

**MEMORANDUM OF UNDERSTANDING**  
**Between**  
**Employment Development Department**  
**America's Job Center of California**  
**Workforce Development Board**

1. **Preamble/Purpose of MOU:** It is the purpose of this agreement to establish a cooperative and mutually beneficial relationship between the parties and to set forth the relative responsibilities of the parties.

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

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

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

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

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

2. **Local/Regional Vision Statement, Mission Statement, and Goals**

Vision: San Benito County will have a trained, skilled and relevant workforce that meets the needs of employers and increases the quality of life in our community.

Mission: The mission of the San Benito County Workforce Development Board is to provide a variety of trainings, services and resources to unemployed, under-employed and dislocated workers which will raise their education and skill levels to ensure their success in the workforce.

3. **Parties to the MOU:**Required partners include local/regional representatives of the

following programs:

- WIOA Title I Adult, Dislocated Worker, and Youth: Department of Health and Human Services Agency (HHSA) and Community Services & Workforce Development (CSWD)
  - WIOA Title II Adult Education and Literacy: Gavilan College
  - WIOA Title III Wagner-Peyser: Employment Development Department (EDD)
  - WIOA Title IV Vocational Rehabilitation: Department of Rehabilitation (DOR)
  - Carl Perkins Career Technical Education: Gavilan College
  - Title V Older Americans Act: Peninsula Family Services
  - Job Corps: San Jose Job Corps
  - Native American Programs (Section 166) – N/A
  - Migrant Seasonal Farmworkers (Section 167)
  - Veterans: Employment Development Department (EDD)
  - Youth Build – N/A
  - Trade Adjustment Assistance Act: Employment Development Department (EDD)
  - Community Services Block Grant: Community Services & Workforce Development (CSWD)
  - Housing & Urban Development: Housing Authority of the County of Santa Cruz
  - Unemployment Compensation: Employment Development Department (EDD)
  - Second Chance - N/A
  - Temporary Assistance for Needy Families/CalWORKs: Department of Health and Human Services Agency (HHSA) CalWORKS Division
4. **Effective Dates and Term of MOU:** This MOU shall be binding upon each party hereto upon execution by such party. The term of this MOU shall be three years, commencing on the date of execution by all parties. The MOU will be reviewed not less than once every three years to identify any substantial changes that have occurred.
5. **AJCC System, Services:** AJCC's services as required by WIOA Law and to be provided by the AJCC Partners to this MOU are outlined in Attachment A, AJCC System Services.
6. **Responsibility of AJCC Partners:**
- The AJCC partner agrees to participate in joint planning, plan development, and modification of activities to accomplish the following:
    - Continuous partnership building.
    - Continuous planning in response to state and federal requirements.
    - Responsiveness to local and economic conditions, including employer needs.
    - Adherence to common data collection and reporting needs.
  - Make the applicable service(s) applicable to the partner program available to customers through the one-stop delivery system.
  - Participate in the operation of the one-stop system, consistent with the terms of the MOU and requirements of authorized laws.

- Participate in capacity building and staff development activities in order to ensure that all partners and staff are adequately cross-trained.

7. **Funding of Services and Operating Costs:**

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

AJCC partners will ensure that the shared costs are supported by accurate data, the shared costs are consistently applied over time, and the methodology used in determining the shared costs are reflected in the separately negotiated Cost Sharing Agreement.

The purpose of this RSA will be to establish the terms and conditions under which the participating partners will share resources within the One-Stop Delivery System.

8. **Methods for Referring Customers:**

The referral process may include the following: 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).

9. **Access for Individuals with Barriers to Employment:**

AJCC will ensure that policies and procedures established by AJCC and programs and services provided by One-Stop Centers are in compliance with the Americans with Disabilities Act. Recommended topics include the following:

- A definition of the term “individuals with barriers to employment.”

**Barriers to Employment:** Characteristics that may hinder an individual’s hiring promotion or participation in the labor force. Identification of these barriers will vary by location and labor market. Some examples of individuals who may face barriers to employment include: single parents, women, displaced homemakers, youth, public assistance recipients, older workers, substance abusers, teenage parents, certain veterans, ethnic minorities, individuals with disabilities and those with limited English speaking ability or a criminal record or with a lack of education, work experience, credential, child care arrangements, transportation

or alternative working parents.

- A commitment to offer priority for services to recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient when providing individualized career services and training services with WIOA adult funds. Veterans and eligible spouses continue to receive priority of service among all eligible individuals; however, they must meet the WIOA adult program eligibility criteria and meet the criteria under WIOA Section 134 (c) (3) (E). As described in TEGL 10-09, when programs are statutorily required to provide priority, such as the WIOA adult program, then priority must be provided 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 the recipient of public assistance, other low income individuals, or individuals who are basic skills deficient.
  - 3) Veterans and eligible spouses who are not included in WIOA's priority groups.
  - 4) Other individuals not included in WIOA's priority groups.
- An attached "system map" that identifies the location of every comprehensive and affiliate AJCC within the Local Area. See Attachment B

This section should also include a commitment from each AJCC partner to 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.

#### **10. Shared Technology and System Security:**

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

Comply with the applicable provisions of WIOA, Welfare and Institutions Code, California Education Code, Rehabilitation Act, and any other appropriate statutes or requirements.

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

#### **11. Confidentiality:**

The AJCC Partner agrees to comply with the provisions of WIOA as well as the

applicable sections of the Welfare and Institutions Code, the California Education Code, the Rehabilitation Act, and any other appropriate statute or requirement to assure the following:

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

**12. Non-Discrimination and Equal Opportunity:**

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

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

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

**14. 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 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.

15. **Modifications and Revisions:** This MOU constitutes the entire agreement between the 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.
16. **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 this MOU, said entity shall notify the other parties, in writing, 30 days in advance of that intention.
17. **Administrative and Operations Management Sections:**
  - a. **License for Use:** During the term of this MOU, all partners to this MOU shall have a license to use all of the space of the AJCCs for the sole purpose of conducting acceptable AJCC services as outlined herein.
  - b. **Supervision/Day to Day Operations:**
    1. The day-to-day supervision of staff assigned to the AJCCs will be the responsibility of the site supervisor(s). The original 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 the management of the original employer.
    2. The office hours for the staff at the AJCCs will be established by the site supervisor(s) and the primary employer. All staff will comply with the holiday schedule of their primary employer and will provide a copy of their holiday schedule to the operator and host agency at the beginning of each fiscal year.
    3. Disciplinary actions may result in removal of co-located staff from the AJCCs and each party will take appropriate action.
    4. 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 responsive and save 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.

- c. **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.
- d. **Press Releases and Communications**
  - 1. All parties shall be included when communicating with the press, television, radio or any other form of media regarding its duties or performance under this MOU. Participation of each party in press/media presentations will be determined by each party's public relations policies. Unless otherwise directed by the other parties, in all communications, each party shall make specific reference to all other parties.
  - 2. The parties agree to utilize the AJCC logo developed by the State of California and the Local Board on buildings identified for AJCC usage. This also includes letterhead, envelopes, business cards, any written correspondence and fax transmittals.
- e. **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 attorneys fees under the indemnification policy of the State of California, all other parties to this MOU agree to indemnify, defend and hold harmless each other from and against all court costs and attorneys fees arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. It is understood and agreed that all indemnity provided herein shall survive the termination of this MOU.

**SIGNATURES:**

In WITNESS THEREOF, the parties to this Memorandum of Understanding execute this agreement. The person(s) signing this Memorandum of Understanding on behalf of each partner and/or its organization represent that they are duly authorized by the partner and/or its organization to execute this Memorandum of Understanding on its behalf.

Dated:

6/1/16

By:



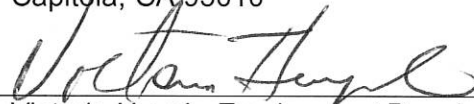
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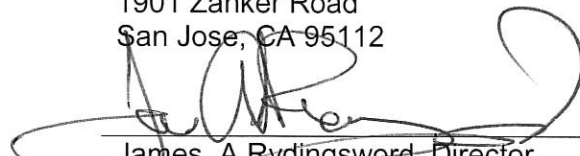
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May 27, 2016




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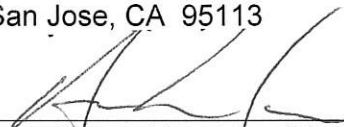
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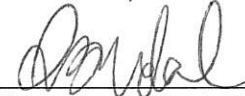
  
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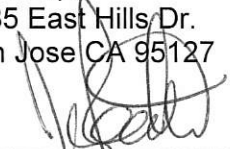
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APPROVED AS TO LEGAL FORM  
SAN BENITO COUNTY COUNSEL

 6-16-16  
DEPUTY COUNTY COUNSEL DATE

## America's Job Center of California

**Employment Services:** San Benito County AJCC Employment Services provide classroom, on-the-job training and work experience services to participants, while offering significant subsidies to businesses.

### Description- of Services:

- **On-the-Job Training (OJT):** OJT is a program in which individuals are training at the job site under the guidance and supervision of participating employers. In turn, those employers qualify for reimbursement of up to 50% of eligible employee wages while the employees are in training for up to 600 hours. Employers may contract for more than one position, depending on the labor needs of the company. This allows for simultaneous training sessions and faster staff development. The OJT program makes it easier for employer and employee alike to take the time to thoroughly training for the real-world business skills that are required to fully reach their potential and become vital assets to their employers.
- **Work Experience Training:** The Work Experience program is designed to assist eligible participants by teaching and encouraging the development of self-reliant life skills and professional work ethic. All participants will receive employment readiness training, and are then placed with an employer of their preference for 600 hours of training.
- **Scholarships:** Individual Training Account (ITA) Scholarships provide funding up to \$4,000 to cover tuition, books, and supplies for individual classroom training of a wide range of professional job skills. The ITA scholarships provide job training with experts in prestigious and highly demanded professions such as health care, solar engineering, laboratory techs and many more, all in a comfortable learning environment. Trainees who successfully complete the program receive valuable certificates of completion and job placement assistance.
- **Youth Employment Services:** Provides youth with building their marketable job skills and creating solid work opportunities in San Benito County. AJCC is a tremendous resource and information center for any young person looking for career help. We offer a wide range of services tailored to provide vital help to young people in the workforce, including career counseling, college guidance, job search assistance, vocational training, tutoring and mentorship services, resume building assistance and much more.

**Employer Services:** AJCC offers a myriad of critical services and programs designed to assist employers in every aspect of labor needs. From helping local employers find quality workers through our regularly updated job applicant database, to providing business development, retention and expansion assistance, or delivering immediate help to workers and businesses affected by layoffs and plant closures.

**Rapid Response Services:** In times of economic difficulty, large scale industrial plants and factories may be forced to lay-off large numbers of employees all at once. To help everyone affected, employees and employers alike, a Rapid Response team has been created, including representatives of the AJCC, the local Employment Development Department and the Workforce Development Board staff. Together, these partnering organizations provide streamlined access to their combined resources and services, providing vital information, advice and training before, during and after the layoff.

- **Layoff Aversion:** Activities to assist workers facing layoffs due to potential plan or company closures.
  - Examples of lay aversion activities
    - Consultation with at-risk business to explore refocus of company to serve new and changing markets.
    - Retraining employee to adapt to new markets and/or emerging high-growth industries.
    - Establish contracts with agencies with known expertise in business assessment to implement intervention strategies, including skills upgrade training for at risk employees.
    - Training for managers and supervisors to assume new functions and responsibilities within at risk business.
    - Meeting with employers and employees of at risk companies for closure or layoff.

## **Community Services & Workforce Development – Community Action Board (CAB)**

Offers services under the Community Services Block Grant (CSBG), Community Development Block Grant (CDBG), HOME Grant, Continuum of Care (CoC) Grant, and others targeting low-income in San Benito County. All services are dependent upon availability of funding.

The CAB will assist our vulnerable populations with resources to obtain skills, knowledge and opportunities toward self-sufficiency.

- **Low-Income Home Energy Assistance Program (LIHEAP):**
  - Provides financial assistance to offset the costs Pacific Gas & Electric (PG&E), Propane or Wood.
  - Weatherization services are provided via referral to Central Coast Energy Services.
- **Housing & Homeless Services:**
  - **Helping Hands** provides assistance to Homeless individuals/families with a permanent disability.
  - **Winter Shelter for Families:** Provides San Benito County homeless families, with children 17 years or younger, shelter from December through March.
  - **Warming Shelter:** Provides San Benito County homeless individuals, age 18+ shelter from December through March.
  - **Hotel Vouchers:** Since funds are limited, vouchers are provided only when funds are available and for extreme cases to homeless individuals/homeless families.
    - **Homeless Partners:** Provide referrals to partner agencies
      - **My Father's House:** Day center located at 910 Monterey St, Hollister, CA (831) 801-2922.
      - **Emmaus House:** Domestic Violence Shelter for Woman and Children (877) 778-7978
  - **Housing Opportunities for Persons with Aids (HOPWA):** Provides housing assistance and supportive services for low-income persons with HIV/AIDS and their families.
  - **Housing Support Services**
    - **CalWORKs Housing Support Program (HSP):** Rapid Re-housing services to homeless families enrolled in the CalWORKs program. The program provides rental assistance of up to 6 months, security deposit, utility assistance, emergency assistance, case management and support services.
- **Transportation Tokens:** Bus tokens are provided to individuals when needed for appointments at 1111 San Felipe Road.
- **Volunteer Income Tax Assistance:** FREE tax preparation assistance to low-income residents from January to April.
- **Food & Clothing Referrals:** Provides referrals to local food bank, and thrift stores for food and clothing for low-income families.
- **Youth Enrichment:** Provide scholarships to low-income children and youth to participate in enrichment activities through referrals from probation, school personnel, City of Hollister Recreation, YMCA, Youth Alliance as well as direct application by parents.

## **WIOA TITLE IV VOCATIONAL REHABILITATION: CA Department of Rehabilitation (DOR)**

### **Description of Services:**

- Services offered include: employment, training and education services for eligible individuals seeking jobs or wishing to enhance their skills and technical assistance for employers.
- Vocational Rehabilitation (VR) services determined by eligibility, economic need, and individual need as authorized by the Rehabilitation Act of 1973 to include:
  - Medical and psychological exams and trial work experiences as necessary for determination of eligibility;
  - Vocational evaluations as necessary for program services planning;
  - Physical/mental restoration services (not covered by other comparable benefits);

- Physical aids (orthotic/prosthetic devices, wheelchairs, hearing aids, low vision aids);
- Academic, vocational, and work adjustment training;
- Special services for the deaf and hard of hearing and the blind and visually impaired;
- Counseling and guidance;
- Job development and job placement services;
- Rehabilitation technology (adaptive equipment and workplace accommodations not provided by the employer);
- Supported employment, independent living, and post-employment services;
- Temporary assistance with transportation and living expenses (if appropriate) while participating in the VR program; and
- Evaluation, training, and placement.
- Provision of training and technical assistance to AJCC partners on topics that may include auxiliary aides and services, and rehabilitation technology for individuals with disabilities.

#### **Referral Process:**

- Contact the VR counselor in person, by phone, by email, or through AJCC standard referral process. Provide the individual's name, address, phone number, and known or suspected disabling condition. If the VR counselor is not available for immediate assistance or is out of the office, provide the customer with VR informational sheet (provided in regular print, large print, or Braille) and a VR application. All referrals of all disability groups will be provided information about DOR services at the AJCC orientation. The VR counselor will make arrangements for a specialty counselor if necessary.
- Provide training and technical assistance to AJCC partners on eligibility for and scope of VR services.
- Provide technical assistance to employers on disability etiquette, recruitment and selection, reasonable accommodations, accessibility to programs and services, physical access surveys, publications, referrals, and resources. DOR agrees to refer customers to other AJCC partners as appropriate.

### **Peninsula Family Service (PFS)**

#### **Description of Services:**

- Services to older workers most in need, ages 55 or older, who meet the federal guidelines for low-income (defined as an income at or below 125% of the Federal Poverty Level) and are legal residents;
- Classroom training and on-the-job training/work experience in nonprofit and public agencies for up to 20 hours per week of paid wages;
- Provision of eligibility determination for work experience, medical exams, etc.;
- Employability skills training and placement assistance;
- Resource to other AJCC partner agencies serving older workers that may include: benefits for older workers, recruitment of qualified older workers, creating a user friendly work environment for older workers, and establishing guidelines for designing flexible work hours and realistic expectations of outcome.

#### **Referral Process:**

- PFS will provide the contact information for making referrals. AJCC partners may refer customers directly to PFS that potentially meet eligibility requirements.
- PFS will refer customers to other AFCC partners as appropriate.



## MOU EDD Service for the San Benito County

Italicized entries are per the TEGL 3-15 Regular

\* Wagner-Peyser (WP) Services, see WP for list of services **Items in Green are practitioner training not a service to job seekers. Items in blue are provided by Unemployment Insurance Division.**

EDD Program	Basic Career Services	Individualized Career Services	Training Services
1. Wagner-Peyser	<p>Initial assessment of skill levels  Provision of referrals to and coordination of activities;  Provision of workforce and labor market employment statistics information  Provision of information relating to the availability of supportive services or assistance  On-site using staff who are properly trained in UI claims, filing, and/or the acceptance of information necessary to file a claim</p> <p><b>Provide:</b></p> <ul style="list-style-type: none"> <li>• Outreach to Dislocated Workers</li> <li>• Intake</li> <li>• Orientation</li> <li>• Initial assessment</li> <li>• Referral to Partners</li> <li>• Provide Job Search Information</li> <li>• Labor Exchange</li> <li>• LMI</li> <li>• UI/DI Information, website and filing assistance</li> <li>• Business Services</li> <li>• Phones: dial phones to UI and Tax Branch</li> <li>• Veterans Service Navigator (VSN) Assessment</li> <li>• Job Search Workshops</li> <li>• Résumé preparation &amp; critique</li> <li>• Career &amp; skills assessment</li> <li>• CalJOBS<sup>SM</sup> Help Desk Activities (Truckee-El Centro)</li> <li>• Well structured complaint process <ul style="list-style-type: none"> <li>○ Discrimination &amp; H2A</li> </ul> </li> </ul>	<p>Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training, in some instances pre-apprenticeship programs may be considered as short-term pre-vocational services</p> <ul style="list-style-type: none"> <li>• Job Search Workshops</li> <li>• Résumé preparation</li> <li>• Individual Assessment</li> <li>• Career Counseling</li> <li>• Job Coaching</li> <li>• Veteran Hiring Incentives</li> <li>• Work Opportunity Tax Credit (WOTC)</li> </ul>	
2. California Training Benefits (CTB)*	<ul style="list-style-type: none"> <li>• Educate public and customers on CTB</li> <li>• WSBEO provide practitioner training</li> </ul>	<ul style="list-style-type: none"> <li>• CTB Streamline processing</li> <li>• Assist customers to contact UI and resolving issues</li> </ul>	

## MOU EDD Service for the San Benito County

*Italicized entries are per the TEGL 3-15 Regular*

*\* Wagner-Peyser (WP) Services, see WP for list of services    Items in Green are practioner training not a service to job seekers.    Items in blue are provided by Unemployment Insurance Division.*

EDD Program	Basic Career Services	Individualized Career Services	Training Services
3. Fidelity Bonding*	<ul style="list-style-type: none"> <li>Educate clients &amp; employers</li> <li>Provide individual assistance to process bonding</li> <li>Assist with bonding paperwork</li> <li>WSBCO provide practioner training</li> </ul>	<ul style="list-style-type: none"> <li>Educate clients &amp; employers</li> <li>Provide individual assistance to process bonding</li> <li>Assist with bonding paperwork</li> </ul>	<ul style="list-style-type: none"> <li>Educate clients &amp; employers</li> <li>Assist and write bond</li> <li>Assist to process bonding</li> <li>Assist with bonding paperwork</li> </ul>
4. H-2A Temporary Agriculture Program*	<ul style="list-style-type: none"> <li>Recruitments and Job Referrals</li> <li>Enter job order in CalJOBS</li> <li>Screen for potential applicants</li> </ul>		
5. Jobs for Veterans Grant*	<ul style="list-style-type: none"> <li>Outreach to Veterans/ Eligible spouses &amp; transitional service members</li> <li>Screen for Priority of Service</li> <li>Determine eligibility via VSN Assessment</li> <li>Referral to Partners/supportive services</li> <li>Veteran Hiring Incentives</li> <li>WSBCO provide practioner training</li> </ul>	<ul style="list-style-type: none"> <li>Referral to services</li> <li>Career Counseling/prevocational</li> <li>Individual and group counseling</li> <li>IEP</li> <li>Objective Assessment</li> <li>Job Placement</li> <li>Job Fairs &amp; Workshops</li> <li>Case Managed</li> </ul>	<ul style="list-style-type: none"> <li>Refer to training</li> <li>Co-enroll</li> <li>Veteran Hiring Incentives</li> </ul>
6. Labor Market Information (LMI)*	<ul style="list-style-type: none"> <li>Labor Market Information for regional economies, local areas, and California</li> <li>Self- service website: accessible to all customers with our LMI products &amp; data</li> <li>WSBCO provide practioner training</li> </ul>	<ul style="list-style-type: none"> <li>Occupational Guides/Profiles</li> <li>Wage data</li> <li>Skills info &amp; skills transference</li> <li>In-demand occupations</li> <li>Education and licensing requirements</li> <li>Crosswalk occupation and education program offerings</li> <li>ETPL certified training organizations</li> <li>Commute pattern data</li> </ul>	<ul style="list-style-type: none"> <li>Training for Trainers</li> <li>Evaluating in-demand industries/occupations</li> <li>Using LMI in your policy/decision making</li> <li>How to use LMI</li> <li>How to navigate through our LMI info website</li> <li>Cohort LMI Training (ex: Vet)</li> <li>LMI training for WIOA partners</li> <li>Taining through various mediums</li> </ul>



## MOU EDD Service for the San Benito County

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EDD Program	Basic Career Services	Individualized Career Services	Training Services
7. Personal Job Search Assistance workshops*	<ul style="list-style-type: none"> <li>Conduct workshop</li> <li>Report issues/attendance to UI</li> <li>Refer to AJCC (partner) services</li> <li>Refer and provide supportive services information</li> <li>Assist CalJOBS registration, resume &amp; UI forms</li> <li>WSBCO provide standardize presentation material/training</li> </ul>		
8. Rapid Response (RR)*	<p>Participation:</p> <ul style="list-style-type: none"> <li>Member of the RR team for planning (UI resources determined by event)</li> </ul> <p>Provide info on EDD programs &amp; services:</p> <ul style="list-style-type: none"> <li>Work Share <ul style="list-style-type: none"> <li>UI services</li> </ul> </li> <li>Program <ul style="list-style-type: none"> <li>CTB</li> </ul> </li> <li>Partial Program <ul style="list-style-type: none"> <li>Veterans</li> </ul> </li> <li>TAA/TRA <ul style="list-style-type: none"> <li>Youth</li> </ul> </li> <li>AJCC services</li> </ul>		
9. Trade Adjustment Assistance*	<ul style="list-style-type: none"> <li>Write Petitions</li> <li>Raid Response Presentations, Lay Off eversion (eg.workshare)</li> <li>Orientations</li> <li>Respond to TAA FAQs</li> <li>WSBCO provide practioner training</li> </ul>	<ul style="list-style-type: none"> <li>Case Management</li> <li>Out-of-area job search and relocation assistance</li> <li>Individual Assessments</li> <li>Provide education assistance and funding</li> <li>Job Placement</li> <li>Facilitate UI processing</li> <li>Co-enrollment</li> <li>Provide supportive services</li> <li>Labor market research</li> </ul>	<ul style="list-style-type: none"> <li>Write training contract</li> <li>Invoicing</li> <li>Out-of-area job search and relocation assistance</li> <li>Labor market research</li> <li>ETPL Navigation &amp; Guidance</li> <li>Provide supportive services, Job Placement, Follow up, OJT, apprenticeship, job development, job search</li> <li>Case manage through training</li> </ul>
10. Unemployment Insurance*	<p>Outreach, intake (including identification through the state's Worker Profiling and Reemployment Services system of unemployment insurance (UI) claimants likely to exhaust benefits), and orientation to information and other services available through the one-stop delivery system</p> <p>On-site using staff who are properly trained in UI claims, filing, and/or the acceptance of information necessary to file a claim</p>		

## MOU EDD Service for the San Benito County

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EDD Program	Basic Career Services	Individualized Career Services	Training Services
	<ul style="list-style-type: none"> <li>• Access to computers &amp; telephone to file claims</li> <li>• Promoting assistance with UI Online Services</li> <li>• Public Service Project (PSP)</li> <li>• Reemployment Services &amp; Eligibility Assessment (RSEA), Personalized Job Search Assistant (PJSA), Initial Assistant Workshop (IAW)</li> <li>• Provide workshops (ENG/SP)-navigating UI online services</li> <li>• Deliver workshops in agriculture fields re: the use of the debit card to MSFW, businesses, and banks</li> <li>• WSBCO provide practioner training</li> </ul> <p><b>PROGRAM ELIGIBILITY for Title I programs –</b></p> <p>The following information is helpful for our Title I partners to access UI information needed to determine program eligibility.</p> <p>The EDD provides UI claim information to customers on UI Online<sup>SM</sup> and by mailing the following documents that can be utilized when determining eligibility for the local Title I programs.</p> <ul style="list-style-type: none"> <li>• Notice of Unemployment Insurance Award (DE 429Z)</li> <li>• Notice of Unemployment Insurance Claim Filed (DE 1101CLMT)</li> </ul> <p>If the customer is unable to provide sufficient information, the Data Consent Authorization Form (DCAF) is available for AJCC staff to complete and fax/mail to the EDD. The form is signed by the claimant authorizing the partner to have access to confidential UI claim information (such as, basic claim info and wages reported in previous quarters) for one year.</p> <p>The EDD UI Program responds within three business days upon receipt.</p> <p><b>REFERRALS -</b></p>		



## MOU EDD Service for the San Benito County

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EDD Program	Basic Career Services	Individualized Career Services	Training Services
	<p>The UI program is committed to making the PSP line available in the offices to provide the real-time technology for providing meaningful access after all in-person attempts by cross-trained AJCC staff have been exhausted.</p> <p><b>UI CLAIM FILING ASSISTANCE AND INFORMATION -</b></p> <p>The WIOA outlines the 10th Basic Career Service as providing meaningful assistance in filing a UI claim in the one-stop delivery system.</p> <ul style="list-style-type: none"> <li>The UI program is committed to providing AJCC staff with training on resources available on the EDD website for filing a UI claim, accessing UI Online, viewing tutorials, and FAQs.</li> </ul> <p>The AJCC staff should be guiding customers through the online methods for filing a UI claim available on the EDD website. If the individual is considered irate/disruptive or all other means to provide meaningful assistance have been exhausted, the AJCC staff can direct the customer to the PSP line.</p> <ul style="list-style-type: none"> <li>The UI program is committed to making the PSP line available in the offices to provide the real-time technology for providing meaningful access after all in-person attempts by cross-trained AJCC staff have been exhausted.</li> </ul>		
11. Employer Services*	<ul style="list-style-type: none"> <li>Employer Advisory Council (EAC) coordination &amp; activities</li> </ul> <p><b>Business Service Activities:</b></p> <ul style="list-style-type: none"> <li>CalJOBS Registration</li> <li>CalJOBS navigation &amp; assistance</li> <li>Help-Desk Employer assistance (Truckee/EI Centro)</li> <li>Employer Seminars</li> <li>Employer Outreach (Federal Contractors)</li> <li>Education on Services</li> <li>CalJOBS assistance, training, education</li> </ul>		

## MOU EDD Service for the San Benito County

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EDD Program	Basic Career Services	Individualized Career Services	Training Services
	<ul style="list-style-type: none"> <li>Targeted Recruitments</li> <li>Hiring Incentives</li> <li>Job Development</li> <li>Job Fairs</li> <li>Resume Retrieval &amp; Screening</li> <li>Coordination with LMI assistance</li> <li>Educate on Employer training panel</li> </ul>		
12. Work Opportunity Tax Credits *	<ul style="list-style-type: none"> <li>Educate practitioner staff and employers</li> <li>Pre-Certification job seekers</li> <li>Provide practitioner training</li> </ul>		
13. Worker Adjustment Retraining Notification (WARN) Act*	<ul style="list-style-type: none"> <li>Review WARN notice for potential TAA Petitions</li> <li>Coordinate with local rapid response teams.</li> <li>Determine if rapid response event is necessary</li> </ul>		
14. Workshops*	<ul style="list-style-type: none"> <li>Job search</li> <li>Resume</li> <li>Interviewing</li> <li>LMID/Career exploration</li> <li>CalJOBS<sup>SM</sup></li> <li>Unemployment Insurance</li> <li>Bilingual workshops</li> </ul>	<ul style="list-style-type: none"> <li>Same as list in Column one for Workshops</li> </ul>	
15. Youth Employment Opportunity Program*	<ul style="list-style-type: none"> <li>Financial Aid information</li> <li>Outreach</li> <li>Orientations</li> <li>CalJOBS registration</li> <li>Workshops</li> </ul>	<ul style="list-style-type: none"> <li>Educational Counseling</li> <li>Job Placement Assistance</li> <li>Case Management</li> <li>Workshops</li> </ul>	<ul style="list-style-type: none"> <li>Co-enrollment</li> <li>Referral to training institutions</li> </ul>
16. CalJOBS <sup>SM</sup> *	<p>WSBCO provide practitioner training Employer/client education &amp; assistance:</p> <ul style="list-style-type: none"> <li>Registration</li> <li>Resume</li> <li>Case Management</li> <li>Job listings</li> <li>Job search</li> <li>Job referrals</li> <li>Facilitate labor exchange</li> <li>CalJOBS Reports</li> <li>CalJOBS Ad-hoc Reports</li> <li>Marketing</li> <li>Help desks</li> </ul>		



## MOU EDD Service for the San Benito County

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EDD Program	Basic Career Services	Individualized Career Services	Training Services
	<ul style="list-style-type: none"> <li>Ad-hoc reports</li> <li>Customer Relationship Management (CRM)</li> <li>Virtual Recruiter set up</li> </ul>		
17. MSFW*	Outreach and education (AJCC & agricultural fields) <ul style="list-style-type: none"> <li>Workshops to clients/ employers</li> <li>Education on how to use the UI EDD debit card</li> </ul>	<ul style="list-style-type: none"> <li>Job Search Workshops</li> <li>Résumé preparation</li> <li>Individual Assessment</li> <li>Career Counseling</li> <li>Job Coaching</li> </ul>	<ul style="list-style-type: none"> <li>Co-enrollment</li> <li>Referral to training institutions</li> </ul>
18. National Dislocated Workers Grants (Was NEG)	<ul style="list-style-type: none"> <li>Run Query Management Facility (QMF)/Outreach</li> <li>Pre-screening</li> <li>Specialized outreach to employers/employees</li> </ul>	<ul style="list-style-type: none"> <li>Refer identified job seekers to appropriate job openings</li> <li>Assist in orientations</li> </ul>	

**Streets:** College St, Fifth St, Fourth St, San Benito St, San Felipe St, Highway 156, Highway 25 to Gallop, Highway 25 to Kollin Road, Highway 156 (Frontage), San Felipe Road (Frontage), Community Parkway, McCluskey Road, Bertr Drive, Apollo Court.

**Landmarks and Businesses:**

- Sacred Heart Church (Fishes & Louaves):** 680 College St, 637-9212
- Old Court House:** 440 Fifth St
- Health Dept, D.A. & Probation:** 439 Fourth St, 637-5367
- Briggs Building:** 511 San Benito Street, Ste 102, 636-4020
- Esperanza Center:** 511 San Benito Street, Ste 102, 636-4020
- YMCA (old Fortin's by K Mart):** 351 Tres Finos Road, Suite A-201, 637-8600
- Community Services & Workforce Development:** 637-9293, Ste 107
- Employment Development Dept.:** 638-3311, Ste 107
- Family Resource Center:** 634-0686, Ste 108
- Environmental Health:** 636-4035, Ste 102
- HHSA (Cash Aid, CalFresh, Medical):** 636-4180, Ste 206
- HHSA (Admin):** 636-4180, Ste 208
- Manpower:** 636-0550, Ste 201
- Social Services/Child Protection:** 636-4190, Ste 205
- Administration/County Personnel:** 481 Fourth St, 636-4000
- District Attorney:** 419 4th St, 636-4120
- Victim Witness:** 419 4th St, 634-1397
- Health Dept, Emergency Medical Services, & Tobacco:** 439 Fourth St, 637-5367
- Probation:** 400 Monterey St, 636-4070
- Court House, Fourth:** 636-4057
- Community Center (Jovenes de Antano):** 300 West St, 637-9275
- Youth Alliance:** 310 Fourth Street, Ste 101, 636-2853
- Community Solutions-Sexual Assault Advocate:** 310 Fourth St, Ste 103, 637-1094
- Housing Authority:** 365 4th St (Briggs Bldg), 724-2213
- Hollister Pregnancy Center:** 483 5th Street, 637-4020
- County Jail:** 710 Flynn Road, 636-4060
- Juvenile Hall:** 708 Flynn Road, 636-4050
- Technology Parkway:** Sheriff 2306 Technology Pkwy, 636-1080; San Benito County Department of Child Support Services, 2320 Technology Pkwy, 636-4130, 636-4134 Fax
- Mail Box:** Community Food Bank, 1133 San Felipe Rd, 637-0340
- Community Services Development Corp:** 1101 San Felipe Road, 636-5524
- Sign up for Low-Income Housing:** Go Kids, Inc, 1101 San Felipe Rd, 637-9205
- America's Job Center of CA:** 1111 San Felipe Rd, Ste 107, 637-JOBS (5627)
- Behavioral Health (Substance Abuse & Mental Health):** 1131 San Felipe Rd, 636-4020, 637-5594
- Police Dept:** 395 Apollo Ct, 636-4330