CoC Training: Connecting Clients to Employment

Contra Costa Continuum of Care

Housekeeping

About

- **<u>Continuum of Care Trainings</u>**: Monthly trainings for homeless service providers covering various topics such as Housing First, Trauma-Informed Care, and Mainstream Benefits

- Hosted by H3 the **2ⁿᵈ Monday** of every month from **10am-Noon**

- **<u>Required</u>** for direct service staff (case managers, care coordinators, etc.) and program managers and open to all

Required Trainings

- Some trainings such as **Housing First** are required by our funder, the US Department of Housing and Urban Development **(HUD)** to ensure all programs and staff in our CoC operate under the same principles and practices

- Other trainings are relevant trainings H3 and/or providers has identified as important such as **Housing Focused Case Management**

Goals of this Training

HUD

- Connecting program participants and people experiencing homelessness with education and job training opportunities
- Facilitating informal employment opportunities for program participants and people experiencing homelessness (e.g., babysitting, housekeeping, food delivery, data entry).

CoC Written Standards

- How to connect program participants and people experiencing homelessness with education and job training opportunities
- How to facilitate information and formal employment opportunities
- How to facilitate volunteer opportunities

Monitoring

- Attendance is monitored by H3 staff and discussed during monthly/quarterly provider check-ins with CE Manager and/or CoC Administrator

- **Providers/programs lacking attendance at trainings can be subject to Corrective Action Plans**

Agenda

Topic	Presenter	Time
Introductions	Jaime Jenett, Health, Housing and Homeless Services	5
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Lao Family Community Development Programs	Catrina Hayes, Lao Family Community Development	15
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Closing and Survey	Jaime Jenett	5

WIOA Orientation

Catrina Hayes, Lao Family Community Development

WIOA Goals and Priorities

- The purpose for the Workforce Innovation and Opportunity Act of 2014 (WIOA) is to align the workforce system with education and economic development in an effort to create a collective response to economic and labor market challenges on the national, state and local levels.

- WIOA Adult and Dislocated Worker program offers Career Services that allow a jobseeker to understand, prepare for, and successfully connect to and retain employment in local demand occupations.

Program & Eligibility

Job seekers must meet all the following requirements:

- Registered with CalJOBs System

- Age of 18 & older

- Attended & completed orientation

- Able to provide U.S. legal resident and/or employment eligibility documents

- Unemployed or underemployed at time of enrollment

- Selective Service Record or Registration for males over age 18

- Commitment to work with counselor up to 18 months (1.5 years)

Priority Populations

WIOA gives priority of service to several Adult & Dislocated Worker Populations, including:

- Veterans and Eligible Spouses

- Adults on public assistance

- Other low-income individuals

- Individuals who are basic skills deficient

- Limited English speakers

Career Services

- Determination of eligibility to receive services

- Individual counseling/ Career Planning

- Labor Market Information

- Information on performance and program cost of eligible training providers, adult education, CTE program & Post Secondary Education, and Vocational services

- Resume refinement

- Job development

- On Site Recruitment

- Computer Lab for job search

Individualized Career Services

- Comprehensive & specialized assessments of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities, and supportive services needs

- In-depth interviewing and evaluation to identify employment barriers, and employment goals

- IEP to identify the employment goals, appropriate achievement objectives, provide eligible providers of training services and career pathways to attain career objectives

- Workforce preparation activities

- Job Search/ Job referral/ Job placement assistance

Training Services

- WIOA staff will facilitate access to Individual Training Accounts (ITAs) and on-the-job training (OJTs) for individuals who are determined to be in need of Training Services. Training must be directly linked to employment opportunities in the local/ regional area targeted priority sectors

- Training subsidies such as ITAs and OJTs are limited to individuals who are unable to obtain grant assistance such as Financial Aid, federal Pell grants

- WIOA staff will assess participants skills, interests, and readiness for training to ensure referral to appropriate ITA and OJT opportunities

Training Services Continued

- Able to complete and pass program assessments
- Work closely on 1-on-1 basis with counselor
- Training Institution MUST be recognized by the California Eligible Training Provider List – ETPL

  https://www.edd.ca.gov/jobs_and_training/eligible_training_provider_list.htm

- Commitment to complete the training and obtain certificate

<u>Note</u>: FUNDING IS LIMITED AND BASED ON A FIRST COME, FIRST SERVED BASIS

Supportive Services

- Public Transportation Assistance
- Work-related tools or supplies
- Certification testing and credential expense
- Work attire
- Fingerprinting or back ground check
- Guard Card
- Etc.

Follow-up Services

- WIOA program provides Follow-up Services for participants who are placed in unsubsidized employment, for up to 12-months after the first day of employment

- Follow-up services include: job retention support, counseling regarding the workplace, and advising regarding continued education and training

- WIOA program requires participants to provide his/her employment information, pay stubs and has commitment to work with staff up to 4th quarter of follow up services

For more information, please contact

Lao Family Community Development, Inc.
San Pablo Career Center
1865 Rumrill Blvd, Suite B, San Pablo, CA 94806
Main Office: (510) 215-1220

➢ Catrina Hayes: Program Coordinator
   Phone (510) 476-9938
   Email   chayes@lfcd.org

➢ Yeni Neria: Case Manager
   Phone   (510) 215-1220
   Email   yneria@lfcd.org

Thank you for your time

Any Questions

Lao Family Community Development Programs

Catrina Hayes, Lao Family Community Development

Delivery of Employment Services Integrated with AB109-CTE, Victim Services, HWB, VITA & H3 Programs

❑ **AB109-CTE:** AB109 Career Technical Education program provides Environmental Remediation training to individuals coming out of custody with intensive case management to assist with employment placement that will prevent crime and reduce recidivism rates. Participants must be referred by the Alameda County Probation Department.

❑ **Victim Services (Cal OES):** The program helps victims receive the appropriate support in the aftermath of a crime and assists survivors to navigate the criminal justice system in order for them to become self-sufficient. Victims of crime receive immediate crisis counseling, community resources, protective orders, court escort, police report, and assistance with applying for crime victim compensation.

❑ **HWB:** The Health & Well-Being program also known as the Prevention and Early Intervention (PEI) program is to reach out to clients who are Asian families with mental health issues related to housing, employment, family violence, and other crime-related problems. The HWB also provides initial counseling, support, and referrals to appropriate to assist individuals facing similar challenges.

❑ **VITA:** The IRS's Volunteer Income Tax Assistance program offers free basic tax return preparation to qualified individuals who are disabilities, limited English-speaking taxpayers or low income tax filers.

❑ **H3:** Health, Housing, and Homeless program delivers services in accordance with County's homeless Continuum of Care (CoC) and Coordinated Entry (CE) System. In compliance with the CoC Program Models and Performance Standards, participants who are motivated to find employment and want to return to permanent housing will receive immediate transitional housing placement with a path to permanent housing.

Delivery of LFCD Programs Services Integrated with Workforce Innovation & Opportunity Act (WIOA) Program

✓ Determination of Eligibility to Receive Services

✓ Individual Counseling/Career Planning

✓ IEP, Career Counseling, Supportive Services, ITA, and OJT

✓ Labor Market Information

✓ Information on Performance and Program Cost of Eligible Training Providers (ITA), Adult Education, CTE Program & Post Secondary Education, and Vocational Services

✓ Résumé Refinement

✓ Job Search/Job Referral

✓ Computer Lab for Job Search and Training

✓ Job Development

✓ On Site Recruitment

✓ Job Fairs

✓ 1:1 Intensive Case Management

✓ Workforce Preparation Activities

✓ Job Placement Assistance

✓ Supportive Services

✓ Job Retention and Follow-Up Services

Training Services

- WIOA staff will facilitate access to Individual Training Accounts (ITAs) and on-the-job training (OJTs) for individuals who are determined to be in need of Training Services. Training must be directly linked to employment opportunities in the local/ regional area targeted priority sectors.

- Training subsidies such as ITAs and OJTs are limited to availability, and to individuals who are unable to obtain other grant assistance such as Financial Aid or Federal Pell Grants.

- WIOA staff will assess participants' skills, interests, and readiness for training to ensure referral to appropriate ITA and OJT opportunities.

Supportive Services

- ✓ Public Transportation Assistance
- ✓ Work-Related Tools or Supplies
- ✓ Certification Testing and Credential Expense
- ✓ Work Attire
- ✓ Fingerprinting or Background Check
- ✓ Guard Card
- ✓ Food Handlers Certificate
- ✓ GED Exams
- ✓ And More…

On-Site Recruitments and Partners

THANK YOU FOR YOUR TIME!

Please Contact Us for Questions and to Refer Participants

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chayes@LFCD.org

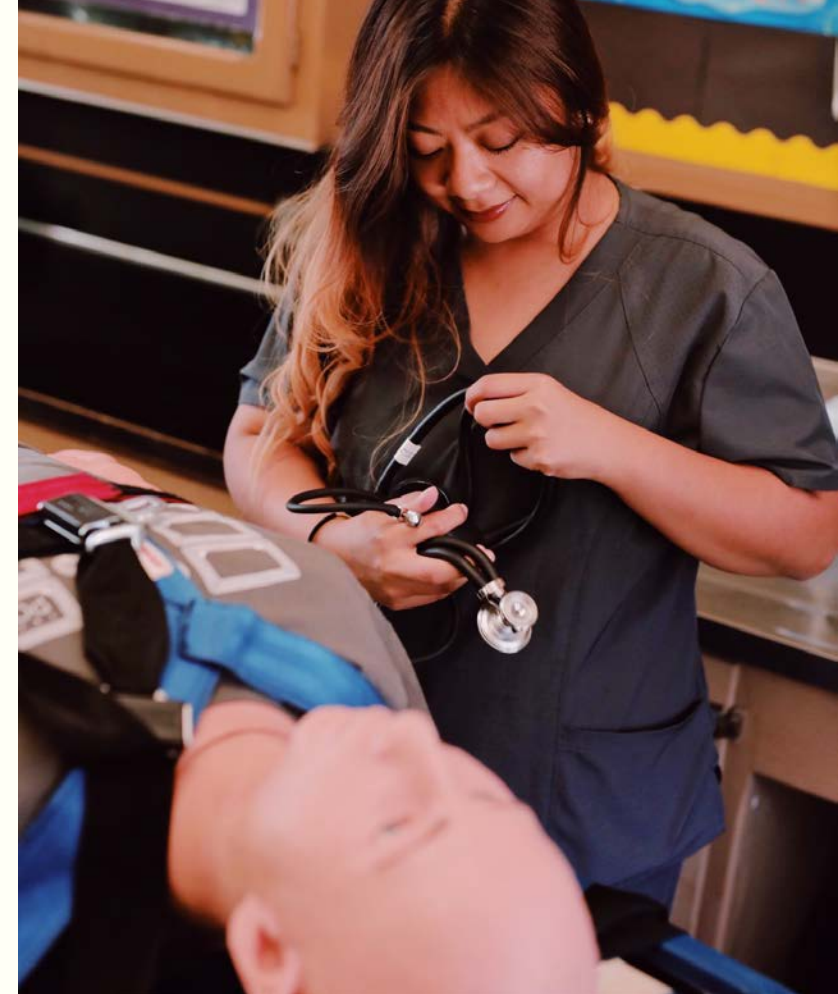**Yeni Neria**, Case Manager
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LFCD San Pablo Office
1865 Rumrill Blvd, Ste. B
San Pablo, CA 94806

Opportunity Junction Programs

Shaun Samuels, Director of Employer Engagement, Opportunity Junction

OPPORTUNITY JUNCTION
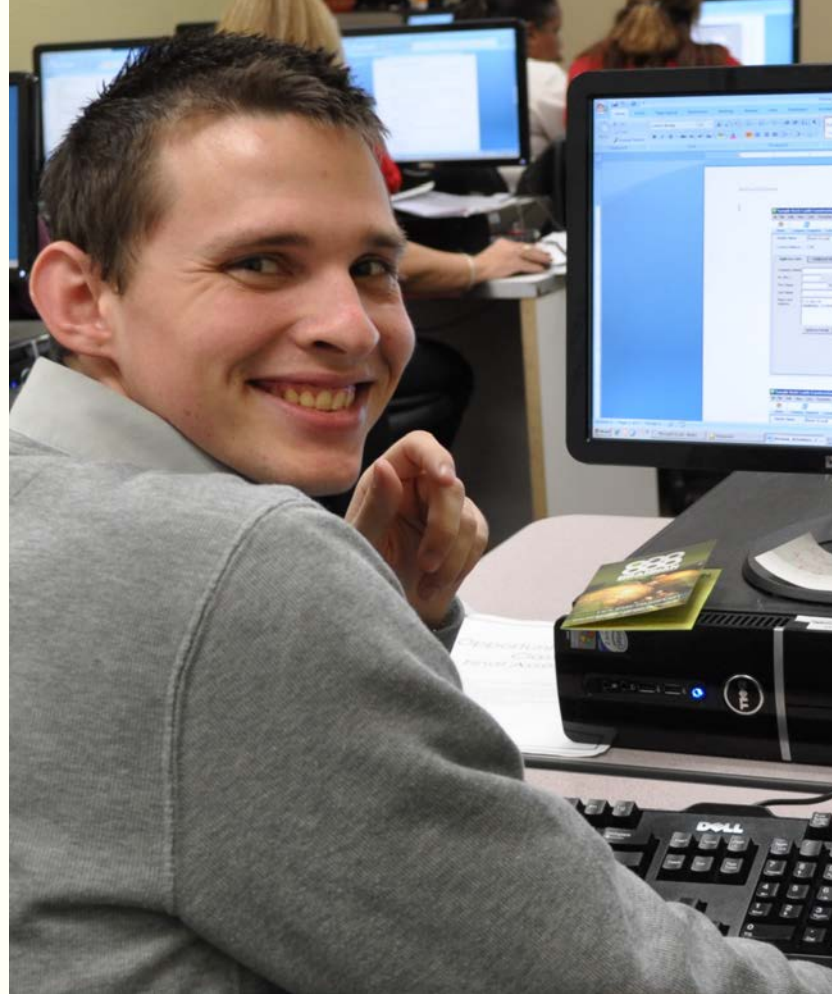
INFORMATION SESSION

ABOUT US

Opportunity Junction helps motivated Contra Costa County job seekers develop the skills and confidence to launch careers that lead to financial security.

We believe that everyone who works hard deserves the opportunity to succeed.

OPPORTUNITY
JUNCTION
BREAKING BARRIERS. BUILDING CAREERS.

ADMINISTRATIVE CAREERS TRAINING PROGRAM

- 12 weeks of Computer Training
- Business English and Math
- Up to 4 months of Paid Internship
- Alumni Services

APPLICATION PERIOD: January, May, and September

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BREAKING BARRIERS. BUILDING CAREERS.

THANKS TO OUR PARTNERS:

CERTIFIED NURSING ASSISTANT (CNA)

The CNA program is designed to help individuals gain the skills and confidence needed to launch a strong career in the healthcare field.

APPLICATION PERIOD: January, May, and September

SUPPORT INCLUDES:

- Employer Partnership
- Placement Assistance
- Transportation Support
- Tuition Waivers
- Hot Lunch (M-Th | Food Bank Fridays

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BREAKING BARRIERS. BUILDING CAREERS.

SPARKPOINT SERVICES

- Career Counseling

- Financial Coaching

- Credit and Debt Counseling

- Additional Resources available

ONLINE COMPUTER BASICS CLASSES

- Basic Computer Classes: Windows, Internet, Word, & PowerPoint
- English as a Second Language (ESL)
- Excel : Series 1 – 3
- Zoom Basics
- Typing Test Certification

BECOME A VOLUNTEER

- Mock Interviewing
- Food Bank Helper
- Trainers/ Teachers
- Tutoring

OPPORTUNITY JUNCTION
BREAKING BARRIERS. BUILDING CAREERS.

Shaun Samuels| Director of Employer Engagement

shaun@opportunityjunction.org

Senior Community Service Employment Program (SCSEP)

Maureen Nelson, WDBCCC, on behalf of Aiden Cheng, Program Manager Self-Help for the Elderly

What does SCSEP stand for?

<u>S</u>enior <u>C</u>ommunity <u>S</u>ervice <u>E</u>mployment <u>P</u>rogram

History of SCSEP

- Authorized by the United States Congress in <u>Title V of the Older Americans Act of 1965</u>

- Administered by Employment and Training Administration (ETA) at Department of Labor (DOL)

- In 2006, an amendment to Title V of the Older Americans Act was enacted which included a durational limit for SCSEP participants. As of July 1, 2007, all NAPCA participants have 4 years of durational limit in SCSEP.

Dual Goals of SCSEP

- Promoting <u>community service</u>; and

- Helping SCSEP participants achieve economic self-sufficiency by guiding them into unsubsidized <u>employment</u>, where appropriate

SCSEP Funding Structure

22% 78%

General (96.5%) vs. Set-aside (3.5 %)

- State Grantees
- National Grantees (General vs. Set-aside)

NAPCA National Asian Pacific Center on Aging
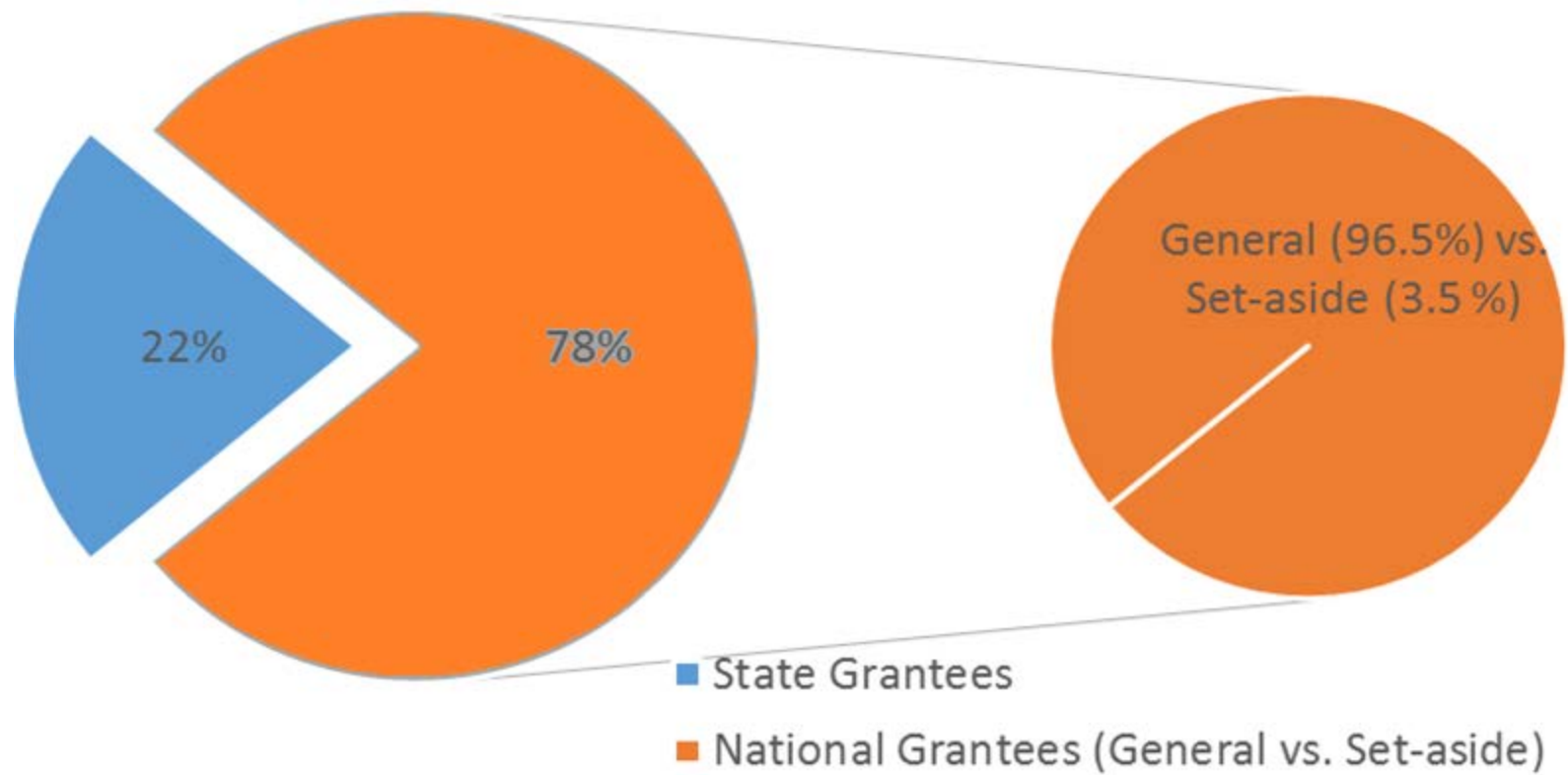
SCSEP grantee structure
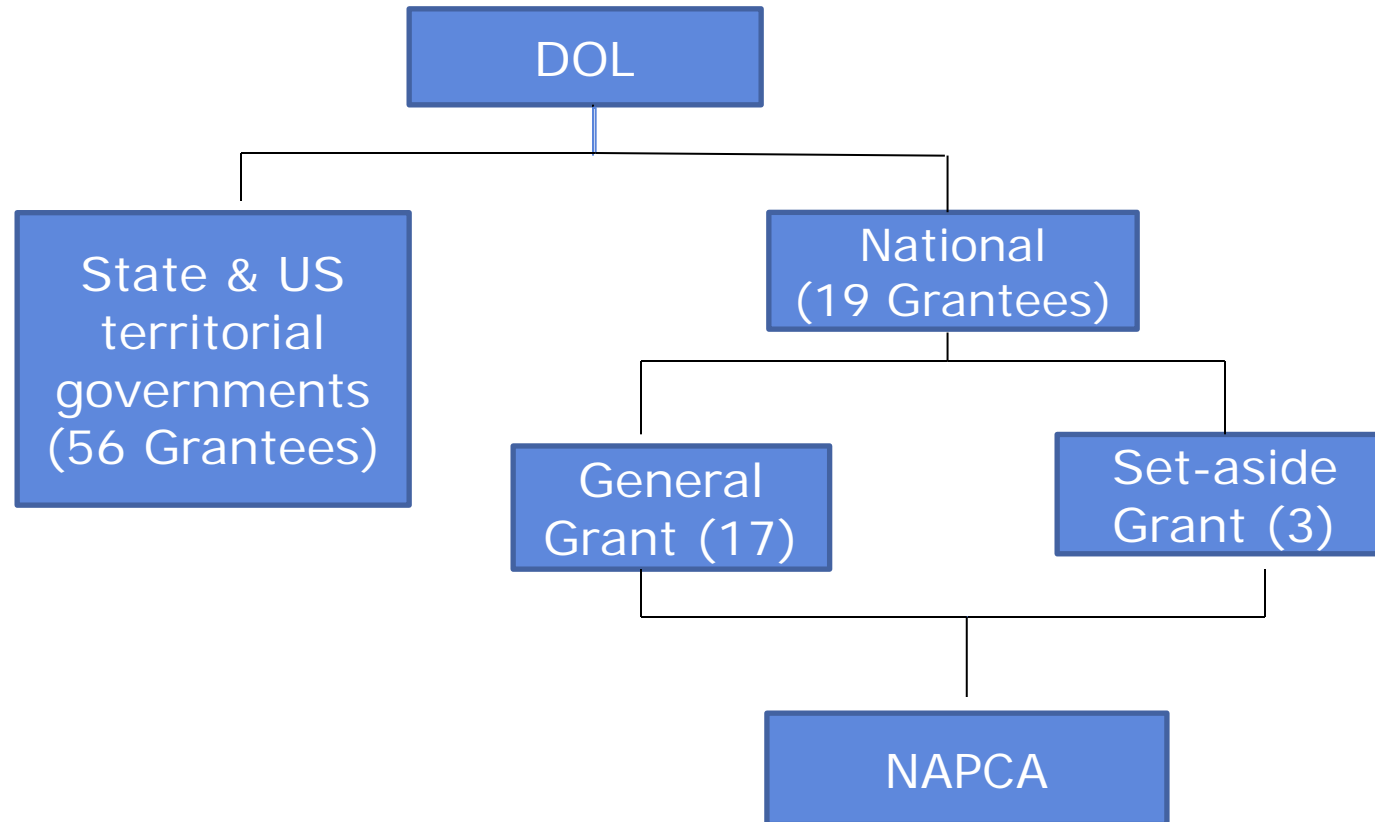
NAPCA is the only grantee receiving general and set-aside grants

History of NAPCA SCSEP

- Became the first national grantee in 1989 to serve Asian American and Pacific Islander older adults

- Became the first grantee operating general and set-aside grants in 2012

- Current project areas: 54 counties in 7 States
- Set-aside: 17 counties in 7 States
- General: 39 counties in 3 States

NAPCA SCSEP Project Offices

General
Set-Aside

NAPCA Authorized Positions

	Set-aside	General	Total
Before PY16 Competition	613	277	890
After PY16 Competition	613	971	1584
PY18	562	890	1452

NAPCA SCSEP Structure

NAPCA SCSEP National Office

NAPCA Fiscal Department

Direct projects:
Los Angeles
Seattle
Chicago

Subcontractors:
Self-Help for the elderly (CA)
SER-Jobs Progress (CA)
ACC Senior Services (CA)
Contra Costa County (CA)
Asian American Senior Citizens Service Center (CA)
Chinese American Service League(IL)
National Able Network, Inc. (IL)
Greater Boston Chinese Golden Age Center (MA)
Korean Community Service of Metro. NY (NY)
Philip Jaishon Memorial Center (PA)
Chinese Community Center of Houston (TX)

Eligibility of SCSEP participants

- Age: 55 years old and above
- Income: annual family income below 125% of poverty guideline
  - for family 1: $15,175 / year
  - for family 2: $20,575 / year
- Employment status: Unemployed
- Residence: designated county by the US Department of Labor

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Priority of participant selection

1) Veterans and Qualified spouses
2) Persons 65 and older, OR Individuals with
   - Disability
   - Limited English Proficiency
   - Low Literacy Skills
   - Low Employment Prospects
   - Failed to find employment through WIA Title I services
   - Homeless or at risk of homelessness

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Who are NAPCA SCSEP Participants

Combined both general and set-aside in Program Year 2017 (July1,2017 - June 30, 2018)

- Total Participants: 1,629
- 59% female/40% male
- 39% 65 years old and older
- 47% Asian American and Pacific Islanders
- 82% Minority older workers
- 92% below 100% poverty guideline
- 51% limited English proficiency (LEP)
- 13% disabilities
- 47% homelessness or at risk of homeless
- 11% failed WIOA Title I
- 7%   veterans
- 24% less than High School diploma or equivalent

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How SCSEP works

Once participant's eligibility is determined,

- Assessment and individual employment plan are conducted to identify participant's need in employment training

- SCSEP participants are receiving part-time subsidized employment training at host agency to improve their job skills to be employable.

- Participants are paid hourly federal, state, or local minimum wage, whichever is highest.

Eligibility of host agency

- government agencies; OR
- a private non-profit organization with 501(c) (3) designation from the Internal Revenue Service.

Permissible training activities in SCSEP (OWB 04-04)

- Community service assignment (CSA) training
- Skills training
- Classroom instruction
- Lectures
- Seminars
- Individual Instructions
- Training through other employment & training programs and/or colleges
- On-the-Job Experience (OJE)
- Self-development training

CSA training

- A contract is not required, but there must be a host agency agreement
- The recipient must be an eligible SCSEP participant
- Rotation to new host agencies is encouraged to maximize skills attained
- Specific approval from DOL is not required
- CSA may be combined with other training activities, such as OJE, classroom training, individual instructions, etc.

Top 10 CSA titles among NAPCA participants

1. Office Assistant
2. Kitchen Assistant
3. Program Assistant
4. Receptionist
5. Janitor
6. Administrative Assistant
7. Library Aide
8. Maintenance
9. Teacher Assistant
10. Clerk

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Specialized Training

- Is designed to prepare a participant for a particular job or industry
- Should supplement Host Agency training
- Must relate directly to job skills in demand in the community
- Is provided through grantee, a workforce partner, and educational institution, or other training vendors
- Is consistent with IEP
- Must detail the specific skills to be learned, the timelines, and payment responsibilities
- Must have contract in participant's file
- Must be at reasonable cost

On-the-Job Experience (OJE)

- Is useful when participant's IEP goal requires specific skills not attainable through the regular community service assignment
- Is provided by private employers and nonprofit organizations, but not host agencies

How OJE works

- Training period 12 weeks maximum
  - 100 % from NAPCA SCSEP fund up to 4 weeks
  - If more than 4 weeks, NAPCA SCSEP pays participants or reimburse employers no more than 50 % of the wage
  - No more than 40 hours per week

- Must pay prevailing wage (PWFB)
- Participants: 1 OJE per 12 month period
- Employers: 5 OJEs per job category per 12 month period

Top 10 unsubsidized placement titles among exited NAPCA participants

1. Office Assistant
2. Home health Aside
3. Program Assistant
4. Janitor
5. Kitchen Assistant
6. Receptionist
7. Homemaker Aide
8. Housekeeper
9. Caregiver
10. Clerk

PY18 SCSEP core performance measures

1. **Employment Rate- 2nd quarter after exit-** the percentage of project participants who are in unsubsidized employment during the 2nd quarter after exit from the project.

2. **Employment Rate- 4th quarter after exit-** the percentage of project participants who are in unsubsidized employment during the 4th quarter after exit from the project.

3. **Median Earnings- 2nd Quarter after exit-** the median earning of project participants who are in unsubsidized employment during the second quarter after exit from the project.

4. **Community Service level**: Hours of community service employment.

5. **Service level**: Number of individuals served.

6. **Service to Most-in-Need**: Average number of barriers per participant.

7. **Customer Satisfaction Measure**: effectiveness in serving employers, host agencies, and project participants.
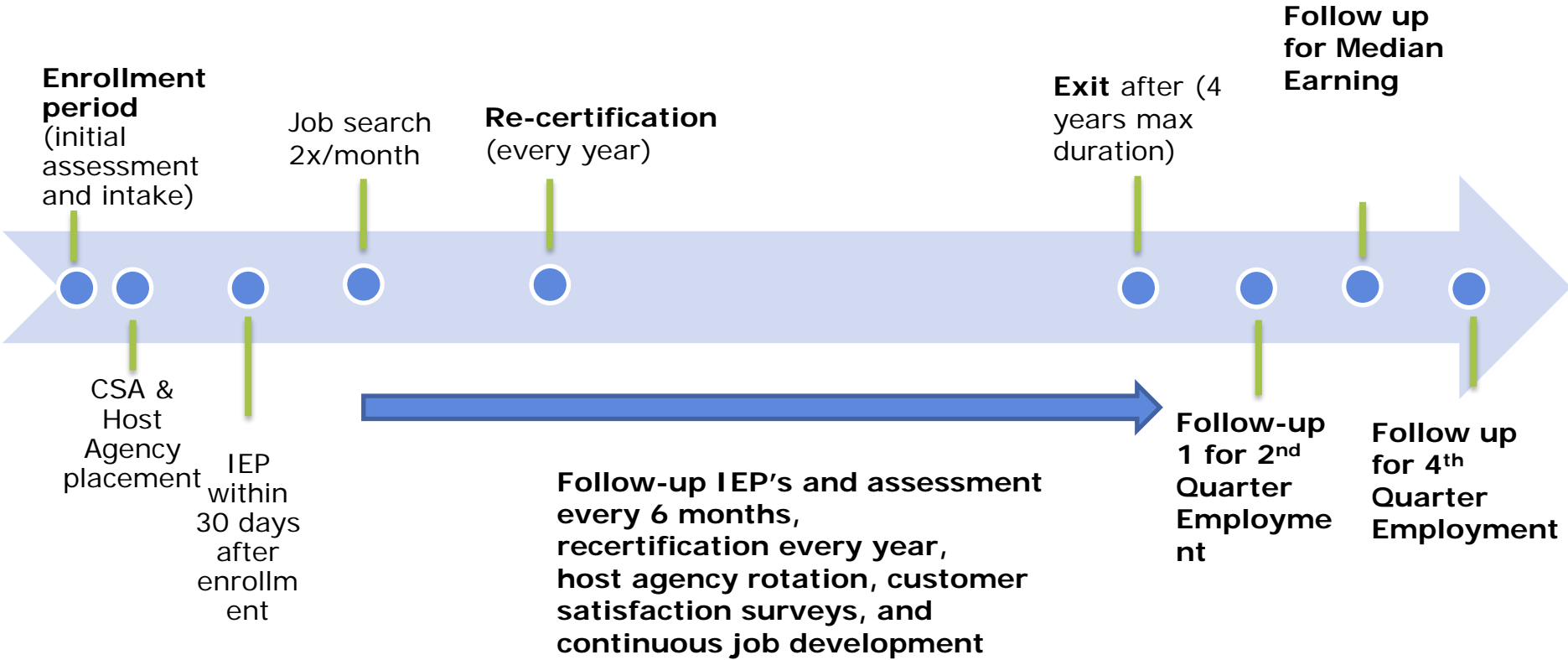
PY18 NAPCA performance goals

Grantee	NAPCA[S]	NAPCA[G]
PY2018 Q2 Employment	34.0%	35.9%
PY2018 Median Earnings	$3,974	$3,754
PY2018 Q4 Employment	33.3%	31.1%
PY2018 Service Level	165.0%	152.5%
PY2018 Community Service	77.0%	77.1%
PY2018 Most in Need	2.86	2.83
PY2018 Customer Satisfaction--Participant	81.3	80.6
PY2018 Customer Satisfaction--Host Agency	83.3	81.7
PY2018 Customer Satisfaction--Employer	85.8	85.8

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SCSEP Program Map

Enrollment period (initial assessment and intake)

CSA & Host Agency placement

IEP within 30 days after enrollment

Job search 2x/month

Re-certification (every year)

Follow-up IEP's and assessment every 6 months, recertification every year, host agency rotation, customer satisfaction surveys, and continuous job development

Exit after (4 years max duration)

Follow-up 1 for 2nd Quarter Employment

Follow up for Median Earning

Follow up for 4th Quarter Employment

Project Staff's Activities by timelines

- **Daily**

1. Recruiting participants and host agencies
2. Intake/re-certified/exit process
3. IEP/Re-assessment
4. Job development

- **Semi-Monthly**

1. Collect participant timesheets
2. Report payroll information to NAPCA – Fiscal department

- **Monthly**

1. Attend SCSEP conference call
2. Track Enrollment/Exit/Follow-up
3. Track participant job search activity

- **Quarterly**

1. Arrange participant quarterly meeting
2. Check GPMS for performances
3. Submit Quarterly Reports – working hours, in-kind and narrative reports

- **Semi-Annually**

1. Arrange participant IEP/Re-assessment

- **Annually**

1. Arrange participant re-certification
2. Arrange host agency visit
3. Arrange host agency supervisors meeting
4. Attend SCSEP annual training
5. Check final QPR in GPMS
6. Data validation
7. Customer satisfaction surveys for participant, host agency, and employer
8. HQ monitoring

Additional project staff activities

- Provide supportive services to participants

- Building partnerships with local WIOA and other organizations

- Under National Director's guidance, represent NAPCA SCSEP with best practices at various aging and/or workforce conferences, such as ASA, n4A, and NAWDP conferences

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Metrix Learning

Sandy Mead & Shay Rahm, Metrix Learning

Closing and Survey

Jaime Jenett, Health Housing and Homeless Services

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

NAPCA-SCSEP

What is SCSEP?

SCSEP is an On-the-Job training program for seniors, funded under Title V of the Older Americans Act (OAA) and is administered by the U.S. Department of Labor (DOL).

What are SCSEP goals?

This program provides training opportunities in community service activities for individuals 55 and older, unemployed, low-income, with low employment prospects. This would foster individuals to become economically self-sufficient, and assist seniors in transitioning to unsubsidizedloyment. employment.

Subsidized Training Works Hours & Wages

We are now in Alameda County, Contra Costa County, San Francisco County, San Mateo County, and Santa Clara County.

- Minimum wage of Alameda/Contra Costa/San Francisco/Santa Clara county.
- Average Training hours: 12 - 18 hours per week.
- Training types: Janitorial, Meal Site, Office Assistant, Program Aide, etc.

ELIGIBILITY

- Be 55 years of age or older and unemployed;
- Be eligible to work in the U.S. according to the Immigration Reform and Control Act of 1986;
- Reside in Alameda, Contra Costa, San Francisco, Santa Clara, or San Mateo counties;
- Have an annual income at or below the 125% of the Federal poverty level:

Family Size	100%=Poverty	125%=Low Income
1	$14,580	$18,225
2	$19,720	$24,650
3	$24,860	$31,075
4	$30,000	$37,500

Contact

Alameda County

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Contra Costa County

📞 (415)601-3024

📍 4071 Port Chicago Hwy #250, Concord, CA 94520

San Francisco/Santa Clara/San Mateo County

📞 (415)734-0783

📍 601 Jackson Street, San Francisco, CA 94133

耆英社區服務就業培訓計劃
SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP)

什麼是 SCSEP?

SCSEP 是透過『美國人長者』【第五號法案】(Older Americans Act -Title V) 由美國國會撥款、並由美國勞工部 (U.S. DOL)管轄下一個耆英社區服務就業培訓計劃。

SCSEP 就業培訓計劃的目標

這計劃讓55歲或以上、低收入、現時失業及缺乏就業技能的人士提供（半職）社區服務工作機會，在培訓單位（邊訓練，邊實習）從而促進他們的就業機會。

補助工資及培訓時間

我們現在在阿拉米達縣(Alameda County), 康特拉科斯塔縣(Contra Costa County), 三藩市(San Francisco County), 聖塔克拉拉縣(Santa Clara County)或聖馬刁縣(San Mateo County).

- 時薪爲該城市所訂立的最低工資;
- 每週工作時數爲12 - 18小時;
- 培訓工作類型為清潔員, 款待員, 廚房助理, 辦公室助理等

參加資格

- 年齡須55 歲或以上;
- 現時沒有工作;
- 現居住於我們所服務的縣;
- 符合在美國工作【1986年就業法案】的規定資格;
- 全年總收入不超過聯邦政府所訂立的125%低入息水平:

家庭總人數	100%=(貧困)	125%=(低收入)
1	$14,580	$18,225
2	$19,720	$24,650
3	$24,860	$31,075
4	$30,000	$37,500

如需查詢詳情，請致電聯絡:

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- Flexible - Matches your skill level and learning pace
- No cost – No tuition or travel costs

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- Join a "TEAMS" meeting any Thursday at 11:00 AM PST Click here to join the meeting