

## WORKFORCE DEVELOPMENT BOARD



**ACTION ITEM # II.A.**

**SUBMITTAL DATE: August 16, 2022**

**SUBJECT:** Approve a change in structure of adult job-seeker service delivery at the Indio and Moreno Valley America's Job Centers of California (AJCC).

**RECOMMENDATION:** That the Riverside County Workforce Development Board (WDB) approve a change in structure of adult job-seeker services (Program) delivery by authorizing the release of an RFP to engage qualified service provider(s) for Program delivery at the Indio and Moreno Valley AJCCs.

**BACKGROUND:**

The WDB is a private sector led policy and oversight body that supports economic expansion and the development of the regional workforce. The WDB is governed by the WIOA of 2014. Federal funds received under WIOA are allocated to activities that link resources, people, business, and education, resulting in a competitive workforce. Related programs and services benefit workers and employers in Riverside County. The Riverside County Workforce Development Division (WDD) administrates implementation of WIOA-funded programs and services.

The County's workforce development activities are generally grouped into three categories: (1) employer services; (2) services for youth ages 16-24; and (3) job seeker (i.e., worker) services for adults age 18 and older. Currently, WDD provides direct services to employers (Category 1) and adult job seekers (Category 3) and contracts out youth services (Category 2) to multiple service providers. Adult job seeker services (Category 3) are currently delivered through the County's four AJCCs located in Riverside, Hemet, Indio, and Moreno Valley.

Pressing workforce needs combined with growing financial constraints have required a reexamining or "reimagining" of how workforce services can be improved or redesigned. WDD is therefore considering alternative service models to those that are currently being used. Specifically, WDD is proposing to procure service provider(s) for activities under Category 3: adult job seeker services (Program) at the Indio and Moreno Valley AJCCs for a two-year pilot. This proposed change reflects the desire to serve customers in innovative ways that provide the maximum return on investment and greatest service reach. A "hybrid" approach- in which contract service provider(s) deliver Program services at two AJCCs (Indio and Moreno Valley) while WDD continues to provide direct Program services at the County's other two AJCCs (Riverside and Hemet)- allows for comparison of costs and outcomes among the AJCCs while mitigating disruptions in service delivery.

As part of the agenda for its August 10, 2022 meeting, the WDB discussed the proposed change in Program service delivery. A motion was made to vote on the matter and a majority of the WDB members present voted in favor. Although a quorum was initially established at the beginning of the August 10, 2022 WDB meeting, a quorum no longer existed at the time of the vote. The purpose of agenda item # II.A is to formally agendize this as an action item for consideration by a quorum of the WDB.

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Should the WDB approve this agenda item, WDD will proceed with issuing an RFP seeking qualified providers to deliver adult job seeker services at the Indio and Moreno Valley AJCCs for a two-year pilot period.

Workforce Development Board  Date:  Approval:	Board of Supervisors Concurrence  Required:
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