

Narrative

(A) Regional Alignment, Coordination, Integration of CalFresh Recipient Services Braiding Resources and Coordinating Service Delivery

Describe how local/regional partners will braid resources and coordinate service delivery to people receiving CalFresh, including by leveraging 50% federal reimbursement from CalFresh E&T for workforce services, sector pathway programs, supportive services and retention efforts described below.

Career pathway collaboration and the effective client referral process between RWDB Career Service Provider staff and CCC EHSD have increased the number of CalWORKS/CalFresh jobseekers accessing Richmond AJCC Career Services.

The Richmond Workforce Development Board (RWDB) America's Job Center or Californiasm (AJCC) staff and its Contra Costa County, Employment and Human Services Department (CCC EHSD) service partners continue to be successful in leveraging and braiding funds to provide individual career and training services to CalFresh program participants. AJCC partners in this endeavor include Contra Costa Community College, San Pablo Economic Development Corporation, the City of Richmond Economic Development and Planning Departments, and Rubicon Reentry Success Center. AJCC partners have developed a strong collaboration to provide the following cross-referral program services:

- Project FLOW (Forklift, Logistics, Operations, and Warehouse) program, AJCC Project ACES (Accelerating Careers thru Essential Skills), and other work readiness classes;
- Career Exploration Workshops, presented at Richmond AJCC;
- Continued collaboration between partners surrounding the Strong Workforce Initiative;
- Cooperation regarding community outreach in support of shared training programs;
- Referral of EHSD clients for participation in AJCC Workforce Development Services;
- Developing and ensuring access to Adult Education Classes via CalJOBS - ETPL (Employment Training Provider Listing);
- Participation in outreach efforts focused on serving the re-entry population;
- Participation in coordinating referrals for career technical training, including Richmond BUILD pre-apprenticeship, with RichmondWORKS and RichmondBUILD staff;
- Exploring opportunities for co-enrollment and co-case managing eligible program participants.

Partnering with Organizations Serving Specific Types of CalFresh Populations

Explain how local/regional partners will identify and partner with local/regional organizations that serve specific types of CalFresh populations (i.e. formerly incarcerated individuals, noncustodial parents, etc.) and strategies for leveraging existing resources in the community.

RWDB Career Service Provider staff endeavor to increase the existing collaboration through information sharing with CCC EHSD CalFresh E&T service providers Rubicon Programs and Opportunity Junction, to leverage existing services being provided with training and supportive service prospects for West Contra Costa County residents.

Through braiding services with existing CalFresh service providers and other RWDB partners, the Richmond Career Service Provider can better provide training and career services to formerly incarcerated individuals and noncustodial parents via the ACES Program and RichmondBUILD construction programs. The ACES Program is designed to educate participants

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in positive work behavior, soft skills, and job retention; ACES also help clients identify personal barriers to education and career attainment. The RichmondBUILD construction program is designed to provide construction training with a proven successful track record of working with individuals with significant barriers to employment, including the formerly incarcerated, non-custodial parents, and individuals with educational challenges. CBOs that will assist in braiding services to the RWDB/CalFresh mutual clients include: Rubicon Reentry Success Center, Richmond Rescue Mission, Greater Richmond Interfaith Program (GRIP), Catholic Charities, and Healthy Richmond.

Workforce Services Available to CalFresh Recipients

Describe the types of workforce services available to people receiving CalFresh that are and can be funded by local/regional partners, the baseline level of service (e.g. number of individuals and types of services), and how the local/regional plan will modify the types and quantity of workforce services provided to this population.

RWDB Career Service Provider and its AJCC Partners successfully provide Richmond jobs seekers with wraparound Basic, Individual, and Training Career Services in its RichmondWORKS location. CalFresh clients located within the City of Richmond may avail themselves of various training/employment services such as the ACES Program, RichmondBUILD Construction Training, Contractors Resource Center, Workforce Innovation and Opportunity Act (WIOA) Eligible Training Provider List (ETPL) training providers, and regularly scheduled on-site recruitments from in-demand sector employers.

The RWDB and its partners continue to collaborate on various projects to leverage client engagement activities that promote best practices and contribute to value-added services for their programs and workforce development clients. The RWDB continues to develop partnerships with local and regional organizations (i.e. CCC EHSD CalFresh E&T, Healthy Richmond, Opportunity Junction, Sparkpoint, West Contra Costa Family Justice Center) designed to assist Richmond residents in obtaining gainful employment.

Integrating CalFresh Recipients into Sector Pathway Programs

Describe the role of local/regional partners in helping provide services to and integrating people receiving CalFresh into sector pathway programs, including participation in program development, outreach, and the provision of specialized supportive services.

RWDB has increased its collaboration efforts with CCC EHSD to strengthen its service outreach to Richmond residents who are CalFresh recipients and CalFresh Employment and Training participants. In line with the State Board's objectives, RWDB is committed to efforts that align with the goals of fostering demand-driven skills attainment, enabling upward mobility, and integrating program services through servicing CalFresh clients via WIOA Individual and Training services, ACES Program essential skills training, and effective case management with the goal of successful career pathway employment.

RWDB staffs partner in an array of programs designed to prepare its clients for employment in emergent high-sector occupations for the Richmond area. High-sector occupation training programs for the Richmond area include: RichmondBUILD (pre-apprenticeship) program; Kaiser Permanente School of Allied Health Sciences, which offers degrees and certificated programs in health and medical careers; The Stride Center, which offers highly successful training in information technology; and The FLOW (Forklift, Logistics, Operations, and Warehousing) program at Contra Costa College, designed to prepare workers for rapidly

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growing opportunities in transportation and logistics in the region. By continuously promoting credential training programs designed to provide highly skilled workers for these emergent occupations, RichmondWORKS AJCC/CalFresh mutual clients will be aptly prepared for career pathways in these sector occupations.

As part of the East Bay Regional Planning Unit, RWDB is collaborating with other local workforce areas in the East Bay Slingshot Initiative, which is designed to move local workers, including CalFresh recipients, into growth industry employment with proven opportunities for advancement. Growth sectors currently targeted by this initiative include: Advanced Manufacturing, Healthcare, Transportation & Logistics, and Information Technologies.

Partner Collaboration to Provide Supportive Services and Facilitate Completion

Describe the ways in which local/regional partners will work together to provide supportive services to this population and facilitate program completion.

RWDB Career Service Provider will work with CCC EHSD CalFresh partners, using its customer-focused service delivery system, to assist clients referred to RWDB AJCC by effectively assessing their skills, aptitude level, barriers to employment, supportive service needs, and by developing an employment & counseling plan that will lead to gainful permanent employment and program completion. The Career Service Provider has access to a significant range of information on supportive services providers and can provide needed referrals to CalFresh participants.

Through continuous AJCC Staff and Partner development, RWDB will conduct brainstorming sessions within its Partner Meetings that focus on enhancing customer services. This will lead to collaboration and inclusion of all AJCC staff partners in its customer-centered programs, designed for effective outcomes for all clients.

Retaining Participants in Regional Sector Pathway Programs

Describe the process Local Boards and their partners will use to retain this population in regional sector pathway programs as they progress into livable wage jobs and careers.

RWDB will continue to develop partnerships with local and regional organizations (i.e. EHSD CalFresh Employment & Training, Healthy Richmond, Catholic Charities, Lao Family, and Sparkpoint) that are in agreement with the State WDB and designed to assist Richmond residents with supportive service while they strive to obtain employment. RWDB Career Service Provider will work with EHSD CalFresh division, using its customer-focused service delivery system, to assist its mutual clients by effectively assessing their skills, aptitude level, barriers to employment, supportive service needs, and develop an employment & counseling plan that will lead to gainful permanent employment and program completion.

In its ongoing effort to assist clients in retaining employment in the construction industry, RichmondBUILD Program graduates receive industry-recognized certifications; have an opportunity for placement in state-approved apprenticeships and post-secondary education program; and potential to be placed in constructions or energy efficiency employment opportunities. The Construction Resource Center is also available to provide yet another career pathway for RichmondBUILD graduates interested in becoming general contractors. This is a proven methodology to assist RichmondBUILD program participants in retention of their desired career pathway.

In effective coordination and delivery of case management services, the RWDB Career Service Provider will continue to incorporate proven strategies, such as consistent client

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engagement, training progress reports, supportive services (i.e. transportation & work tools stipends and child support assistance) to assist its mutual CalFresh clients with successfully retaining livable-wage jobs leading to sustained career pathway employment.

(B) Existing Workforce and Education Program Partnerships to Serve Noncustodial Parents

Existing Workforce and Education Program Partnerships

Describe the ways in which the program partners work together to provide supportive services to noncustodial parents to support job retention.

The RWDB works with partners to provide supportive services available to all eligible participants including transportation; training/work clothes; minor tools or supplies; and certification, screening, and testing. In addition, referrals to community agencies, partners, and public entities are made for additional supportive services such as child care assistance, medical/dental care, housing assistance, emergency needs, and dealing with mental health or substance abuse issues. The RWDB does not currently track individuals who are noncustodial parents, so these services are not currently targeted to the needs of these individuals.

Steps to Ensure Comprehensive Provision of Services

Discuss the steps to be taken to ensure that a comprehensive provision of services is provided to noncustodial parents to facilitate successful labor market outcomes and progression into livable wage jobs and careers.

The RWDB is dedicated to working closely with Contra Costa's Department of Child Support Services (DCSS) to ensure that WIOA program services are available to noncustodial parents interested in obtaining livable wage employment. This collaboration will include the development of a Memorandum of Understanding (MOU) to memorialize the terms of staff cross-training, referral processes, client tracking, and client skills development via enrollment in the WIOA training program. As a RWDB AJCC partner, DCSS staff will use the AJCC client referral process to refer clients who would benefit from workforce services (in particular, those who want to pay child support, but lack the financial means to do so). Upon referral, RWDB staff will complete a basic skills assessment and eligibility verification for WIOA training services for all individuals. DCSS staff may be allowed limited access to the CalJOBS client data tracking system to verify client WIOA participation.

RWDB will also work with DCSS to provide noncustodial parents with referrals to a variety of Community-Based Organizations (CBO) for help with housing, child care, transportation, and/or legal issues to ensure full support for obtaining livable wage jobs. The RWDB will also provide referrals to SparkPoint Contra Costa West for financial coaching. This financial coaching can help noncustodial parents build a more solid financial foundation to seek livable wage jobs and fully meet child support payments.

Impact of Eligibility Criteria for Workforce Services

Discuss how eligibility criteria for workforce services impact the Local Board's ability to provide workforce services to the Child Support Program population.

DCSS may revoke the driver's license of noncustodial parents who are delinquent on payments. WIOA eligibility criteria requires a legal form of identification to prove address and right to work; a driver's license is often the easiest form of identification. RichmondBUILD also requires a driver's license for program participation. The RWDB and DCSS are discussing

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procedures to return a client's driver's license once they have been enrolled in a WIOA program. As part of this, the RWDB will conduct regular cross-training with DCSS staff to ensure that all staff are aware of WIOA eligibility requirements.

Obstacles to Serving the Child Support Program Population

Explain obstacles to providing services to the Child Support Program population.

The primary obstacles to providing WIOA services to DCSS participants are also barriers to gainful employment for noncustodial parents, including: limited education, mental health and behavioral issues, substance abuse, lack of transportation and/or valid driver's license, and a criminal background. Employment barriers are particularly acute for ex-offenders.

Additional Tools to Motivate and Support Participation

Explain additional tools that can be explored to motivate and support participation and any legal or regulatory barriers to utilizing these tools.

RWDB Career Service Provider will collaborate with DCSS staff to comprehensively address noncustodial parents' barriers to employment. RWDB career services staff will provide individualized case management services to those who are eligible for WIOA services including: job search and job readiness training, job development, job placement, and retention services. Career services staff will also work to increase the noncustodial parent's ability to support themselves and their children economically via career pathway and training services.

To motivate participation in these programs, DCSS may reduce child support payments and/or reinstate driver's licenses that have been suspended for non-payment, upon confirmation of participation in a WIOA program. DCSS will also be asked to consider adopting additional motivating policies and services such as suspending child support enforcement during program participation; establishing minimum orders rather than imputing minimum wage; reviewing and adjusting orders to match actual earnings more quickly than is the norm; and forgiving some arrears in exchange for participation in training, employment, and timely child support payments.

Obstacles to Meaningful Engagement in Local Partnerships

Explain obstacles to meaningfully engaging in local partnerships.

The key obstacle to meaningful partnership will be to maintain strong partnerships in spite of funding and staffing changes. If obstacles arise in successfully collaborating with DCSS, RWDB staff will learn from organizations that have partnered and worked well with DCSS to identify successful strategies, and will work with DCSS staff to implement similar strategies.

Plans for Building or Scaling Up Services for Child Support Program

Describe the process Local Boards and LCSAs will use to retain individuals in relevant workforce and education training programs to support progression into livable wage jobs and careers.

The RWDB will utilize proven case management techniques to ensure continued involvement of noncustodial parent participants, including: ongoing employment counseling during job readiness training, employability planning, and placement activities; developing an individualized job strategy with each participant, and monitoring progress and revising as needed; linking participants to transportation, clothing stipends, work tools, and other services; providing cash bonuses, gift cards, or other incentives for achieving employment milestones; and cultivating sympathetic employers and providing job leads to suitable opportunities.

Partnerships to Coordinate Workforce Training and Education Service Delivery

Describe existing, new, and prospective partnerships with stakeholders to coordinate workforce and related training and education service delivery to Child Support Program participants.

The RWDB will collaborate with existing partners such as Literacy for Every Adult Program (LEAP) and West Contra Costa Adult Education (WCCAЕ) to provide robust education and training for noncustodial parents, and to address basic skills deficiencies and education barriers through coordinated services. The RWDB will continue to build upon strong current partnerships with employers, educational systems, unions, and CBOs to leverage resources and attract funding. The RWDB will establish a new partnership with DCSS, which will include a MOU, to solidify new practices for supporting noncustodial parents.

How Partners will Braid Resources and Coordinate Service Delivery

Describe how local partners, including LCSAs, County Human Service Agencies, Local Boards, community colleges, adult education providers, CBOs, social enterprise, and other stakeholders will braid resources and coordinate service delivery.

The RWDB has a strong track record of leveraging and braiding other funding sources to extend the impact of WIOA dollars. The RWDB has become one of the leaders in the state at leveraging baseline WIOA formula funds for its services to employers and job seekers through programs such as RichmondBUILD and the Workforce Accelerator grant initiatives. The RWDB will share best practices with DCSS to encourage replications for successful coordination of workforce service delivery. The RWDB will build on this strong history of braiding resources to identify new opportunities to leverage funding and combine resources.

Engaging CBOs to Offer Workforce and Supportive Services

Describe how local workforce development boards will engage CBOs with a history of serving and working with the targeted populations, such as vocational training providers, in order to offer basic skills and occupational training, job and career search assistance, and supportive services within the local workforce development system.

The RWDB will work extensively with CBOs to provide wrap-around services for noncustodial parents participating in WIOA programs. Organizations that will assist in training and preparing noncustodial parents for livable wage employment include: short-term job training providers; West Contra Costa Adult Education (WCCAЕ); employer groups that might hire noncustodial parents; National Child Support Enforcement Association (NCSEA); the fatherhood program provider Brighter Beginnings; Rubicon Re-entry programs; West Contra Costa Family Justice Center; and organizations that help with housing, food, public benefits, and support services.

Referral Process and Forms to Track this Population

Describe the referral process and forms utilized to track this population as they are referred from LCSA office and Family Court

The updated RWDB partner MOU outlines the current partnership referral process used to refer clients to partner services. This process helps partners track clients during the referral process. Referrals are recorded electronically and an email is triggered to alert partners of the referral. There is no current referral process between the RWDB and DCSS. The RWDB plans to

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establish an MOU with DCSS for noncustodial parents referrals, building upon the current partner MOU. The MOU may include limited access to the CalJOBS client tracking system by DCSS, so that staff can view WIOA enrollment progression for noncustodial parents. Client progress will be regularly shared.

(C) Serving Individuals with Intellectual and Developmental Disabilities Gaining Knowledge About Serving Individuals with ID/DD

Describe in your plan the ways in which AJCC staff have gained knowledge or training about serving individuals with intellectual disabilities and developmental disabilities ID/DD and the additional programs and resources available in the area.

The California Department of Rehabilitation (DOR) Greater East Bay District has been a key source of knowledge regarding services for individuals with ID/DD, and remains a core partner to the RWDB in providing services to this population. DOR staff serve on the RWDB and regularly attend AJCC Partner meetings to share information regarding services provided in the Richmond and West Contra Costa County local area. The RWDB is working closely with DOR to design tailored services for individuals with disabilities. Currently, DOR conducts workshops and job fairs with RWDB specifically targeting this population.

Services at the RichmondWORKS AJCC have been designed to accommodate individuals with ID/DD. Computers in the AJCC contain adaptive technology for individuals with disabilities. Reasonable modifications have been made to ensure that individuals with disabilities have equal access to extensive pre-employment transitional services which include counseling, academic support referrals, subsidized and unsubsidized employment opportunities, supportive services, and WIOA training services. AJCC staff also participate in annual WIOA training sessions designed to promote understanding of disability etiquette as well as ensuring that staff and partners are informed and updated on promoting disability access. Staff and partners with additional questions are directed to ccda.ca.gov (California Commission on Disability Access), where they can further educate themselves on Disability Access.

Supportive Services

Please explain how your area has or will connect with your DOR point of contact who can provide linkages to service providers and/or supportive services (i.e., job coaching) to individuals with ID/DD who are vocational rehabilitation (VR) consumers.

The RWDB continues to seek collaborations with all its partners including both district and regional offices of the DOR. DOR staff regularly attend RWDB Board meetings and AJCC Partner Meetings to share information regarding how the RWDB can better collaborate to serve their mutual clients. DOR staff members are collocated at the Richmond AJCC on a part-time basis to meet with their clients and assist when possible with AJCC clients to provide additional information regarding the services they provide. DOR staff complete supportive service assessments for mutual clients to determine if they are eligible for supportive services via DOR programs. Supportive services are made available to participants who are experiencing hardship that could prevent them from participating in Title I career or training services.

The RWDB has expanded its connections with the local DOR point of contact as a result of the collaboration required to implement the Summer Training and Employment Program for Students (STEPS) grant program. This provided a valuable learning opportunity for RWDB staff regarding different types of disabilities and the supportive services available to address different needs. The STEPS grant has also strengthened the relationship with the DOR representative and

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the West Contra Costa Unified School District. The RWDB has also applied for a Veterans Employment Assistance Program (VEAP) grant, and is proposing to serve a substantial portion of disabled veterans with these funds. The RWDB plans to leverage its relationship with the DOR representative to better educate the business community and access resources from DOR to better work in specialized ways with individuals with disabilities.

Employer Engagement

Please describe how your DOR district partner is connecting with your area in their work to outreach to employers and partners to support opportunities for individuals with ID/DD to achieve CIE. If your area is developing its own recruitment, referrals, and employer engagement strategies, please describe.

RWDB Youth Services Provider has been partnering with the East Bay District of the Department of Rehabilitation (DOR-EB) and the Employment Training Panel on the Summer Training and Employment Program for Students (STEPS) 2018 grant program to serve West Contra Costa County Unified School District (WCCUSD) students with disabilities, ages 16 to 21 years of age. The STEPS grant collaboration has enabled the RWDB to partner with DOR-EB and the WCCUSD to extend the RWDB Youth Program to provide critical workforce readiness training and work experience to students with ID/DD in Richmond. Youth and Adult Program participants with disabilities receive pre-employment and transition services (including workshops, shadowing, training, and financial literacy).

Through the STEPS grant and other collaborations, the DOR district partner works with the RWDB and local businesses to provide internships and permanent employment to ID/DD program participants. In addition, RWDB and DOR staff meet regularly to develop strategies to successfully serve the ID/DD mutual client population of youth and adults. The RWDB has worked with the DOR to host annual job fairs for adults with disabilities at the AJCC, at which staff worked with participants to critique resumes. Employers with a history of hiring people with disabilities participate in order to interview job candidates.

The RWDB is currently developing its own employer engagement strategy by working with Sara Wally of Food Service Partners, to initiate contacts with employers and provide them with an employer perspective about working with individuals with ID/DD. A training module for employers or staff will be developed to promote greater understanding of what it means to hire an individual with ID/DD.

(D) Provision of Services to English Language Learners, Foreign Born, Refugees

Describe how local/regional partners will braid resources and coordinate service delivery to people English learners, the foreign born and refugees, including increasing access to sector pathway programs, supportive services and retention efforts.

The RWDB is a leader in California in leveraging baseline WIOA formula funds for its services to employers and job seekers. Examples include ongoing programs such as RichmondBUILD and a range of programs supported through Workforce Accelerator grant funding. In addition, the RWDB collaborates extensively with partners to coordinate services and ensure individuals have access to all the services they need. Job seekers with limited English speaking ability are served by AJCC staff and are referred to appropriate ESL community resources as needed.

RichmondWORKS AJCC Career Services Provider staff members are well versed in both the regional and local area target sectors. The RWDB staff works closely with all

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components of the regional education system to address the needs of workers and priority-sector employers. RWDB staff maintain strong alignment and co-enrollment with WIOA Title II - Literacy for Every Adult Program (LEAP), West Contra Costa Adult Education, and Contra Costa Community College in the development and provision of career pathways, including basic education and sector-specific training provided directly to RWDB participants under the cohort model.

Several kinds of training, career advancement, and job retention services are offered by the AJCC Career Services staff that benefit English learners and promote retention in training programs. These services include: weekly One-on-One Career Pathways counseling; Skills Occupational Classes incorporating labor market information and CalJOBS Eligible Training Provider List (ETPL) research techniques; essential skills training via the Accelerating Careers Through Essential Skills (ACES) Program (work ethic/soft skills); Transitional Worker Skills Upgrade training; On-The-Job Training activities including Earn and Learn opportunities with in-demand sector local employers; Incumbent Worker Training including academic remediation/pre-vocational services via Title II partnerships; and Entrepreneurial Training and work-based learning via RichmondBUILD and the Construction Resource Center.

Retaining Participants in Regional Sector Pathway Programs

Describe the process Local Boards and their partners will use to retain this population in regional sector pathway programs as they progress into livable wage jobs and careers.

The RWDB will work closely with partners and clients to help retain clients in regional sector pathway programs. This will be accomplished through a variety of means. First, the RWDB will provide a smooth and thoughtfully constructed training experience for participants. For example, RichmondWORKS AJCC Career Services Provider staff have recently developed new processes to improve customer service. RWDB staff have also developed a training sequence that includes an effective flow of client services starting from Basic Career Services, to Individualized and Training Services, and ending with employment. Staff are available to discuss career pathways mapping and provide other support to participants. This clear pathway and support from staff helps to increase participant retention in the programs.

Second, the RWDB works to ensure a smooth referral process for participants. AJCC Partners have agreed to follow the Client Referral Process policy and procedures when referring their clients to partner agencies. In addition, they have agreed to receive referrals from and make referrals to partners in accordance with the MOU Phase II, Resource Sharing Agreement.

Third, the RWDB refers clients to partner agencies for supportive services that will help individuals address any barriers they face to employment, and to help individuals determine appropriate pathways through training to reach their full career potential. Referrals include Literacy for Every Adult Program (LEAP) for tutoring for ESL, literacy, GED, and high school diploma; Lao Family Community Development, Inc for employment services, asset development, family support, financial education, and other services for refugees and immigrants; Catholic Charities for ESL services; and Weigh of Life for work with women and immigrants. The RWDB will work to expand these partnerships to better serve this population.

Incorporating Stakeholder Refugee Service Plans

Local Boards are required to review and incorporate any workforce or employment service plans developed by stakeholders (e.g. Employment Services Plans developed by County Welfare Departments etc.). Refugee Employment Service plans for counties

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with significant Refugee populations are available at the California County Plans page.

RWDB staff regularly collaborate with various partner agencies, including by incorporating other workforce service plans into the RWDB's existing service plan. In addition, the RWDB will work with partners to incorporate elements from the Contra Costa County Refugee Services Plan for 2016-2019 into its work serving refugees, immigrants, and English Language Learners. This plan details the County's employment service delivery system for its refugee populations. The goal of social services for refugees within the county is to help refugees access social services and work activities to help them obtain employment and economic self-sufficiency. Contra Costa County currently provides services to refugees through CalWORKS / Refugee Cash Assistance (RCA), which provides time-limited cash aid and employment services, adult basic education, child care, and more.

Implementing Best Practices

Implementation of best practices around co-enrollments, leveraged funds and partnership and delivery of services with community based organizations is encouraged. Refer to the State Board Policy Brief on Serving English Language Learners for examples.

The RWDB implements a variety of best practices in serving English Language Learners, including many practices described in the California Workforce Development Board Policy Brief on serving English Language Learner populations. These best practices include providing services in multiple languages, co-enrollments, collaborating with Title II partners, and working extensively with community-based partners. Job seekers with limited English speaking ability are served by AJCC staff and are referred to appropriate community resources, as needed. Basic career services are available in English and Spanish, and other languages as needed for all job seekers who are 18 years of age or older and have the right to work in the United States. In addition, the RWDB staff have consistently worked toward a key goal of collaborating with its Title II partners, including Contra Costa Community College, West Contra Costa Adult Education (WCCAE), and Richmond's Literacy for Every Adult Project (LEAP), in developing a continuum of education and training opportunities that support a skilled workforce. The existing MOU and resource sharing agreements define how Title II partners collaborate in co-enrollment of WIOA clients to access partner services such as English language tutoring, CASAS assessment for basic skills deficiency, career counseling, and basic computer training. There are numerous excellent examples of RWDB partnership and collaboration with CBOs:

1. **LEAP** is a highly successful partnership that serves English Language Learners. This free literacy program is sponsored by the Richmond Public Library and funded through the Adult Education and Literacy Program administered by the Department of Education under WIOA Title II.
2. **Project ACES** (Accelerating Careers through Essential Skills) is working to develop an industry-designed Essential Skills Academy to better prepare individuals for the growing food production/warehouse sector in Richmond. This program has a strong emphasis on expanding partnerships, leveraging services and funding, and co-enrollment in WIOA Title I and Title II. The RWDB has applied for a new round of Workforce Accelerator funding to support translation of the curriculum into Spanish and will now be delivered in partnership with community-based organizations who serve immigrant populations. The goal is to help this population obtain initial employment in areas such as the hospitality industry and retail and to build skills necessary to move to roles where their newly-

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developed skills allow them to fill in-demand positions and earn higher wages.

3. The collaboration with **Contra Costa Community College** involves cross referrals, information sessions for different projects, such as the Forklift, Logistics, Operations, and Warehouse (FLOW) program and Project ACES, and other work readiness classes.
4. Through its partnership with **West Contra Costa Adult Education**, the RWDB is able to ensure access to adult education classes, foster an effective client referral process, and share career exploration information with AJCC clients.

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