



RESOLUTION No. 16-349

OF THE BOARD OF SUPERVISORS OF THE COUNTY OF NEVADA

RESOLUTION APPROVING THE WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) MEMORANDUM OF UNDERSTANDING (MOU) BETWEEN NORTHERN RURAL TRAINING AND EMPLOYMENT CONSORTIUM (NORTEC) AND AMERICA'S JOB CENTER OF CALIFORNIA PARTNERS PHASE I OF II AND AUTHORIZING THE HEALTH & HUMAN SERVICES AGENCY - DEPARTMENT OF SOCIAL SERVICES DIRECTOR TO SIGN THE MOU

WHEREAS, the passage of the Workforce Innovation and Opportunity Act of 2014 (WIOA), which replaced the Workforce Investment Act and became effective July 1, 2015, has introduced certain changes into the County's relationship with the Northern Rural Training and Employment Consortium (NORTEC); and

WHEREAS, the Workforce Innovation and Opportunity Act (WIOA) requires that a Memorandum of Understanding (MOU) be developed and executed between the NORTEC Workforce Development Board (WDB) and the America's Job Centers of California (AJCC) Partners to establish an understanding concerning the operations of the AJCC delivery system; and

WHEREAS, the MOU development process will take place in two phases: Phase I will address the coordination and collaboration among the partners. Phase II will incorporate a cost sharing understanding that will address how to functionally and fiscally sustain the unified system with the AJCC required partners; and

WHEREAS, the purpose of the MOU is to establish a cooperative working relationship between the AJCC Partners, and to define their respective roles and responsibilities in achieving the policy objectives while also serving to establish the framework for providing services to employers, employees, job seekers and others needing workforce services.

NOW, THEREFORE, BE IT HEREBY RESOLVED, by the Board of Supervisors, of the County of Nevada that:

1. The Memorandum of Understanding (MOU) by and between Northern Rural Training and Employment Consortium (NORTEC) and America's Job Center of California Partners Phase I of II be and hereby is approved.
2. The Health and Human Services Agency - Department of Social Services Director is authorized to sign the Memorandum of Understanding and all other documents or instruments necessary or required by NORTEC to amend the existing MOU.

PASSED AND ADOPTED by the Board of Supervisors of the County of Nevada at a special meeting of said Board, held on the 19th day of July, 2016, by the following vote of said Board:

Ayes: Supervisors Nathan H. Beason, Edward Scofield, Dan Miller, Hank Weston and Richard Anderson.

Noes: None.

Absent: None.

Abstain: None.

ATTEST:

JULIE PATTERSON HUNTER
Clerk of the Board of Supervisors

By: 


Dan Miller, Chair

7/19/2016 cc: DSS*
AC*(hold)

7/20/2016 cc: DSS(2)
AC*(release)

**WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) MEMORANDUM OF
UNDERSTANDING BETWEEN NORTHERN RURAL TRAINING AND EMPLOYMENT CONSORTIUM
(NORTEC) AND AMERICA'S JOB
CENTER OF CALIFORNIA PARTNERS
PHASE I OF II**

Background

The Workforce Innovation and Opportunity Act of 2014 (WIOA), establishes a local Workforce Development Board (WDB), which, in partnership with the chief elected official is responsible for setting policy and overseeing workforce development programs for a workforce development area. The workforce development area of NoRTEC is the geographic area covered by the eleven counties of Butte, Del Norte, Lassen, Modoc, Nevada, Plumas, Sierra, Shasta, Siskiyou, Tehama, and Trinity.

The "chief elected official" for NoRTEC itself is a special district formed by a joint powers agreement (JPA) among the eleven NoRTEC member counties. Each of these counties appoints a member of their Board of Supervisors to serve on the NoRTEC Governing Board. The NoRTEC Governing Board appoints the NoRTEC WDB, consistent with the WIOA for a private sector majority, a cross section of public agencies, education, community-based organizations and organized labor. The NoRTEC Governing Board and the NoRTEC WDB then operate as partners for the implementation of the WIOA.

The establishment of a One-Stop delivery system for workforce development services is a cornerstone of the WIOA, and is the primary charge of the NoRTEC WDB and Governing Board. In general, the One Stop delivery system is a network of One Stop Employment Centers within which entities responsible for administering separate workforce development, educational, and other human resource programs and funding streams (referred to as One Stop partners/ America's Job Centers of CaliforniaSM (AJCC)) collaborate to create a seamless system of service delivery designed to enhance access to the programs' services and improve long-term employment outcomes for individuals receiving assistance. The WIOA funded Adult and Dislocated Worker programs must be provided through the One Stop delivery system, and further specifies the specific services that must be provided and the partners that must participate in the operation of the system and the delivery of these services.

Purpose

The Workforce Innovation and Opportunity Act (WIOA) requires that a Memorandum of Understanding (MOU) be developed and executed between the NoRTEC Workforce Development Board (WDB) and the America's Job Centers of CaliforniaSM (AJCC) Partners to establish an agreement concerning the operations of the AJCC delivery system. The MOU development process will take place in two phases: Phase I will address the coordination and collaboration among the partners. Phase II will incorporate a cost sharing agreement that will address how to functionally and fiscally sustain the unified system with the AJCC required partners.

The purpose of the MOU is to establish a cooperative working relationship between the AJCC Partners and to define their respective roles and responsibilities in achieving the policy objectives. The MOU also serves to establish the framework for providing services to employers, employees, job seekers and others needing workforce services.

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

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

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

- Career placement services
- Building basic educational or occupational skills
- Earning a postsecondary certificate or degree
- Obtaining guidance on how to make career choices
- Seeking to identify and hire skilled workers

Mission Statement and Goals

Bring together workforce development, educational, economic development and other employment services in a seamless customer-focused delivery network that enhances access to program services and improves long-term employment outcomes. As AJCC partners, we are committed to administering our independently funded programs as a set of integrated streamlined services to job seekers and employers, by:

- Helping businesses find skilled workers and access other support services, including education and training, for their current workforce.
- Providing an array of employment and business services and connecting customers to work-related training and education
- Continuing to align investments in workforce, education and economic development to regional in-demand jobs
- Reinforcing partnerships and strategies to provide job seekers and workers with high-quality career services, education and training, and supportive services needed to get good jobs and stay employed
- Continuing to plan, coordinate, and provide services in an integrated manner to maximize the utilization of resources and assure there will be no "wrong door" for customers seeking services from the system
- Measuring customer satisfaction and continuously improving services based upon customer feedback
- Designing and continuously improving a system that reflects statewide/regional economic development strategies and is responsive to industry sectors in the region

Parties to the MOU

Per Section 121(b) of the WIOA, the following entities are required partners in the One-Stop System:

1. NoRTEC, the WIOA Title I grant recipient and administrative entity, representing a Local Workforce Development Area comprised of a consortium of eleven counties: Butte, Del Norte, Lassen, Modoc, Nevada, Plumas, Shasta, Sierra, Siskiyou, Tehama, and Trinity. NoRTEC is a governmental entity, formed by a Joint Powers Agreement (JPA) between the afore-mentioned counties, and shall be represented in this agreement by the Chair of the Governing Board (Chief Elected Official), and the Chair of the Workforce Development Board.
2. WIOA Title I Adult, Dislocated Worker, and Youth Programs
3. WIOA Title I Native American Programs (Section 166)
4. WIOA Title I Migrant and Seasonal Farmworker Programs (Section 167)
5. WIOA Title II Adult Education and Literacy Programs
6. WIOA Title III Wagner-Peyser Programs
7. WIOA Title IV Vocational Rehabilitation Programs
8. Title V Older Americans Act Programs
9. Trade Adjustment Assistance (TAA) Programs
10. Veterans Programs
11. Unemployment Insurance Program
12. Temporary Assistance for Needy Families (TANF)/CalWORKs

One-Stop System, Services

The NoRTEC region includes the geographic area of Butte, Del Norte, Lassen, Modoc, Nevada, Plumas, Shasta, Sierra, Siskiyou, Tehama, and Trinity Counties. There are thirteen AJCCs in the region:

Butte County

Chico Community Employment Center
2445 Carmichael Drive
Chico, CA 95928

Oroville Community Employment Center
78 Table Mountain Blvd
Oroville, CA 95928

Del Norte County

Rural Human Services
286 M Street
Crescent City, CA 95531

Lassen County

Business and Career Network
1616 Chestnut Street
Susanville, CA 96130

Nevada County

Business and Career Network
988 McCourtney Road
Grass Valley, CA 95949

Business and Career Network
10075 Levon Avenue
Truckee, CA 96161

Modoc County

Business and Career Network
221 North Main Street
Alturas, CA 96101

Shasta County

Smart Business Resource Center
1201 Placer Street
Redding, CA 96001

Plumas County

Business and Career Network
7 Quincy Junction Road
Quincy, CA 95971

Siskiyou County

Siskiyou Training and Employment Program
190 Boles Street
Weed, CA 96094

Sierra County

Business and Career Network
305 South Lincoln Street
Sierraville, CA 96126

Trinity County

Smart Business Resource Center
790 Main Street
Weaverville, CA 96093

Tehama County

Job Training Center of Tehama County
718 Main Street
Red Bluff, CA 96080

Each AJCC in the One-Stop system provides access to the full range of available employment services, training and education, and employer assistance as described in the WIOA.

Partner entities shall provide access to services through one of the following methods:

1. Co-location (CL) – Program staff are physically located at the AJCC.
2. Cross Information Sharing (IS) – Program staff off site from the AJCC are properly trained to provide information about all programs, services, and activities that may be available to the customer through other partners.
3. Direct Access Through Real-Time Technology (DA) – Access through two-way communication and interaction between customers and AJCC partners that result in services being provided. Examples of this type of communication include, but are not limited to:
 - E-mail or instant messaging
 - Live chat via Skype or Facetime
 - Identification of a single point of contact for service delivery at each partner program
 - Establishment of an Internet portal linking all of the partners

Services provided through the One-Stop system include the following:

Basic Career Services	
Outreach, intake, and orientation to services available in the one-stop delivery system	Determination of program eligibility
Initial assessment of skill levels ¹ , aptitudes,	Job search and placement assistance (self-service only), including information on in-

¹ Including literacy, numeracy, and English language proficiency.

abilities ² , and supportive service needs	demand industry sectors and nontraditional employment
Provide information about workforce and labor market employment statistics information (e.g., job vacancies and in-demand occupations, skills necessary to obtain jobs)	Provide information on the availability of supportive services or assistance (e.g. child care, child support, medical or child health assistance, nutrition assistance programs, transportation) and referral to programs that provide them
Performance of local entities on performance accountability measures	Referrals to other programs and services within the one-stop delivery system
Provide information/assistance for filing claims for unemployment compensation	Provide assistance in establishing eligibility for programs of financial aid assistance for training and education programs
Individualized Career Services	
Comprehensive and specialized assessment of skill levels and service needs	Development of an Individual Employment Plan (includes employment goals, achievement objectives, and appropriate combination of services to achieve employment goals)
Group counseling	Individual counseling
Career Planning	Short-term prevocational services ³
Internships and work experiences linked to careers	Workforce preparation activities
Financial literacy services	Out-of-Area job search assistance and relocation assistance
English language acquisition and integrated education and training programs	
Follow-up Services	
(For those individuals placed in subsidized employment)	
Counseling regarding the workplace	Referral to community resources necessary to retain employment
Provision of supportive services after leaving the program to assist with progression in career development and further education planning	Assistance securing a better paying job (no training may be provided)

² Including skill gaps.

³ Includes development learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for employment or training.

Training Services	
Occupational Skills Training (Classroom-based)	On-the-Job Training
Incumbent Worker Training	Programs that provide workplace training with related instruction, including cooperative education programs
Training programs operated by the private sector	Skill upgrading and retraining
Entrepreneurial training	Transitional jobs
Job readiness training	Adult education and literacy activities (including English language acquisition and integrated education and training programs)
Customized training conducted on behalf of an employer/group of employers to employ the trainees after training completion	High School Diploma and/or GED services
Business Services (Services Provided to Employers)	
Labor market information	Local labor pool information
Job/Career Fairs	Internet talent search and job postings
Recruitment and/or screening of potential employees	Financial assistance for employee training
Employee assessment/testing services	Tax credit information
Employer workshops and seminars	Outplacement assistance
Small Business Administration information	Human resources information
Rapid Response/Layoff Aversion services	Job description assistance
Referral assistance to partnering agency	

See the following attachments for a description of services provided by partners in the One-Stop system in each of NoRTEC's eleven counties:

- Attachment A – Butte County
- Attachment B – Del Norte County
- Attachment C – Lassen County
- Attachment D – Modoc County
- Attachment E – Nevada County
- Attachment F – Plumas County
- Attachment G – Shasta County
- Attachment H – Sierra County
- Attachment I – Siskiyou County
- Attachment J – Tehama County
- Attachment K – Trinity County

Responsibility of AJCC Partners

It is understood that the development and implementation of this system will require mutual trust and teamwork between all involved parties. It is further acknowledged that the system, because it is driven by local needs, will evolve over time, as employer and individual customer needs change. In consideration of the mutual aims and desires of the partners participating in this agreement, and in recognition of the public benefit to be derived from the effective implementation of the programs involved, the partners agree that their respective responsibilities under this agreement will be as follows:

Parties to this MOU agree to engage in planning, plan development, and modification, to result in:

1. Continuous partnership building between all parties to this agreement;
2. Continuous planning responsive to regional, State, and Federal requirements;
3. Responsiveness to specific Statewide and regional economic conditions including employer needs;
4. Adherence to common data collection and reporting needs;
5. Making services applicable to the partner program available to customers through the one-stop delivery system;
6. Participation in the operation of the one-stop system, consistent with the terms of the MOU and requirements of authorized laws.
7. Participation in capacity building and staff development activities in order to ensure that all partners and staff are adequately cross-trained when applicable.

Funding of Services and Operating Costs

Mutual infrastructure funding is a critical part of establishing the foundation needed to support integrated services delivery. Section 121(c) of WIOA requires a Memorandum of Understanding (MOU) be developed and entered into by a group of mandatory partners outlined in Section 121(b)(1)(B) of WIOA and listed on page 3-4 of this document, concerning the operation of the one-stop delivery system within the eleven county geographic area of NoRTEC. The MOU shall outline the operation of the one-stop delivery system and includes both the services to be provided through the system, and the how the costs of such services will be funded.

This MOU shall be developed in two phases. Phase I will address the coordination and collaboration among the mandatory partners with respect to the delivery of services through the one-stop system. Phase II will incorporate cost sharing agreements that will address how to functionally and fiscally sustain the unified system between the partners.

Signatory parties to this document (Phase I) are agreeing only to the description of the coordination and collaboration of service provision as outlined in Attachments A-K (referenced on page 6 of this document), and are acknowledging they are aware they will be asked to continue negotiations under Phase II of this process, the purpose of which will be to develop a mutually agreed upon cost sharing agreement to support the one-stop system.

Methods for Referring Customers

The parties to this agreement shall mutually implement processes for the referral of customers to services not provided on-site at the AJCC.

These processes shall:

- Ensure that intake and referral processes are customer-centered and provided by staff trained in customer service.
- Ensure that general information regarding AJCC programs, services, activities and resources shall be made available to all customers, as appropriate.
- Describe how customer referrals are made electronically, through traditional correspondence, verbally or through other means determined in cooperation with partners and operators.
- Describe how each AJCC partner will provide a direct link or access to other AJCC partner staff that can provide meaningful information or service, through the use of co-location, cross training of AJCC staff, or real-time technology (two way communication and interaction with AJCC partners that results in services needed by the customer).

These referral processes shall be included as part of the description of services provided by partners in the One-Stop system in each of NoRTEC's eleven counties:

Attachment A – Butte County
Attachment B – Del Norte County
Attachment C – Lassen County
Attachment D – Modoc County
Attachment E – Nevada County
Attachment F – Plumas County
Attachment G – Shasta County
Attachment H – Sierra County
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Attachment K – Trinity County

Access for Individuals with Barriers to Employment

The AJCC system is committed to providing needed services to all job seekers, including individuals with barriers to employment.

Section 3(24) of the WIOA defines an “individual with a barrier to employment” as a member of one or more of the following populations:

- Displaced homemakers
- Low-income individuals
- Indians, Alaska Natives, and Native Hawaiians, defined in Section 66 of the WIOA
- Individuals with disabilities, including youth
- Older individuals
- Ex-offenders

- Homeless⁴ individuals
- Youth who are in or have aged out of foster care
- Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers
- Eligible migrant and seasonal farm workers as defined in Section 167(i) of WIOA
- Individuals within two years of exhausting lifetime eligibility under Part A of Title IV of the Social Security Act⁵
- Single parents, including pregnant women
- Long-term unemployed individuals
- Other groups as the Governor involved determines to have barriers to employment

AJCC partners ensure their policies, procedures, programs, and services are in compliance with the *Americans with Disabilities Act of 1990* and its amendments, in order to provide equal access to all customers with disabilities.

Section 134(c)(3)(E) of the WIOA requires the Title I Adult program to provide priority of service to recipients of public assistance⁶, other low-income individuals⁷, or individuals who are basic skills deficient⁸. Veterans and eligible spouses shall also be provided priority of services among all eligible individuals, as long as they meet the WIOA Adult program eligibility criteria. WIOA Title I Adult programs must provide priority of service to these groups in the following order:

1. Veterans and eligible spouses who are also recipients of public assistance, other low income individuals, or individuals who are basic skills deficient.
2. Individuals who are recipients of public assistance, other low income individuals, or individuals who are basic skills deficient.
3. Veterans and eligible spouses who are not included in one of three WIOA priority groups noted above.

Shared Technology and System Security

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

⁴ As defined in Section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2(6)), or homeless children and youth as defined in Section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2)).

⁵ 42 U.S.C. 601 et seq.

⁶ A public assistance recipient is defined as an individual that receives federal, state, or local government cash payments for which eligibility is determined by a needs or income test (WIOA Section 3(50)).

⁷ A low income individual is defined as one who meets one of the following four criteria: (1) Receives, or in the past six months has received, or is a member of a family that is receiving, or in the past six months has received, assistance through the Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), program supplemental security income program, or state or local income-based public assistance; (2) In a family with total family income that does not exceed the higher of the poverty line or the 70 percent of the Lower Living Standard Income Level; (3) A homeless individual; or (4) An individual with a disability whose own income does not exceed the income requirement, but is a member of a family whose total income does.

⁸ An individual who basic skills deficient is one who is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual's family, or in society.

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

Confidentiality

The AJCC Partner agrees to comply with the provisions of WIOA as well as the applicable sections of the Welfare and Institutions Code, the California Education Code, the Rehabilitation Act, Federal Privacy Act of 1974, as amended and any other appropriate statute or requirement to assure the following:

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

Non-Discrimination and Equal Opportunity

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

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

Grievances and Complaints Procedure

The AJCC partner providing Title I services agrees to follow NoRTEC's established grievance and complaint procedure that is applicable to customers accessing WIOA funded programs and services. These procedures will allow the customer or entity filing the complaint to exhaust every administrative level in receiving a fair and complete hearing and resolution of their grievance. The Title I AJCC partner also agrees to communicate openly and directly to resolve any problems or disputes related to the provision of services in a cooperative manner and at the lowest level of intervention possible.

AJCC Partners to this MOU agree to have established grievance and complaint processes pertinent solely to their own programs and funds, and will use these processes when a complaint is filed only with a partner agency and does not include issues with programs funded under Title I of WIOA.

AJCC Partners to this MOU will share information with customers about how, where, and with whom to file complaints.

American's with Disabilities Act and Amendments Compliance

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

Effective Dates and Terms of the MOU

This MOU shall be binding upon each party hereto upon execution by such party. The term of this MOU shall be three years, commencing on July 1, 2016. The MOU will be reviewed not less than once every three years to identify any substantial changes that have occurred.

Modifications and Revisions

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

Termination

The parties understand that implementation of the AJCC system is dependent on the good faith effort of every partner to work together to improve services to the community. The parties also agree that this is a project where different ways of working together and providing services are

being tried. In the event that it becomes necessary for one or more parties to cease being a part of this MOU, said entity shall notify the other parties, in writing, 30 days in advance of that intention.

Supervision/Day-to-Day Operations

The day-to-day supervision of staff located in the AJCCs will be the responsibility of the site supervisor(s). The employer of staff assigned to the AJCCs will continue to set the priorities of its staff. Any change in work assignments or any problems at the worksite will be handled by the site supervisor(s) and/or the employer of each AJCC staff member.

The office hours for staff at the AJCCs will be established by the site supervisor(s) and/or the employer of staff. All staff assigned to the AJCC will comply with the holiday schedule of their employer and will provide a copy of the holiday schedule to the operator and host agency of the AJCC facility at the beginning of each fiscal year.

Disciplinary actions may result in removal of co-located staff from the AJCCs and each party will take appropriate action.

Each party shall be solely liable and responsible for providing to, or on behalf of, its employee(s), all legally required employee benefits. In addition, each party shall be solely responsible and hold all other parties harmless from all matters relating to payment of each party's employee(s), including compliance with social security withholding, workers' compensation, and all other regulations governing such matters.

Dispute Resolution

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

Press Releases and Communications

The pertinent AJCC Partners shall have the option to be included in any communicating with the press, television, radio or any other form of media when an AJCC Partner's specific duties or performance under this MOU is addressed. Participation of each party in press/media presentations will be determined by each party's public relations policies. Unless otherwise directed by the other AJCC Partners, in all communications, each party shall make reference to the AJCC as a single system and only call out individual AJCC Partners as appropriate to the topic or issue being covered.

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

Hold Harmless/Indemnification/Liability

In accordance with provisions of Section 895.4 of the California Government Code, each party

hereby agrees to indemnify, defend and hold harmless all other parties identified in this MOU from and against any and all claims, demands, damages and costs arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. In addition, except for Departments of the State of California which cannot provide for indemnification of court costs and attorney's fees under the indemnification policy of the State of California, all other parties to this MOU agree to indemnify, defend and hold harmless each other from and against all court costs and attorney's fees arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. It is understood and agreed that all indemnity provided herein shall survive the termination of this MOU.

(Signature pages follow)

SIGNATURES

In WITNESS THEREOF, the parties to this MOU hereby agree to the terms and execute this MOU and Attachments A-K.

Signature pages will be separate for each entity

Northern Rural Training and Employment Consortium (NoRTEC)
WIOA
2016 MOU Signature Page

Temporary Assistance for Needy Families (TANF)/CalWORKs: Nevada County Department of Social Services



6/29/18

Signature (Authorized Representative)


Dated

Mike Dent, Director
Print Name and Title

Nevada County Dept. of Social Services
Agency Name

NEVADA COUNTY:

Approved As to Form:



County Counsel

Attachment A - Butte County

	WIOA Title I, Adult/DW/Youth - AFWD, Inc.	WIOA Title I, Native American Programs - California Indian Manpower Consortium	WIOA Title I, Migrant and Seasonal Farmworker Programs - Section (167), CHD	WIOA Title II, Adult Education and Literacy Programs - Oroville Adult Ed.	WIOA Title III, Wagner-Peyser Programs - EDD	WIOA Title IV, Vocational Rehabilitation Programs - California Vocation Rehab	Title V, Older Americans Act Programs - Experience Works	Trade Adjustment Assistance (TAA) - EDD	Veterans Programs - EDD	Unemployment Insurance - EDD	Temporary Assistance for Needy Families (TANF)/CalWORKS - Department of Employment & Social Services
Services											
Basic Career Services											
Program eligibility	X	X	X	X		X	X		X	X	X
Outreach and intake and orientation to services	X	X	X	X		X			X	X	X
Initial assessment of skill levels	X	X	X	X			X		X		X
Job search and placement assistance	X	X	X			X	X		X		X
Labor Market employment statistics	X	X		X		X			X		
Supportive services information	X	X	X				X	X	X		X
Unemployment Insurance Claim Filing Assistance and Information	X	X						X	X	X	
Eligibility for programs of financial aid assistance for training and education programs	X	X	X	X		X		X			X
Training vendor information	X	X				X					
Performance measure information	X	X				X					
Referrals to other programs and services	X	X	X	X		X	X		X		X
Individualized Career Services											
Comprehensive assessment of skill levels and service needs	X	X	X	X		X	X				X
Individual Employment Plan	X	X	X			X	X				X
Group counseling	X	X									X
Individual counseling	X	X	X			X			X		X
Career Planning	X	X	X	X		X	X		X		X
Short-term prevocational services (i.e. communication, interview skills, punctuality)	X	X	X	X		X	X		X		X

Employee recruitment and/or screening assistance	X	X	X								
Financial assistance for employee training	X	X									
Employee assessment/testing services	X	X									
Tax credit information	X	X									
Employer workshops and seminars	X										
Outplacement assistance	X										
Small Business Admin. information	X										
Human Resource information	X										
Rapid Response/Layoff Aversion services	X	X									
Job description assistance	X										
Referral assistance to partnering agency	X	X	X								

Referral Process

When referring to partner agencies that are co-located, AFWD staff will personally escort the customer to an agency representative and provide introductions. For partners not co-located, AFWD staff will contact the agency representative by telephone, e-mail or in person for the customer, and make the referral. The customer will be provided an AFWD business card to present to the partner agency.

WIOA Title I, Adult, Dislocated Worker and Youth Programs

Customers interested in obtaining more information regarding services provided by Alliance for Workforce Development, Inc. (AFWD), would be referred to:

Erin Clark - Program Supervisor
2445 Carmichael Drive, Chico, CA 95928
78 Table Mountain Blvd., Oroville, CA 95965
530-538-5208
elcark@ncen.org

WIOA Title I, Native American Programs (Section 166)

The local office has asked that all referrals are made through the Sacramento office.

California Indian Manpower Consortium, Inc.
Linda LaFountain - Field Office Supervisor
738 North Market Blvd.
Sacramento, CA 95834
916-920-0285
lindal@cimcinc.com

WIOA Title I, Migrant and Seasonal Farmworker Programs - Section (167)

Customers with questions about farmworker programs and services would be referred to California Human Development (CHD)

Norma Chavez - Human Resource Assistant
3315 Airway Drive, Santa Rosa, CA 95403
530-899-0624
norma.achavez@chdcorp.org

WIOA Title II, Adult Education and Literacy Programs

Customers with questions about adult education and/or literacy programs would be referred to Oroville Union High School District.

Debra Burtenshaw - Administration

530-538-5350

dburtenshaw@ouhsd.org

WIOA Title III, Wagner-Peyser Programs

Customers with questions about Wagner-Peyser programs in our area would be referred to the California Employment Development Department

WIOA Title IV, Vocational Rehabilitation Programs

Customers asking about services available through California Department of Rehab, or might fit eligibility requirements for services, would be referred to:

(Chico) Leslie Mello

530-895-5507

leslie.mello@dor.ca.gov

(Oroville) Carla Souza

530-538-6856

csouza@dor.ca.gov

Title V, Older Americans Act Programs

Customers that are requesting information from Experience Works would be referred to, Employment & Training Coordinator for Northern CA:

Rosario Clerici-Green

530-895-4672

rosario_clerici@exproceedworks.org

Trade Adjustment Assistance (TAA) Programs

Customers looking to find out more information regarding Trade Adjustment Assistance would be referred to the nearest EDD office to speak to:

Ignacio Magaña

78 Table Mountain Blvd., Oroville, CA 95965

530-749-4898

ignacio.magana@edd.ca.gov

Veterans Programs (EDD)

Veterans looking to get more information regarding services and/or programs would be referred to the Veterans Services Assistant:

Mike McDonald

78 Table Mountain Blvd., Oroville, CA 95965

530-538-2285

michael.mcdonald@edd.ca.gov

Unemployment Insurance Program (EDD)

Customers with questions regarding EDD's Unemployment Insurance Program are first directed to use "Contact EDD" on www.edd.ca.gov. When assistance is needed beyond the website customers are referred to the local EDD office.

Ignacio Magaña

78 Table Mountain Blvd., Oroville, CA 95965

530-749-4898

ignacio.magana@edd.ca.gov

Temporary Assistance for Needy Families (TANF)/CalWORKs

Customers interested in programs and/or services provided by the CalWORKs department would be referred to:

(Chico) Marlene Meyer

2445 Carmichael Drive, Chico, CA 95928

530-879-3778

mmeyer@buttecounty.net

(Oroville) Richard Allen

78 Table Mountain Blvd., Oroville, CA 95965

530-538-2986

rallen@buttecounty.net

Attachment B - Del Norte County

	WIOA Title I, Adult/DW/Youth - Rural Human Services	WIOA Title I, Native American Programs California Indian Development Council	WIOA Title II, Adult Education and Literacy Programs - Del Norte County	WIOA Title III, Wagner-Peyser Programs - EDD	WIOA Title IV, Vocational Rehabilitation Programs - California Vocation Rehab	Title V, Older Americans Act Programs - Experience Works	Veterans Programs - EDD	Unemployment Insurance Program - EDD
Services								
Basic Career Services								
Program eligibility	X	X			X	X	X	X
Outreach and intake and orientation to services	X	X			X	X	X	X
Initial assessment of skill levels	X	X		X	X	X	X	
Job search and placement assistance	X	X		X	X	X	X	
Labor Market employment statistics	X	X		X	X	X	X	
Supportive services information	X	X			X		X	
Unemployment Insurance Claim Filing Assistance and Information	X	X		X			X	X
Eligibility for programs of financial aid assistance for training and education programs	X	X		X			X	
Training vendor information	X	X		X	X		X	
Performance measure information	X	X		X			X	
Referrals to other programs and services	X	X	X	X	X	X	X	
Individualized Career Services								
Comprehensive assessment of skill levels and service needs	X	X	X		X	X	X	
Individual Employment Plan	X	X			X		X	
Group counseling		X						
Individual counseling	X	X	X		X	X	X	
Career Planning	X	X			X	X	X	
Short-term prevocational services (i.e. communication, interview skills, punctuality)	X	X			X	X	X	

Internships and work experience linked to careers	X	X			X	X	X	
Workforce preparation activities	X	X			X	X	X	
Financial literacy services								
Out-of-Area job search assistance and relocation assistance	X	X			X		X	
English language acquisition and integrated education and training programs			X		X			
Follow-up Services								
Counseling regarding the workplace	X	X			X	X	X	
Referral to community resources necessary to retain employment	X	X	X		X	X	X	
Provision of supportive services	X	X			X		X	
Career development/further education planning	X	X			X	X	X	
Assistance securing a better paying job	X	X			X	X	X	
Training Services								
Occupation Skills Training (Classroom based)	X	X			X		X	
On-the-Job Training (OJT)	X	X					X	
Incumbent Worker Training	X	X					X	
Programs that provide workplace training with related instruction								
Training programs operated by the private sector	X	X			X		X	
Skill upgrading and retraining	X	X			X	X	X	
Entrepreneurial Training								
Transitional Jobs		X				X	X	
Job readiness training	X	X				X	X	
Adult education and literacy activities			X		X			
High School diploma/GED services			X					
Employer customized training							X	
Business Services								
Labor market information	X			X			X	
Wage & Benefit information	X			X			X	
Local labor pool information	X						X	
Job/Career Fairs	X	X		X			X	

Internet talent search and job postings	X						X	
Employee recruitment and/or screening assistance	X	X					X	
Financial assistance for employee training	X	X					X	
Employee assessment/testing services		X		X			X	
Tax credit information	X			X			X	
Employer workshops and seminars	X						X	
Outplacement assistance								
Small Business Admin. information								
Human Resource information	X							
Rapid Response/Layoff Aversion services	X			X				
Job description assistance	X							
Referral assistance to partnering agency	X	X	X	X	X	X	X	

Referral Process

WIOA Title I, Adult, Dislocated Worker and Youth Programs

Customers interested in obtaining more information regarding services provided by the Del Norte Workforce Center, would be referred to Christy Hernandez, Del Norte Workforce
286 M Street, Crescent City, CA 95531
707-464-8347
chernandez@ncen.org

WIOA Title I, Native American Programs - Section (166)

Customers that might fit eligibility requirement for assistance through Northern CA Indian Development Council or have questions about services would be referred to Brenda Lawrence, NCIDC Program Assistant II:
888 4th Street, Crescent City, CA 95531
707-464-3512
brenda@ncidc.org

WIOA Title I, Migrant and Seasonal Farmworker Programs - Section (167)

Customers with questions about farmworker programs and services would be referred to California Human Development, Paul Castro, Director FWS Operations:
3835 N. Freeway Blvd, Ste 140, Sacramento, CA 95834
916-514-4313
paul.castro@chdcorp.org

WIOA Title II, Adult Education and Literacy Programs

Customers with questions about adult education and/or literacy programs would be referred to Del Norte County Unified School District office to speak to Jeff Harris,
County and District Superintendent:
301 W. Washington Blvd, Crescent City, CA 95531

707-464-0200

jharris@delnorte.k12.ca.us

WIOA Title III, Wagner-Peyser Programs

Customers with questions about Wagner-Peyser programs in our area would be referred to EDD Redwood Empire Cluster Manager, Robyn Stalcup:

409 K Street, Eureka, CA 95501

707-441-4584

robyn.stalcup@edd.ca.gov

WIOA Title IV, Vocational Rehabilitation Programs

Customers asking about services available through Department of Rehab, or might fit eligibility requirements for services, would be referred to Carla Capineri,

Department of Rehabilitation PTII – Crescent City Branch:

286 M Street, Crescent City, CA 95531

707-464-8347

carla.capineri@dor.ca.gov

Title V, Older Americans Act Programs

Customers that are requesting information from Experience Works would be referred to Lita Evans, Employment & Training Coordinator for Northern CA:

1325 Pine Street, Redding, CA 96001

530-225-2257

lita_evans@experienceworks.org

Trade Adjustment Assistance (TAA) Programs

Customers looking to find out more information regarding Trade Adjustment Assistance would be referred to the nearest EDD office to speak to Robyn Stalcup, Redwood Empire

409 K Street, Eureka, CA 95501

707-441-4584

robyn.stalcup@edd.ca.gov

Veterans Programs (EDD)

Veterans looking to get more information regarding services and/or programs would be referred to the Disabled Veterans Outreach Program Specialist, Anthony Rivera:

409 K Street, Eureka, CA 95501

707-441-5705

anthony.rivera@edd.ca.gov

Unemployment Insurance Program (EDD)

Customers with questions regarding EDD's Unemployment Insurance Program are first directed to use "Contact EDD" on www.edd.ca.gov. When assistance is needed beyond the website customers are referred to the Eureka EDD office, Robyn Stalcup, Redwood Empire

409 K Street, Eureka, CA 95501

707-441-4584

robyn.stalcup@edd.ca.gov

Attachment C - Lassen County

	WIOA Title I, Adult/DW/Youth - AFWD, Inc.	WIOA Title I, Native American Programs - California Indian Manpower Consortium	WIOA Title II, Adult Education and Literacy Programs	WIOA Title III, Wagner-Peyser Programs - EDD	WIOA Title IV, Vocational Rehabilitation Programs - California Vocation Rehab	Title V, Older Americans Act Programs - Experience Works	Trade Adjustment Assistance (TAA) - EDD	Veterans Programs - EDD	Unemployment Insurance - EDD	Temporary Assistance for Needy Families (TANF)/CalWORKS - Department of Social Services
Services										
Basic Career Services										
Program eligibility	X	X	X		X	X		X	X	X
Outreach and intake and orientation to services	X	X	X		X			X	X	X
Initial assessment of skill levels	X	X	X			X		X		X
Job search and placement assistance	X	X			X	X		X		X
Labor Market employment statistics	X	X	X		X			X		
Supportive services information	X	X	X			X	X	X		X
Unemployment Insurance Claim Filing Assistance and Information	X	X					X	X	X	
Eligibility for programs of financial aid assistance for training and education programs	X	X	X		X		X			X
Training vendor information	X	X			X					
Performance measure information	X	X			X					
Referrals to other programs and services	X	X	X		X	X		X		X
Individualized Career Services										
Comprehensive assessment of skill levels and service needs	X	X	X		X	X				X
Individual Employment Plan	X	X			X	X				X
Group counseling	X	X								X
Individual counseling	X	X	X		X			X		X
Career Planning	X	X	X		X	X		X		X
Short-term prevocational services (i.e. communication, interview skills, punctuality)	X	X	X		X	X		X		X

Internships and work experience linked to careers	X	X	X		X	X				X
Workforce preparation activities	X	X	X		X	X		X		X
Financial literacy services	X	X								
Out-of-Area job search assistance and relocation assistance	X	X			X					
English language acquisition and integrated education and training programs			X		X					
Follow-up Services										
Counseling regarding the workplace	X	X			X	X		X		
Referral to community resources necessary to retain employment	X	X			X	X		X		X
Provision of supportive services	X	X			X					
Career development/further education planning	X	X	X		X					
Assistance securing a better paying job	X	X			X	X		X		
Training Services										
Occupation Skills Training (Classroom based)	X	X	X		X					X
On-the-Job Training (OJT)	X	X			X	X				
Incumbent Worker Training	X									
Programs that provide workplace training with related instruction	X	X			X	X				X
Training programs operated by the private sector	X	X			X					X
Skill upgrading and retraining	X	X			X	X				X
Entrepreneurial Training	X	X								
Transitional Jobs	X	X			X					
Job readiness training	X	X	X		X	X				X
Adult education and literacy activities	X	X	X		X					
High School diploma/GED services	X	X	X		X					X
Employer customized training	X				X					
Business Services										
Labor market information	X									
Wage & Benefit information	X									
Local labor pool information	X									
Job/Career Fairs	X					X				

Internet talent search and job postings	X		X							
Employee recruitment and/or screening assistance	X	X								
Financial assistance for employee training	X	X								
Employee assessment/testing services	X	X								
Tax credit information	X	X								
Employer workshops and seminars	X									
Outplacement assistance	X									
Small Business Admin. information	X									
Human Resource information	X									
Rapid Response/Layoff Aversion services	X	X								
Job description assistance	X									
Referral assistance to partnering agency	X	X								

Referral Process

When referring to partner agencies that are co-located, Business & Career Network staff will personally escort the customer to an agency representative and provide introductions. For partners not co-located, Business & Career Network staff will contact the agency representative by telephone, e-mail or in person for the customer, and make the referral. The customer will be provided a Business & Career Network staff business card to present to the partner agency.

WIOA Title I, Adult, Dislocated Worker and Youth Programs

Customers interested in obtaining more information regarding services provided by Business & Career Network would be referred to:

Kim Keith - Program Supervisor

1616 Chestnut Street, Susanville, CA 96130

530-257-5057

kkeith@ncen.org

WIOA Title I, Native American Programs (Section 166)

The local office has asked that all referrals are made through the Sacramento office.

California Indian Manpower Consortium, Inc.

Linda LaFountain - Field Office Supervisor

738 North Market Blvd.

Sacramento, CA 95834

916-920-0285

lindal@cimcinc.com

WIOA Title II, Adult Education and Literacy Programs

Customers with questions about adult education and/or literacy programs would be referred to Lassen High School District.

Kittie Edson - Administration

530-257-4217

kedson@lassen.edu

WIOA Title III, Wagner-Peyser Programs

Customers with questions about Wagner-Peyser programs in our area would be referred to the California Employment Development Department.

WIOA Title IV, Vocational Rehabilitation Programs

Customers asking about services available through California Department of Rehab, or might fit eligibility requirements for services, would be referred to:

Shannon Hogan

530-257-4217

shogan@dor.ca.gov

Title V, Older Americans Act Programs

Customers that are requesting information from Experience Works would be referred to, Employment & Training Coordinator for Northern CA:

Lita Evans

530-225-2257

lita_evans@experienceworks.org

Trade Adjustment Assistance (TAA) Programs

Customers looking to find out more information regarding Trade Adjustment Assistance would be referred to the nearest EDD office to speak to:

Ignacio Magaña

78 Table Mountain Blvd., Oroville, CA 95965

530-749-4898

ignacio.magana@edd.ca.gov

Veterans Programs (EDD)

Veterans looking to get more information regarding services and/or programs would be referred to the Veterans Services Assistant:

Mike McDonald

78 Table Mountain Blvd., Oroville, CA 95965

530-538-2285

michael.mcdonald@edd.ca.gov

Unemployment Insurance Program (EDD)

Customers with questions regarding EDD's Unemployment Insurance Program are first directed to use "Contact EDD" on www.edd.ca.gov. When assistance is needed beyond the website customers are referred to the local EDD office.

Ignacio Magaña

78 Table Mountain Blvd., Oroville, CA 95965

530-749-4898

ignacio.magana@edd.ca.gov

Temporary Assistance for Needy Families (TANF)/CalWORKs

Customers interested in programs and/or services provided by the CalWORKs department would be referred to:

Yvonne Hawkes

1616 Chestnut Street, Susanville, CA 96130

530-251-8152

yhawkes@co.lassen.ca.us

Attachment D - Modoc County

	WIOA Title I, Adult/DW/Youth - AFWD, Inc.	WIOA Title I, Native American Programs - California Indian Manpower Consortium	WIOA Title III, Wagner-Peyser Programs - EDD	WIOA Title IV, Vocational Rehabilitation Programs - California Vocation Rehab	Title V, Older Americans Act Programs - Experience Works	Trade Adjustment Assistance (TAA) - EDD	Veterans Programs - EDD	Unemployment Insurance - EDD	Temporary Assistance for Needy Families (TANF)/CalWORKS - Department of Employment & Social Services
Services									
Basic Career Services									
Program eligibility	X	X		X	X		X	X	X
Outreach and intake and orientation to services	X	X		X			X	X	X
Initial assessment of skill levels	X	X			X		X		X
Job search and placement assistance	X	X		X	X		X		X
Labor Market employment statistics	X	X		X			X		
Supportive services information	X	X			X	X	X		X
Unemployment Insurance Claim Filing Assistance and Information	X	X				X	X	X	
Eligibility for programs of financial aid assistance for training and education programs	X	X		X		X			X
Training vendor information	X	X		X					
Performance measure information	X	X		X					
Referrals to other programs and services	X	X		X	X		X		X
Individualized Career Services									
Comprehensive assessment of skill levels and service needs	X	X		X	X				X
Individual Employment Plan	X	X		X	X				X
Group counseling	X	X							X
Individual counseling	X	X		X			X		X
Career Planning	X	X		X	X		X		X
Short-term prevocational services (i.e. communication, interview skills, punctuality)	X	X		X	X		X		X

Employee recruitment and/or screening assistance	X	X							
Financial assistance for employee training	X	X							
Employee assessment/testing services	X	X							
Tax credit information	X	X							
Employer workshops and seminars	X								
Outplacement assistance	X								
Small Business Admin. information	X								
Human Resource information	X								
Rapid Response/Layoff Aversion services	X	X							
Job description assistance	X								
Referral assistance to partnering agency	X	X							

Referral Process

When referring to partner agencies that are co-located, Business & Career Network staff will personally escort the customer to an agency representative and provide introductions. For partners not co-located, Business & Career Network staff will contact the agency representative by telephone, e-mail or in person for the customer, and make the referral. The customer will be provided a Business & Career Network staff business card to present to the partner agency.

WIOA Title I, Adult, Dislocated Worker and Youth Programs

Customers interested in obtaining more information regarding services provided by Business & Career Network would be referred to:

Stacy Snow - Resource Coordinator

221 North Main Street, Alturas, CA 96101

530-233-4161

ssnow@ncen.org

WIOA Title I, Native American Programs (Section 166)

The local office has asked that all referrals are made through the Sacramento office.

California Indian Manpower Consortium, Inc.

Linda LaFountain - Field Office Supervisor

738 North Market Blvd.

Sacramento, CA 95834

916-920-0285

lindal@cimcinc.com

WIOA Title III, Wagner-Peyser Programs

Customers with questions about Wagner-Peyser programs in our area would be referred to the California Employment Development Department

WIOA Title IV, Vocational Rehabilitation Programs

Customers asking about services available through California Department of Rehab, or might fit eligibility requirements for services, would be referred to:

Christien Kensley

530-260-1749

ckensley@dor.ca.gov

Title V, Older Americans Act Programs

Customers that are requesting information from Experience Works would be referred to, Employment & Training Coordinator for Northern CA:

Lita Evans

530-225-2257

lita_evans@experienceworks.org

Trade Adjustment Assistance (TAA) Programs

Customers looking to find out more information regarding Trade Adjustment Assistance would be referred to the nearest EDD office to speak to:

Ignacio Magaña

78 Table Mountain Blvd., Oroville, CA 95965

530-749-4898

ignacio.magana@edd.ca.gov

Veterans Programs (EDD)

Veterans looking to get more information regarding services and/or programs would be referred to the Veterans Services Assistant:

Mike McDonald

78 Table Mountain Blvd., Oroville, CA 95965

530-538-2285

michael.mcdonald@edd.ca.gov

Unemployment Insurance Program (EDD)

Customers with questions regarding EDD's Unemployment Insurance Program are first directed to use "Contact EDD" on www.edd.ca.gov. When assistance is needed beyond the website customers are referred to the local EDD office.

Ignacio Magaña

78 Table Mountain Blvd., Oroville, CA 95965

530-749-4898

ignacio.magana@edd.ca.gov

Temporary Assistance for Needy Families (TANF)/CalWORKs

Customers interested in programs and/or services provided by the CalWORKs department would be referred to:

Meghanne MacDonnell

324 South Main Street, Alturas, CA 96101

530-251-8152

meghannemacdonnell@co.modoc.ca.us

Attachment E - Nevada County

	WIOA Title I, Adult/DW/Youth - AFWD, Inc.	WIOA Title I, Native American Programs - California Indian Manpower Consortium	WIOA Title II, Adult Education and Literacy Programs	WIOA Title III, Wagner-Peyser Programs - EDD	WIOA Title IV, Vocational Rehabilitation Programs - California Vocation Rehab	Title V, Older Americans Act Programs - Experience Works	Trade Adjustment Assistance (TAA) - EDD	Veterans Programs - EDD	Unemployment Insurance - EDD	Temporary Assistance for Needy Families (TANF)/CalWORKS - Department of Social Services
Services										
Basic Career Services										
Program eligibility	X	X	X		X	X		X	X	X
Outreach and intake and orientation to services	X	X	X		X			X	X	X
Initial assessment of skill levels	X	X	X			X		X		X
Job search and placement assistance	X	X			X	X		X		X
Labor Market employment statistics	X	X	X		X			X		X
Supportive services information	X	X				X	X	X		X
Unemployment Insurance Claim Filing Assistance and Information	X	X					X	X	X	X
Eligibility for programs of financial aid assistance for training and education programs	X	X			X		X			X
Training vendor information	X	X			X					X
Performance measure information	X	X			X					
Referrals to other programs and services	X	X	X		X	X		X		X
Individualized Career Services										
Comprehensive assessment of skill levels and service needs	X	X	X		X	X				X
Individual Employment Plan	X	X			X	X				X
Group counseling	X	X								X
Individual counseling	X	X			X			X		X
Career Planning	X	X	X		X	X		X		X
Short-term prevocational services (i.e. communication, interview skills, punctuality)	X	X			X	X		X		X

Employee recruitment and/or screening assistance	X	X								
Financial assistance for employee training	X	X								
Employee assessment/testing services	X	X								
Tax credit information	X	X								
Employer workshops and seminars	X									
Outplacement assistance	X									
Small Business Admin. information	X									
Human Resource information	X									
Rapid Response/Layoff Aversion services	X	X								
Job description assistance	X									
Referral assistance to partnering agency	X	X								

Referral Process

When referring to partner agencies that are co-located, Business & Career Network staff will personally escort the customer to an agency representative and provide introductions. For partners not co-located, Business & Career Network staff will contact the agency representative by telephone, e-mail or in person for the customer, and make the referral. The customer will be provided a Business & Career Network staff business card to present to the partner agency.

WIOA Title I, Adult, Dislocated Worker and Youth Programs

Customers interested in obtaining more information regarding services provided by Business & Career Network would be referred to:

(Grass Valley) Malwina Grant - Resource Coordinator

988 McCourtney Road, Grass Valley, CA 95949

530-265-7107

mgrant@ncen.org

(Truckee) Sheryl Elder - Resource Coordinator

10075 Levon Ave., Suite 105, Truckee, CA 96161

530-550-3015

selder@ncen.org

WIOA Title I, Native American Programs (Section 166)

The local office has asked that all referrals are made through the Sacramento office.

California Indian Manpower Consortium, Inc.

Linda LaFountain - Field Office Supervisor

738 North Market Blvd.

Sacramento, CA 95834

916-920-0285

lindal@cimcinc.com

WIOA Title II, Adult Education and Literacy Programs

Customers with questions about adult education and/or literacy programs would be referred to Nevada Joint Union High School District.

Julie Madrona - Teacher
530-477-1225
jmadrona@njuhsd.com

WIOA Title III, Wagner-Peyser Programs

Customers with questions about Wagner-Peyser programs in our area would be referred to the California Employment Development Department

WIOA Title IV, Vocational Rehabilitation Programs

Customers asking about services available through California Department of Rehab, or might fit eligibility requirements for services, would be referred to:

Jessica Rose
530-477-2483
jrose@dor.ca.gov

Title V, Older Americans Act Programs

Customers that are requesting information from Experience Works would be referred to, Employment & Training Coordinator for Northern CA:

Rosario Clerici-Green
530-895-4672
rosario_clerici@exproceedworks.org

Trade Adjustment Assistance (TAA) Programs

Customers looking to find out more information regarding Trade Adjustment Assistance would be referred to the nearest EDD office to speak to:

Ignacio Magaña
78 Table Mountain Blvd., Oroville, CA 95965
530-749-4898
ignacio.magana@edd.ca.gov

Veterans Programs (EDD)

Veterans looking to get more information regarding services and/or programs would be referred to the Veterans Services Assistant:

Mike McDonald
78 Table Mountain Blvd., Oroville, CA 95965
530-538-2285
michael.mcdonald@edd.ca.gov

Unemployment Insurance Program (EDD)

Customers with questions regarding EDD's Unemployment Insurance Program are first directed to use "Contact EDD" on www.edd.ca.gov. When assistance is needed beyond the website customers are referred to the local EDD office.

Ignacio Magaña
78 Table Mountain Blvd., Oroville, CA 95965
530-749-4898
ignacio.magana@edd.ca.gov

Temporary Assistance for Needy Families (TANF)/CalWORKs

Customers interested in programs and/or services provided by the CalWORKs department would be referred to:

Olivia Ellis
988 McCourtney Road, Grass Valley, CA 95949
530-265-1760
olivia.ellis@co.nevada.ca.us

Attachment F - Plumas County

	WIOA Title I, Adult/DW/Youth - AFWD, Inc.	WIOA Title I, Native American Programs - California Indian Manpower Consortium	WIOA Title II, Adult Education and Literacy Programs	WIOA Title III, Wagner-Peyser Programs - EDD	Title V, Older Americans Act Programs - Experience Works	Trade Adjustment Assistance (TAA) - EDD	Veterans Programs - EDD	Unemployment Insurance - EDD	Temporary Assistance for Needy Families (TANF)/CalWORKS - Department of Employment & Social Services
Services									
Basic Career Services									
Program eligibility	X	X	X		X		X	X	X
Outreach and intake and orientation to services	X	X	X				X	X	X
Initial assessment of skill levels	X	X	X		X		X		X
Job search and placement assistance	X	X			X		X		X
Labor Market employment statistics	X	X					X		
Supportive services information	X	X			X	X	X		X
Unemployment Insurance Claim Filing Assistance and Information	X	X				X	X	X	X
Eligibility for programs of financial aid assistance for training and education programs	X	X	X			X			X
Training vendor information	X	X							
Performance measure information	X	X							
Referrals to other programs and services	X	X	X		X		X		X
Individualized Career Services									
Comprehensive assessment of skill levels and service needs	X	X	X		X				
Individual Employment Plan	X	X			X				X
Group counseling	X	X							X
Individual counseling	X	X					X		X
Career Planning	X	X	X		X		X		X
Short-term prevocational services (i.e. communication, interview skills, punctuality)	X	X			X		X		X

Internships and work experience linked to careers	X	X			X				X
Workforce preparation activities	X	X	X		X		X		X
Financial literacy services	X	X							
Out-of-Area job search assistance and relocation assistance	X	X							
English language acquisition and integrated education and training programs			X						X
Follow-up Services									
Counseling regarding the workplace	X	X			X		X		
Referral to community resources necessary to retain employment	X	X			X		X		X
Provision of supportive services	X	X							X
Career development/further education planning	X	X	X						
Assistance securing a better paying job	X	X			X		X		
Training Services									
Occupation Skills Training (Classroom based)	X	X	X						
On-the-Job Training (OJT)	X	X			X				
Incumbent Worker Training	X								
Programs that provide workplace training with related instruction	X	X			X				X
Training programs operated by the private sector	X	X							X
Skill upgrading and retraining	X	X			X				
Entrepreneurial Training	X	X							
Transitional Jobs	X	X							X
Job readiness training	X	X	X		X				X
Adult education and literacy activities	X	X	X						X
High School diploma/GED services	X	X	X						
Employer customized training	X								
Business Services									
Labor market information	X								
Wage & Benefit information	X								
Local labor pool information	X								
Job/Career Fairs	X				X				
Internet talent search and job postings	X		X						

Employee recruitment and/or screening assistance	X	X							
Financial assistance for employee training	X	X							
Employee assessment/testing services	X	X							
Tax credit information	X	X							
Employer workshops and seminars	X								X
Outplacement assistance	X								
Small Business Admin. information	X								
Human Resource information	X								
Rapid Response/Layoff Aversion services	X	X							
Job description assistance	X								
Referral assistance to partnering agency	X	X							X

Referral Process

When referring to partner agencies that are co-located, Business & Career Network staff will personally escort the customer to an agency representative and provide introductions. For partners not co-located, Business & Career Network staff will contact the agency representative by telephone, e-mail or in person for the customer, and make the referral. The customer will be provided a Business & Career Network staff business card to present to the partner agency.

WIOA Title I, Adult, Dislocated Worker and Youth Programs

Customers interested in obtaining more information regarding services provided by Business & Career Network, would be referred to:

Valerie Bourque - Coordinator

7 Quincy Junction Road, Quincy, CA 95971

530-283-1606

vbourque@ncen.org

WIOA Title I, Native American Programs (Section 166)

The local office has asked that all referrals are made through the Sacramento office.

California Indian Manpower Consortium, Inc.

Linda LaFountain - Field Office Supervisor

738 North Market Blvd.

Sacramento, CA 95834

916-920-0285

lindal@cimcinc.com

WIOA Title II, Adult Education and Literacy Programs

Customers with questions about adult education and/or literacy programs would be referred to Plumas County Literacy.

Victoria Metcalf - Coordinator

530-283-6413

literacy@psln.com

WIOA Title III, Wagner-Peyser Programs

Customers with questions about Wagner-Peyser programs in our area would be referred to the California Employment Development Department.

Title V, Older Americans Act Programs

Customers that are requesting information from Experience Works would be referred to, Employment & Training Coordinator for Northern CA:

Rosario Clerici-Green

530-895-4672

rosario_clerici@experienceworks.org

Trade Adjustment Assistance (TAA) Programs

Customers looking to find out more information regarding Trade Adjustment Assistance would be referred to the nearest EDD office to speak to:

Ignacio Magaña

78 Table Mountain Blvd., Oroville, CA 95965

530-749-4898

ignacio.magana@edd.ca.gov

Veterans Programs (EDD)

Veterans looking to get more information regarding services and/or programs would be referred to the Veterans Services Assistant:

Mike McDonald

78 Table Mountain Blvd., Oroville, CA 95965

530-538-2285

michael.mcdonald@edd.ca.gov

Unemployment Insurance Program (EDD)

Customers with questions regarding EDD's Unemployment Insurance Program are first directed to use "Contact EDD" on www.edd.ca.gov. When assistance is needed beyond the website customers are referred to the local EDD office.

Ignacio Magaña

78 Table Mountain Blvd., Oroville, CA 95965

530-749-4898

ignacio.magana@edd.ca.gov

Temporary Assistance for Needy Families (TANF)/CalWORKs

Customers interested in programs and/or services provided by the CalWORKs department would be referred to:

Adriana Gonzalez

270 County Hospital Road, Suite 207, Quincy, CA 95971

530-283-6350

agonzalez@countyofplumas.com

Attachment G - Shasta County

	WIOA Title I, Adult/DW/Youth - SMART BUSINESS RESOURCE CENTER	WIOA Title I, Native American Programs California Indian Manpower Consortium	WIOA Title II, Adult Education and Literacy Programs	WIOA Title III, Wagner-Peyser Programs - EDD	WIOA Title IV, Vocational Rehabilitation Programs - California Vocation Rehab	Title V, Older Americans Act Programs - Experience Works	Trade Adjustment Assistance (TAA) - EDD	Veterans Programs - EDD	Unemployment Insurance - EDD
Services									
Basic Career Services									
Program eligibility	X	X				X			X
Outreach and intake and orientation to services	X	X	X		X	X			X
Initial assessment of skill levels	X	X	X		X	X			
Job search and placement assistance	X	X			X	X			
Labor Market employment statistics	X	X			X				
Supportive services information	X	X			X	X			
Unemployment Insurance Claim Filing Assistance and Information	X								X
Eligibility for programs of financial aid assistance for training and education programs	X		X						
Training vendor information	X	X							
Performance measure information	X	X				X			
Referrals to other programs and services	X	X	X		X	X			
Individualized Career Services									
Comprehensive assessment of skill levels and service needs	X	X	X		X	X			
Individual Employment Plan	X	X			X	X			
Group counseling	X					X			
Individual counseling	X	X	X		X	X			
Career Planning	X	X			X				
Short-term prevocational services (i.e. communication, interview skills, punctuality)	X					X			

Internships and work experience linked to careers	X					X			
Workforce preparation activities	X	X	X		X	X			
Financial literacy services	X								
Out-of-Area job search assistance and relocation assistance	X								
English language acquisition and integrated education and training programs	X		X						
Follow-up Services									
Counseling regarding the workplace	X					X			
Referral to community resources necessary to retain employment	X					X			
Provision of supportive services	X								
Career development/further education planning	X		X						
Assistance securing a better paying job	X								
Training Services									
Occupation Skills Training (Classroom based)	X	X	X						
On-the-Job Training (OJT)	X	X				X			
Incumbent Worker Training Programs that provide workplace training with related instruction	X		X						
Training programs operated by the private sector	X	X				X			
Skill upgrading and retraining	X		X						
Entrepreneurial Training	X	X	X						
Transitional Jobs	X								
Job readiness training	X	X	X		X	X			
Adult education and literacy activities	X		X						
High School diploma/GED services	X		X						
Employer customized training	X		X						
Business Services									
Labor market information	X	X	X						
Wage & Benefit information	X								
Local labor pool information	X								
Job/Career Fairs	X	X			X	X			

Internet talent search and job postings	X								
Employee recruitment and/or screening assistance	X				X				
Financial assistance for employee training	X								
Employee assessment/testing services	X								
Tax credit information	X	X			X				
Employer workshops and seminars	X				X				
Outplacement assistance	X								
Small Business Admin. information	X				X				
Human Resource information	X								
Rapid Response/Layoff Aversion services	X								
Job description assistance	X								
Referral assistance to partnering agency	X	X	X		X	X			

Referral Process

Referrals to partner agencies will be made through phone calls, instant messaging systems, or on-site introductions.

WIOA Title I, Adult, Dislocated Worker, and Youth Programs

Customers interested in obtaining more information regarding services provided by:
 Shasta County Private Industry Council, Inc., dba The Smart Business Resource Center
 Misty Bowman
 Lead Program Advisor
 530-245-1536
bmisty@thesmartcenter.biz

WIOA Title I Native American Programs (Section 166)

The local office has asked that all referrals are made through the Sacramento office.
 California Indian Manpower Consortium, Inc.
 Linda LaFountain
 Field Office Supervisor
 738 North Market Blvd.
 Sacramento, CA 95834
 916-920-0285
lindal@cimcinc.com

WIOA Title II Adult Education and Literacy Programs

Customers with questions about adult education and/or literacy programs would be referred to:
Anderson Adult Education Center
 Brandt Shriner
 Office 530-365-3334

bshriner@auhsd.net

Shasta College

Gateway to College Program

Nancy Berkey

Office 530-242-7587

nberkey@shastacollege.edu

Shasta Literacy Program

Shasta County Library

Kayla Menne

Literacy Coordinator

Office 530-245-7237

kaylam@shastalibraries.org

Shasta Adult School

Kathi Rodriguez

Secretary

Office 530- 245-2626

Fax 530-245-2682

Good News Rescue Mission - Academic Center

Anthony Zippay

Academic Center Director

Office 530-242-5920

AZippay@gnrm.org

WIOA Title III, Wagner-Peyser Programs

The number listed below the will give the customer options to choose service(s) desired from EDD – Workforce Services. From there, depending on what they need, a live person will answer or return their phone call.

Wagner-Peyser Programs, 530-225-2185

Trade Adjustment Assistance (TAA) Programs

The number listed below the will give the customer options to choose service(s) desired from EDD – Workforce Services. From there, depending on what they need, a live person will answer or return their phone call.

TAA Specialist, Becky Tyson

530-225-2004

Lyndsey Richmond Back-up TAA Specialist

530-225-2168

Veterans Programs (VEAP)

The number listed below the will give the customer options to choose service(s) desired from EDD – Workforce Services. From there, depending on what they need, a live person will answer or return their phone call.

Veterans Programs, 530-225-2185

Unemployment Insurance Program - EDD

The numbers listed below will give the customer options to choose service(s) desired from EDD – Workforce Services. From there, depending on what they need, a live person will answer or return their phone call.

Unemployment Insurance Program
530-225-2185

WIOA Title IV, Vocational Rehabilitation Programs

California Department of Rehabilitation
Danielle Hackworth
Employment Coordinator
Office 530-224-4722
Danielle.Hackworth@dor.ca.gov

Title V, Older Americans Act

Customers that are requesting information from Experience Works would be referred to:
Experience Works Inc. Northern CA
Lita Evans
Employment and Training Coordinator
530-225-2257
lita_evans@experienceworks.org

Attachment H - Sierra County

	WIOA Title I, Adult/DW/Youth - AFWD, Inc.	WIOA Title I, Native American Programs - California Indian Manpower Consortium	WIOA Title II, Adult Education and Literacy Programs	WIOA Title III, Wagner-Peyser Programs - EDD	Title V, Older Americans Act Programs - Experience Works	Trade Adjustment Assistance (TAA) - EDD	Veterans Programs - EDD	Unemployment Insurance - EDD	Temporary Assistance for Needy Families (TANF)/CalWORKS -
Services									
Basic Career Services									
Program eligibility	X	X	X		X		X	X	X
Outreach and intake and orientation to services	X	X	X				X	X	X
Initial assessment of skill levels	X	X	X		X		X		X
Job search and placement assistance	X	X			X		X		X
Labor Market employment statistics	X	X					X		
Supportive services information	X	X			X	X	X		X
Unemployment Insurance Claim Filing Assistance and Information	X	X				X	X	X	X
Eligibility for programs of financial aid assistance for training and education programs	X	X				X			X
Training vendor information	X	X							
Performance measure information	X	X							X
Referrals to other programs and services	X	X	X		X		X		X
Individualized Career Services									
Comprehensive assessment of skill levels and service needs	X	X			X				X
Individual Employment Plan	X	X			X				X
Group counseling	X	X							
Individual counseling	X	X					X		X
Career Planning	X	X			X		X		X
Short-term prevocational services (i.e. communication, interview skills, punctuality)	X	X			X		X		X

Internships and work experience linked to careers	X	X			X				X
Workforce preparation activities	X	X			X		X		X
Financial literacy services	X	X							
Out-of-Area job search assistance and relocation assistance	X	X							
English language acquisition and integrated education and training programs			X						X
Follow-up Services									
Counseling regarding the workplace	X	X			X		X		
Referral to community resources necessary to retain employment	X	X			X		X		X
Provision of supportive services	X	X							X
Career development/further education planning	X	X							
Assistance securing a better paying job	X	X			X		X		X
Training Services									
Occupation Skills Training (Classroom based)	X	X							X
On-the-Job Training (OJT)	X	X			X				
Incumbent Worker Training	X								
Programs that provide workplace training with related instruction	X	X			X				X
Training programs operated by the private sector	X	X							X
Skill upgrading and retraining	X	X			X				X
Entrepreneurial Training	X	X							
Transitional Jobs	X	X							
Job readiness training	X	X			X				X
Adult education and literacy activities	X	X	X						X
High School diploma/GED services	X	X	X						X
Employer customized training	X								
Business Services									
Labor market information	X								
Wage & Benefit information	X								
Local labor pool information	X								
Job/Career Fairs	X				X				
Internet talent search and job postings	X								X

Employee recruitment and/or screening assistance	X	X							
Financial assistance for employee training	X	X							
Employee assessment/testing services	X	X							
Tax credit information	X	X							
Employer workshops and seminars	X								
Outplacement assistance	X								
Small Business Admin. information	X								
Human Resource information	X								
Rapid Response/Layoff Aversion services	X	X							
Job description assistance	X								
Referral assistance to partnering agency	X	X							

Referral Process

When referring to partner agencies that are co-located, Business & Career Network staff will personally escort the customer to an agency representative and provide introductions. For partners not co-located, Business & Career Network staff will contact the agency representative by telephone, e-mail or in person for the customer, and make the referral. The customer will be provided a Business & Career Network staff business card to present to the partner agency.

WIOA Title I, Adult, Dislocated Worker and Youth Programs

Customers interested in obtaining more information regarding services provided by the Business and Career Network, would be referred to:

Kayte Puckett - Career Center Advisor/Frontline Receptionist

305 South Lincoln Street, Sierraville, CA 96126

530-994-3349

kpuckett@ncen.org

WIOA Title I, Native American Programs (Section 166)

The local office has asked that all referrals are made through the Sacramento office.

California Indian Manpower Consortium, Inc.

Linda LaFountain - Field Office Supervisor

738 North Market Blvd.

Sacramento, CA 95834

916-920-0285

lindal@cimcinc.com

WIOA Title II, Adult Education and Literacy Programs

Customers with questions about adult education and/or literacy programs would be

Mary Wright

530-862-0210

sierrachildcare@att.net

WIOA Title III, Wagner-Peyser Programs

Customers with questions about Wagner-Peyser programs in our area would be referred to the California Employment Development Department.

Title V, Older Americans Act Programs

Customers that are requesting information from Experience Works would be referred to, Employment & Training Coordinator for Northern CA:

Rosario Clerici-Green

530-895-4672

rosario_clerici@exproienceworks.org

Trade Adjustment Assistance (TAA) Programs

Customers looking to find out more information regarding Trade Adjustment Assistance would be referred to the nearest EDD office to speak to:

Ignacio Magaña

78 Table Mountain Blvd., Oroville, CA 95965

530-749-4898

ignacio.magana@edd.ca.gov

Veterans Programs (EDD)

Veterans looking to get more information regarding services and/or programs would be referred to the Veterans Services Assistant:

Mike McDonald

78 Table Mountain Blvd., Oroville, CA 95965

530-538-2285

michael.mcdonald@edd.ca.gov

Unemployment Insurance Program (EDD)

Customers with questions regarding EDD's Unemployment Insurance Program are first directed to use "Contact EDD" on www.edd.ca.gov. When assistance is needed beyond the website customers are referred to the local EDD office.

Ignacio Magaña

78 Table Mountain Blvd., Oroville, CA 95965

530-749-4898

ignacio.magana@edd.ca.gov

Temporary Assistance for Needy Families (TANF)/CalWORKs

Customers interested in programs and/or services provided by the CalWORKs department would be referred to:

Lori McGee

Integrated Caseworker Supervisor

530-993-6725

lmcgee@sierracounty.ca.gov

Attachment I - Siskiyou County

	WIOA Title I, Adult/DW/Youth - Siskiyou Training & Employment Program, Inc. (STEP)	WIOA Title III, Wagner-Peyser Programs - EDD	WIOA Title IV, Vocational Rehabilitation Programs - California Vocation Rehab	Title V, Older Americans Act Programs - Experience Works	Trade Adjustment Assistance (TAA) - EDD	Veterans Programs - EDD	Unemployment Insurance - EDD
Services							
Basic Career Services							
Program eligibility	X		X	X			X
Outreach and intake and orientation to services	X	X	X	X			X
Initial assessment of skill levels	X	X		X			
Job search and placement assistance	X	X	X	X			
Labor Market employment statistics	X	X	X				
Supportive services information	X	X	X	X			
Unemployment Insurance Claim Filing Assistance and Information	X	X	X				X
Eligibility for programs of financial aid assistance for training and education programs	X		X				
Training vendor information	X						
Performance measure information	X						
Referrals to other programs and services	X	X		X			
Individualized Career Services							
Comprehensive assessment of skill levels and service needs	X	X	X	X			
Individual Employment Plan	X	X	X	X			
Group counseling	X	X					
Individual counseling	X	X	X	X			
Career Planning	X	X	X	X			
Short-term prevocational services (i.e. communication, interview skills, punctuality)	X	X	X				
Internships and work experience linked to careers	X	X		X			

Workforce preparation activities	X	X	X	X			
Financial literacy services	X						
Out-of-Area job search assistance and relocation assistance	X		X				
English language acquisition and integrated education and training programs	X						
Follow-up Services							
Counseling regarding the workplace	X		X	X			
Referral to community resources necessary to retain employment	X	X	X				
Provision of supportive services	X		X				
Career development/further education planning	X		X				
Assistance securing a better paying job	X	X					
Training Services							
Occupation Skills Training (Classroom based)	X		X				
On-the-Job Training (OJT)	X		X				
Incumbent Worker Training	X			X			
Programs that provide workplace training with related instruction	X			X			
Training programs operated by the private sector	X		X				
Skill upgrading and retraining	X		X	X			
Entrepreneurial Training	X		X				
Transitional Jobs	X						
Job readiness training	X		X	X			
Adult education and literacy activities	X		X	X			
High School diploma/GED services	X		X	X			
Employer customized training	X						
Business Services							
Labor market information	X	X	X				
Wage & Benefit information	X	X					
Local labor pool information	X	X					
Job/Career Fairs	X	X					
Internet talent search and job postings	X	X					

Employee recruitment and/or screening assistance	X	X	X				
Financial assistance for employee training	X		X				
Employee assessment/testing services	X		X				
Tax credit information	X	X	X				
Employer workshops and seminars	X	X	X				
Outplacement assistance	X						
Small Business Admin. information	X						
Human Resource information	X		X				
Rapid Response/Layoff Aversion services	X	X					
Job description assistance	X	X					
Referral assistance to partnering agency	X	X	X				

Referral Process

The referral process for partners is to mutually refer clients to programs that best benefit the needs of the client. This will be done in a prompt, courteous, and professional manner by all participating staff. The referral process allows for client contact and referral by a variety of methods, including client initiated, self-directed referrals, internet based referral, hard copy, telephone and in-person referral.

WIOA Title I, Adult, Dislocated Worker and Youth Programs

Customers interested in obtaining more information regarding services provided by the Siskiyou Training and Employment Program will be directed to:
 Caitlin Dawson, Career Resources Technician
 530-938-3231, Ext. 201
cdawson@ncen.org

WIOA Title III, Wagner-Peyser Programs

All referrals will be directed to Wagner-Peyser staff, Redding EDD office, as staffing members are rotated on a daily/ weekly basis.
 530-246-7911

WIOA Title IV, Vocational Rehabilitation Programs

Customers asking about services available through California Department of Rehab, or might fit eligibility requirements for services, would be referred to:
 Becky Hinkson, Yreka DOR office
 530-842-1662 (voice), 530-842-1051 (TTY)

Title V, Older Americans Act Programs

Customers that are requesting information from Experience Works would be referred to, Employment & Training Coordinator for Northern CA:
 Lita Evans
 (530) 225-2257

Lita_Evans@experienceworks.org

Unemployment Insurance Program (EDD)

Customers with questions regarding EDD's Unemployment Insurance Program are first directed to use "Contact EDD" on www.edd.ca.gov.

Attachment J - Tehama County

	WIOA Title I, Adult/DW/Youth - Job Training Center of Tehama County	WIOA Title II, Adult Education and Literacy Programs	WIOA Title III, Wagner-Peyser Programs - EDD	WIOA Title IV, Vocational Rehabilitation Programs - California Department of Rehabilitation	Trade Adjustment Assistance (TAA) - EDD	Veterans Programs - EDD	Unemployment Insurance - EDD
Services							
Basic Career Services							
Program eligibility	X	X		X			X
Outreach and intake and orientation to services	X	X		X			X
Initial assessment of skill levels	X	X		X			
Job search and placement assistance	X	X		X			
Labor Market employment statistics	X			X			
Supportive services information	X	X		X			
Unemployment Insurance Claim Filing Assistance and Information	X			X			X
Eligibility for programs of financial aid assistance for training and education programs	X			X			
Training vendor information	X	X		X			
Performance measure information	X			X			
Referrals to other programs and services	X	X		X			
Individualized Career Services							
Comprehensive assessment of skill levels and service needs	X			X			
Individual Employment Plan	X			X			
Group counseling	X			X			
Individual counseling	X	X		X			
Career Planning	X	X		X			
Short-term prevocational services (i.e. communication, interview skills, punctuality)	X	X		X			
Internships and work experience linked to careers	X			X			

Workforce preparation activities	X	X		X			
Financial literacy services	X						
Out-of-Area job search assistance and relocation assistance	X			X			
English language acquisition and integrated education and training programs		X					
Follow-up Services							
Counseling regarding the workplace	X	X		X			
Referral to community resources necessary to retain employment	X	X		X			
Provision of supportive services	X	X		X			
Career development/further education planning	X	X		X			
Assistance securing a better paying job	X			X			
Training Services							
Occupation Skills Training (Classroom based)	X			X			
On-the-Job Training (OJT)	X			X			
Incumbent Worker Training	X			X			
Programs that provide workplace training with related instruction	X	X		X			
Training programs operated by the private sector	X			X			
Skill upgrading and retraining	X			X			
Entrepreneurial Training	X			X			
Transitional Jobs	X			X			
Job readiness training	X	X		X			
Adult education and literacy activities		X		X			
High School diploma/GED services		X		X			
Employer customized training	X						
Business Services							
Labor market information	X						
Wage & Benefit information	X						
Local labor pool information	X						
Job/Career Fairs	X						
Internet talent search and job postings	X	X					

Employee recruitment and/or screening assistance	X						
Financial assistance for employee training	X						
Employee assessment/testing services	X						
Tax credit information	X						
Employer workshops and seminars	X						
Outplacement assistance	X						
Small Business Admin. information	X						
Human Resource information	X						
Rapid Response/Layoff Aversion services	X						
Job description assistance	X						
Referral assistance to partnering agency	X	X		X			

Referral Process

The referral process for partners is to mutually refer clients to programs that best benefit the needs of the client. This will be done in a prompt, courteous, and professional manner by all participating staff. The referral process allows for client contact and referral by a variety of methods, including client initiated, self-directed referrals, internet based referral, hard copy, telephone and in-person referral.

WIOA Title I, Adult, Dislocated Worker and Youth Programs

Customers interested in obtaining more information regarding services provided by Job Training Center of Tehama County, would be referred to:

Arian Serrano - Career Center Advisor
718 Main Street, Red Bluff, CA 96080
530-529-7000, ext. 124
aserrano@jobtrainingcenter.org

WIOA Title II, Adult Education and Literacy Programs

Customers with questions about adult education and/or literacy programs would be referred to:

Corning Union High School - Corning Adult School

Maria Tena - Administrative Assistant
250 East Fig Lane, Corning, CA 96021
530-824-7414
mtena@corningshs.org

Tehama County Department of Education

Tehama eLearning Academy (TeLA)
David Span - Adult Education Teacher
900 Palm Street, Red Bluff, CA 96080
530-527-7055
dspan@telacademy.org

WIOA Title III, Wagner-Peyser Programs

Customers with questions about Wagner-Peyser programs in our area would be referred to the California Employment Development Department.

WIOA Title IV, Vocational Rehabilitation Programs

Customers asking about services available through California Department of Rehab, or might fit eligibility requirements for services, would be referred to:

Randee Moutard - Office Technician

705 Pine Street, Red Bluff, CA 96080

530-529-270

Randee.Moutard@dor.ca.gov

Unemployment Insurance Program (EDD)

Customers with questions regarding EDD's Unemployment Insurance Program are first directed to use "Contact EDD" on www.edd.ca.gov.

1325 Pine Street, Redding, CA 96001

530-225-2185

Attachment K - Trinity County

	WIOA Title I, Adult/DW/Youth - SMART BUSINESS RESOURCE CENTER	WIOA Title II, Adult Education and Literacy Programs	Title V, Older Americans Act Programs - Experience Works	Trade Adjustment Assistance (TAA) - EDD	Veterans Programs - EDD	Unemployment Insurance - EDD
Services						
Basic Career Services						
Program eligibility	X		X			X
Outreach and intake and orientation to services	X		X			X
Initial assessment of skill levels	X		X			
Job search and placement assistance	X		X			
Labor Market employment statistics	X					
Supportive services information	X		X			
Unemployment Insurance Claim Filing Assistance and Information	X					X
Eligibility for programs of financial aid assistance for training and education programs	X	X				
Training vendor information	X					
Performance measure information	X		X			
Referrals to other programs and services	X	X	X			
Individualized Career Services						
Comprehensive assessment of skill levels and service needs	X		X			
Individual Employment Plan	X		X			
Group counseling	X		X			
Individual counseling	X	X	X			
Career Planning	X	X				
Short-term prevocational services (i.e. communication, interview skills, punctuality)	X		X			
Internships and work experience linked to careers	X		X			

Workforce preparation activities	X		X			
Financial literacy services	X					
Out-of-Area job search assistance and relocation assistance	X					
English language acquisition and integrated education and training programs	X	X				
Follow-up Services						
Counseling regarding the workplace	X		X			
Referral to community resources necessary to retain employment	X		X			
Provision of supportive services	X					
Career development/further education planning	X					
Assistance securing a better paying job	X					
Training Services						
Occupation Skills Training (Classroom based)	X	X				
On-the-Job Training (OJT)	X		X			
Incumbent Worker Training	X					
Programs that provide workplace training with related instruction	X	X				
Training programs operated by the private sector	X		X			
Skill upgrading and retraining	X	X				
Entrepreneurial Training	X					
Transitional Jobs	X					
Job readiness training	X	X	X			
Adult education and literacy activities	X	X				
High School diploma/GED services	X					
Employer customized training	X					
Business Services						
Labor market information	X					
Wage & Benefit information	X					
Local labor pool information	X					
Job/Career Fairs	X		X			
Internet talent search and job postings	X					
Employee recruitment and/or screening assistance	X					

Financial assistance for employee training	X					
Employee assessment/testing services	X					
Tax credit information	X					
Employer workshops and seminars	X					
Outplacement assistance	X					
Small Business Admin. information	X					
Human Resource information	X					
Rapid Response/Layoff Aversion services	X					
Job description assistance	X					
Referral assistance to partnering agency	X	X	X			

Referral Process

Referrals to partner agencies will be made through phone calls, instant messaging systems, or on-site introductions.

WIOA Title I Adult, Dislocated Worker, and Youth Programs

Shasta County Private Industry Council, Inc., dba The Smart Business Resource Center
 Brae Buhnerkemper
 Program Advisor
 Office 530-623-5538
 Fax 530-623-2149
brae@thesmartcetner.biz

WIOA Title II, Adult Education and Literacy Programs

Customers with questions about adult education and/or literacy programs would be referred to:

Shasta College

Gateway to College Program
 Nancy Berkey
 30 Arbuckle Ct., Weaverville, CA 96093
 Office 530-223-2231
trinity@shastacollege.edu

Trinity County Office of Education

Peggy Linn
 201 Memorial Dr., P.O. Box 1256, Weaverville, CA 96093
 Office 530-623-2861

WIOA Title III, Wagner-Peyser Programs

Customers with questions about Wagner-Peyser programs in our area would be referred to the California Employment Development Department.

Title V, Older Americans Act

Customers that are requesting information from Experience Works would be referred to:

Lita Evans
Employment and Training Coordinator
Office 530-225-2257
Cell 530-356-6797
Fax 530-225-2029
Lita_Evans@experienceworks.org