contract funding for each of four vendors not to exceed \$50,000 per year and a total aggregate amount not to exceed \$150,000 for the entire contract term of July 1, 2019 through June 30, 2022.

**BACKGROUND:** On January 3, 2019, staff issued a request for qualifications (RFQ) on behalf of the Workforce Development Board (WDB) to solicit potential vendors to provide Business Workshops designed to assist local employers to stay in business and increase employment in the County's workforce.

On January 24, 2019, six (6) statements of qualification (SOQs) were received from the following vendors:

- Brandman University
- California Employers Association (CEA)
- Welborn Social Media
- Voice of the Inland Empire, Inc.
- New Horizons Learning Group
- Signature Living

New Horizons Learning Group and Signature Living were determined non-responsive to the RFQ's minimum criteria. The remaining SOQs were evaluated by a panel of qualified neutral parties representing the WDB, the County, and Riverside County's Workforce Development Department. The SOQs were scored in accordance with the evaluation process outlined in the RFQ. The panel recommended the following responsive SOQs and their respective average scores:

Vendor	Average Score
Brandman University	94
California Employers Association (CEA)	86
Welborn Social Media	82.4
Voice of the Inland Empire, Inc.	81

On February 21, 2019, an Ad-Hoc Committee of the WDB reviewed the scores of the responsive SOQs, the capacity to perform the services by the vendors, their experience, and their cost reasonableness. The Ad-Hoc recommended that all four responsive vendors be awarded a contract funded in an amount not to exceed \$50,000 per year, each, to provide a bench of Business Workshops subject to annual budgets, for the period of July 1, 2019 through June 30, 2022.

The bench system provides maximum staff discretion to assign work among vendors on an as-needed basis, subject to annual budgets and the vendor's annual not to exceed contract amount. Staff negotiated

agreements with all four vendors as authorized by the Ad-Hoc Committee. Staff anticipates a total budget of approximately \$44,000 for Business Workshops during the first year of these contracts, to be allocated among the four vendors as appropriate.

The Executive Committee retroactively approved this item on July 10, 2019, with a contract start date of July 1, 2019 to eliminate any lapse of service. Approval of this item ratifies the decision of the Executive Committee.

**San Bernardino County  
Workforce Development Board  
Agenda Item**

**MEETING DATE:** August 21, 2019

**ITEM:** (9)

**SUBJECT:** **RATIFICATION OF CONTRACT AWARD FOR HUMAN RESOURCE  
HOTLINE SERVICES**

**PRESENTED BY:** Molly Wiltshire, Assistant Director  
Workforce Development Department

**CONSENT** \_\_\_\_\_ **DISCUSSION**  X  **INFORMATION** \_\_\_\_\_

**RECOMMENDATION:** Ratify the Executive Committee's approval of contract award for Human Resource Hotline Services and approve total contract funding not to exceed \$40,000 per year and a total aggregate amount not to exceed \$120,000 for the entire contract term of July 1, 2019 through June 30, 2022.

**BACKGROUND:** On January 3, 2019, staff issued a request for qualifications (RFQ) on behalf of the Workforce Development Board (WDB) to solicit potential vendors to provide Human Resource Hotline Services. The service provides a toll free dedicated telephone number for local employers to call and receive live human resource information specifically related to employment and labor law questions.

On January 24, 2019, one statement of qualification (SOQ) was received from California Employers Association (CEA). The SOQ was determined responsive to the RFQ's minimum criteria. The SOQ was evaluated by a panel of qualified neutral parties representing the WDB, the County and Riverside County's Workforce Development Department. The SOQ was scored in accordance with the evaluation process outlined in the RFQ.

On February 21, 2019, an Ad Hoc Committee of the WDB reviewed the SOQ's score, CEA's capacity to perform the services, their experience, and the cost reasonableness of the proposal. They recommended that CEA be awarded a contract funded in the amount not to exceed \$120,000 to provide Human Resource Hotline Services, for the period of July 1, 2019 through June 30, 2022.

Staff negotiated agreement with CEA in an amount not to exceed \$120,000 for a term of three years (\$40,000 per year) subject to annual budgets beginning July 1, 2019.

The Executive Committee retroactively approved this item on July 10, 2019, with a contract start date of July 1, 2019 to eliminate any lapse of service. Approval of this item ratifies the decision of the Executive Committee.

**San Bernardino County  
Workforce Development Board  
Agenda Item**

**MEETING DATE:** August 21, 2019  
**ITEM:** (10)  
**SUBJECT:** Workforce Development Board Policies  
**PRESENTED BY:** Molly Wiltshire, Assistant Director  
Workforce Development Department

**CONSENT** \_\_\_\_ **DISCUSSION**  X  **INFORMATION** \_\_\_\_

**RECOMMENDATION:** Approve the repeal of the Workforce Investment Board policies and replace with the Workforce Development Board (WDB) Policies one (1) through six (6) to ensure compliance with Workforce Innovation and Opportunity Act regulations.

**BACKGROUND:** Under the Workforce Innovation and Opportunity Act (WIOA), the WDB has general program oversight of local employment and training activities and the one-stop delivery system and ensures the appropriate use and management of WIOA funds in San Bernardino County.

On July 22, 2014, WIOA replaced the Workforce Investment Act (WIA) of 1998. In the transition between WIA and WIOA, the Workforce Investment Board (WIB) was replaced by the WDB. Policies formed under the WIB remained intact until such time as the Department of Labor and the State of California released all appropriate guidance as to the components of WIOA. The WDB Policy Manual has now been created based on updated language in WIOA and requirements for policy set by the WDB.

The WIOA WDB Policies are as follows:

- **WDB 1 – *Conflict of Interest*:** Ensures individuals or representatives of the WDB, staff, or contracted agents of the WDB do not personally or professionally benefit from the award or expenditure of such funds.
- **WDB 2 – *Individual Training Account (ITA)*:** Establishes criteria for the use of ITAs for employed and unemployed adults and dislocated workers.
- **WDB 3 – *Unlikely to Return Criteria*:** Determines when a dislocated worker is unlikely to return to his or her previous industry or occupation.
- **WDB 4 – *Supportive Services*:** Ensures resource and service coordination, and establishes procedures for referrals to supportive services, including how such services will be funded.
- **WDB 5 – *Incumbent Worker Training*:** Establishes whether an employer is eligible for incumbent worker training and which workers, or groups of workers, are eligible for incumbent worker services.
- **WDB 6 – *Youth Requiring Additional Assistance to Complete an Educational Program or to Secure and Hold Employment*:** Establishes local definitions and eligibility documentation requirements for what constitutes “requires additional assistance” as it relates to both In-school youth and low-income Out-of-school youth.

Any substantial changes to the above policies or new policies developed will be presented to the WDB for approval.

With approval, this item will be published to the WDB website.

**Attachment:**  
WDB Policies 1-6



# POLICY MANUAL

No. WDB 1  
PAGE 1 OF 2  
EFFECTIVE DATE

**POLICY:** CONFLICT OF INTEREST

**APPROVED**  
PHILLIP W. COTHRAN  
Chair, Workforce Development Board

## INTRODUCTION

With regard to Workforce Innovation and Opportunity Act (WIOA) funded contracts, subcontracts, and purchase orders for (1) services to be provided by any contractor, sub-contractor, staff member of the Workforce Development Department (WDD), member of the Workforce Development Board (WDB) or entity they represent (collectively, "Interested Parties" and individually, as "Interested Party"), or (2) in which the Interested Party has, or has the potential to have, a financial interest; the objective of this Policy is to:

- Promote and maintain the faith and confidence of the public and assure the interests of the County will be protected in all contracts.
- Ensure the provision of comprehensive, quality employment related, and supportive services responsive to the needs of employers, job seekers, and the community.
- Ensure that individuals or representatives of organizations entrusted with public funds not personally or professionally benefit from the award or expenditure of such funds.

This policy is established to provide direction for the Interested Parties, as defined above, in order that business can be conducted within guidelines that will prevent actual, potential, or questionable conflicts of interest.

## BACKGROUND

WIOA mandates that workforce development boards be comprised of leaders from the business community, workforce, and education, including representatives from community based organizations, providers of adult education and literacy, and institutions of higher education. Recognizing that key providers of workforce development and training services comprise the membership of the workforce board, which directs the distribution of funds for such services, WIOA permits the provision of WIOA funded services by members of a local board or a local board's standing committee and the entities they represent as long as processes are in place that prevent a conflict of interest.

WIOA prohibits a member of the local board or standing committee from voting on a matter under consideration by the local board regarding the provision of services by the member or by an entity that the member represents or that would provide direct financial benefit to the member or his/her immediate family.

The WDB is committed to providing effective workforce development, training, and improving the County's economy, while maintaining the highest moral and ethical standards. All partners at all levels of participation in WDB programs funded by WIOA are expected to read, understand, and apply this policy to ensure system integrity and effective oversight of WDB programs.

Staff members of WDD, contractors, and sub-contractors with decision-making authority must also comply with the policy set forth by the WDB.

## REFERENCES

- Title 2 Code of Federal Regulations Part 200
- WIOA Sections 107(a) and 107(h) and 121(d)(4)
- California Government Code Section 1090 and 1091.2
- San Bernardino County Workforce Development Board Bylaws, Sections 4.04 and 5.04
- San Bernardino County Workforce Development Department Administrative Handbook



**POLICY**

As to Conflict of Interest, no Interested Party shall, in a decision-making capacity, engage in any activity if a conflict of interest is involved, even in perception of impropriety or conflict of interest. This includes decision-making that involves the selection, awarding or administering of grant or contract supported by WIOA funds. As such, no Interested Party shall participate in a decision, including but not limited to, casting a vote, on any matter which has direct bearing on services to be provided by the Interested Party or any organization with which he or she is associated, or would otherwise be the basis for a conflict of interest.

The following standards are established and must be used for the processing of all WIOA funded contracts, subcontracts, and purchase orders directly or indirectly involving an Interested Party :

1. Prior to the submission of an application, proposal, or bid for funding, but no later than contract award, a Conflict of Interest Full Disclosure Certification (attached to this Policy) must be completed by the Interested Party to fully disclose and appropriately characterize the Interested Party's relationship, include any family member, with the entity seeking funding.
2. One Stop Operators must disclose any potential conflicts of interest arising from relationships with training and other service providers.
3. The cost of services charged to the County must be equal to or less than the price charged by the entity to others for comparable services.
4. The Interested Party shall refrain from contacting or having discussions with WDB members or County staff for the purpose of lobbying for the approval of any contract, subcontract, or purchase order related to services to be provided by the Interested Party or entity the Interested Party represents, or that financially benefits the Interested Party, his/her family, or the entity the Interested Party represents.
5. The awarding of any contract, subcontract, or purchase order must be based on a competitive or standard application process, unless there is a determination at a meeting of the WDB that the Interested Party or entity is a sole source provider.
6. The Interested Party cannot solicit or accept gratuities, favors, or anything of monetary value from awardees or other parties to an agreement.

The following additional standards are established and must be complied with for all contracts, subcontracts, purchase orders, grants and subgrants, directly or indirectly financially benefitting WDB or committee members:

1. Contracts, subcontracts, purchase orders, grants or subgrants, related to services to be provided by the WDB or committee member, or entity the member represents, or that financially benefits the WDB or committee member, his/her family, or the entity the member represents can only be approved at a meeting of the full WDB, unless the Executive Board is so authorized per the WDB Bylaws.
2. The WDB or committee member will recuse himself/herself from making, participating in making, or in any way attempting to use his/her official position to influence a decision on a contract, subcontract, purchase order, grant or subgrant.
3. The WDB or committee member will recuse himself/herself from any meeting, including but not limited to a WDB or committee meeting, where there is discussion pertaining to the contract, subcontract, purchase order, grant and/or subgrant. A full recusal is necessary – the member must leave the room during discussion and vote, if any, and will not be counted towards a quorum of the WDB or committee. The conflict of interest disclosure made during WDB or committee meetings shall be documented in the meeting minutes.



**WORKFORCE DEVELOPMENT  
CONFLICT OF INTEREST  
FULL DISCLOSURE CERTIFICATION**

I hereby certify under penalty of perjury that the Conflict of Interest Statement completed below fully discloses and appropriately characterizes my relationship, including that of any family member, with the entity seeking to provide Workforce Innovation and Opportunity Act (WIOA) funded services pursuant to a contract, subcontract, or purchase order with the County of San Bernardino and, to the best of my knowledge, warrants that the cost of the services to be provided is equal to or less than the price charged by the entity to others for comparable services.

**Name of Entity Applying:** \_\_\_\_\_

**Name of service/program/grant applying for:** \_\_\_\_\_

**Name of Interested Party:**  
\_\_\_\_\_

**Interested Party's connection to the Workforce Development Board (WDB) or the Workforce Development Department (WDD):**

I am (*check all that apply*):

- |   |  |
|---|--|
| <input type="checkbox"/> A Board Member | <input type="checkbox"/> A Committee Member                                  |
| <input type="checkbox"/> Staff          | <input type="checkbox"/> Currently under contract with the WDB/WDD for _____ |

**Conflict of Interest Statement:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Interested Party Signature

\_\_\_\_\_  
Interested Party Printed Name

\_\_\_\_\_  
Date



## POLICY MANUAL

No. WDB 2

PAGE 1 OF 1

EFFECTIVE DATE

**POLICY: INDIVIDUAL TRAINING ACCOUNT**

**APPROVED**

PHILLIP W. COTHRAN  
Chair, Workforce Development Board

### INTRODUCTION

Under the Workforce Innovation and Opportunity Act (WIOA), Individual Training Accounts (ITAs) are defined as payment agreements established on behalf of a participant between the Workforce Development Board (WDB) and a training provider. WIOA allows for local workforce development areas to establish criteria on the amount and duration of ITAs for employed and unemployed adults and dislocated workers.

### BACKGROUND

WIOA defines ITAs as payment agreements established for WIOA Title I adult and dislocated workers for select training services from State eligible training providers in consultation with a Workforce Development Specialist, which includes discussion of program quality and performance information on the available eligible training providers.

WIOA provides guidance on how local boards may impose limits on ITAs, such as limitations on dollar amounts and/or duration. An individual may select training that costs more than the maximum amount available for ITAs if other sources of funds are available to supplement the ITA (e.g., Pell grants, scholarships, etc.).

WIOA describes the process for determining eligible training providers and programs for WIOA Title I, and for publicly disseminating the list of these providers with relevant information about their programs. The workforce development system established under the WDB emphasizes informed consumer choice, job-driven training, provider performance, and continuous improvement. The quality and selection of providers and programs of training services are vital to achieving these core principles.

### REFERENCES

- Title 20 Code of Federal Regulations Part 680, 680.300 through 680.320 and 680.400
- WIOA Sections 122, 134(a)(3)(A&B), 134(b)(1&2), 134(c)(1)(B), and 134(d)(3)(G)
- San Bernardino County Workforce Development Department Program Guide

### POLICY

#### **Local Criteria for WIOA ITAs:**

1. The WDB will commission studies of economic indicators in the Metropolitan Service Area to determine industries in demand. The WDB will establish the listing of demand industries for the fiscal year from which WIOA customers will be encouraged to use in their selection of careers and/or vocational training programs.
2. Priority for vocational training must be in WDB-established demand industries in the local or regional area.
3. The WDB will establish a maximum dollar amount and duration applicable to all ITAs on an annual basis. Maximum dollar amount and duration shall remain in effect until adoption of new limit by the WDB.
4. Priority for training will be given to San Bernardino County residents.
5. With the exception of customized, on-the-job training, Incumbent Worker training, and special funded training, all training will be provided through a voucher payment system for the ITA, which is set up for each WIOA customer, and which will be signed and accepted by the WIOA customer and the selected training provider and executed by the WDD Director, Assistant Director, Deputy Director, or designee.



## POLICY MANUAL

No. WDB 3

PAGE 1 OF 1

EFFECTIVE DATE

**POLICY: UNLIKELY TO RETURN CRITERIA**

**APPROVED**

PHILLIP W. COTHRAN  
Chair, Workforce Development Board

### INTRODUCTION

The Workforce Innovation and Opportunity Act (WIOA) allows local workforce development boards to establish policies and procedures for determining when a dislocated worker, as defined under WIOA, is unlikely to return to his or her previous industry or occupation.

### BACKGROUND

WIOA defines eight (8) categories for dislocated worker criteria. Categories one (1) and two (2) require the individual to be considered unlikely to return to a previous industry or occupation.

- Category 1 – Individual was terminated or laid off, or has received notice of termination or layoff, and is eligible for or has exhausted entitlements to Unemployment Insurance (UI) benefits, and is unlikely to return to previous industry or occupation.
- Category 2 – Individual was terminated or laid off, or has received notice of termination or layoff, and has been employed for sufficient duration to demonstrate workforce attachment, but is not eligible for UI benefits due to insufficient earnings, or the employer is not covered under the state UI benefits law, and is unlikely to return to previous industry or occupation.

### REFERENCES

- Title 20 Code of Federal Regulations Part 680.100 and 680.130
- WIOA Section 3(15)
- San Bernardino County Workforce Development Department Program Guide

### POLICY

In determining when an individual is unlikely to return to a previous industry or occupation, the America's Job Center of California and Workforce Development Department staff will consider the following:

- Wages – Industry wage compared to the self-sufficient wage in San Bernardino County.
- Education, Training & Skills – Level of education or necessary skills for advancement or re-entry into his/her former or previous industry.
- Work History – Reduced capacity or ability to re-enter former industry.
- Impairment – Physical or other issues preventing re-entry to former industry or occupation.
- Career Path – How work history reflects income maintenance verses career opportunities.
- Declining Industry – Industry or occupation decline as documented by Labor Market Information.





**POLICY MANUAL**

**No. WDB 4**

**PAGE 1 OF 1**

**EFFECTIVE DATE**

**POLICY: SUPPORTIVE SERVICES POLICY FOR ADULT AND DISLOCATED WORKERS**

**APPROVED**

**PHILLIP W. COTHRAN**  
Chair, Workforce Development Board

**INTRODUCTION**

Under the Workforce Innovation and Opportunity Act (WIOA), local workforce development boards, in consultation with the America's Job Center of California (AJCC) system partners, and other community services providers, must develop a policy regarding supportive services for adult and dislocated workers. This policy will ensure resource and service coordination, and address procedures for referrals to such services, including how such services will be funded.

**BACKGROUND**

The term "Supportive Services" means services such as transportation, childcare, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under the WIOA.

Supportive Services may only be provided to individuals who are participating in WIOA career or training services. Additionally, Supportive Services may only be provided when a participant is unable to obtain Supportive Services through other programs providing such services.

**REFERENCES**

- Title 20 Code of Federal Regulations Part 680.900, 680.910, and 680.920
- WIOA Sections 3(59) and 134(d)(2)
- San Bernardino County Workforce Development Department Program Guide

**POLICY**

1. Supportive Services must enable adults and dislocated workers to participate in WIOA activities.
2. Participant need will be evaluated and consideration will be given to the availability of Supportive Services from all AJCC system partners.
3. Participants will be referred to system partners for Supportive Services using the San Bernardino County AJCC System Partner referral form when such services are available. The partner referral process is outlined in the WDD Program Guide.
4. When Supportive Services are to be issued by WDD, the amount of Supportive Services provided will be determined based on the participant's need and the availability of funding.





## POLICY MANUAL

No. WDB 5

PAGE 1 OF 2

EFFECTIVE DATE

**POLICY: INCUMBENT WORKER TRAINING**

**APPROVED**

PHILLIP W. COTHRAN  
Chair, Workforce Development Board

### INTRODUCTION

The Workforce Innovation & Opportunity Act (WIOA) requires local workforce areas to establish policies and definitions to determine which workers, or groups of workers, are eligible for incumbent worker services. California State guidance establishes that the local boards shall institute a policy framework that describes the criteria to be used in determining whether an employer is eligible for incumbent worker training. WIOA requires employers participating in the incumbent worker training program to pay for the non-Federal share of the cost of training and requires local boards to establish the criteria for the non-Federal share.

### BACKGROUND

Incumbent Worker Training (IWT) is part of a comprehensive business engagement strategy designed to meet the special requirements of an employer (including a group of employers) to upskill current employees. IWT is designed to help businesses to retain a skilled workforce or avert the need to lay off employees by assisting the workers in obtaining the skills necessary to retain employment. IWT must increase the competitiveness of the employee or the employer and commits the employer to retain the trained incumbent worker(s) for at least six (6) months following training completion and/or promote the incumbent worker(s) to higher paying positions.

### REFERENCES

- Title 20 Code of Federal Regulations Part 680.780 through 680.820
- WIOA Sections 133(b) and 134(d)(4)
- Fair Labor Standards Act, 29 U.S.C. § 203 *et seq.*
- San Bernardino County Workforce Development Department Program Guide

### POLICY

#### **Incumbent Worker Qualifications**

To qualify as an incumbent worker for San Bernardino County Workforce Development Board (WDB) programs, the participant needs to be employed and meet the Fair Labor Standards Act requirements for an employer-employee relationship. In addition, the majority of employees in a given cohort of employees being trained must have an established employment history with the employer for six (6) months or more. If only one incumbent worker is being trained, that employee must have been employed for at least six (6) months with the employer. Meet the Selective Service requirements.

An incumbent worker does not have to meet the eligibility requirements for career and training services for Adults and Dislocated Workers under WIOA unless also enrolled as a participant to receive other services under Adult or Dislocated Worker programs.

#### **Employer Qualifications**

In order for an employer to be eligible to receive WDB incumbent worker training funds, it must:

- Have and provide a valid California Employer Account Number,
- Be an equal opportunity employer compliant with all state and federal laws pertaining to fair labor and employment practices, and

In addition to the above, the following criteria will be considered:

- The characteristics of the individuals in the program (i.e. quality of work, desire to promote, likelihood of success, etc.),
- The relationship of the training to the competitiveness of the individual(s) and the employer,
- The number of employees that will train,

- Wages and benefits, including post training increases,
- Existence of other training opportunities provided by the employer, and
- Registered as a preferred employer in CalJOBS.

#### **Non-Federal/Employer Share**

Employers participating in the incumbent worker training programs are required to contribute to the cost of training through cash or in-kind (known as Non-Federal/Employer Share). The required amount of employer contributions is based on the total number of employees at all locations operated by the employer in California:

- 10% contribution with 50 employees or less,
- 25% contribution if between 51 and 100 employees, or
- 50% contribution if more than 100 employees.

The Non-Federal/Employer Share may include:

- Wages paid by the employer to the participating employee while the employee is attending the incumbent training program,
- Cost of books, tools, and/or supplies,
- Cost of registration, tuition, other school fees,
- Cost of the teacher/instructor,
- On-the-job portion of the training if required for certification/licensing (i.e. clinical hours, required job-shadow hours, etc.), and
- Other costs, fairly evaluated.

The WDB's share of the cost of training includes the delivery of IWT (e.g., teacher, books, materials), but excludes the cost of individual wages paid by the employer while the employee is attending/participating in the training. WDB may use up to 20% of the Adult and Dislocated Worker allocations for IWT activities.



**POLICY MANUAL**

No. WDB 6

PAGE 1 OF 1

EFFECTIVE DATE

**POLICY: YOUTH REQUIRING ADDITIONAL ASSISTANCE TO COMPLETE AN EDUCATIONAL PROGRAM OR TO SECURE AND HOLD EMPLOYMENT**

**APPROVED**

**PHILLIP W. COTHRAN**  
Chair, Workforce Development Board

**INTRODUCTION**

Under the Workforce Innovation and Opportunity Act (WIOA), no more than five percent (5%) of Youth required to be low-income in a given program year may be found eligible for WIOA services based solely on meeting the criterion, "requires additional assistance to complete an educational program, or to secure and hold employment." The Workforce Development Board (WDB) is responsible for establishing local definitions and eligibility documentation requirements for what constitutes "requires additional assistance" as it relates to both In-school youth (ISY) and low-income Out-of school youth (OSY). The local policy should be reasonable, quantifiable, and based on evidence that the specific characteristic of the youth identified in the policy objectively "requires additional assistance".

**BACKGROUND**

WIOA allows local areas to provide services to youth who are low-income but do not meet one of the program barriers for youth eligibility. These participants are considered youth who need additional assistance to succeed in their educational and employment goals.

**REFERENCES**

- Title 20 Code of Federal Regulations Part 681.250, 681.300, and 681.310
- WIOA Section 129
- San Bernardino County Workforce Development Department Program Guide

**POLICY**

WDB defines ISY and/or OSY who "require additional assistance to complete an educational program, or to secure and hold employment" as youth who:

- Are low-income individual, and
- Meet the criterion found in the the State Plan and/or identified in the local Program Guide.



**One-Stop Operator Work Plan Status ~ PY19-20**

<b>DELIVERABLES</b>	<b>TARGET DATE</b>	<b>Milestones/Status</b>
Assist Public Relations Team for system success stories & participation on Communications Team ( <i>Workforce System Messaging</i> )	6/30/20	7/19
Attend and/or present at workforce conferences, trainings & convenings	6/30/20	MMM 9/19
Conduct monthly visits to AJCCs and Partner sites ( <i>Monitor AJCC System MOUs for partner compliance &amp; participation</i> )	6/30/20	7/19
Coordinate & Facilitate AJCC partner staff cross-training, manager/supervisor collaboration, Business Services Team & AJCC staff meetings ( <i>Build Capacity of the Workforce System</i> )	6/30/20	7/19
Enhance and monitor <b>Continuous Quality Improvement</b>	6/30/20	7/19
Ensure Desk Reference Semi-Annual Updates ( <i>Coordinate Service Delivery</i> )	6/30/20	7/19
Facilitate Business Services Working Group ( <i>Coordinate Service Delivery</i> )	6/30/20	7/19
Facilitate Integrated Service Delivery Super Working Group ( <i>Coordinate Service Delivery</i> )		7/19
Facilitate Referral Process Updates ( <i>Coordinate Service Delivery</i> )	6/30/20	7/19
Facilitate Workforce Summit Working Group ( <i>Coordinate Service Delivery</i> )	6/30/20	7/19
Meet with SBCWDB Fiscal Team to review partner system and infrastructure contributions ( <i>Reconciliation Review of Partner Contributions</i> )	6/30/20	
<b>Monthly OSO Update Meeting</b> with Economic Development Agency	6/30/20	7/19
Plan, Coordinate, Facilitate & Follow-up activities associated with Quarterly Partner Meetings ( <i>Monitor AJCC System MOUs for partner compliance &amp; participation</i> )	6/30/20	7/19
<b>WDB Committees</b> – Attend WDB Committee Meetings; Participate on Special Populations Committee	6/30/20	7/19
<b>WDB Reports</b> – Bi-Monthly reports to WDB Full Board; Reports to WDB Executive Committee as requested	6/30/20	
<b>WDB Retreat</b> – Attend WDB Annual Planning Retreat	6/30/20	

## June Media/Communications Report

SBD Workforce Development Board

### Ongoing work / Coming up

- Developing broad communications strategy around WDB's position as a driver of economic opportunity and advancement. Draft plan to be presented to Reg/Phil on August 7 and to Workforce Board later in the month.
- Preparing tactical communications around V2S, Workforce Roadmap, GenerationGo!, High Desert Training Center, apprenticeships
- Connecting with aligned initiatives (eg, IEGO, Inland California Rising, Changing the Narrative, Ontario Airport Roundtable); leveraging shared story-telling opportunities

### Media Links

["Daily Press seeks sports stringers, interns" \(Victorville Daily Press\)](#)

["Sprouts, Panda Express plan hiring events" \(Riverside Press-Enterprise/SoCal News Group\)](#)

["Finding Balance in Workforce Housing in the Inland Empire" \(InlandEmpire.us\)](#)

["Reach Out Hosts 10th Annual National Innovative Communities Conference" \(InlandEmpire.us\)](#)

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### Social Media Statistics – June 2019

<b>FACEBOOK</b>
Posts: 37
Reach: 2,068 (+34%)
Total Post Engagements: 1,151 (+89%)
Total Facebook likes: 1,885 (+50% YOY)

<b>TWITTER</b>
Posts: 31
Impressions: 6,811 (-21%)
Post Engagement Rate: 1.2%
Total Page Followers as of May 31: 1,349 (+30% YOY)