

First Quarter Performance Report PY 2010-2011

Prepared for:

Oakland Workforce Investment Board

Prepared by:

Anne Chan, Rapid Response Manager, Oakland PIC
John Tang, Program/Performance Oversight Director, Oakland PIC
Rebecca Wee, MIS Manager, Oakland PIC

Oct., 20, 2010

KEY ISSUES AND IMPACTS

Year-to-Date Performance Results for Qtr 1 in Program Year 2010-11:

The first quarter of program year 2010-2011 was marked by a 100-day State of California budget impasse, which blocked the flow of funds for the WIA Formula Adult program, the WIA Formula Dislocated Workers program, and the WIA Formula Youth Program. Despite the lack of funds, limited activities did take place for clients carried-over from the 2009-2010 formula programs. Fourteen adult clients were terminated from formula programs, with 13 entering employment (92.86% entered employment rate). A total of eight ARRA adult client were terminated from the ARRA program, with all clients entering employment (100% placement rate).

The primary activity for first quarter of 2010-2011 was the enrollment of adult clients into both the ARRA Adult and ARRA Dislocated Worker programs. Both programs came closer to fulfilling their enrollment targets. Currently, a total of 360 clients are enrolled into the ARRA Adult program. Of the 360 clients enrolled into the ARRA Adult program, approximately 80 clients are co-enrollment from the Formula Adult program. Without access for Formula funds, services to client enrolled in Formula Adult and Formula Dislocated Worker can only be granted through a co-enrolled with the ARRA program. Currently, 137 clients have enrolled into the ARRA Dislocated Worker program. At the time of this report, an additional 60 dislocated workers are being fast-tracked through the enrollment process. It is anticipated that over 200 individuals will be enrolled into the ARRA Dislocated Worker program by the end of October.

American Recovery and Reinvestment Act Program

The American Recovery and Reinvestment Act (ARRA) funded Summer Youth Employment program for 2010 placed 242 youth into gainful summer employment. All summer youth program activities concluded on Sept. 30, 2010. The program ran smoothly and within budget.

At the end of the 2009-2010 program year, it was identified that ARRA adult and ARRA displaced workers program, respectively, would need to undergo a significant recruitment drive. At that time ARRA Adult consisted of 179 enrolled clients, while ARRA Dislocated Worker (ARRA DW) had 49 enrolled clients. We are pleased to report that ARRA Adult enrollments have increased to 360 enrolled participants, while the ARRA DW program now has 137 enrolled participants. The ARRA DW program continues to be under-enrolled. It is anticipated that an additional 90 enrollments will occur in the month of October 2010. Additionally, a series of Career Expositions will be conducted to facilitate recruitment and to target services to dislocated workers.

ARRA Programs	Enrolled	Exited	Plmt. Rate
Adult Program	360	7	100%
Displaced Worker Program	137	1	100%
Summer Youth	242	242	n/a

Rapid Response Activities:

Services under WIA's Rapid Response funding stream are tailored to meet the needs of specific companies and workers facing potential layoffs. Services delivered by the Oakland One-Stop system can include orientations to the use of the One Stop Career Centers, job fairs, job clubs, skills assessments, and workshops. In addition, staff from the local Employment Development Department (EDD) office, an active partner of the Oakland Workforce Investment Board (WIB), participates in each Rapid Response visit, conveying information to workers about unemployment benefits and job search resources available through EDD.

The first quarter of PY 2010-2011 a total of 13 rapid response interventions were delivered. Oakland organizations from which lay-offs have occurred or will occur include: the Oakland Police Department, Abbott Labs, and Owens Illinois.

Additionally, WARN notices have been received to indicate eminent layoffs/closures at the following organizations:

- TransBay Container Terminal, Inc.- Employees will work for the new company, Ports Oakland Outer Harbor Terminal (PAOH); who is taking over the lease at the Port of Oakland
- McDonough, Holland & Allen PC Another law firm took over the company. The attorneys who were not retained were allowed to look for jobs at other law firms. The administrative staff also found other jobs.
- Children's Hospital Currently, hospital employees are required to take furlough days in an effort to reduce the number of layoffs.
- Alameda County Social Services The AC Hire subsidized program ended and a large number of employers elected to keep the employees on at the end of the subsidy period, which was September 30, 2010.
- Port of Oakland In an effort to reduce the likelihood of layoffs, employees are required to take 10 furlough days per year.

Chart 1: For the first quarter of program year 2010-11, the Rapid Response team served the following employers:

Date of Visit	Reason for On-Site Visit: Planning (Plan) or Orientation (OR)	Was more than one oreintation conducted per day? Y/N	If multiple orientations per day, how many?	Company Name	Street Address	City	Zip Code	Date of Layoff that Caused Visit	Total number of affected employees	Number of affected employees who actually attended orientation	Comments
7/7/2010	OR	N		City of Oakland- Police	250 Frank Ogawa Plaza	Oakland	94612	7/30/2010	80	15	Distributed RR packet and presentations were give on One Stop Career Centers, EDD, DOL, Labor Mkt., Training and resources.
7/13/2010	OR	N		City of Oakland- Police	250 Frank Ogawa Plaza	Oakland	94612	7/30/2010	80	20	Distributed RR packet and presentations were give on One Stop Career Centers, EDD, DOL, Labor Mkt., Training and resources.
8/6/2010	Plan	N		Abbott Labs	1420 Harbor Bay Pkwy.	Alameda	94501	9/30/2010	50		Met with HR Director to plan upcoming RR Orientations for dislocated workers at company, including Contractors & Reg.
8/11/2010	OR	N		NUMMI	45500 Fremont Blvd.	Fremont	94538		221	25	Follow-up orientation meeting with NUMMI workers who are also Oakland residents.
8/12/2010	Plan	N		Alameda Co. Soc.Serv.	2000 San Pablo Ave.	Oakland	94612	9/30/2010	80		Met with HR Director to plan upcoming RR Orientations for dislocated workers at company, including Contractors & Reg.
8/19/2010	Plan	N		Department of Energy	1301 Clay St.	Oakland	94612	9/30/2011	10		Met with HR Directors to plan upcoming RR Orientations for dislocated workers at DOE.
8/19/2010	OR	Y	2	Owens Illinois	3600 Alameda Ave.	Oakland	94601	11/30/2010	212	30	Distributed RR packet and presentations were give on One Stop Career Centers, EDD, DOL, Labor Mkt., Training and resources.
8/20/2010	OR	Y	2	Benefit Cosmetics	725-85th Avenue	Oakland	94621	11/26/2010	52	45	Distributed RR packet and presentations were give on One Stop Career Centers, EDD, DOL, Labor Mkt., Training and resources.
8/23/2010	OR	N		Owens Illinois	3600 Alameda Ave.	Oakland	94601	11/26/2010	212	33	Distributed RR packet and presentations were give on One Stop Career Centers, EDD, DOL, Labor Mkt., Training and resources.
8/25/2010	OR	N		NUMMI	45500 Fremont Blvd.	Fremont	94538		221	12	Follow-up orientation meeting with NUMMI workers who are also Oakland residents.
8/27/2010	OR	N		Owens Illinois	3600 Alameda Ave.	Oakland	94601	11/26/2010	212	15	Distributed RR packet and presentations were give on One Stop Career Centers, EDD, DOL, Labor Mkt., Training and resources.
9/27/2010	OR	у	2	Abbott Labs	1420 Harbor Bay Pkwy.	Alameda	94501	9/30/2010	50	47	Distributed RR packet and presentations were give on One Stop Career Centers, EDD, DOL, Labor Mkt., Training and resources.

The Formula Youth Program

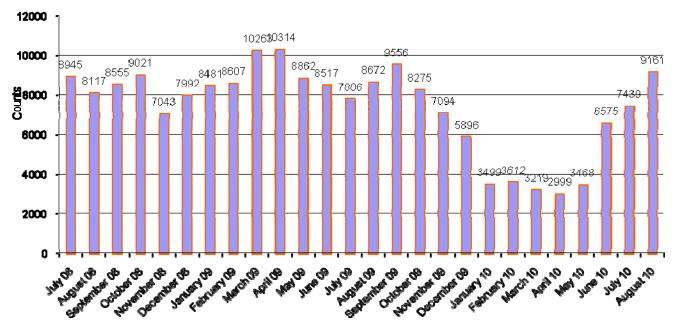
Youth program data will not be presented in the current quarterly report do the program hiatus created by the Youth Year-Round RFP process. It is anticipated that youth providers will be given contracts in the second quarter of PY 2010-2011. Eligibility determination and enrollments into the year-round youth program will commence once the contracting process is completed.

SERVICES TO JOB SEEKERS UNDER SERVICE INTEGRATION

Analyzing the One-Stop Data

The problem of the decreasing daily count at One-Stop Career Center at 1212 Broadway appears to be have been ameliorated. Since its low point in April, 2010 daily count figures have risen in each of the past four months. At the low point, the total number of clients who accessed career center services for April 2010 was 2,999. In May, the figure increase to 3,468. In June, the number of users jumped dramatically to 6,575. In July, the numbers increase once again to 7,439. Finally, in Aug. a total of 9,161 clients visited the career center for services! While the Sept. numbers have not yet been compiled, career center staff have indicated that the foot traffic in the career center has not dropped-off, but, in fact, may have continued to increase.

7/1/2008 - 8/31/2010 Oakland WIB One-Stop Dally Counts by Months



The Oakland Career Expo Project

To address the need to recruit and improve services to dislocated workers, a total of 32 career expositions will be organized. Beginning on Saturday Nov. 6th, the expositions will be held at the rate of one1 per week for a period of 8 months. The expositions will target displaced workers and workers at sites where WARN notices have been filed. Of the 32 career expos, approximately 16 will be held at a local "career center" and 16 will be held off-site (either at employer locations or at a local community college). Each career expo will feature the following activities:

- Presentation to dislocated workers of available services
- Job Skills Assessment using (Key Train)
- Stress Management from the <u>Center for Working Life</u> (or a comparable agency)
- Debt Counseling from <u>Consumer Credit Counseling Services</u> (or a comparable agency)
- Resume writing workshops and resume posting using the Virtual One-Stop
- Interviewing Workshops with mock interviews attended by actual corporate hiring manager
- Information, Referral and Coordination with other agencies providing support to dislocated workers
- An over view of services offered by the Trade Adjustment Assistance reform act
- An overview of services offered by the Employment Development Division of the State of California

Table 1: Program Year 2010-2011 - ARRA Adult and Dislocated Worker Common Measures First Quarter 7/1/10 through 9/30/10

Α	В	С	D	Е	F	G	Н	I	J	К	L		
		Carried		Enrimt		Overall Results							
Service Provider	Category	Over From Previous Years	Enrolled this Program Year	Goal this Program Year	% of this PY EnrImnt Goal	Total Active or Enrolled this PY	Total Exited this PY	Placed this PY	% of Plmnts to Exits	State Goals	Success Rate		
PIC	Adult	0	239	216	110.65%	239	3	3	100.00%	68.00%	147.06%		
FIC	DWs	0	118	272	43.38%	118	1	1	100.00%	74.00%	135.14%		
English	Adult	0	33	60	55.00%	33	0	0	0.00%	68.00%	0.00%		
Center	DWs	0	6	20	30.00%	6	0	0	0.00%	74.00%	0.00%		
Lao	Adult	0	27	54	50.00%	27	0	0	0.00%	68.00%	0.00%		
Family	DWs	0	8	10	80.00%	8	0	0	0.00%	74.00%	0.00%		
Unity	Adult	0	28	80	35.00%	28	2	2	100.00%	68.00%	147.06%		
Council	DWs	0	5	16	31.25%	5	0	0	0.00%	74.00%	0.00%		
ACCETO	Adult	0	33	66	50.00%	33	2	2	100.00%	68.00%	147.06%		
ASSETS	DWs	0	N/A	N/A	0.00%	NA	NA	NA	0.00%	74.00%	0.00%		
	Totals	0	497	794	62.59%	497	8	8	100.00%	77.00%	129.87%		
_	Adults	0	360	476	75.63%	360	7	7	100.00%	73.00%	136.99%		
Dislocated Workers		0	137	318	43.08%	137	1	1	100.00%	79.00%	126.58%		

Table 2: Program Year 2010-2011 - Formula Adult and Dislocated Worker Common Measures First Quarter 7/1/10 through 9/30/10

Α	В	С	D	E	F	G	Н	I	J	К	L
		Carried		Enrlmt				Ove	all Results	3	
Service Provider	Category	Over From Previous Years	Enrolled this Program Year	Goal this Program Year	% of this PY EnrImnt Goal	Total Active or Enrolled this PY	Total Exited this PY	Placed this PY	% of Plmnts to Exits	State Goals	Success Rate
PIC	Adult	173	0	108	0.00%	173	2	2	100.00%	68.00%	147.06%
FIC	DWs	209	0	136	0.00%	209	4	4	100.00%	74.00%	135.14%
English	Adult	69	0	30	0.00%	69	0	0	0.00%	68.00%	0.00%
Center	DWs	6	0	10	0.00%	6	0	0	0.00%	74.00%	0.00%
Lao	Adult	9	0	27	0.00%	9	0	0	0.00%	68.00%	0.00%
Family	DWs	2	0	5	0.00%	2	0	0	0.00%	74.00%	0.00%
Unity	Adult	36	0	40	0.00%	36	4	3	75.00%	68.00%	110.29%
Council	DWs	10	0	8	0.00%	10	2	2	100.00%	74.00%	135.14%
ACCETO	Adult	32	0	33	0.00%	32	2	2	100.00%	68.00%	147.06%
ASSETS	DWs	NA	NA	NA	0.00%	NA	NA	NA	0.00%	74.00%	0.00%
	Totals	546	0	397	0.00%	546	14	13	92.86%	77.00%	120.59%
	Adults	319	0	238	0.00%	319	8	7	87.50%	73.00%	119.86%
Dislocate	Dislocated Workers		0	159	0.00%	227	6	6	100.00%	79.00%	126.58%

Table 3: Out-Of-School Participants in Youth WIA Programs Active as of September 30th 2010

Α	В	С	D	E	F	G	Н	I	J	K	L	M	N
Service Provider	Carried Over From Previous Years	Enrolled this Program Year	Enrimt Goal this Program Year	% of This PY Enrlmnt Goal	Total Active or Enrolled this PY	Total Exited this PY	Emplmt or PostSec this PY	% of Plmnts/PostSec to Exits	Emp or PostSec State Goals	Diploma or Degree	% Degree /Diploma this PY	Degree or Dipl. State Goal	Lit/Num
Lao Family	33	0	NA	0.00%	33	1	1	100.00%	65.00%	0	0.00%	61.00%	0
Pivotal Point	18	0	NA	0.00%	18	2	2	100.00%	65.00%	2	100.00%	61.00%	0
Scotlan Center	61	0	NA	0.00%	61	0	0	0.00%	65.00%	0	0.00%	61.00%	6
YEP	125	0	NA	0.00%	125	16	16	0.00%	65.00%	5	31.25%	61.00%	0
Totals	237	0	0	0.00%	237	19	19	100.00%	67.00%	7	36.84%	61.00%	6

Table 4: In-School Participants in Youth WIA Programs Active as of September 30th 2010

Α	В	С	D	E	F	G	Н	I	J	K	L	М	N
	Carried		Enrimt					Overall Re	sults				
Service Provider	Over From Previous Years	Enrolled this Program Year	Goal this Program Year	% of this PY EnrImnt Goal	Total Active or Enrolled this PY	Total Exited this PY	Emplmt or PostSec this PY	% of Plmnts/PostSec to Exits	Emp or PostSec State Goals	Diploma or Degree	% Degree /Diploma this PY	Degree or Dipl. State Goal	Lit/Num
AICo Health C	43	0	NA	0.00%	43	1	1	100.00%	65.00%	1	100.00%	61.00%	N/A
Lao Family	14	0	NA	0.00%	14	10	10	100.00%	65.00%	10	100.00%	61.00%	N/A
Scotlan Center	17	0	NA	0.00%	17	0	0	0.00%	65.00%	0	0.00%	61.00%	N/A
YEP	235	0	NA	0.00%	235	0	0	0.00%	65.00%	0	0.00%	61.00%	N/A
Totals	309	0	0	#DIV/0!	309	11	11	100.00%	67.00%	11	100.00%	61.00%	0

Demographic Data

FIRST QUARTER – PY 2010-2011		ARRA and F	ormula ADULTS	ARRA and	RA and Formula YOUTH			
	TOTAL	WIA ADULT	WIA DISLOCATED	IN- SCHOOL	OUT-OF- SCHOOL			
DEMOGRAPHICS								
Race/ Ethnicity - Top 5								
African American	265	265						
Latino/a	47		4	7				
Chinese	34		3	4				
White	27		2	7				
Vietnamese	12		1	2				
Gender								
Female	206	82	43	44	37			
Male	216	122	36	28	30			
Age								
< 19	138	NA	NA	71	67			
> 19	284	205	79	NA	NA			
ZIP/ Neighborhood - Top 5								
94601	55		5	5				
94606	51		5	1				
94605	44		4	4				
94621	43		4	3				
94603	36		3	6				
Re-Entry	34	34	0	0	0			
Disabled	34	34	0	0	0			
Foster Youth	17	NA	NA	5	12			
Long-Term Unemployed	171	171	0	0	0			
LEP clients	66	38	19	4	5			
EMPLOYMENT								
List Occupations		1						
		Administrat	ive and information	on clerks				
		Agricultural						
		Bank tellers						
			d Financial Opera	tions				
		Child care w						
		1	tions equipment	operators				
		Drivers						
			and serving staff					
		Home health aide						
		Interviewers, Except Eligibility and Loan						
		Labor, groundskeeping and landscaping						
		Loan and credit clerks						
		Nursing aide						
		Real estate	appraiser					

Please information that quantifies the impact of the services listed above. Information can	To be provide								
	To be provide	d by Anne Ch	ian.						
Rapid Response Services:									
	GED certificate	e and equival	ent 						
	-		ry programs and a	dult schools	- attainment of				
			rs Apprenticeship						
	Cal.Inc.								
	Alied Business	School, Inc.							
	Advanced Pro	Nursing Insti	tute						
	Academy of Cl	ninese Cultur	e						
List names of accrediting institutions									
Occupational Skills Certificate or Credential	5	3	2	0	0				
Occupational Skills License	3	1	0	0	2				
BA or BS Diploma/Degree	0	0	0	0	0				
AA or AS Diploma/Degree	0	0	0	0	0				
Equivalency/GED	3	0	0	0	3				
High School Diploma	22	0	0	22	0				
List diplomas/ degrees achieved									
Diploma or Degree –									
Full-time	17	9	2	0	6				
Part-time	24	6	3	0	15				
List Part-time vs. Full-time Placements	470	Constructio	11						
	4%	Constructio		ig anu mamil	EHAHCE				
	4%	†	d grounds cleanin	g and mainte	enance				
	4%	Protective s		C3					
	4%		and social servic						
	4%		d financial occup	ations					
	4%		nt occupations	moving					
	7%	†	tion and material	moving					
	7% 7%	Food prep a	re and service						
	7%	Healthcare							
	48%		admin support						
List Industries	1001	Ott.							
		Warehouse	order fillers						
		Truck drive							
			manufacturing						
		Stock clerks							
		Social work	Social workers						
		Shipping, receiving and traffic clerks							
		Security gua	ard						

ease contact the Oakland Private Industry Council Performance and Program Monitoring Department th any questions or comments.	
espectfully submitted,	
nne Chan, John Tang, and Rebecca Wee	

Program Year 2010-2011 - Formula Youth Common Measures First Quarter 7/1/10 through 9/30/10

Out-Of-School Participants in Youth WIA Programs Active as of September 30th 2010

Α	В	С	D	Е	F	G	Н	I	J	K	L	М
Service Provider	Carried Over From Previous Years	Enrolled this Program Year	Enrimt Goal this Program Year	% of This PY Enrlmnt Goal	Total Active or Enrolled this PY	Total Exited this PY	Emplmt or PostSec this PY	% of PImnts/P ostSec to Exits	Emp or PostSec State Goals	Diploma or Degree	/Diploma	Degree or Dipl. State Goal
Lao Family	4	0	NA	#VALUE!	4	1	1	100.00%	65.00%	0	0.00%	61.00%
Pivotal Point	18	0	NA	#VALUE!	18	2	2	100.00%	65.00%	2	100.00%	61.00%
Scotlan Center	61	0	NA	#VALUE!	61	0	0	#DIV/0!	65.00%	0	#DIV/0!	61.00%
YEP	125	0	NA	#VALUE!	125	16	16	100.00%	65.00%	5	31.25%	61.00%
Totals	208	0	0	#DIV/0!	208	19	19	100.00%	67.00%	7	36.84%	61.00%

In-School Participants in Youth WIA Programs Active as of September 30th 2010

Α	В	С	D	E	F	G	Н	I	J	K	L	M
	Carried	Enrolled	Enrimt	% of this								
Service Provider	Over From Previous Years	this Program	Goal this Program Year	PY Enrimnt Goal	Total Active or Enrolled this PY	Total Exited this PY	Emplmt or PostSec this PY	% of Plmnts/P ostSec to Exits	Emp or PostSec State Goals	Diploma or Degree	/Dinloma	Degree or Dipl. State Goal
AICo Health C	43	0	NA	#VALUE!	43	1	1	100.00%	65.00%	1	100.00%	61.00%
Lao Family	14	0	NA	#VALUE!	14	10	10	100.00%	65.00%	10	100.00%	61.00%
Scotlan Center	17	0	NA	#VALUE!	17	0	0	#DIV/0!	65.00%	0	#DIV/0!	61.00%
YEP	235	0	NA	#VALUE!	235	0	0	#DIV/0!	65.00%	0	#DIV/0!	61.00%
Totals	309	0	0	#DIV/0!	309	11	11	100.00%	67.00%	11	100.00%	61.00%





MEMORANDUM

DATE: October 14th, 2010

TO: Oakland Workforce Investment Board Quality Assurance Committee **FROM**: Agnes Ubalde, Chair of Oakland WIB Quality Assurance Committee

RE: Fiscal Reporting Standards for FY2010-2011

REQUESTED ACTION:

The Quality Assurance of the Oakland Workforce Investment Board (WIB) requests that the entity serving as System Administrator provide to the Board quarterly financial updates. These quarterly reports shall provide an update on actual expenditures related to the board-approved budget for the fiscal year.

DISCUSSION:

There is a need for greater transparency and financial accountability for the funding administered by the Oakland WIB. Currently there is no formal structure or system for providing the members of the Oakland WIB with clear and timely fiscal reporting relating to the annual Board-approved budget. With the provision of clear and timely fiscal information, the Board will be better informed to make policy recommendations and to provide oversight on how funding is currently administered within Oakland's local Workforce Investment Area (LWIA).

RECOMMENDATIONS:

Due to the need for greater oversight of the public dollars administered by the Oakland WIB; the need for more timely and accurate fiscal information on the current performance of the system to assist the WIB in making more informed policy decisions; and in response to requests by members of the Oakland WIB, the WIB Quality Assurance Committee recommends the following action:

Approval and adoption of a recommendation to be moved to the full body of the Oakland WIB, which will require quarterly financial reporting to be provided by the entity serving as System Administrator to the Oakland WIB. The financial reporting shall provide an update of actual expenditures compared to the board-approved budget for the fiscal year.

Oakland Workforce Investment Board

Annual Budget PY 2010 - 2011 (July 1, 2010 - June 30, 2011)

#	Line Items	roposed FY10-11 A Formula Budget
	City's Operation	
1	Business and Professional Services	\$ -
2	Operation and Maintenance	\$ -
3	Rapid Response Services	\$ 100,000.00
4	Fiscal Monitoring and Compliance	\$ 40,000.00
5	EEOC and ADA Compliance	\$ -
6	WIB Program Personnel	\$ 684,000.00
7	City Operation Subtotal	\$ 824,000.00
	One Stop Services	
8	Individual Training Account & On the Job Training	\$ 400,000.00
9	Adult and DW Supportive Services	\$ 350,000.00
10	Innovation RFP	\$ 468,000.00
11	Older Workers (ASSETS)	\$ 150,000.00
12	Adult & DW Program Services and Administration (including the one-stop affiliates)	\$ 1,758,351.00
13	Youth One Stop (Mayor's Summer Jobs Program)	\$ 200,000.00
14	Youth Wages	\$ 455,500.00
15	Youth Supportive Services	\$ 194,669.00
16	Youth Program Services and Administration	\$ 860,000.00
17	EastBay Works	\$ 169,890.00
18	System Administrator (FY 09-10 and ARRA)	\$ -
19	One Stop Operator (FY 09-10 and ARRA)	\$ -
20	One Stop Subtotal	\$ 5,006,410.00
	Rapid Response Services	
21	Business Services	\$ 100,000.00
22	Outreach	\$ 20,197.00
23	Program Support	\$ 100,000.00
24	Rapid Response Subtotal	\$ 220,197.00
25	WIA Forumula Total	\$ 6,050,607.00
	Grants(Special Projects)	
26	National Emergency Grant for Onthe Job Training	\$ 725,462.00
27	Earmark for Green Jobs Corps	\$ 285,000.00
28	High Concentration Youth Grant	\$ 83,000.00
29	Grant Subtotal	\$ 1,093,462.00
30	GRAND TOTAL	\$ 7,144,069.00



Memo

TO: Agnes Ubaldi, Chair - WIB Quality Assurance Committee

FROM: Melbra Watts, Chief Operating Officer

SUBJECT: Virtual One-Stop System (VOS)

DATE: **October 14, 2010**

Oakland PIC, in collaboration with EASTBAY *Works* and Sacramento Employment and Training Agency, and on behalf of the Oakland WIB, is implementing a new State-approved client-tracking system called Virtual One-stop System (VOS) by Geographic Solutions. With the goal of paperless case management, this system will give us the capability to enroll and track more clients, and serve them with a broader, richer menu of interactive services. The new system features:

- Personalized job seeker and employer interface for messages, appointments, planning and job search
- Remote access
- Resume database
- Job order database
- Automatic match of job orders with resumes
- Multi-partner participation
- o Desktop reports
- o And more...

We have invited Ms. Bridgette Haley of Geographic Solutions to provide a brief overview of the new system to committee members.