

**WORKFORCE INVESTMENT SAN FRANCISCO**

Local Workforce Investment Board for the City and County of San Francisco

# AGENDA FOR MEETING OF THE WORKFORCE INVESTMENT SAN FRANCISCO BOARD

**WEDNESDAY, JUNE 4, 2025**

**9:00 – 11:00 AM**

## SAN FRANCISCO WAR MEMORIAL & PERFORMING ARTS CENTER

## VETERAN'S BUILDING, GREEN ROOM

**401 VAN NESS AVENUE, 2<sup>ND</sup> FLOOR**

**SAN FRANCISCO, CA 94102**

Members of the public may register for Zoom link @ <https://us02web.zoom.us/join/join?source=share-link>

1.	Ohlone Land Acknowledgment, Announcements, and Housekeeping ( <i>Discussion Item</i> )
2.	Roll Call ( <i>Discussion Item</i> )
3.	Chair's Welcome ( <i>Discussion Item</i> )
4.	Adoption of the Agenda ( <i>Action Item</i> )
5.	Approval of Minutes from March 6, 2025 ( <i>Action Item</i> )
6.	Consent Agenda – Workforce Innovation and Opportunity Act (WIOA) Memorandum of Understanding, FY 25-28 ( <i>Action Item</i> )
7.	Executive Director's Report ( <i>Discussion Item</i> )
8.	Workforce Director's Report ( <i>Discussion Item</i> )
9.	Community Spotlight for Pride Month ( <i>Discussion Item</i> )
10.	FY 2025-26 Workforce Innovation and Opportunity Act (WIOA) Budget Update ( <i>Action Item</i> )
11.	Public Comment on Non-Agenda Items ( <i>Discussion Item</i> )
12.	Adjournment ( <i>Action Item</i> )

# Workforce Investment San Francisco

Local Workforce Investment Board for the City and County of San Francisco

## NOTICE OF A PUBLIC MEETING of the WORKFORCE INVESTMENT SAN FRANCISCO BOARD

**Date** Wednesday, June 4, 2025  
**Time** 9:00 AM – 11:00 AM  
**Location** San Francisco War Memorial  
401 Van Ness Ave., 2nd FL. Green Room  
San Francisco, CA 94102

**[Click to join Zoom for Public Comment](#)**

Any materials distributed to the members of the WISF within 72 hours of the meeting or after the agenda packet has been delivered to the members are available for inspection at the Office of Economic and Workforce Development at 1 South Van Ness Ave, 5th Floor San Francisco, CA 94103 during regular office hours and can be reviewed on the website: [sf.gov/departments/workforce-investment-san-francisco-wisf-board](https://sf.gov/departments/workforce-investment-san-francisco-wisf-board)

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Email: [sotf@sfgov.org](mailto:sotf@sfgov.org)

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# Workforce Investment San Francisco

Local Workforce Investment Board for the City and County of San Francisco

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**Issued: Monday, May 5, 2025**



## ACCESSIBLE MEETING POLICY

Materials in alternative formats, ASL interpreters, real-time captioning and other accommodations will be made available upon request. Please make your request for alternative format or other accommodations, to the Workforce Division at (628) 652-8400 or via email at [workforce.development@sfgov.org](mailto:workforce.development@sfgov.org). Providing at least 72 hours' notice prior to the meeting will help to ensure availability.

# WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

Draft Minutes of March 5, 2025

Meeting of the Workforce Investment San Francisco (WISF) War Memorial

Veterans Building, Green

Room, 2<sup>nd</sup> Floor San

Francisco, CA 94102

## WISF

### Members Present

Jeanine Cotter, Chair, Luminalt Solar  
Angela Tamayo, SEIU-UHW  
Bruce Callander, HUB International  
Charley Lavery, Operating Engineers Local 3  
Christina Sellami, Marriott International  
Lan Huynh Lee, San Francisco Giants  
Jorge Tapia, EDD  
John Halpin, City College of San Francisco  
Kim Tavaglione, SF Labor Council  
Laurie Thomas, Golden Gate Restaurant Association  
Alex Wong, Kaiser Permanente  
Vikrum Aiyer, Heirloom

Madison Tam for Matt Dorsey, San Francisco Board of Supervisors  
Tony Delorio, Local Union No. 665  
Alex Hwu for Lynn Mahoney, SFSU  
Shamann Walton, San Francisco Board of Supervisors  
Shanell Williams, UCSF California Preterm Birth Initiative  
Michon Coleman, Hospital Council of Northern & Central California  
Alex Hwu, San Francisco State University  
Ben Tran, California Department of Rehabilitation  
Sam Rodriguez, Vice-Chair, Rodriguez Strategic Partners, LLC

## WISF

### Members Absent

John Doherty, IBEW Local 6  
Meaghan Mitchell, San Francisco Standard  
Anupama Shekhar, Microsoft  
Tony Delorio, Teamsters Local Union 665  
Laura Van, Sutter Health

Lori Dunn-Guion, Swinerton  
Colin Chinery, Salesforce  
Ramon Hernandez, Laborers Local 261

## Ohlone Land Acknowledgement, Announcements & Housekeeping

*(Discussion Item)*

Jeanine Cotter, WISF Chair, introduced herself and called the meeting to order at 9:07 a.m.

Secretary Iris Rollins (OEWD) opened the meeting by reciting the Ohlone Land Acknowledgement.

## Roll Call

*(Discussion Item)*

Secretary Rollins conducted roll call. Quorum was present.

## Chair's Welcome

*(Discussion Item)*

Chair Cotter thanked WISF members and the general public for attending the hybrid WISF meeting at the War Memorial Green Room and remotely on Zoom.

## Adoption of the Agenda

*(Action Item)*

Chair Cotter called for a motion to adopt the agenda for the December 11, 2024 meeting. Member Tavaglione made the motion, which was seconded by Member Callandar and passed unanimously.

## Approval of Minutes from December 11, 2024, Meeting

Chair Cotter invited comments on the minutes from the December 11, 2024 meeting. With no comments or questions, Chair Cotter requested a motion to approve the minutes. Member Rodriguez moved to approve, seconded by Member Williams and the motion was passed unanimously.

*(Action Item)*

**Consent Agenda-  
Workforce  
Innovation and  
Opportunity Act  
(WIOA) Funds  
Transfer Request,  
Local Area  
Subsequent  
Designation and  
Local Board  
Recertification  
(Action Item)**

Chair Cotter directed members' attention to agenda item six-the Workforce Innovation and Opportunity Act (WIOA) Funds Transfer Request and the Local Area Subsequent Designation & Local Board Recertification, which are up for approval as part of the consent agenda. These items were previously reviewed and approved by the WISF Executive Committee on February 21, 2025. The full WISF Board oversees WIOA requirements, including fund transfers and local board certification. The materials for this action item include the WISF Executive Committee presentations, LASD LABR application, and WIOA funds transfer documentation.

She requested a motion to approve both items together. Board members were invited to provide comments or questions before proceeding. Seeing none, Chair Cotter requested a motion to approve this item. Member Tavaglione moved to approve, seconded by Member Tapia. The motion was passed unanimously.

**Executive Director's  
Report  
(Discussion Item)**

Chair Cotter introduced Executive Director, Sarah Dennis Phillips to provide general OEWD updates as well as updates related to economic recovery.

Executive Director Dennis Phillips introduced new Workforce Director Peña, who joined OEWD on January 6. She noted that Director Pena brings a strong background in both public and private sectors, most recently serving as Director of Government Affairs and Real Estate Development for the San Francisco Giants, where she played a key role in the Mission Rock Development Project and led workforce initiatives like the Mission Rock Academy.

She then discussed Mayor Lurie's top priorities for the city, which include improving street conditions, ensuring effective government services, and revitalizing the economy, with a focus on tourism, downtown revitalization, cultural engagement, business growth, and housing development.

She noted that the city's economy remains in flux, with slow job growth, rising office occupancy, and declining retail and restaurant openings. San Francisco faces an \$800 million budget deficit, potentially exceeding \$1 billion due to reduced federal support. The Office of Economic and Workforce Development (OEWD) submitted a budget reflecting a \$7.2 million reduction in general fund allocations, primarily impacting grant funding while aiming to avoid layoffs. The city anticipates further budget challenges, and OEWD remains committed to supporting workforce development within these constraints. Executive Director Dennis Phillips then solicited questions and comments.

Chair Cotter praised the prioritization of preserving staff amid budget cuts, noting that many cities across the U.S. are significantly reducing staff and services. She commended the effort, emphasizing that losing talent during a downturn makes it harder to recover when conditions improve, a challenge other cities may face. She then asked what WISF members could do to support OEWD's priorities.

Executive Director Dennis Phillips emphasized the importance of commitment to the Workforce Investment Board and how Director Pena's role in elevating its work to the mayor's office will be beneficial. She highlighted the value of board members' support, both through their businesses and regional sector participation, as well as the critical role of securing state and regional grants. Continued collaboration and resourcefulness will be key moving forward. She then asked if Director Pena, Director Houston, or Jen Hand had anything else to contribute.

Director Pena emphasized that this is a unique time that presents an opportunity for creative thinking. She noted that OEWD is exploring ways to reshape partnerships, whether within existing industries or new networks. OEWD's goal is to provide jobs and training opportunities, aligning with job-seeker interests.

Director Houston mentioned that OEWD has been collaborating widely to improve service delivery, including co-locating with EDD to connect unemployed individuals with workforce development and job opportunities. OEWD is partnering with regional employers like Kaiser and engaging in regional planning

through state grants like California Jobs First, working with labor councils across the Bay Area. These efforts leverage non-general fund resources to better support workers.

Ms. Hand referenced the work of the Committee on City Workforce Alignment, which unites 11 major city agencies, community providers, and labor organizations to improve efficiency and outcomes. She noted that OEWD conducted a large-scale evaluation of all 300 workforce development programs—an initiative unique to San Francisco. San Francisco remains ahead of the curve, constantly refining the City's service delivery to be more efficient and impactful.

Member Rodriguez suggested that it may be beneficial to hear from a State representative before the May revision to get an early outlook on the State budget for June. Given recent concerning remarks, there is growing concern about Medicaid—specifically Medi-Cal in California—and its matching funds, which significantly impact the overall general fund budget.

Member Tavaglione expressed concern about the layoffs of federal employees and whether data is being collected on those affected. She highlighted that one-third of federal employees are veterans and questioned whether businesses are committed to hiring them. She mentioned receiving frequent calls from affected federal workers, noting that some are fleeing, some are staying to fight, and others who are laid off are also fighting back. She sought clarity on the City's response to this workforce issue.

Executive Director Dennis Phillips acknowledged the point and said she will take it into consideration. She emphasized that OEWD's focus has been on the city but agreed that it is an important issue to consider moving forward.

Director Houston explained that OEWD is coordinating with EDD to address the issue raised by Member Tavaglione since federal employees are not subject to WARN notices like private sector workers. As a result, layoffs are not as easily tracked. OEWD is collaborating with government agencies to get a clearer picture of the layoffs in San Francisco, their impact on residents, and how to support affected workers.

Seeing no other comments, Chair Cotter closed this agenda.

**Workforce Director's  
Report**  
*(Discussion Item)*

Chair Cotter then moved the conversation to agenda item eight, the Workforce Director's report.

Director Pena began her presentation by acknowledging Women's Month and Women in Construction Week, appreciating labor partners and contractors. She then provided labor market updates, noting that San Francisco's unemployment rate has remained between 3.5% and 4% over the past year, with a decrease of 0.2% since the last meeting. She highlighted employment trends, including fluctuations in trade, transportation, and utilities, and government sectors.

Community updates included the New Door Ventures referral partner breakfast, which supports job seekers, and the Mission Language Vocational School acquiring a historic restaurant to provide job opportunities for culinary training graduates. Other workforce initiatives include the Hospitality House employer spotlight, which led to ten hires with wages averaging \$25 per hour, and the Larkin Street Job Fair, which attracted over 30 young participants and 11 employers.

Director Pena also highlighted the 1090 IT Apprenticeship graduation through TechSF, which provides a public pathway for tech apprenticeships, allowing participants to earn while they learn, with salaries starting at \$63,000 per year. Lastly, she recognized the city's community engagement efforts, including job fairs that engaged hundreds of job seekers, ensuring follow-up support for employment opportunities.

Member Williams expressed concern about employee retention, particularly among frontline workers in community-based organizations and homelessness services. She highlighted high turnover in direct service and nonprofit roles due to various factors and sought thoughts on strategies to improve retention.

Director Pena noted that she has been discussing retention challenges with Director Dennis Phillips and the mayor's office, particularly regarding housing as a major barrier. OEWD is exploring creative solutions with city agencies and partners while also focusing on wraparound services to better support job seekers, including those returning from previous programs.

Director Houston highlighted efforts to build capacity through contracts and programs while acknowledging that workforce development is not fully designed for retention. He referenced an annual presentation on AB 593, which provides state employment data to track long-term job retention. While there is a lag in data collection, OEWD is actively evaluating ways to better support both nonprofit workers and job seekers, ensuring long-term employment across various sectors.

Member Williams suggested capturing data on why employees are exiting their jobs to better understand the factors driving high turnover. She emphasized the importance of evaluating and tracking this information to address retention issues.

Member Tavaglione speaker attributed high turnover among nonprofit workers to low pay, lack of benefits, high burnout, and demanding work. She emphasized the need for significant wage increases and better benefits to improve retention in the sector.

Member Williams expressed interest in further discussing nonprofit worker retention, emphasizing its connection to broader city issues like homelessness and affordability. She stressed the importance of supporting these workers to effectively address these challenges.

Seeing no further comment, Chair Cotter moved on to item nine on the agenda.

**Local & Regional  
WIOA Plan**  
*(Action Item)*

Chair Cotter reminded members that the full WISF board is responsible for overseeing WIOA as well as reviewing local and regional WIOA plans.

Ms. Hand began her presentation noting that the Workforce Innovation and Opportunity Act (WIOA) of 2014 created the public workforce development system. It requires a local Workforce Development Board, partnerships, and services for specific populations. WIOA is currently awaiting reauthorization, with updates expected soon. Despite political changes, work continues as usual. The state workforce development plan guides local efforts, focusing on demand-driven skills, employer needs, and workforce training. The state prioritizes upward mobility, quality jobs, and career pathways, especially for priority populations. Ongoing data collection and employer surveys help shape the system, while tailored services and case management support special populations.

The local and regional workforce plans aim to create an efficient government by aligning, coordinating, and integrating services to avoid duplication and leverage funds. The plans, for 2024-2028, are divided into regional and local sections, and must follow directives from the California Employment Development Department (EDD). The regional plan focuses on economic analysis, success indicators, and policies for equity, job quality, and partnerships. It emphasizes coordination across various partners, including EDD, community-based organizations, and local agencies. The State also highlights priority populations, such as CalFresh recipients, refugees, individuals with disabilities, and those reentering from prison, ensuring they receive competitive, integrated employment.

The workforce development plan requires new partnerships with Veterans Affairs and emphasizes support for priority populations such as veterans, parents receiving or paying child support, and individuals involved with child support services. The regional planning unit, which includes San Francisco, San Mateo, and Santa Clara counties, works together on projects and grants, addressing regional workforce needs. Collaboration with key stakeholders such as employers, labor, community providers, and system users is essential in the development process. Feedback from surveys and public meetings informs service improvements, with an emphasis on skills training, case management, and employer engagement. The plan also incorporates policy nudges on climate transitions and decarbonization

efforts, aiming for a more integrated and responsive workforce development system.

The regional workforce development plan emphasizes addressing the shortage of skilled talent due to the affordability crisis in the Bay Area. Key priorities include advancing career skills development, cross-training provider networks across the region, and increasing employer engagement. The plan also highlights a need for more awareness of high-wage careers, particularly in sectors like manufacturing and healthcare, and addresses skill gaps in areas such as Microsoft Office, programming, and retail skills. The region's strategy focuses on targeting low-income and historically excluded populations, co-enrolling participants in training programs, and leveraging shared resources. Key projects include the California Jobs 1st initiative, collaborating with economic development organizations, labor councils, and local universities. The plan also prioritizes sector training in industries like healthcare, tech, construction, and hospitality. The WIOA-funded services include career assessments, case management, job placement, and sector-specific training programs to ensure better job readiness and workforce outcomes.

Ms. Hand concluded her presentation and Chair Cotter called for questions and comments.

Member Rodriguez asked if the maritime industry is one that is included in OEWD's transportation sector.

Director Houston responded "yes," and discussed regional transportation workforce partnerships in the Bay Area, emphasizing collaboration across the nine counties. He highlighted ongoing efforts with Alameda and Contra Costa County Workforce Development Boards, particularly in maritime training grants. The goal being to support San Francisco residents in accessing these programs. The former Richmond Workforce Development Board director, known for Richmond Build, has influenced these initiatives. The focus is on strengthening partnerships to expand opportunities in maritime trades.

Chair Cotter opened the meeting for public comment on agenda items. Seeing none, she solicited motions to approve the local and regional WIOA plans. Member Tavaglione made the motion which was seconded by Member Thomas and passed unanimously.

Member Ayer asked whether the OEWD plans to adjust its WIOA funding strategy in response to federal actions that may lead to funding cuts.

Ms. Hand responded explaining that OEWD consulted with State and Federal analysts, who advised aligning their plan with Federal legislation and the State workforce plan. While some adjustments were made before submission, San Francisco has not changed its strategy of funding vulnerable populations, even those targeted at the Federal level.

Chair Cotter then welcomed Derek Remski, Director of Employer Services and Direct Houston to provide and update on the Employer Services program.

Director Houston provided background on Employer Services outcomes discussed in the December meeting. He explained that workforce development programs track enrollment, graduation, and placement rates, but employer services data is handled separately. The employer services team connects job seekers with opportunities through job centers and the Workforce Link website, a CRM-like platform. Director Houston noted that the Board had requested this data, and Director Remski would be providing further details.

Director Remski acknowledged the Employer Services Unit for their dedication over the past two years and outlined the unit's mission to support employers in recruiting and retaining local job seekers. He described the structure of the unit, which includes the First Source Hiring Program, working with businesses obligated by Chapter 83 to prioritize local hires, and the Employer Engagement Unit, which assists employers voluntarily engaging with workforce services.

The unit plays a key role in responding to WARN notices and layoffs, providing resources and support to

**Employer Services  
Program Update**  
*(Discussion Item)*



affected employees. In 2023-24, they worked with 658 employers and 6,769 job seekers, facilitating 1,918 hires. The First Source Hiring Program saw significant growth, increasing placements from 212 in 2018 to 1,854 in 2024.

The team also organized successful hiring events, including the Hospitality and Small Business Job Fair and an employment event at Saluhall Hall to revitalize Mid-Market. Additionally, they led an initiative at City Hall to connect high school students with workforce opportunities, resulting in record applications for Opportunities for All, a paid internship program.

Director Remski emphasized a service-first approach over compliance, prioritizing employer engagement and job seeker support. He concluded by encouraging further collaboration with businesses and workforce partners.

Member Thomas asked if a date had been set for 2025 the Hospitality hiring Fair.

Director Remski responded that OEWD is currently planning a job fair for the coming months at a new location instead of the Ferry Building due to logistical challenges.

**Public Comment on  
Non-Agenda Items**  
*(Discussion Item)*

Chair Cotter opened the meeting for public comments on non-agenda items. Secretary Rollins provided instruction for public comments and shared that those in a virtual space could provide public comment in the chat.

A question was raised in the chat regarding upcoming grant cuts and their impact on workforce division funding. Clarification was requested on the total reduction in grants and whether the Department will continue funding programs under the Dreamkeeper Initiative. Ms. Palma-Trujillo invited the commenter to unmute and elaborate if needed.

Director Pena responded to the question stating that the budget process is still in its early stages, so there is no definitive number on grant reductions yet. Updates will be posted on the public website, and those needing the link can contact the office for access.

**Adjournment**  
*(Action Item)*

Chair Cotter thanked the members for attending and reminded the Board that the next meeting will take place on Wednesday, June 4, 2025.

Chair Cotter called for a motion to adjourn the meeting. Member Lavery made the motion to adjourn which was seconded by Member Tavaglione and was unanimous. The meeting adjourned at 11:03 a.m.

**WIOA MEMORANDUM OF UNDERSTANDING**

**BETWEEN**

**THE WORKFORCE INVESTMENT BOARD OF SAN FRANCISCO**

**AND**

**THE SAN FRANCISCO AMERICAN JOB CENTER OF CALIFORNIA ONE STOP SYSTEM PARTNERS**

**I. Purpose of the MOU**

This MOU was developed in fulfillment of the Workforce Innovation and Opportunity Act’s (WIOA) requirement that Local Boards develop MOUs with their American Job Center of California (AJCC) required partners. The 2025-2028 San Francisco WIOA MOU is a record of the local partners’ commitment to working together to create a unified service delivery system that best meets the needs of our shared customers.

**II. Parties to the MOU**

<b>WIOA Required Partner</b>	<b>Local Partner AJCC System Partner</b>
Title I Adult	San Francisco Office of Economic and Workforce Development San Francisco Workforce Development Board
Title I Dislocated Worker	
Title I Youth	
Title II Adult Education/Literacy	City College of San Francisco
	Refugee & Immigrant Transitions
	Five Keys Charter School
	Self-Help for the Elderly
Perkins Career/Technical Education	City College of San Francisco
Title III Wagner-Peyser/Employment Service	EDD Field Division
Veterans	
Trade Adjustment Assistance Act	
Unemployment Insurance	

Vocational Rehabilitation	DOR District Office
Senior Community Service Employment Program	Felton Institute
	Self-Help for the Elderly
Job Corps	Job Corps, Treasure Island
Native American (WIOA Section 166)	Native American Health Center, Inc.
YouthBuild	Success Centers, Inc.
Community Action Partnership (CAP)	Urban Services YMCA of San Francisco
TANF/CalWORKs, SNAP/CalFresh	San Francisco Human Services Agency

### III. The San Francisco Workforce System

San Francisco's local Workforce Investment Board (the WISF) envisions a workforce development system that is the bridge between employers and job seekers and that follows a dual-customer approach, ensuring that workforce development programs and services are tailored to the needs of job seekers and provide a skilled and ready workforce for local businesses. In order to ensure that job seekers and local businesses are well served, and to meet performance accountability goals based on WIOA performance indicators, the WISF and its WIOA partners and other stakeholders are committed to working together to serve San Francisco's employers and job seekers.

The San Francisco workforce development system is designed to be accessible to diverse job seekers and employers through a network of AJCCs and other partner services hubs. Each partner plays an important role within San Francisco's workforce system, customizing services and facilitating access to residents of target neighborhoods, job seekers with barriers to employment, and those seeking to enter or advance in a specific industry sector.

#### **AJCCs, Access Points, and Partner Service Hubs**

San Francisco has one comprehensive AJCCs, two Affiliate and two Specialized AJCCs:

Type of AJCC	Operator / Name	Address
<b>Comprehensive</b>	Goodwill Industries of San Francisco, San Mateo and Marin Counties / Comprehensive Job Center	750 Post St, San Francisco

<b>Affiliate</b>	Employment Development Department (EDD) / Career Link - One Stop Career Center	801 Turk St, San Francisco
<b>Affiliate</b>	Self-Help for the Elderly / Chinatown Job Center	601 Jackson St, San Francisco
<b>Specialized</b>	Swords to Plowshares / Specialized Job Center for Veterans	1060 Howard Street, San Francisco
<b>Specialized</b>	Toolworks / Specialized Job Center for People with Disabilities	22 Battery St, Suite 300, San Francisco

In addition to the five AJCCs in San Francisco, clients are served by the broad coalition of WIOA and other workforce and training partners through hubs such as:

- The San Francisco Office of Economic and Workforce Development’s network of approximately fifteen Neighborhood and Specialized Job Centers
- City College of San Francisco’s ten locations throughout the city as well as its new Virtual Campus
- The San Francisco Human Services Agency’s Workforce Development Center at 3120 Mission Street, and its Employment Information Center at 170 Otis Street.
- The Department of Rehabilitation’s offices at 455 Golden Gate Avenue, Suite 7727

In order to leverage the many workforce, education, and training service providers and partners operating in San Francisco, the WIOA partners team strives to build a system where there is no “wrong door.” The partners have been working since the signing of original WIOA MOU (and before) to develop methods and processes for seamless, coordinated referrals and follow up.

AJCC partners commit to continuing working with the team to build systems, processes, and communication networks that support the partners shared goal of “successful” customer referrals. A successful referral is one in which the customer is eligible and prepared, and receives services which are most appropriate to their goals, abilities and needs, based on the results of assessment(s).

### **A Commitment to Shared Customers**

Shared customers are defined as any individual co-enrolled in two or more WIOA-programs. Shared customers are further defined as any individual enrolled in a WIOA program that utilizes any of the San Francisco's five AJCCs.

The AJCC Partner commits to helping the WIOA partners team establish better information about shared customers and as described above and to participate in developing and maintaining strong service delivery and referral strategies for serving shared customers.

### **A Commitment to Individuals with Barriers to Employment**

The AJCC partner commits to creating a physical space, service mechanisms, and organizational culture that support individuals with barriers to employment as defined in WIOA Sec. 3<sup>1</sup>.

The AJCC partner commits to ensuring their policies, procedures, programs, and services are in compliance with the *Americans with Disabilities Act of 1990* and its amendments, in order to provide equal access to all customers with disabilities.

Additionally, The AJCC partner commits to offering priority for services to recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient when providing individualized career services and training services with WIOA adult funds.

## **IV. One-Stop System, Services**

A detailed accounting of the WIOA career services provided by each partner is included in Attachments 1a, 1b, and 1c: IFA and Other Shared System Costs

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<sup>1</sup> WIOA defines individuals with barriers to employment as displaced homemaker; low-income individuals; Indians, Alaska Natives, and Native Hawaiians; individuals with disabilities, including youth who are individuals with disabilities; older individuals; ex-offenders; homeless individuals or homeless children and youths; youth who are in or have aged out of the foster care system; individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers; eligible migrant and seasonal farmworkers; individuals within 2 years of exhausting lifetime eligibility under part A of title IV of the Social Security Act; single parents (including single pregnant women); and long-term unemployed individuals.

## **V. Responsibility of AJCC Partners**

The AJCC partner agree to:

- Work together, as appropriate, to implement WIOA program strategies through a value-added partnership in which program partners contribute on the basis of their programmatic expertise.
- Partner to achieve the policy objectives of the state plan.
- Participate in local and regional WIOA plan development.
- Ensure the individuals with barriers to employment have access to employment services, supportive services, training, and education programming that will help these individuals eventually get a good job.
- Ensure that customers have access to high-quality AJCCs that provide the full range of services for all customers.
- Provide access to AJCC clients to partner services.
- Work together to identify and implement best practices and model partnerships that deepen program coordination and alignment.
- Participate in activities to enhance cross-training, coordinated intake and referral, and co-enrollments.

## **VI. Methods for Referring Customers**

The AJCC partner will work with the broader team of WIOA partners to refer customers to services and programs for which they are eligible and prepared, and which are most appropriate to their goals, abilities and needs, based on the results of assessment(s).

The AJCC partner commits to continuing to work on developing a reciprocal referral procedure that will do the following:

- Ensure intake and referral processes are customer-centered and provided by staff trained in customer service. When possible, a warm hand-off will be employed.
- Ensure that there is follow up with the referring agency and staff member after a customer referral has been made.
- Ensure that general information regarding AJCC programs, services, activities, and resources shall be made available to all customers as appropriate.

- Describe how customer referrals are made electronically, through traditional correspondence, verbally or through other means determined in cooperation with partners and AJCC operators.
- Provide a direct link or access to other AJCC partner staff that provides meaningful information or service, through the use cross trained staff or real-time technology (two-way communication and interaction across AJCC partners that results in services needed by the customer).

## **VII. Shared Technology and System Security**

WIOA emphasizes technology as a critical tool for making all aspects of information exchange possible, including client tracking, common case management, reporting, and data collection. To support the use of these tools, each AJCC Partner agrees to the following:

- Comply with the applicable provisions of WIOA, Welfare and Institutions Code, California Education Code, Rehabilitation Act, and any other appropriate statutes or requirements.
- The principles of common reporting and shared information through electronic mechanisms, including shared technology.
- Commit to share information to the greatest extent allowable under their governing legislation and confidentiality requirements.
- Maintain all records of the AJCC customers or partners (e.g. applications, eligibility and referral records, or any other individual records related to services provided under this MOU) in the strictest confidence, and use them solely for purposes directly related to such services.
- Develop technological enhancements that allow interfaces of common information needs, as appropriate.
- Understand that system security provisions shall be agreed upon by all partners.

## **VIII. Confidentiality**

The AJCC Partner agrees to comply with the provisions of WIOA as well as the applicable sections of the Welfare and Institutions Code, the California Education Code, the Rehabilitation Act, and any other appropriate statute or requirement to assure the following:

- All applications and individual records related to services provided under this MOU, including eligibility for services and enrollment and referral, shall be confidential and

shall not be open to examination for any purpose not directly connected with the delivery of such services.

- No person will publish, disclose use, or permit, cause to be published, disclosed or used, any confidential information pertaining to AJCC applicants, participants, or customers overall unless a specific release is voluntarily signed by the participant or customer.
- The AJCC partner agrees to abide by the current confidentiality provisions of the respective statutes to which AJCC operators and other AJCC partners must adhere, and shall share information necessary for the administration of the program as allowed under law and regulation. The AJCC partner, therefore, agrees to share client information necessary for the provision of services such as assessment, universal intake, program or training referral, job development or placement activities, and other services as needed for employment or program support purposes.
- Client information shall be shared solely for the purpose of enrollment, referral or provision of services. In carrying out their respective responsibilities, each party shall respect and abide by the confidentiality policies of the other parties.

## **IX. Non-Discrimination and Equal Opportunity**

The AJCC partner shall not unlawfully discriminate, harass or allow harassment against any employee, applicant for employment or AJCC applicant due to gender, race, color, ancestry, religion, national origin, veteran status, physical disability, mental disability, medical condition(s), age, sexual orientation or marital status. The AJCC partner agrees to comply with the provisions of the Fair Employment and Housing Act (Government Code Section 12990) and related, applicable regulations.

The AJCC partner will assure compliance with the Americans with Disabilities Act of 1990 and its amendments, which prohibits discrimination on the basis of disability, as well as other applicable regulations and guidelines issued pursuant to the Americans with Disabilities Act.

## **X. Grievances and Complaints Procedure**

The AJCC partner agrees to establish and maintain a procedure for grievance and complaints as outlined in WIOA. The process for handling grievances and complaints is applicable to customers and partners. These procedures will allow the customer or entity filing the complaint to exhaust every administrative level in receiving a fair and complete hearing and resolution of their grievance. Partners further agree to communicate openly and directly to resolve any



problems or disputes related to the provision of services in a cooperative manner and at the lowest level of intervention possible.

## **XI. Americans with Disabilities Act and Amendments Compliance**

The AJCC partner agrees to ensure that the policies and procedures as well as the programs and services provided at the AJCC are in compliance with the Americans with Disabilities Act and its amendments. Additionally, partners agree to fully comply with the provisions of WIOA, Title VII of the civil Rights act of 1964, the Age Decimation Act of 1975, Title IX of the Education Amendments of 1972, 29 CRF Part 37 and all other regulations implementing the aforementioned laws.

## **XII. Effective Dates and Term of MOU**

This MOU is effective July 1, 2025 and terminates on June 30, 2028 and will continue in effect until such time as it is revised, extended, or terminated as provided below. This MOU will be reviewed on an annual basis with the next review to be performed prior to July 1, 2026.

This MOU is not in force or effect until signed by authorized representatives of the Parties, and until approved by the Director of OEWD on behalf of WISF. This MOU constitutes the entire agreement between the Parties and no oral understanding not incorporated herein shall be binding on any of the parties hereto. This MOU may be modified, altered, or revised, as necessary, by mutual consent of the parties, by the issuance of a written amendment, signed and dated by the Parties.

## **XIII. Modifications and Revisions**

The name of each AJCC One-Stop System partner entity, name of representative(s) and contact information are included in Attachment 2 for information purposes only. AJCC Program Partners and Services will be updated periodically as appropriate. Doing so will not constitute amending this MOU and will not require that the parties again sign this MOU.

## **XIV. Termination**

The Parties understand that implementation of the AJCC system is dependent on the good faith effort of every partner to work together to improve services to the community. The Parties also agree that this is a project where different ways of working together and providing services are being tried. In the event that it becomes necessary for one or more parties to cease being a

part of this this MOU, said entity shall notify the other parties, in writing, 30 days in advance of that intention.

## **XV. Infrastructure Funding Agreement & Other Shared System Costs**

Attachments 1a, 1b, and 1c IFA and Other Shared System Costs

## **XVI. Administrative and Operations Management Sections**

### **License for Use**

During the term of this MOU, all partners to this MOU shall have a license to use all of the space of the AJCCs for the sole purpose of conducting acceptable AJCC services as outlined herein.

### **Supervision/Day to Day Operations**

Supervision of staff assigned to the AJCCs will remain with the original employer, but day-to-day coordination of staff physically assigned to the AJCCs will be handled by the site operator(s) in coordination with the original employer's WIOA co-location management liaison. The original employer of staff assigned to the AJCCs will continue to set the priorities of its staff. Any change in work assignments or any problems at the worksite will be handled jointly by the site supervisor(s) and the management of the original employer.

The office hours for the staff at the AJCCs will be established by the site operator(s) and the primary employer. All staff will comply with the holiday schedule of their primary employer and will provide a copy of their holiday schedule to the operator and host agency at the beginning of each fiscal year.

Disciplinary actions will be handled by the primary employer, in coordination with the AJCC site operator as appropriate, and may result in removal of co-located staff from the AJCCs.

Each party shall be solely liable and responsible for providing to, or on behalf of, its employee(s), all legally-required employee benefits. In addition, each party shall be solely responsive and save all other parties harmless from all matters relating to payment of each party's employee(s), including compliance with social security withholding, workers' compensation, and all other regulations governing such matters.

### **Dispute Resolution**

The parties agree to try to resolve policy or practice disputes at the lowest level, starting with the site supervisor(s) and staff. If issues cannot be resolved at this level, they shall be referred to the management staff of the respective staff employer and the operator, for discussion and resolution.

### **Press Releases and Communications**

All parties shall be included when communicating with the press, television, radio or any other form of media regarding its duties or performance under this MOU. Participation of each party in press/media presentations will be determined by each party's public relations policies.

Unless otherwise directed by the other parties, in all communications, each party shall make specific reference to all other parties.

The parties agree to utilize the AJCC logo developed by the State of California and the Local Board on buildings identified for AJCC usage for shared outreach and initiatives. Partners are not required to incorporate the AJCC logo into their own collateral materials.

### **Hold Harmless/Indemnification/Liability**

In accordance with provisions of Section 895.4 of the California Government Code, each party hereby agrees to indemnify, defend and hold harmless all other parties identified in this MOU from and against any and all claims, demands, damages and costs arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. In addition, except for Departments of the State of California which cannot provide for indemnification of court costs and attorneys fees under the indemnification policy of the State of California, all other parties to this MOU agree to indemnify, defend and hold harmless each other from and against all court costs and attorneys fees arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. It is understood and agreed that all indemnity provided herein shall survive the termination of this MOU.

**XVII. Hold for MOU Signature Pages**

## Attachment 1b: San Francisco IFA – Agreement to Share Infrastructure Costs when Data is Available

### Signature Page: Partners Sharing Infrastructure Costs When Proportionate Share Data are Available

The state is in the process of implementing the requisite statewide data tracking system, and once such data are available, all non-colocated partners who are receiving benefit from the AJCCs will also be required to contribute their proportionate share towards infrastructure costs. Consequently, the MOU must include an assurance from all non-colocated partners that they agree to pay their proportionate share of infrastructure costs as soon as sufficient data are available.

By signing below, all parties agree that when data are available to determine the AJCC benefit to non-colocated partners, the infrastructure cost sharing agreement will be renegotiated to include their proportionate share of contributions.

---

Jeanine Cotter, WISF Chair

San Francisco Workforce Development Board  
(WISF)

*WIOA Title I: Adult, Dislocated Worker, and  
Youth*

---

Date

## Attachment 1b: San Francisco IFA – Agreement to Share Infrastructure Costs when Data is Available

### Signature Page: Partners Sharing Infrastructure Costs When Proportionate Share Data are Available

The state is in the process of implementing the requisite statewide data tracking system, and once such data are available, all non-colocated partners who are receiving benefit from the AJCCs will also be required to contribute their proportionate share towards infrastructure costs. Consequently, the MOU must include an assurance from all non-colocated partners that they agree to pay their proportionate share of infrastructure costs as soon as sufficient data are available.

By signing below, all parties agree that when data are available to determine the AJCC benefit to non-colocated partners, the infrastructure cost sharing agreement will be renegotiated to include their proportionate share of contributions.

---

Sarah Dennis Phillips, Director of OEWD, CEO's  
authorized representative

San Francisco Office of Economic and  
Workforce Development (OEWD)

*WIOA Title I: Adult, Dislocated Worker, and  
Youth*

---

Date

## Attachment 1: San Francisco Infrastructure Funding Agreement

### Process and Development

Local Workforce Development Area (Local Area): San Francisco Date Submitted: June 2025

1. The period of time this agreement is effective: July 1, 2025 – June 30, 2028
2. Identification of all AJCC partners, Chief Elected Officials (CEO), and Local Boards participating in the infrastructure and other system costs funding agreements.
  - CEO/s: Sarah Dennis Phillips, Director of OEWD on behalf of the CEO
  - Local Board/s: WISF
  - AJCC Partners Participating in the Infrastructure Funding Agreement (IFA): None. San Francisco has five Certified AJCCs; the Comprehensive, Specialized and one Affiliate are operated by WIOA Title IB contractors who do not any co-located partners and do not participant in cost sharing. The Affiliate AJCC operated by EDD has weekly co-location for Title IB services from Goodwill San Francisco Bay, but there is no cost sharing at this location either.
  - AJCC Partners Participating in the Shared Other System Costs Agreement:

WIOA Required Partner	Local Partner AJCC System Partner
Title I Adult	San Francisco Office of Economic and Workforce Development (OEWD) San Francisco Workforce Development Board (WISF)
Title I Dislocated Worker	
Title I Youth	
Title II Adult Education/Literacy	City College of San Francisco
	Refugee & Immigrant Transitions
	Five Keys Schools and Programs
	Self-Help for the Elderly
Perkins Career/Technical Education	City College of San Francisco
Title III Wagner-Peyser/Employment Service	EDD Field Division
Veterans	
Trade Adjustment Assistance Act	
Unemployment Insurance	

Vocational Rehabilitation	DOR District Office
Senior Community Service Employment Program	Felton Institute
	Self-Help for the Elderly
Job Corps	Job Corps, Treasure Island
Native American (WIOA Section 166)	Native American Health Center, Inc.
YouthBuild	Success Centers, Inc.
Community Action Partnership	Urban Services YMCA
TANF/CalWORKs, SNAP/CalFresh	San Francisco Human Services Agency

3. Steps the Local Board, CEO, and AJCC partners took to reach consensus and/or an assurance that the Local Area followed guidance for the state infrastructure funding mechanism.

The San Francisco Office of Economic and Workforce Development, on behalf of the WISF, worked with the local EDD office and the Comprehensive AJCC contractor, Goodwill San Francisco Bay, to assess the best options for Goodwill to co-locate part time at EDD. Due to outstanding precedent for co-located organizations at the 801 Turk St. office, Goodwill co-locates weekly in a space that is available to system partners rent free.

The other four AJCCs do not have co-located partners. As with previous iterations of the San Francisco WIOA MOU, for AJCCs that do not have co-location, we provide Infrastructure budgets.

Attached are:

- The Public Use Permit that officially allows Goodwill San Francisco Bay to co-locate at 801 Turk St.
- Infrastructure budgets for the four San Francisco AJCCs that do not have co-location.

4. A description of the process to be used among partners to resolve issues during the MOU duration period when consensus cannot be reached.

n/a

5. A description of the periodic modification and review process that will be used to ensure all AJCC partners continue to contribute their fair and equitable share of infrastructure and other system costs, including the identification of who will fulfill this responsibility. This must include a reconciliation schedule. (Who, What, When, How)

The San Francisco WIOA Partners meet quarterly to discuss shared action items and raise issues pertinent to the MOU.



## AJCC Infrastructure Costs

### San Francisco AJCCs

Type of AJCC	Operator / Name	Address	Colocated Partners
<b>Comprehensive</b>	Goodwill Industries of San Francisco, San Mateo and Marin Counties / Comprehensive Job Center	750 Post St, San Francisco	None
<b>Affiliate</b>	Employment Development Department (EDD) / Career Link - One Stop Career Center	801 Turk St, San Francisco	Goodwill/WIOA Title IB
<b>Affiliate</b>	Self-Help for the Elderly / Chinatown Job Center	601 Jackson St, San Francisco	None
<b>Specialized</b>	Swords to Plowshares / Specialized Job Center for Veterans	1060 Howard Street, San Francisco	None
<b>Specialized</b>	Toolworks / Specialized Job Center for People with Disabilities	22 Battery St, Suite 300, San Francisco	None

## Infrastructure Costs - AJCC Infrastructure Budgets

Comprehensive AJCC Infrastructure Budget		
Comprehensive Access Point		
Cost Category/Line Item	Line Item Cost Detail	Cost
<b>Rent</b>		
Rental of Facilities	Mortgage/Interest – CJC portion only	\$391,094
<b>Rental Costs Subtotal:</b>		\$391,094
<b>Utilities and Maintenance</b>		
Electric	CJC portion only	\$50,870
Gas	N/A	0
Water & Sewer	CJC portion only	\$2,270
Sewer Connections	See above	0
High-Speed Internet	CJC portion only	\$15,562
Telephones (Landlines)	Teams/Phone reimbursement	\$4,500
Facility Maintenance Contract	CJC portion only	\$39,130
<b>Utilities and Maintenance Costs Subtotal:</b>		\$112,332
<b>Equipment</b>		
Assessment-related products	NA	
Assistive technology for individuals with disabilities (Access and Accommodation)	NA	
Copiers		\$6,000
Fax Machines		0
Computers	8 client workstations/\$1,000 ea. (standard computer,	\$10,000

	monitor, network cable, powers strip)	
Other tangible equipment used to serve all center customers (not specific to an individual program partner)	Training room TVs	\$2,400
<b>Equipment Costs Subtotal:</b>		\$18,400
<b>Technology to Facilitate Access to the AJCC</b>		
Technology used for the center's planning and outreach activities	Salesforce platform – CJC portion only (full amount: \$24,000)	\$8,000
Cost of creation and maintenance of a center website (not specific to an individual program partner) that provides outreach to customers by providing information on AJCC services and/or provides direct service access to AJCC services  Website Address:		\$1,400
<b>Technology to Facilitate Access Costs Subtotal:</b>		\$9,400
<b>Common Identifier Costs (Local Option, If Agreed To By All Colocated Partners)</b>		
Creating New AJCC Signage	N/A	0
Updating Templates and Materials	N/A	0
Updating Electronic Resources	N/A	0
<b>Common Identifier Subtotal:</b>		0

<b>Affiliate AJCC Infrastructure Budget</b> <b>Chinatown Job Center / Self-Help for the Elderly</b>		
<b>Cost Category/Line Item</b>	<b>Line Item Cost Detail</b>	<b>Cost</b>
<b>Rent</b>		
Rental of Facilities	Including facilities maintenance and upkeep	\$9,819
<b>Rental Costs Subtotal:</b>		<b>\$9,819</b>
<b>Utilities and Maintenance</b>		
Electric	Combined cost	\$183
Gas		
Water		
Sewer Connections		
High-Speed Internet	Including fax	\$2,272
Telephones (Landlines)		
Facility Maintenance Contract		
<b>Utilities and Maintenance Costs Subtotal:</b>		<b>\$2,455</b>
<b>Equipment</b>		
Assessment-related products		
Assistive technology for individuals with disabilities (Access and Accommodation)		
Copiers	As equipment lease and maintenance	\$566
Fax Machines		
Computers		

Other tangible equipment used to serve all center customers (not specific to an individual program partner)		
<b>Equipment Costs Subtotal:</b>		\$566
<b>Technology to Facilitate Access to the AJCC</b>		
Technology used for the center's planning and outreach activities		\$1,130
Cost of creation and maintenance of a center website (not specific to an individual program partner) that provides outreach to customers by providing information on AJCC services and/or provides direct service access to AJCC services Website Address:		
<b>Technology to Facilitate Access Costs Subtotal:</b>		\$1,130
<b>Common Identifier Costs (Local Option, If Agreed To By All Colocated Partners)</b>		
Creating New AJCC Signage		
Updating Templates and Materials		
Updating Electronic Resources		
<b>Common Identifier Subtotal:</b>		

Specialized AJCC for Veterans Infrastructure Budget		
Swords to Plowshares		
Cost Category/Line Item	Line Item Cost Detail	Cost
<b>Rent</b>		
Rental of Facilities	Occupancy Costs	\$8,308
<b>Rental Costs Subtotal:</b>		<b>\$8,308</b>
<b>Utilities and Maintenance</b>		
Electric	Occupancy Costs	\$672
Gas	Occupancy Costs	\$33
Water	Occupancy Costs	\$42
Sewer Connections	Occupancy Costs	\$38
High-Speed Internet	Occupancy Costs	\$79
Telephones (Landlines)	Occupancy Costs	\$550
Facility Maintenance Contract	Occupancy Costs	\$1,082
<b>Utilities and Maintenance Costs Subtotal:</b>		<b>\$2,334</b>
<b>Equipment</b>		
Assessment-related products		N/A
Assistive technology for individuals with disabilities (Access and Accommodation)		N/A
Copiers	Printing & Duplication Costs	\$72
Fax Machines		N/A
Computers	Computer Costs (For newly hired employees only)	\$500
Other tangible equipment used to serve all center customers	Employee Telephone Costs	\$300

(not specific to an individual program partner)		
<b>Equipment Costs Subtotal:</b>		\$872
<b>Technology to Facilitate Access to the AJCC</b>		
Technology used for the center's planning and outreach activities		N/A
Cost of creation and maintenance of a center website (not specific to an individual program partner) that provides outreach to customers by providing information on AJCC services and/or provides direct service access to AJCC services  Website Address:		N/A
<b>Technology to Facilitate Access Costs Subtotal:</b>		
<b>Common Identifier Costs (Local Option, If Agreed To By All Colocated Partners)</b>		
Creating New AJCC Signage		
Updating Templates and Materials		
Updating Electronic Resources		
<b>Common Identifier Subtotal:</b>		

Specialized AJCC for People with Disabilities Infrastructure Budget		
Toolworks		
Cost Category/Line Item	Line Item Cost Detail	Cost
<b>Rent</b>		
Rental of Facilities	Yearly rent	\$41,988
<b>Rental Costs Subtotal:</b>		\$41,988
<b>Utilities and Maintenance</b>		
Utilities (water, PGE, garbage)	Utilities	\$840
High-Speed Internet	Fiber internet	\$537
Telephones (Landlines)	VOIP landlines	\$1,346
Facility Maintenance Contract	CAM Charges	\$1,747
<b>Utilities and Maintenance Costs Subtotal:</b>		\$4,470
<b>Equipment</b>		
Assessment-related products		
Assistive technology for individuals with disabilities (Access and Accommodation)		
Copiers	Konica copier	\$1,800
Fax Machines	Fax service	\$140
Computers	Computers, peripherals	\$5,000
Other tangible equipment used to serve all center customers	Cell phones	\$2,166



(not specific to an individual program partner)		
<b>Equipment Costs Subtotal:</b>		\$9,106
<b>Technology to Facilitate Access to the AJCC</b>		
Technology used for the center's planning and outreach activities		
Cost of creation and maintenance of a center website (not specific to an individual program partner) that provides outreach to customers by providing information on AJCC services and/or provides direct service access to AJCC services  Website Address:		
<b>Technology to Facilitate Access Costs Subtotal:</b>		0
<b>Common Identifier Costs (Local Option, If Agreed To By All Colocated Partners)</b>		
Creating New AJCC Signage		
Updating Templates and Materials		
Updating Electronic Resources		
<b>Common Identifier Subtotal:</b>		0



## PREMISE USE PERMIT (PUP)

PUP #: P0736-05

**PUP Permittee Organization:** Goodwill Enterprise  
**PUP Permittee Address:** 750 Post Street  
San Francisco, CA 94109  
**EDD Office Cost Center:** ~~00504~~ 05040 <sup>CR</sup>  
**EDD PUP Site Address:** 801 Turk Street/745 Franklin Street  
San Francisco  
**Number of Staff to Occupy PUP Site:** 1  
**Space to be Occupied:** 25  
**Begin Date:** 02/01/2025  
**Expiration Date:** 01/31/2027

### SPECIAL TERMS AND CONDITIONS

The State of California, Employment Development Department (EDD), hereby agrees to allow the permittee to occupy rent-free the premises identified above as "PUP Site," in accordance with the terms above. The term of this agreement shall not exceed two (2) years. The EDD is under no obligation to provide space on a continuing basis, and this agreement may be terminated by either party by providing thirty (30) days written notice. Upon termination of this permit, the permittee will peacefully surrender to the State the subject premises in as good order and condition as when received, with the exception of reasonable use and wear; damage by earthquake, public calamity, the elements, acts of God; or circumstances over which the permittee has no control. This permit is not transferable.

It is mutually understood that this document does not authorize any payments between these parties, and that any cost sharing or reimbursement between EDD and the permittee organization must be documented in a separate written agreement and signed by each party hereto. The permittee is responsible for arrangement and payment of alterations, voice and data installation/removal and repairs, required for the sole use and benefit of permittee, and shall not obligate the State for payment of said items. Any changes/improvements to this facility may be made only after review and written approval by the EDD, Business Operations Planning and Support Division. Furthermore, no oral understanding or agreement not documented and agreed to in writing, shall be binding on either party.

The State of California assumes no responsibility or accountability for actions taken by the permittee or their agents, nor is the State responsible for the loss of permittee's equipment, personal belongings, property, or injury to person or property of employees or clients of the permittee. Pursuant to Section 895.4 of the California Government Code, each party hereto agrees to indemnify and hold harmless from liability for damage to persons or property arising out of or resulting from acts or omissions of the indemnifying parties.

#### Permittee Organization – Authorized Signature and Title

Mona Stone - EVP, CAO and CLO

DocuSigned by:

Date: 3/4/2025

#### EDD Cost Center Manager – Authorized Signature and Title

Jorge A. Tapia - San Francisco EPM III

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Date: 02/14/25

#### EDD Field Office Division Chief – Authorized Signature and Title

Shelly Tarver

Date: 3-10-2025

#### EDD CO Workforce Services Division Chief – Authorized Signature and Title

on behalf of WS Division Chief Kimberlee Meyer Date: 03/17/2025

#### Business Operations Planning and Support Division (BOSPD) – Authorized Signature and Title

BOSPD Chief

Date: 4/1/2025

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For additional information regarding the PUP policy, please contact the Workforce Services Branch at [WSBPremises@edd.ca.gov](mailto:WSBPremises@edd.ca.gov).

## Other One-Stop System Costs: Required Consolidated System Budget for “Applicable Career Services”

WIOA Partner	WIOA Ad, DW, Youth	Adult Ed/ Literacy	CTE	EDD UI	W-P, Veterans, TAA	Voc. Rehab	SCSEP	Job Corps	Nat. Amer 166	Youth Build	CAP	TANF
WIOA Basic Services												
T-I Eligibility	x						x	x			x	x
Outreach, Intake, Orientation	x				x		x	x				x
Initial Assessment	x	x					x	x				x
Labor Exch/ Job Search	x			x	x	x	x	x			x	x
Referrals	x	x			x		x	x			x	x
LMI	x				x		x	x				x
Performance/Cost Info	x						x					x
Support Service Info	x				x		x				x	x
Financial Aid Info	x						x				x	x
UI Info/Assistance	x			x	x		x					x
Comp Assessment	x	x					x	x			x	x
IEP	x				x	x	x	x		x	x	x
Career Counsel	x				x		x	x		x	x	x
Short-Term Prevoc.	x							x		x	x	x
Internships/WEX	x				x		x	x		x	x	x
Out-of-Area Job Search	x						x					x
Financial Literacy	x						x	x		x	x	x
IET/ELA	x	x					x	x				
Workforce Preparation	x	x			x		x	x		x	x	x
Consolidated Career Services Delivery Budget												
<b>TOTAL FUNDS</b>	\$1,813,500	\$225,000	\$-	\$77,663	\$2,383,000	\$6,368,808	\$445,812	\$3,000,000	\$-	\$247,103	\$35,000	\$30,000,000

**HOLD for Agreement to Share Costs Signature Pages**

## **XVII. Signatures**

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Jeanine Cotter, WISF Chair

San Francisco Workforce Development Board (WISF)

*WIOA Title I: Adult, Dislocated Worker, and Youth*

## **XVII. Signatures**

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Sarah Dennis Phillips, Director of OEWD, CEO's authorized representative  
San Francisco Office of Economic and Workforce Development (OEWD)  
*WIOA Title I: Adult, Dislocated Worker, and Youth*

## Attachment 2: San Francisco WIOA MOU Partner Representatives

WIOA Required Partner	Local Partner AJCC System Partner	Representative(s)
Title I Adult	San Francisco Office of Economic and Workforce Development (OEWD) San Francisco Workforce Development Board (WISF)	Sarah Dennis Phillips, Executive Director of OEWD, CEO's authorized representative Jeanine Cotter, WISF Chair
Title I Dislocated Worker		
Title I Youth		
Title II Adult Education/Literacy	City College of San Francisco	David Yee, Vice Chancellor of Academic and Institutional Affairs
	Refugee & Immigrant Transitions	Laura Vaudreuil, Executive Director
	Five Keys Schools and Programs	Steve Good, President & CEO
	Self-Help for the Elderly	Anni Chung, President/ CEO
Perkins Career/Technical Education	City College of San Francisco	David Yee, Vice Chancellor of Academic and Institutional Affairs
Title III Wagner-Peyser/Employment Service	EDD Field Division	Maria Lucero, Region 1, Deputy Division Chief EDD
Veterans		
Trade Adjustment Assistance Act		
Unemployment Insurance		Joyce Lee, Employment Development Administrator, San Francisco UI Center
Vocational Rehabilitation	DOR District Office	Denise Dorsey, Regional Director
Senior Community Service Employment Program	Felton Institute	Amy Yu, Program Director
	Self-Help for the Elderly	Anni Chung, President/ CEO
Job Corps	Job Corps, Treasure Island	Geneva Morgan, Treasure Island Center Director

Native American (WIOA Section 166)	Native American Health Center, Inc.	Natalie Aguilera, Chief Executive Officer
YouthBuild	Success Centers, Inc.	Elizabeth Jackson-Simpson, Chief Executive Officer
Community Action Partnerships	Urban Services YMCA	Cesnae Crawford, Senior Executive Director
TANF/CalWORKs, SNAP/CalFresh	San Francisco Human Services Agency	Trent Rhorer, Executive Director



# San Francisco WIOA MOU

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2025-2028

# WIOA MOUS

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Guidance finalized by EDD and CWDB April 2019  
([edd.ca.gov/jobs\\_and\\_training/pubs/wsd18-12.pdf](http://edd.ca.gov/jobs_and_training/pubs/wsd18-12.pdf))

**Basically:** Define and describe shared customers, shared services, shared costs

**More specifically:** Provide details and assurances regarding

- the services provided through the one-stop delivery system
- the methods for referring customers
- the administration and operations management
- the methodology and details for calculating infrastructure costs and other system costs



# Reminder

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WIOA – AS LEGISLATION AND A  
FUNDING SOURCE – IS MORE THAN  
JUST PROGRAMMING AT AMERICAN  
JOB CENTERS

# WIOA Core Partners

Federal Partner	Local Partner
Title I Adult	WISF/OEWD
Title I Dislocated Worker	
Title I Youth	
Title II Adult Education/Literacy	Five Keys Charter School
	Refugee & Immigrant Transitions
	City College of San Francisco
	Self-Help for the Elderly
Title III Wagner-Peyser	EDD Workforce Services San Francisco
Title IV	CA Department of Rehabilitation, San Francisco
TANF	SF Human Services Agency

# WIOA Required Partners

Federal Partner	Local Partner
Perkins Career/Technical Education	CCSF
Veterans	
Trade Adjustment Assistance Act	EDD Field Division
Unemployment Insurance	
WIOA Sec. 166	Native American Health Centers
Senior Community Service Employment Program	Self-Help for the Elderly
	Felton Institute
Job Corps	Job Corps, Treasure Island
YouthBuild	Success Centers
Community Development Block Grants	Urban Services YMCA

# MOU Content

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# Tailoring the MOU to Local Needs

## Custom

Describing the San Francisco Workforce System

- Locations
- Shared customers
- Barriers to employment

One-Stop System, Services (attachment)

Responsibility of AJCC Partners

Methods for Referring Customers

## Boilerplate

Shared Technology and System Security

Confidentiality

Non-Discrimination and EEO

Grievances and Complaints

ADA Compliance

Effective Dates and Term of MOU

Modifications and Revisions

Termination

Administrative and Operations

Management

# The San Francisco Workforce System

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AJCCs, Job Centers, and Partner Service Hubs

A Commitment to Shared Customers

- Dual enrolled OR
- WIOA enrolled + American Job Center customer

A Commitment to Individuals with Barriers to Employment

- WIOA-defined
- Priority of Service
- Inclusive practices, ADA accessibility



# Responsibility of AJCC Partners

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Work together to implement WIOA

Partner to achieve the policy objectives of the state plan

Participate in local and regional WIOA plan development

Ensure individuals with barriers to employment have access to services that will help them get a good job

Ensure that customers have access to high-quality AJCCs that provide the full range of services

Provide access to AJCC clients to partner services

Work together to identify and implement best practices and model partnerships

Participate in activities to enhance cross-training, coordinated intake and referral, and co-enrollments.

# Methods for Referring Customers

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Customer-centered, warm hand-offs

Follow-up between agencies

Good information for customers on partners services

Clear, documented processes for staff

Direct access to partner services

- Cross-trained staff
- Real-time technology
- Co-location

# IFA and Shared System Costs

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# Shared Costs and Services

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EDD provides guidance (and templates) for documenting shared costs and services

Colocated partners are required to produce an MOU detailing how they are sharing the costs of AJCC infrastructure as well as formula or methods by which the partners determined the shared costs of operating the AJCC

All partners are required to report if they are providing WIOA Career Services (both Basic and Individualized) and how much of their WIOA funding is used to provide those services.

# Agreement to Share Costs. . . eventually

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## MOU Content Requirement:

The state is in the process of implementing the requisite statewide data tracking system, and once such data are available, all non-colocated partners who are receiving benefit from the AJCCs will also be required to contribute their proportionate share towards infrastructure costs. Consequently, the MOU must include an assurance from all non-colocated partners that they agree to pay their proportionate share of infrastructure costs as soon as sufficient data are available.

**“By signing below, all parties agree that when data are available to determine the AJCC benefit to non-colocated partners, the infrastructure cost sharing agreement will be renegotiated to include their proportionate share of contributions.”**



Thank you and questions