

**Community-Based Service Delivery Update  
WDB Executive Committee – March 9, 2016**

**IMPLEMENTATION PLAN**

| <b>Project Goal</b>   | <b>Deliverables</b>   | <b>Current Status</b>   | <b>Next Steps</b>   |
|---|---|---|---|
| Deliver services in North and South County with minimal fiscal impact through co-location with community partners | Establish MOU with partner agencies.  | HASLO MOU signed 4/9/15<br>Sheriff's Office signed MOU 5/8/15<br>Library System – None<br>DSS - None  | Future goals include interfacing with other local, emerging programs in the areas that we serve, and expanding group-based activities to clients that need similar, ongoing interventions. We currently have agencies “in waiting” as we build capacity in those regions. |
|   | Secure space for once a week services in North and South County.                            | North County – Hidden Creek services provided since August 2015<br>South County –Service delivery taking place at the Nipomo library, as well as two sober living facilities in Arroyo Grande.  |   |
|   | Provide one-to-one and small group services, including Spanish-language services as needed. | Weekly WIOA individualized services provided in both regions. Quarterly workshops and EES training at Honor Farm conducted. EES training to John Muir classes in AG.<br><br>YTD co-located service stats:<br>Paso Robles – 130<br>South County - 22 | Monthly workshops at Cuesta begin March. EES training to John Muir classes in LO begin in April.  |
| Build an IT infrastructure and staff capacity to deliver virtual services   | Equip staff delivering services offsite with portable workstations and access to e-forms.   | We have two laptops, two iPads, a portable printer/scanner, one Wi-Fi hot spot that staff take to meet clients off site. Staff have shared drive access to e-forms.   | Complete.   |
|   | Provide web-based career planning services.   | All staff have webcams/headsets installed at workstations to provide assistance via Skype. YTD, no clients have requested to meet virtually with AJCC staff.  | Staff will use this feature to increase engagement with participants from AJCC.<br><b>Goal: Promote virtual services to current enrolled participants through CareerHub by April 1, 2016.</b>   |
|   | Set up video conferencing system in AJCC training room.                                     | Installation of video conferencing system was completed on 6/26/2015.   | Complete.   |

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|   | Reformat workshops for remote, live delivery.   | Project not started.  | Reprioritize this task after implementation of new WIOA customer flow and staffing roles outlined and implemented.<br><b>Goal: Implement remote workshop delivery on July 1, 2016.</b>  |
| Structure GCC team to better link business services and employment services staff | Conduct weekly meetings to staff cases.   | Cross-functional team meetings are held on Monday mornings. Business services team meetings are held on Wednesdays.   | Complete.   |
|   | Provide targeted outreach to businesses based on job seekers served offsite.  | Staff have implemented the use of CalJOBS reports to analyze industry sector/goal jobs of enrolled participants.  | Continue to utilize CalJOBS to understand employment objectives and skillsets of current participants. Align that data with LMI and employer listings provided by WDB staff.<br><b>Goal: Embed Job Developer in C-B locations with Employment Specialists once monthly.</b> |
| Develop an active referral network with regional service providers                | Outreach to community partners to share information about community-based services.   | Updated and distributed collaterals for community partners. AJCC staff attend partner meetings and community events, including a booth once monthly at Farmer's Market. | AJCC staff will present on services at partner staff meetings. <b>Goal: Increase outreach to 4 additional partner agencies per month.</b>   |
|   | Formalize referral process to determine level of service need prior to initial visit and leverage resources (plans, assessments). | AJCC began using a referral form with partners on 9/17/2015.<br>YTD referral #s:<br>DSS – 37<br>HASLO - 10  | Expand referral network currently in place through outreach to community service providers.   |