



WORKFORCE INVESTMENT BOARD OF TULARE COUNTY EMPLOYMENT CONNECTION COMMITTEE MEETING AGENDA

Thursday, May 14, 2026; 10:00 a.m. – 11:30 a.m.

**Employment Connection
4025 W. Noble Ave, Visalia, CA**

REMOTE ACCESS: To participate remotely, please join the meeting via Zoom Webinar: [Join the WIB Webinar](#)

- 1. CALL MEETING TO ORDER**
- 2. PUBLIC COMMENTS (Three minutes per speaker; fifteen minutes total for general public comment.)**

Any member of the public wishing to address the Employment Connection Committee on a matter within its jurisdiction may do so during the general public comment period. The Committee may not discuss or take action on items not listed on the Agenda. For items listed on the Agenda, public comment will be taken when the item is considered. Speakers are asked to state their name for the record. The Chair may limit the total time for public comment as needed.
- 3. CONSENT ITEMS:** Items listed under the Consent Calendar are considered routine and will be approved by a single motion. A Committee member or member of the public may request that an item be removed for separate discussion and possible action. Items removed from the Consent Calendar will be considered under Regular Items at the direction of the Chair.
 - a. Employment Connection Committee Meeting Minutes
Approve February 26, 2026, Committee Meeting Minutes.
- 4. ROUNDTABLE DISCUSSION**
- 5. REGULAR ITEMS**
 - a. Employment Connection Partner Guide and Partner At-A-Glance Template Updates

The Employment Connection Partner Relationship Building Workgroup recommendation to Approve:

 - i. Update the Employment Connection Partner Guide to include an annual review and update schedule.
 - ii. Update the Partner At-A-Glance Template to support consistent, customer-centered partner referrals and improve staff awareness of partner services and resources across

WORKFORCE INVESTMENT BOARD OF TULARE COUNTY

the Employment Connection System.

b. Employment Connection Referral Process Improvements

The Employment Connection Customer Experience & Referral Data Collection & Use Workgroup recommendation to Approve:

- i. Update the Employment Connection Referral Guide to strengthen coordination, communication, and follow-through between partner organizations.
- ii. The Employment Connection Referral Process Map to support consistent referral practices and improve customer navigation across the Employment Connection System.
- iii. The Customer Satisfaction Survey as part of the referral process to gather customer feedback and identify opportunities to improve coordination, service connection, and customer outcomes.

c. Employment Connection System Training & Partner Learning

The Employment Connection Training & Professional Development Workgroup recommendation to Approve:

- i. 2026-28 Professional Development & Training Plan on four core training themes:
 - Communication with Success
 - Advanced Customer Service
 - Practical Trauma-Informed Service
 - Cross-training and System Knowledge
- ii. Employment Connection System Training Navigator Model Guide to support engagement, knowledge sharing, and systemwide learning efforts.

6. **ONE-STOP OPERATOR ITEMS**

- a. MOU Updates & FY 26/27 IFA Timeline

7. **INFORMATION/DISCUSSION ITEMS**

- a. WIB Executive Director Report
- b. Business Services Updates
- c. Employment Connection Centers and OSO Reports (Handouts)

8. **ECC Meeting Dates - 2026**

August 13, 2026, and November 12, 2026

9. **GOOD OF THE ORDER/ADJOURN**

WORKFORCE INVESTMENT BOARD OF TULARE COUNTY

ACCOMMODATIONS: In compliance with the Americans with Disabilities Act (ADA), if you require special assistance to participate in this meeting, please contact Laura Gonzalez at (559) 713-5200 or laura.gonzalez@tularewib.org during normal business hours. Requests made at least forty-eight (48) hours in advance will help ensure appropriate accommodations can be arranged.

AGENDA MATERIALS: Agenda packets and supporting documents related to items on this Agenda are available at www.tularewib.org and for public inspection at the Workforce Investment Board office, 309 W. Main Street, Suite 120, Visalia, CA, during normal business hours.



**WORKFORCE INVESTMENT BOARD
OF TULARE COUNTY
EMPLOYMENT CONNECTION COMMITTEE**

MINUTES

Thursday, February 26, 2026

Employment Connection Committee (ECC) Members Present: Robert Kleyn-Chair, Mary Rodarte, Michelle Engel-Silva, John Werner, Krishna Adams, Aleyda Montenegro, Michelle Miller-Galaz, Carla Calhoun, Johanna Schengel, Esbeydy Ruvalcaba, Nuvia Varela, Tami Olson

Employment Connection Committee (ECC) Members Absent: Teri Dobson, Victoria Guzman, Misty Bond, Paul Prado, Jean Cardenas, Larriann Torrez

- 1) **Call to Order:** Robert Kleyn-Chair called the meeting to order at 10:05 a.m.

- 2) **Public Comment:** Robert Kleyn-Chair called for public comments; none were presented.

- 3) **Consent Items:**
 - a) Employment Connection Committee Meeting Minutes
 - i. Approve November 13, 2025, Committee Meeting Minutes

Motion by Aleyda Montenegro, seconded by Esbeydy Ruvalcaba, to approve the Consent Items; carried.

- 4) **Partner Presentation:**

Able Inc.
Keith Stump, Executive Director of Able Inc., presented an overview of the organization’s life skills programs, job training and internship opportunities, and competitive integrated employment programs.

- 5) **One-Stop Operator (OSO) Items:**
 - a) Employment Connection Center Updates
Employment Connection Site Coordinator and leadership joined a panel discussion about center activities, customer experience, system integration efforts, program updates, and upcoming priorities.

b) System Integration Workgroup Updates

- **Partner Relationship Building – Aleyda Montenegro**
Focus on improving onboarding and cross-training, enhancing partner guide “partner at a glance”, creating networking opportunities. A recommendation for ongoing system-wide training and stronger collaboration.

- **Customer Experience & Referral Data Collection & Use – Mary Rodarte**
Key Challenges Identified, lack of awareness of partner services, staffing gaps causing delays, language barriers, routing inconsistencies.
Proposed Solutions, improve partner guide, expand use of scheduling tools, increase communication and accountability, develop customer satisfaction surveys.

- **Training & Professional Development – John Werner**
Emphasis on cross-training across agencies, system-wide training calendar, identifying training needs through surveys, goals to improve service delivery through better staff preparedness.

6) **Information/Discussion Items:**

a) WIB Interim Executive Director Report

Jennie Bautista provided program and system updates:

- **STEP Program (Student Training and Employment Program):**
 - Serves youth ages 16–21 with disabilities
 - Additional funding of ~\$350,000 approved
 - Goal: Serve 80 additional students
 - Encouraged partner referrals and collaboration
- **System Performance Metrics:**
 - Shift from activity-based metrics to outcome-based results
 - Introduction of system-wide “report cards” to measure impact
- **Robert Kleyn-Chair** retiring and was recognized for over 10 years of service and leadership as Employment Connection Committee Chair.
 - Contributions included:
 - Disability training initiatives
 - Accessibility improvements
 - Strengthening partnerships across the system

b) Business Services Updates – Ryan Leasure

- **Recruitment Assistance - Job Connect, Tulare County Job Fair:**
Over 979 attendees, 28 employees, 226 open positions, 23 positions filled (outcome still pending)
- **Rapid Response:**
9 business engaged, 40 potentially impacted employees, 7 orientations for 36 receiving services
- **Industry Sector Partnerships:**
Tulare-Kings Industrial Partnership: Emphasis on: Early student exposure to careers, work-based learning and hands-on training, closing skills gaps.
Ag Skills: Focus Citrus talent pipeline & Ag sector summit (Fall 2026); Ag Career Exploration event (September 24, 2026)
Tulare-Kings Healthcare: Focus areas: Planning the 14th annual Growing Health Leaders event, hosting a Healthcare Job Fair (May 13), Talent Pipeline Management: Shifting focus to low-volume, high need jobs

c) Employment Connection Center and OSO Reports (Handouts)

7) **Roundtable Discussion:** None were presented

8) **ECC Meeting Dates – 2026**

May 14, 2026, August 13, 2026, November 12, 2026

9) **Good of the Order/Adjourn:** There being no further business, the meeting was adjourned by Robert Kleyn-Chair at 11:34 a.m.



Employment Connection

A proud partner of America's Job Center
of CaliforniaSM network.

Partner Guide

A TOOL TO CONNECT OUR CUSTOMERS TO PARTNER RESOURCES

EDITH HERNANDEZ

Partner Guide Purpose

The Employment Connection Partner Guide is designed to support colocated and non-colocated partner staff by providing a clear and comprehensive overview of partner programs, services, and referral information across the Employment Connection network. The guide serves as a practical resource to help staff make informed, customer-centered referrals, strengthen coordination between partners, and improve access to services for shared customers.

The referral process is intended to promote quality referrals with a strong likelihood of connecting customers to appropriate services and resources. By improving communication, coordination, and follow-through between partners, the guide supports a more seamless customer experience and stronger system collaboration.

To support this effort, each Employment Connection partner completes the Partner Referral Guidelines Template, which provides key information about their program and services. The Partner Guide includes:

- Basic eligibility requirements
- Program services offered
- Average wait time for eligibility determination
- Program duration and follow-up services
- Contact information, including a designated point of contact
- Office locations and hours of operation

All partners are expected to maintain accurate, up-to-date information and to participate in the annual review process. Partners must review and update their organization's information each year, with final updated submissions due no later than the second Friday of February.

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**College of the Sequoias
Career Technical Education**

4999 East Bardsley Avenue, Building A, A107, Tulare, CA 93274
Phone: (559) 688-3040 • Website: cos.edu/cte
Monday – Friday, 7:45 A.M. – 4:45 P.M.

Mission

College of the Sequoias' Career Technical Education (CTE) provides students the opportunity to complete certificates and associate degrees to move directly into the workforce or transfer to a four-year institution to continue their education.

Programs

COS's Career Technical Education programs are listed below. Visit COS.EDU/CTE to learn more about each program.

- [Agriculture, Plant Sciences, and Animal Sciences:](#)
 - Agricultural Business Management
 - Agricultural Irrigation
 - Animal Science
 - Agricultural Technology
 - Dairy Science
 - Equine Science
 - Food Safety Management
 - Landscape Management
 - Ornamental Horticulture
 - Plant Science
 - Pest Control Advisor
 - Veterinary Assisting
- [Arts, Media & Entertainment:](#)
 - Architecture
 - Culinary Arts
 - Commercial Music
 - Fashion
 - Floral Technology
 - Graphic Design
 - Journalism
- [Building Design, Drafting, and Construction:](#)
 - Agricultural Technology
 - Architecture
 - Automotive Technology
 - Construction Technology
 - Drafting Technology
 - Electrical Technology
 - Landscape Design
 - Landscape Management
 - Welding Technology
- [Business, Marketing, and Communication:](#)
 - Accounting
 - Agricultural Business Management
 - Business
 - Communication
 - Computer Programming & Information Systems
 - Culinary
 - Fashion
 - Information Communication Technology
 - Journalism
 - Ornamental Horticulture
- [Education and Languages:](#)
 - Child Development
- [Health Sciences:](#)
 - Certified Nurse Assistant
 - Emergency Medical Technician B
 - Pharmacy Technician
 - Physical Therapist Assistant
 - Registered Nursing
 - Rehabilitation Aide
 - Sports Medicine/Athletic Trainer
- [History & Human Behavior:](#)
 - Child Development
 - Human Services (Social Work)
- [Machines, Manufacturing, and Cars:](#)

- Agricultural Technology
- Automotive Technology
- Drafting Technology
- Electrical Technology
- **Public Service & Safety:**
 - Administration of Justice
 - Emergency Medical Technician
 - Fire Technology
- **Science, Technology, Engineering, and Math (STEM):**
 - Computer Programming & Information Systems
 - Industrial Automation
- Environmental Control Tech. (HVAC)
- Industrial Automation
- Industrial Maintenance Technology
- Welding Technology
- Human Services (Social Work)
- Paralegal
- Police Science
- Information Communication Technology

Eligibility

- Some programs require prerequisites (Pharm Tech, Physical Therapist Assistant, RN, Police, Fire)
- Most courses/programs require attendance on the semester system.

Average Wait Time for Eligibility

- No wait time for eligibility
- Often the wait is for the beginning of the next semester to start and the availability of any desired courses in that semester.

Duration of Programs

- One semester to two years+

Follow-up Services

- Career Advising/Support
- Career Readiness Resources
 - Resume Development
 - Linked-In Development
 - Labor Market Information
 - Dress for Success including an Interview Outfit from Giant Threads Professional Mobile Closet
 - Mock Interviews
 - Industry Networking Events

Locations

COS Visalia Campus
915 S. Mooney Blvd.
Visalia, CA 93277

COS Hanford Campus
925 13th Ave
Hanford, CA 93230

COS Tulare Campus
4999 E. Bardsley Ave.
Tulare, CA 93274

**Community Services & Employment Training, Inc. CSET
Community Initiatives Department – Community Resources**

312 N.W. 3rd Avenue, Visalia, CA 93291

Phone: (559) 732-4194 • Website: <https://www.cset.org/community-initiatives/>

Monday – Friday, 8:00 A.M. – 5:00 P.M.

Programs

- Volunteer Income Tax Assistance (vita@cset.org)
- First Time Homebuyer Program
- Homeless Prevention Program
- Family Resource Centers (frc@cset.org)
- Substance Use Prevention (Education)
- Rapid Rehousing (HHSA)
- Emergency Food and Shelter Program (EFSP)
- Fair Housing Education
- Permanent Supportive Housing (HUD)
- Parenting Education (Evidence Based Curricula)
- Senior Centers and Meals on Wheels Program (senior.services@cset.org)

Eligibility

Program eligibility varies by specific program requirements.

Average Wait Time for Eligibility

Eligibility wait time depends on a number of factors; i.e. completion of all paperwork, availability of funding, volume of referrals, and emergency needs.

Duration of Programs

Most programs are on a fiscal year cycle but vary depending on program.

Follow-up Services

Program staff members provide follow-up and case management, depending on need and program requirements.

Office Locations

- **Senior Center Hotline**, 312 N.W. 3rd Avenue, Visalia, (800) 321-2462
- **Tulare Family Resource Center**, 304 E. Tulare Avenue, Tulare, (559) 684-1987
- **Earlimart Family Resource Center**, 176 N. Front Street, Earlimart, (661) 849-2960
- **Pixley Family Resource Center/Family HealthCare Network**, 927 Center Street
Pixley, (559) 575-0098

Referral Information

Name: Raquel Gomez

Email: raquel.gomez@cset.org

Community Services & Employment Training, Inc. CSET

Energy Services Department

312 N.W. 3rd Avenue, Visalia, CA 93291

Phone: (844) 224-1316 (Call Center) • Website: <https://www.cset.org/energy-services/>

Monday – Friday, 8:00 A.M. – 5:00 P.M.

Programs

- Weatherization Services
- Energy Assistance

Eligibility

Program eligibility varies by specific program requirements.

Average Wait Time for Eligibility

Eligibility wait time depends on a number of factors; i.e. completion of all paperwork, wait lists, and emergency need.

Duration of Programs

Most programs are on a calendar year cycle but vary depending on program.

Follow-up Services

Program staff members provide follow-up and case management, depending on need and program requirements.

**Community Services & Employment Training, Inc. CSET
Sequoia Community Corps Department**

312 N.W. 3rd Avenue, Visalia, CA 93291

Phone: (559) 732-4194 • Website: <https://www.cset.org/sequoia-community-corps/>

Monday – Friday, 8:00 A.M. – 5:00 P.M.

Specialty

Hands-on training, John Muir Charter High School, conservation projects, and education.

Programs

- Fee for Service Projects; e.g., concrete sidewalks, housing rehabilitation, park construction, tree plantings, and more.
- Urban Forestry
- John Muir Charter High School
- Back2Work – Paid crew training removing litter and beautifying state highways
- Environmental Cleanup Opportunity Project (ECO) in Visalia
- City of Porterville Clean CA Program
- CalRecycle; E-Waste Collections, used oil, CRV beverage container, recycling education, conservation projects and education
- Public Works
- CalFresh Employment and Training
- Susan Harwood Grant (OSHA) – Trainings on various topics for local businesses

Eligibility

Adults ages 18 to 26 years old

Average Wait Time for Eligibility

Orientations are held:

- John Muir Charter High School – every Tuesday at 9:00 A.M.
- Sequoia Community Corps – every Tuesday at 9:00 A.M.

Duration of Programs

Most programs are on a calendar year cycle but vary depending on program.

Follow-up Services

Staff members provide follow-up and case management.

Referral Information

Name: Teresa Guzman

Email: teresa.guzman@cset.org

Cutler-Orosi Adult School

12724 Avenue 392, Cutler, CA 93615

Phone: (559) 528-4703 • Website: www.cojUSD.org/Student-Services/Adult-School/

Monday – Friday, 8:00 A.M. – 5:00 P.M.

Purpose

The Cutler-Orosi Adult School serves the communities of Cutler-Orosi and Woodlake, California and adheres to the mission and vision of Cutler-Orosi Unified School District. Our mission is to educate minds, and inspire futures. All students will also be college and career ready and prepared to compete in a global economy. Cutler-Orosi Adult School has the following graduate outcomes: Career & College Ready Scholars, Critical Thinkers & Collaborative Problem Solvers, Powerful Communicators, Creative & Quality Producers, Leaders & Ethical Decision Makers, Productive Citizens.

Eligibility

- The Cutler-Orosi Adult School services students 18 years old or older.

Average Wait Time for Eligibility

- Students can enroll and register once a week.

Program Services

- High School Diploma Class
- ESL English Second Language
- GED Prep
- Citizenship Prep

Duration of Programs

- 12 Week Semester Class

Follow Up Services

- Progress check after 70 hours of instruction

Locations and Referral Information

Cutler-Orosi Adult School
12724 Avenue 392
Cutler, CA 93615
Mondays-Friday 7:30 am-4:30pm

Bravo High School
450 W. Sequoia Avenue
Woodlake, CA 93286
Mondays-Friday 8:00 am-4:00pm

If potential clients would like to speak to a representative or have questions regarding the services, they may contact our school at 559-528-6006.

Department of Rehabilitation – Visalia Branch
3330 W Mineral King Avenue, Suite C, Visalia, CA 93291
Phone: (559) 735-3838 • Website: www.dor.ca.gov
Monday – Friday, 8:00 A.M. – 5:00 P.M.

Mission

California Department of Rehabilitation (DOR) works in partnership with consumers and other stakeholders to provide services and advocacy resulting in employment, independent living, and equality for individuals with disabilities.

Programs

- Vocational Rehabilitation Counseling and Guidance
- Vocational and other training services.
- Rehabilitation assistive technology services and devices.
- Transition services for high school students with disability.
- Occupational licenses, tools, equipment
- Personal assistance services
- Development of an Individualized Plan for Employment.
- Evaluation of physical and mental impairments.
- Transportation assistance, as required
- Rehabilitation and orientation/mobility services for individuals who are deaf/hard of hearing and/or blind-low vision.
- Job search and placement assistance
- On the Job Training and Paid Work Experience

Eligibility

- Have a physical or mental impairment that substantially impedes the ability to secure employment
- Vocational Rehabilitation services are required to prepare for, secure, retain, or regain employment.
- Be able to benefit from DOR services in terms of an employment outcome in an integrated setting.

Average Wait Time for Eligibility

DOR has 30-60 days from intake to determine eligibility, per state regulations. However, most are determined Eligible within the first week after intake.

Follow-up Services

Job Retention

Employment Development Department (EDD) – Workforce Service Branch (WSB)

Various locations in Tulare County

Websites: www.edd.ca.gov, www.careeronestop.org, www.caljobs.ca.gov

Monday – Friday, 8:00 a.m. – 5:00 p.m.

Specialty

The EDD's Workforce Services offer a variety of services that bring employers with job openings together with qualified job seekers. Customers may access services through self-services or with the assistance of staff. Additionally, the Workforce Services offer intensive services to customers with special needs.

Self-Services Resources

To provide job seekers and employers with an effective self-service exchange, the EDD's Workforce Service use an Internet-based system called CalJOBSSM - www.caljobs.ca.gov

Program Services Overview

Services to Job Seekers:

- Job Search workshops that teach skills needed to find a keep a job.
- Assistance with accessing CalJOBSSM system.
- Referral to education, training, and supportive services.
- Intensive services to customer with special needs.

Services to Employers:

- Reemployment assistance to help employers who are experiencing worker reductions.
- National, state, and local area labor market information to help plan for business expansion, relocation, or future hiring and training needs.
- Focused recruitment campaigns for new business ventures or facilities needing a large number of specialized workers.
- Facilities and scheduling services to screen and interview applicants.
- Resume searches to match employers' job openings.
- Facilitation of Employer Advisory Councils.
- Assistance with Job Fairs and Recruitments.

Eligibility (Special Programs)

- **Veteran Employment Services**
 - Employment and Case Management services
 - Special Populations include:
 - Veteran age 18-24 years old
 - A transitioning service member in need of intensive services
 - Vietnam-era Veterans
 - A wounded, ill, or injured service member receiving treatment at Military Treatment Facilities or Warrior Transition Units as well as the spouses and family caregivers of such wounded, ill, or injured service members

Must have one of the following Significant Barriers to Employment (SBEs):

- Receiving Veterans Administration disability compensation or have a claim pending to receive compensation
- Recently Separated Service Member unemployed for 27 or more weeks in the previous 12 months
- Lacking a high school diploma or equivalent certificate

- Homeless; lacks fixed, regular, nighttime residence or fleeing a violent situation
 - An offender, who has been released from incarceration within the last 12 months
 - Low Income
- **Youth Employment Opportunity Program (YEOP):**
 - Helps at-risk youth between the ages of 15 and 25, achieve their educational and vocational goals through a variety of specialized services.
 - YEOP Specialist can provide referrals to supportive services, career coaching, employment preparation, and training.
 - **Trade Adjustment Assistance (TAA):** If the worker was certified by the Department of Labor (DOL) and is determined to be individually eligible by the state, the worker may be eligible to receive the following benefits and services:
 - Employment and Case Management services
 - Training benefits
 - Trade Readjustment Allowances (TRA)
 - Alternative or Reemployment Trade Adjustment Assistance (ATAA/RTAA)
 - Job Search Allowances
 - Relocation Allowances
 - **Migrant Seasonal Farmworker (MSFW) program:** The (MSFW) program collaborates with community organizations and other state agencies to ensure that all job seekers receive equal and timely services. The (MSFW) may be eligible to receive the following services:
 - Referrals to agricultural H-2A (contact) job opportunities
 - Information on state and federal Migrant Seasonal Farmworker (MSFW) employment rights
 - Information and assistance on employment services and employment related law complaints
 - Assistance with job search and coaching, job screening, resume writing, and referrals to jobs
 - Information about Unemployment Insurance, Disability Insurance and Paid Family Leave
 - Registration to EDD online labor exchange system - CalJOBSSM
 - Referrals to local supportive services, such as low-cost medical services, housing, utility assistance, food banks, and childcare services
 - Training opportunities information through the EDD and partners

Office Locations and Referral Information:

Employment Connection – America’s Job Center of California (AJCC)
 4025 W. Noble Ave Suite B
 Visalia, CA 93277
 (559) 713-5150

Employment Connection – America’s Job Center of California (AJCC)
 1063 W. Henderson
 Porterville, CA 93257
 (559) 788-1400

Employment Connection – America’s Job Center of California

Various locations in Tulare County

Website: www.employmentconnect.org

Monday – Friday, 8:00 A.M. – 5:00 P.M.

Specialty

The Employment Connection is a one-stop shop for workforce services providing a comprehensive range of employment and training services for job seekers.

Resources Room (Self-Service - walk in services- not subject to eligibility requirements)

- Assistive Technology (JAWS, Dragon Naturally Speaking, magnified reader)
- Access to computers, printers, copier and fax
- Job search and application assistance
- Job Connect: Weekly employment networking opportunity, job leads
- Free – Certified Typing Test
- Unemployment Insurance Information

Program Services (May be subject to eligibility requirements)

- Professional job search workshops – available in-person & virtual
- Individualized assistance with resumes, interviewing skills, and applying for jobs online.
- Job search assistance
- Career & employment counseling
- Supportive services
- Training opportunities: Scholarship assistance for in demand trainings (occupational skills training), On-the-Job Training (OJT), Paid Work Experience

Minimum Eligibility Requirements for Program Services

- Must be a Tulare County resident (in most cases)
- Right-to-Work in the United States
- Selective Service for 18+ (some exemptions may apply)
- 18 years of age or older

Referral based on office locations

Dinuba

400 W Tulare Ave
Dinuba, CA 93618
(559) 406-1001

Porterville

1063 W Henderson
Porterville, CA 93257
(559) 788-1400

Tulare

304 E Tulare Ave
Tulare, CA 93274
(559) 684-1987

Visalia

4025 W Noble Ave
Visalia, CA 93291
(559) 713-5000

Health and Human Services Agency
TulareWORKs Division
Various locations throughout Tulare County
Website: www.tchhsa.org
Monday – Friday, 8:00 A.M. – 5:00 P.M.

Purpose

The TulareWORKs Division provides essential resources and services to children and families experiencing financial hardship, life crises, or barriers to employment. Additionally, TulareWORKs partners with community organizations in an effort to minimize employment barriers, provide job skills training, and facilitate additional support services.

Programs and Services

TulareWORKs oversees the administration of these Federal and State Safety Net programs:

- CalWORKs (Cash-Aid)
- CalWORKs Cal-Learn (for pregnant and parenting teens)
- CalWORKs Employment Services (Welfare-to-Work program)
- CalWORKs Family Stabilization (families needing intensive case management)
- General assistance – including Cremation Burial
- CalFresh (formerly known as Food Stamps)
- Medi-Cal Expansion and Affordable Healthcare (Plan options)
- SSI Advocacy (Assistance with Supplemental Security Income (SSI) and Social Security Disability Income (SSDI) applications and/or appeals)

Other TulareWORKs Services Include

- Eligibility support and assistance through our Call Center
- Information and referrals to other programs
- PLAY Program – Funded by CalWORKs Home Visiting Program (provides home education support to CalWORKs families with a child under the age of 24 months using the Early Head Start or Parent as Teachers home visiting model)
- Stage 1 Child Care support for CalWORKs recipients participating in Employment Services, Family Stabilization, or Cal-Learn
- Family Advocate to assist clients and families with complaints and concerns, along with clarification and education regarding system policy and procedures

Welfare-to-Work Program Referrals

Referrals to programs listed below are for customers who are CalWORKs recipients and have been determined to be Welfare-to-Work Eligible.

- Job Search referrals for CalWORKs participants that have been determined to be job ready. The participant has the option to be referred to CSET, Proteus, or SEE Co.
- Expanded Subsidized Employment referrals for CalWORKs participants that have been employed within the last two years or who are eager and motivated to participate. The participant has the option to be referred to CSET or Proteus.

- Library Literacy Program referrals for CalWORKs participants who have not completed secondary school or received a GED and need to improve their reading/math comprehension skills in preparation for GED testing. Participants are referred to the Tulare County Library.

Eligibility

- Varies by program

Average Wait Time for Eligibility

- Varies by program

Duration of Programs

- Varies

Follow Up Services

- Varies

Contact for Clients

Clients may apply at www.MyBenefitsCalWIN.org for CalWORKs, CalFresh, or Medi-Cal Programs. Effective 2/27/2023, TulareWORKs is migrating to a new website, customers may apply for benefits at <https://benefitscal.com>.

If clients would like to speak to a County Representative or have questions regarding the services TulareWORKs provides, they may contact our Call Center at 1-800-540-6880, for general questions.

Office Hours and Location

If you would like to apply in person you can visit any of our local offices:

Dinuba District Office
 1066 N. Alta Ave
 Dinuba, CA 96318
 Monday-Friday 8:00 am-5:00pm
 Closed on Holidays

Lindsay District Office
 900 N. Sequoia
 Lindsay, CA 93247
 Monday-Friday 8:00 am-5:00pm
 Closed on Holidays

Porterville District Office
 1055 W. Henderson Ste. 3
 Porterville, CA 93258
 Monday-Friday 8:00 am-5:00pm
 Closed on Holidays

Tulare District Office
 458 E O'Neal
 Tulare, CA 93274
 Monday-Friday 8:00 am-5:00pm
 Closed on Holidays

Visalia District Office
 1845 N. Dinuba Blvd
 Visalia, CA 93291

Monday-Friday 8:00 am-5:00pm
Closed on Holidays

For more specific information, WIOA Partners may email TulareWORKs Liaison at:

Cynthia Molina CBMolina@tularecounty.ca.gov and Lisa Diego LDiego@tularecounty.ca.gov.

Please keep in mind the TulareWORKs Liaisons are contacts for our WIOA Partners and shall not be shared with clients.

SAN JOSE JOB CORPS
3485 E. Hills Drive – San Jose, CA 95127
Phone: (559) 233-3868 • <https://sanjose.jobcorps.gov/>
Monday – Friday, 7:00 A.M. – 4:30 P.M.

Mission

At San Jose Job Corps Center, we support the Job Corps program's mission to teach eligible young people the skills they need to become employable and independent and place them in meaningful jobs or further education.

Programs

1 OUTREACH AND ADMISSIONS (OA)

Welcome to Job Corps! During admissions, you will learn...

- What Job Corps is all about
- How we can help you start a career (Learn more about your virtual option here)
- What training and living at a Job Corps center will be like
- What your responsibilities will be as a student
- What career training is available at your assigned Job Corps center
- How to complete your Job Corps application

2 CAREER PREPARATION PERIOD (CPP)

In your first 60 days on center or virtually, you will...

- Create and commit to a Personal Career Development Plan (PCDP) with the help of Job Corps staff
- Visit and learn about American Job Centers / One-Stop Centers
- Learn and practice personal responsibility skills required at the workplace
- Learn, demonstrate, and practice job search skills

3 CAREER DEVELOPMENT PERIOD (CDP)

With the help of center staff and employers, you will...

- Learn industry-related technical and academic skills
- Demonstrate interpersonal communication and problem-solving skills
- Practice social and personal management skills
- You will then...

- Begin the job search process
- Prepare for independent living

4 CAREER TRANSITION PERIOD (CTP)

As a Job Corps graduate, you will...

- Successfully get your first job
- Find living accommodations, transportation, and family support resources needed to continue working (with the support of the center and other Job Corps service providers)
- Continue to contact Job Corps service providers to seek their support, if needed
- Respond to 13-week, 6-month, and 12-month survey requests

Eligibility

16 TO 24 YEARS OLD

16 to 24-year-olds ready to work toward a successful future are welcome. The maximum age limit may be waived if the applicant is a person with a documented disability. For minors, a parent or guardian must sign a consent form.

IN NEED OF JOB SKILLS

The applicant needs job skills training, education, counseling, or related assistance to help get you started on a career pathway.

INCOME ELIGIBLE

Applicants must meet one or more of these conditions: receives public assistance, earns poverty-level income, is homeless, is a foster child, or qualifies for free or reduced-price lunch. Your admissions representative will help you determine your eligibility.

ABLE TO WORK IN THE USA

The applicant is a U.S. citizen, is a legal U.S. resident, or is a resident of a U.S. territory and/or is authorized to work in the United States.

ADDITIONALLY, STUDENTS MUST HAVE...

A CHILD CARE PLAN

The student has made suitable arrangements for the care of any dependent children for the proposed period of enrollment.

NO COURT DATES OR FINES

The student may not be eligible if they have certain criminal convictions or require court supervision.

NO BEHAVIOR ISSUES

The student does not exhibit behavioral problems that could keep you or others from experiencing Job Corps' full benefits.

NO ILLEGAL DRUG USE

The student does not use drugs illegally.

Average Wait Time for Eligibility

Average wait time is between 2 weeks to 30 days.

Duration of Programs

At Job Corps, you learn at your own pace. Depending on the career area you choose and the learning pace you set for yourself. Our most successful Job Corps students remain in the program for at least 18 months to gain the knowledge and social skills needed for a new career.

Follow-up Services

Even before graduation, our staff will assist you in conducting a job search. They can also help direct you to the health care, housing, legal assistance, and child care you'll need after you graduate. For six months after graduation, a Job Corps Career Transition Specialist will keep in touch with you to make sure things are going well in your new career.

Office Locations

Porterville Adult School

1414 W. Olive Avenue, Porterville, CA 93257

Website: <https://adultschool.portervilleschools.org/>

Monday - Thursday 7:30 a.m.-9:00 p.m.; Friday 7:30 a.m.-4:00 p.m.

Mission

Porterville Adult School (PAS) is part of the Porterville Unified School District (PUSD) and the Kern Adult Education Consortium. Our mission is to empower aspiring individuals by providing a quality education that meets the needs and interests of our diverse community and sets the foundation for a successful future.

Program Services

Academic Programs/Services:

- Academic Counseling
- Adult Basic Education (ABE)
- Citizenship Preparation
- College & Career Services
- CTE Navigator Services
- District Psychologist Services
- English as a Second Language (ESL)
- High School Diploma (HSD)
- High School Equivalency (HSE)-English
- High School Equivalency (HSE)-Spanish

Career Technical Education (CTE) Programs:

- Bus Driver Training Program
- Introduction to Food Service
- Medical Assistant Training Program
- Nurse Assistant Training Program
- Introduction to Food Service
- Surgical Technologist Training Program

Eligibility

- PAS serves students 18 years old or older.
- Program eligibility varies by specific program requirements.

Duration of Programs

- Duration will vary depending on the program.

Follow Up Services

- PAS staff provide follow-up services depending on need and requirement of the program.

Programs and Services

Education Services

College Transfer Classes – Academic Counseling - Career Technical Education Transfer and local degrees and certificates · Inmate Education – Reentry Education services- Financial Aid – Food Pantry – Athletics – Extended Opportunity Program & Services EOPS – Disability Resources DRC – Transfer Center – Veterans Services – LGBTQIA+ services – Umoja – Puente – PC Timely Care – Foster Youth services -

Workforce Skills

Computer Classes- Business Credit and Noncredit certificates – Business Innovation Center - Makerspace – CalWORKS - Academic Counseling – Financial Aid

Duration of Programs: Most programs operate on a semester basis August- December, January– May, and June -July. (Exact dates vary up to date calendar is found on website).

Farmworker Services

Farmer and Farmworker Training and Workforce Development - Non-Credit & Credit Programs for Farmers and Farmworkers - Specialized Training to Meet Industry Needs - Workforce Development – Noncredit and Credit Certificates

Duration of Programs: Most programs operate on a semester basis August- December, January– May, and June -July. (Exact dates vary up to date calendar is found on website).

English Second Language

Specialized Vocational ESL – Civics Courses - Workforce Development – Noncredit and Credit Certificates throughout rural communities, community centers, and Porterville College. Credited ESL classes offered for college-level classes - Financial Aid assistance -Non-credit ESL classes are free and help non-native speakers develop the necessary skills needed to communicate effectively in the workplace, at home, and the community.

Duration of Programs: Most programs operate on a semester basis August- December, January– May, and June -July. (Exact dates vary up to date calendar is found on website).

Financial Aid Services

PC Foundation Scholarships - PCF Scholarship workshops - PC First Scholarship and Award for Graduating High School Seniors – PCF Saturday Swap Meet internships – Financial Wellness with IGrad – Pell Grant/FAFSA application workshops – CHAAFEE Grant for Foster Youth – Federal Work Study Program – CA Promise Grant – prestación del servicio en Española

Proteus, Inc. – Energy Division

Phone: (559)-473-4490 • Website: <https://www.proteusinc.org/services/energy>

Monday – Friday, 8:00 A.M. – 5:00 P.M.

Specialty

Energy Division, as part of Proteus Inc, works to improve the quality of life of farmworkers and Low-income disadvantaged residents in Tulare County by offering no-cost energy savings assistance programs that help families save money by conserving energy.

Programs

- SoCalEdison (SCE) ESA Program - The Energy Savings Assistance program is designed to help customers conserve energy and save money.
- SoCalGas (SCG) ESA Program – Save money and energy with professional home improvements at no cost.
- Community Services and Development (CSD) - The program is to delivers energy efficiency measures as well as renewable energy systems to reduce greenhouse gas.
- Building Electrification (BE) Pilot Program – Convert houses to all electric.
- Critical Care Backup Battery (CCBB)- Program that provides portable rechargeable battery & portable solar panel for customers that need or have medical devices.
- Common Area Measures (CAM) – This program help upgrade multifamily properties with energy-efficient technology that can substantially lower energy usage and increase your potential cost savings.
-

Eligibility

Eligibility varies by program, please contact us to review which program(s) you may qualify for.

Average Wait Time for Eligibility

- 60 business days upon completion of assessment.

Duration of Programs

Programs vary in duration, please contact us to review which program(s) you may qualify for and its current duration.

Follow-up Services

- Warranty Issues customer needs to follow up with service contractor.
- Services provider will send a follow up letter with their assessment results.
- Customer can call office to know their current status.

Referral Information

- Enrollment phone number: Toll Free Number: 888-255-2145, Office: 559-651-0800.
- Processing, S&D phone number: Office: 559-473-4490.

Proteus, Inc. – Farmworker Division

Phone: (888) 776-9998 Website: proteusinc.org/services/farmworkers
Monday – Friday, 8:00 A.M. – 5:00 P.M.

Specialty

Proteus offers employment, education, and vocational training services to migrant and seasonal agricultural workers that reside in Tulare County

Programs

In partnership with the Department of Labor's National Farmworkers Jobs Program (NFJP), Proteus offers a variety of employment services to prepare eligible farmworkers for new jobs.

Services Include:

- Career Counseling
- Job Placement Assistance
- English as a Second Language (ESL)
- Resume Preparation
- Vocational Training
- On-The Training opportunities
- Supportive Services (food, rent, and utility assistance)

Eligibility

Must be a migrant or seasonal farmworker. Adult ages 17.5 and older.

Duration of Programs

Majority of programs operate on a calendar year cycle

Follow-up Services

Staff members provide follow-up and case management.

Referral Information

Community partners and clients can contact Proteus' 800 776-9998 or contact the following Tulare County offices: Visalia Service Center at (559) 627-0100; Porterville Service Center (559) 781-1852; and Dinuba Service Center (559) 591-5701

Proteus, Inc. – Education Division
William M. Maguy School of Education
1440 N. Shirk Rd., Visalia, CA 93291
Phone: (559)-471-4550· Website: <https://proteusinc.org/services/education>
Monday – Friday, 8:00 A.M. – 5:00 P.M.

Specialty

Offers short term Career Technical Trainings and Academic classes.

Programs (Course Catalog <https://proteusinc.org/services/education>)

- **Truck Driving Training** (Visalia)
Obtain a Class A Drivers License.
- **Energy Careers Training** (Visalia)
Learn entry level skills in the energy efficiency trades.
- **Forklift Certification** (Visalia)
Learn how to operate a powered vehicle loading and unloading, stacking and pallet placement. OSHA safety regulations, inspection.
- **General Office Occupations Training** (Porterville). Learn entry level office skills Microsoft Office, data entry, keyboarding, 10-key, telephone, filing, Google apps, intro to quickbooks and more.
- **High School Equivalency** (Porterville & Dinuba). Prepare to take the official High School Equivalency test in the subjects of Math, Reading & Writing, Science & Social Studies.
- **Adult Basic Education** (Porterville & Dinuba) This class prepares students to enter the High School Equivalency class or for those seeking higher literacy.
- **English As A Second Language** (Porterville & Dinuba) This class is designed for students wanting to learn English.
- **Citizenship** (Porterville) Prepare to take the US Naturalization test.

Eligibility

Students need to be 17 ½ years old with the exception of Truck Driving and Citizenship students, they must be 18 years of age. Each student must meet program eligibility requirements prior to enrollment. English Language Proficiency requirement may also be required.

Average Wait Time for Eligibility

The average wait time for eligibility determination varies by documentation needed.

Duration of Programs

See program description for exact length and contact the school for scheduled dates.

Follow-up Services All students enrolled in a Career Technical Education training program receive career counseling and job readiness, those completing a training receive job placement assistance. School personnel conduct follow-up and case management.

Referral Information

For questions regarding class eligibility and enrollment contact Maria Elena Mendoza, Admissions and Testing Coordinator at (559) 471-4550.

Porterville Sheltered Workshop (PSW)

194 W. Poplar Avenue, Porterville CA 93257

Phone: (559) 784-1399 • Website: <https://pswcares.org/>

Office Hours: Monday – Friday, 8:00 a.m. – 5:00 p.m.

Specialty

PSW provides programs to assist people with intellectual, mental, or physical disabilities in effectively dealing with habilitation challenges in the areas of vocational, basic educational, social, independent living and/or recreational needs.

Services are designed to develop or improve basic work skills/behaviors and other individually identified critical life skills, allowing the individual served the opportunity to progress to the fullest potential of which they are capable.

Eligibility

- 18 years of age or older for all Day and Work Programs
- Documented disability meeting Regional Center and/or Department of Rehabilitation requirements

Average Wait Time for Eligibility

- No waiting required

Program Services

- Day Program Services; Adult Development, Behavior Modification, Behavior Management, Day Training Activity
- Work Program Services; Work Activity, Supported Employment-Group, Supported Employment-Individual Placement, Employment Development
- Independent Living Program Services; ILP Outreach and Transportation

Duration of Programs

- Indefinite/On-going

Follow Up Services

- On-going job coaching for Supported Employment-Individual Placements for as long as needed

Sequoias Adult Education Consortium

Various locations in Tulare County

Website: <http://sequoiasadulted.com/> Social Media: www.facebook.com/sequoiasadulted

Monday – Friday, 8:00 a.m. – 5:00 p.m.

Overview

The goal of the Consortium is to better provide adults with education in the following program areas:

- Elementary and secondary basic skills, including classes required for a high school diploma or high school equivalency certificate
- Classes and courses for immigrants eligible for education services in citizenship and English as a second language and workforce preparation classes in basic skills
- Education programs for adults with disabilities
- Short-term career technical education programs with high employment potential
- Programs for pre-apprentices

The mission of Sequoia Adult Education Consortium is to facilitate the alignment and collaboration of Adult Education in the Region. Sequoias Adult Education Consortium is an efficient, coordinated regional system that bridges gaps, provides seamless student transitions, and utilizes all of the assets of our area to meet the needs of both our workforce and industry by providing accessible, responsive training administered by a well-trained team of personnel (including faculty, teachers, and support staff) while also providing supports to adult learners and opportunities to accelerate students toward their education and career goals.

Eligibility

- Adults must be at least 18 years of age or older

Program Services

SAEC Navigators are available to work with adults who want to:

- Enroll in *English as a Second Language* and/or *Citizenship* classes (tuition free)
- Enroll in low-cost, short-term certificate programs with high employment potential
- Earn a high school diploma or high school equivalency certificate (tuition free)
- Earn a college degree
- Learn about available career training programs
- Connect to supportive services

Duration of Programs

- Until student has met their goal

SER – Jobs for Progress

4025 W. Noble Ave, Suite B, Visalia, CA 93291

Phone: (559) 713-5000 • Website: www.sercalifornia.org

Monday – Thursday, 8:00 A.M. – 5:00 P.M.

Friday: 8:00 AM -11:30 AM

Mission

Here at SER California we want to provide individuals the opportunity to become self-sustaining, obtain quality education, employment and training opportunities, childcare, affordable housing and other services that may benefit the community as a whole.

To develop specific employment and training projects, educational programs including technology, develop affordable housing, childcare programs and create other services so that the individuals for whom this program is intended can reap the full measure of benefits to be derived there from.

Programs

Senior Community Service Employment Program (SCSEP)

Eligibility

- Must be 55 years old or older.
- Income must not exceed 125% of poverty level.
- Must be unemployed at time of enrollment.
- Must have poor employment prospects

Average Wait Time for Eligibility

2 Weeks

Duration of Programs

48 Months

Follow-up Services

Will provide job placement for up to 13 months after exit.

**A Ticket To Success -Tulare County Office of Education
Services for Education & Employment**

626 N. Akers, Visalia, CA

Phone: (559) 730-2737 • Website: <http://www.tcoe.org/TicketToWork>

Monday – Friday, 8:00 a.m. – 5:00 p.m.

A Ticket to Success is a program operated by the Tulare County Office of Education. Under contract with the Social Security Administration's Ticket to Work program since 2003, TCOE is an approved Employment Network authorized to work with individuals with disabilities that are receiving Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI). TCOE's certified counselors can provide recipients with job search services and an understanding of how work will affect their benefits.

To learn more about A Ticket to Work, select from the following options:

- Answer a few short questions with our Google survey:
<https://docs.google.com/forms/d/1XaEGoJ77ahx-05zS0eEMOPgpmlG-mTztW8jmsxSbkPc/edit>; or
- Visit Social Security Administration's Ticket to Work web site at
<https://choosework.ssa.gov/about/>

Eligibility

- Must be receiving SSI or SSDI;
- Between 18-64 years old; and
- Have a desire to work and become financially independent

Average Wait Time for Eligibility

- Eligibility can be determined within minutes

Program Services

- Career guidance and exploration
- Assistance with resume, cover letter, application & interview practice
- Benefit planning and work incentive guidance by our Certified Community Partner Work Incentive Counselors
- Provide job leads and job fair announcements related to employment goals
- Assistance with reporting earnings to SSA monthly
- Long term follow-up and advocacy with SSA
- Community resource guidance
- Job services available anywhere in the United States
- Assistance with Schedule A hiring process for federal jobs
- Re-employment assistance when there is a job loss or reduction of hours
- Guidance on career advancement opportunities

Duration of Program

- Based on individual progress. Once employed, a client can be in the program from four to seven years.

Follow Up Services (On-Going)

- Wage reporting to SSA
- Tracking
- Re-employment assistance if you lose your job
- Guidance with SSA's Work Incentives
- Career Advancement Guidance
- Continued Resource Guidance if job accommodations are needed
- Long term follow-up and support

Tulare Adult School

Various locations in Tulare

Phone: (559) 686-0225 • Website: <https://www.tulareadultschool.net/>

Monday – Friday, 7:30 a.m. – 4:30 p.m.

Overview

Tulare Adult School (TAS) is a comprehensive adult school that offers a variety of educational and career technical education (CTE) programs to meet the learning needs of adult learners in the Tulare Joint Union High School District and the neighboring communities.

Eligibility

- Students must be 18 years of age or older.
- Program eligibility varies by specific program requirements.

Average Wait Time for Eligibility

- Academic students are approved to start the program after they have completed orientation, taken the CASAS Appraisal and Pre Test and met with the TAS counselor, if needed.
- Medical Programs have specific mandatory orientations before students are able to register.
- All other CTE programs students can register for online at www.tulareadultschool.net.

Program Services *(Program Schedule varies by semester)*

- Academic Counseling
- Adult Basic Education (ABE)
- Citizenship Preparation
- English as a Second Language (ESL)
- General Educational Development (GED) in English and Spanish
- High School Diploma (HSD)
- Independent Study Option for HSD & GED
- Plaza Comunitaria (Basic Education in Spanish)
- Career Technical Education (CTE):
 - Combination Welding
 - Computer Basics
 - Culinary Basics
 - Culinary Arts
 - Healthcare Basics
 - Medical Assisting
 - Microsoft Office Certification
 - Nurse Assistant
 - Office Occupations
 - Phlebotomy
 - Prerequisites for Vocational Nursing Program: Anatomy & Physiology, Medical Math, Medical Terminology, and Nutrition
 - Quickbooks
 - Vocational Nursing
- Sequoias Adult Education Consortium (SAEC) Navigator-Career and College Services
- School Psychologist

Duration of Programs

- Duration will vary depending on the program.

Follow Up Services

- Program staff members provide follow-up services depending on need and requirement of the program.

Campus Location

Main Campus: 575 W. Maple Avenue, Tulare, CA 93274 (Academic & Office Skills)

K St. Campus: 333 K St., Tulare, CA 93274 (Medical & Culinary)

Pixley Campus: 1690 E. Court, Pixley, CA 93256 (ESL & ABE/GED/HSD)

Tulare County Department of Child Support Services (DCSS)

Various locations in Tulare County

Website: www.tularecounty.ca.gov/dcss • Phone: 866-901-3212

Hours: 8:00 am – 5:00 pm Monday through Thursday (closed on holidays)

DCSS provides services essential in educating and empowering families with the knowledge and resources to promote the well-being of children. We partner with parents to obtain accurate child support orders to assist families in meeting the medical and financial needs of their children.

Eligibility

- Parents seeking to establish or enforce a court ordered child support obligation.
- Parents seeking a court order to establish parentage of their child.

Average Wait Time for Eligibility

- It may take up to 60 days to establish a child support order.

Program Services

- Establishment of parentage
- Genetic testing
- Establishment of health insurance orders
- Establishment of monetary child support orders
- Modification of existing child support orders
- Enforcement of child support orders

Duration of Programs

- Varies

Follow Up Services

- Varies

Contact for Staff and/or Clients

Customers may apply at www.tularecounty.ca.gov/dcss for child support services.

If customers would like to speak to a Child Support Specialist or have questions regarding the services DCSS provides, they may contact our Call Center at 1-866-901-3212 for general questions.

Office Hours and Location

Visalia Office
8040 W Doe Avenue
Visalia, CA 93291

Porterville Office
259 North Main St
Porterville, CA 93257

Visalia Adult School
3110 E Houston Ave, Visalia CA 93292
Phone: (559) 730-7646 • Website: <https://www.vusd.org>
Mondays and Fridays 8:00 a.m. - 4:00 p.m.
Tuesdays, Wednesdays, and Thursdays 8:00 a.m. – 8:00 p.m.

Visalia Adult School serves the communities of Visalia, Ivanhoe, Goshen, Farmersville, and Exeter and adheres to the mission and vision of Visalia Unified School District. Our mission is to educate adults and create futures. All students will achieve learning gains, use technology effectively, and demonstrate persistence. Visalia Adult School is a community where every adult leads a life of self-reliance and dignity.

Eligibility

- Visalia Adult School serves students 18 years old or older.
- Program eligibility varies by specific program requirements.

Average Wait Time for Eligibility

- Students may enroll and register Mondays through Fridays in person or complete registration online at <https://www.vusd.org/domain/4078>

Program Services

- | | |
|--|--|
| <ul style="list-style-type: none">• Academic Counseling• Basic Electricity• Career and College Services• Caregiver• Certified Nurse Assistant, CNA• Citizenship Prep• Custodial Training Program• English Second Language, ESL• Excel• Google Suite• High School Diploma• High School Equivalency (GED and HiSET)<ul style="list-style-type: none">○ Also offered at TC Connections | <ul style="list-style-type: none">• site• Infant and Childcare• HiSET, Logistics• Keyboarding• Medical Assistant, MA• Medical Billing and Coding• Medical Terminology• Office Skills• Pneumatics and Sensors• Programmable Logic Controller• Small Business Ownership• Spanish GED• Vocational Nurse, VN• Welding |
|--|--|

*Concurrent enrollment opportunities with College of the Sequoias is also available with Counseling 025 and Child Development 042.

* GED and HiSET Testing facility

Duration of Programs

9 weeks to 18 month programs

Follow Up Services

Career and College Counseling Services
Sequoias Adult Education Consortium, SAEC,
Navigator

Workforce Investment Board of Tulare County (WIB) – Business Services

309 West Main Street Suite 120, Visalia, CA 93291

Phone: (559) 713-5200 • Website: www.tularewib.org

Monday – Friday, 8:00 a.m. – 5:00 p.m.

Mission

We help businesses find the skilled workforce they need to succeed and help Tulare County residents gain skills to be those workers and thrive.

Services for Tulare County Businesses

- **Employee Training** – Training opportunities for entry-level workers to promote employee retention in the workplace
 - Skills development
 - Facilitate enrollment
 - Funds for training
- **Subsidized Employment** – Access to job-ready candidates looking to build skills and work experience in new industries and positions
 - Pre-screened candidates
 - Reimbursement of wages during training
 - Customized support for employers and employees
- **Restructuring & Downsizing Support** – Customized confidential services to businesses and their employees during downsizing and restructuring.
 - Custom workshops
 - Rapid re-employment services
 - Employee relations support
- **Labor Market Information**- Provide employers with relevant data that keep businesses competitive.
 - Data Analysis
 - Labor Market Profiles
 - Wage Surveys
- **Human Resources Hotline & Webinars** – Employers can connect with a live HR expert for free and attend free monthly seminars.
- **Recruitment Assistance** – We'll work together to network and promote job openings for your business
 - Digital Marketing
 - Job Connection
 - Recruitment events

Referral Information

Human Resource Hotline
www.tularewib.org/hr-hotline
1-888-563-2373

John Gonzalez
jgonzalez@tularewib.org
Labor Market Information

Monica Andrade
mandrade@tularewib.org
Recruitment Assistance
Subsidized Employment

Ryan Leasure
rleasure@tularewib.org
Restructuring & Downsizing
Support

Christina Hopper
chopper@tularewib.org
Employee Training

youth@work

Various locations throughout Tulare County

Website: www.employmentconnect.org

Monday – Friday, 8:00 A.M. – 5:00 P.M.

Specialty

The purpose of the program is to assist young people ages 16-24 who face challenges and the ability to participate in education, training, and employment. The program supports youth in their career and education development to transition to self-sufficient adulthood.

Programs & Services

- ***In-School Youth & Out of School Programs*** – Preparing students for successful careers and young adults to reach their employment and/or career goals.
 - On-on-one mentoring
 - Work readiness training
 - Supportive services for job search and employment
 - Career and education exploration
 - Paid internships and work experience
 - Job search assistance and job leads
 - Scholarship assistance

Minimum Eligibility Requirements

- Tulare County resident
- Ages 16-24 years old
- Right-to-Work in the United States
- Selective Service for 18+
- Other eligibility requirements apply

Average Wait Time for Eligibility

- Varies by specific program

Duration of Programs

- Varies by specific program and individual needs

Follow-up Services

- Program staff provides follow-up services.

Referral information based on area:

**Cutler-Orosi & Dinuba
CSET Satellite Office**
12737 Ave. 417 Orosi
Phone: (559) 216-0438

**Exeter & Farmersville
Farmersville City Hall**
909 West Visalia Road
Phone: (559) 781-1852

**Visalia
Employment Connection**
4025 West Noble, Suite B
Phone: (559) 713-5000

**Porterville
Employment Connection**
1063 West Henderson
Phone: (559) 788-1417

**Tulare
Employment Connection/Family Resource Center**
304 East Tulare Avenue
Phone: (559) 684-1987

**Woodlake
Family Resource Center**
168 North Valencia Blvd
(559) 781-1852



Employment Connection

Partner Guide At-A-Glance Reference Guide

Agency	SPOC	Best Referral For:	Key Services
Able, Inc.			
College of Sequoias		Education & Career Training	College courses, tutoring, internships
Community Services & Employment Training, Inc. (CSET)		Housing & Family Support	Housing support, energy assistance, family resources
Cutler-Orosi Adult School <i>Serving Cutler, Orosi, and Woodlake locations</i>		Adult Education	GED, ESL, HSD, and equivalency
Department of Rehabilitation		Disability Employment Services	Vocational rehabilitation, job placement
Employment Connection – America's Job Centers of California (AJCC)		Employment & Training	Career services, workshops, scholarships, and work-based training
Employment Development Department (EDD) <i>Workforce Services Branch</i>		Unemployment & Job Search	CalJOBS, UI support, Migrant Seasonal Farmworker Services, Veteran Services
Health and Human Services Agency (HHS)A) <i>TulareWORKs</i>		Public Assistance & Family Services	CalWORKS, CalFresh, Medi-Cal
Parenting Network, Inc.		Parenting & Family Support	Family empowerment, fatherhood services
Porterville Adult School		Adult Education & Career Training	Diploma, HiSET, ESL, CTE
Porterville College		Postsecondary Training	Certificates, associate's degrees
Porterville Developmental Center			
Porterville Sheltered Workshop		Supported Employment	Day programs, supported employment
Proteus, Inc.		Farmworker & Employment Services	Job training, supportive services
San Jose Job Corps			
Sequoia Adult Education Consortium (SAEC)		Education Navigation	ESL, diploma support, training connections
SER Jobs for Progress		Senior Employment	Employment services for adults 55+
Tulare Adult School		Adult Education & Career Training	Diploma, HiSET, ESL, CTE
Tulare County Department of Child Support Services		Child Support Services	Parentage, support orders



Employment Connection

Partner Guide At-A-Glance Reference Guide

America Works – A Ticket to Success		SSI/SSDI Employment Support	Benefit planning, SSA Support
Visalia Adult School		Adult Education & Career Training	Diploma, HiSET, ESL, CTE
Youth@Work Program		Youth Employment Services	Career services, work readiness, work experience

Employment Connection - Partner Referral Process

The Employment Connection Partners are committed to seamless customer access through a **No Wrong Door** approach, ensuring individuals can connect with workforce services regardless of their entry point. The referral process is designed to enhance collaboration among partners, ensuring staff, both colocated and non-colocated, are well-informed about each program's services and basic eligibility requirements.

To support this, a **Partner Guide** has been developed as a key resource to help staff make informed referrals and establish meaningful connections to partner programs. The Partner Guide is available in the [Employment Connect System](#) resource folder and is a key tool for staff to support customers effectively.

The goal is to ensure referrals result in successful customer connections through clear expectations and shared accountability. A referral is not complete until the customer is successfully connected to the appropriate service.

EC System Leadership Responsibility

1. Each Employment Connection Partner is responsible for keeping their Partner Guidelines, identifying a Single Point of Contact (SPOC), and keeping SPOC information up-to-date.
2. Submit all updates to the Partner Guidelines and SPOC to the One-Stop Partnership Coordinator.

Partner Responsibility When Making Referrals

1. Align referral with customer goals and needs
2. Explain the service and why it's appropriate for them
3. Prepare the customer with expectations, required documents, and encourage the customer to stay connected until resources are provided.
4. Use warm handoff when possible and submit the referral using:
 - a. The Employment Connection website: www.employmentconnect.org
 - b. The fillable [PDF Referral Form](#)
5. Submit complete and accurate referral information

Partner Responsibilities When Receiving a Referral (SPOC)






1. Contact the customer within 2 business days
2. Provide clear next steps

3. Attempt at least 2 outreach attempts if no response. Connect with the referring partner if you're unable to contact.
4. Document outreach efforts
5. Update referral outcome (connected, pending, not reached, not eligible, declined)
6. Communicate outcomes with the referring partner when appropriate
7. Recommend alternate services if needed






Employment Connection Referral Process Map

No Wrong Door. One System. Stronger Together

Making a Referral (Referring Partner)

<p>1</p> <p>Identify the Customer Need</p>  <p>Talk with the customer to understand their goals and needs.</p>	<p>2</p> <p>Find the Right Match</p>  <p>Review the Partner Guide to find the best resource and ensure the customer meets basic eligibility requirements.</p>	<p>3</p> <p>Prepare the Customer</p>  <ul style="list-style-type: none"> • Explain the program services and expectations. • Help gather required documents. • Encourage customers to stay connected. 	<p>4</p> <p>Submit the Referral</p>  <p>Submit the referral using the EC website or PDF Referral Form</p>	<p>5</p> <p>Stay Engaged Until Connected</p>  <p>A referral is not complete until the customer is successfully connected to services.</p>
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Receiving A Referral (Receiving Partner/SPOC)

<p>1</p> <p>Receive the Referral</p>  <p>SPOC receives the referral and acknowledges receipt to the referring partner.</p>	<p>2</p> <p>Contact the Customer</p>  <p>Complete first outreach attempt to the customer <u>within 2 business days</u> of receiving the referral.</p>	<p>3</p> <p>Unable to Reach?</p>  <p>If unable to reach or engage the customer after 2 attempts, contact the referring partner for assistance.</p>	<p>4</p> <p>Work Together to Reconnect</p>  <p>Work together with the referring partner to support customer outreach and re-engagement.</p>	<p>5</p> <p>Set Next Steps</p>  <p>Connect the customer to services, schedule an appointment, or complete enrollment as appropriate.</p>
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A referral is not complete until the customer is successfully connected to the appropriate service.

Customer Referral & Experience Survey Questions

March 26, 2026 - Workgroup

Revised 3.30.26

1. How many days did it take for us to contact you to schedule an appointment from the time you were referred?

- 0-2 days
- 3-6 days
- 7 days or more
- I have not been contacted.

This reveals whether partner agencies are contacting referrals in a timely manner.

2. After your meeting with us, how clearly did you understand your next steps?

- Totally
- Mostly
- A little
- Not really

This reveals whether the customer is well-informed and well on their way toward their objectives.

3. Did this referral help you get the support you needed?

- Totally
- Mostly
- A little
- Not really

This shifts from process satisfaction to impact.

4. How can we make this process better for you? (For example: scheduling, communication, location, or instructions).

(Open text)

This helps customers who otherwise leave it blank.

5. Did you plan to contact the organization that referred you to share your progress?

- Yes
- No
- I'm not sure

Gauges whether customers are communicating with the referring organization, placing the responsibility on the customer to communicate. Partners must remind customers to keep in touch.

2026-2028 Employment Connection Professional Development & Training Plan

Purpose

The 2026–28 Employment Connection Professional Development Plan is designed to strengthen customer-centered service delivery, improve consistency across the Employment Connection System, and build staff confidence and capability in serving shared customers.

This plan supports a coordinated system approach by focusing on practical skill development, partner collaboration, and continuous learning opportunities that improve the customer experience across all entry points.

Professional Development Framework

Four Core Training Themes

1. Communication with Success

Focus on strengthening communication skills that support customer engagement, collaboration, professionalism, and effective service delivery.

Training Topics May Include:

- Communication during difficult conversations
 - Active listening and empathy
 - Motivational interviewing fundamentals
 - Conflict resolution and de-escalation
 - Professional communication across partners
 - Group facilitation and public speaking
 - Customer-centered language and messaging
-

2. Advanced Customer Service

Focus on strengthening customer service practices that create positive, responsive, and consistent customer experiences across the Employment Connection System.

Training Topics May Include:

- Managing challenging customer interactions
 - Serving customers with multiple barriers
 - Customer engagement and relationship-building
 - Navigating high-volume service environments
 - Problem-solving and service recovery
 - Delivering consistent customer experiences
 - Building trust and accountability
-

3. Practical Trauma-Informed Service

Focus on applying trauma-informed approaches in everyday customer interactions while maintaining professionalism, boundaries, and effective service delivery.

Training Topics May Include:

- Trauma-informed customer engagement
 - Practical de-escalation strategies
 - Recognizing stress and trauma responses
 - Building psychological safety for customers
 - Maintaining boundaries and professionalism
 - Preventing staff burnout and compassion fatigue
 - Supporting emotional regulation in service settings
-

4. Cross Training and Systems Knowledge

Focus on strengthening the understanding of Employment Connection partner programs, referral pathways, and coordinated service delivery practices.

Training Topics May Include:

- Partner program and service cross-training
 - Employment Connection referral processes
 - Shared customer coordination practices
 - Resource navigation and system mapping
 - Partner roles and responsibilities
 - Warm handoff and follow-up expectations
 - Standardized customer experience practices
-

Professional Development Priorities

Tier 1 — Highest Impact Priorities

Primary training focus areas identified as having the greatest immediate impact on customer experience, staff confidence, and system alignment.

Priority Areas

- Cross-training on partner services and referral systems
- De-escalation and trauma-informed application
- Managing challenging customer interactions

Intended Outcomes

- Improved partner coordination
 - Stronger referral quality and follow-through
 - Increased staff confidence during difficult interactions
 - More consistent customer experiences across locations
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Tier 2 — Secondary Priorities

Training areas that strengthen staff capability in serving customers with complex needs and navigating emotionally charged situations.

Priority Areas

- Communication in difficult or emotional situations
- Supporting customers with multiple barriers

Intended Outcomes

- Increased empathy and communication effectiveness
 - Improved customer engagement and retention
 - Better navigation of complex service needs
-

Tier 3 — System Growth & Sustainability

Training priorities focused on long-term system consistency, leadership development, and internal capacity building.

Priority Areas

- Workshop facilitation and public speaking
- Standardization of training across locations

Intended Outcomes

- Stronger internal training capacity
 - More consistent onboarding and staff development
 - Increased confidence leading workshops and presentations
-

Training Delivery Approach

Multiple & Flexible Delivery Modalities

To support accessibility, participation, and continuous learning across partner organizations, trainings will be delivered using multiple formats.

Delivery Modalities May Include:

- In-person workshops
 - Virtual live trainings
 - Hybrid learning opportunities
 - Recorded training modules
 - Peer learning sessions
 - Partner spotlight presentations
 - Cross-training sessions hosted by partners
 - Lunch-and-learns
 - Small group skill-building sessions
 - Train-the-trainer model through Training Navigators
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Implementation Strategy

Training Navigator Model

Employment Connection partners will identify at least one Training Navigator to:

- Participate in systemwide training
 - Share learning internally with staff
 - Support ongoing professional development efforts
 - Serve as the liaison for training coordination and communication
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Professional Development Goals

The 2026–28 Professional Development Plan aims to:

- Strengthen customer-centered service delivery
 - Improve consistency across the Employment Connection System
 - Increase staff confidence and capability
 - Strengthen coordinated partner service delivery
 - Enhance referral quality and follow-through
 - Support continuous learning and collaboration across partners
-

Success Indicators

The success of the Professional Development Plan may be measured through:

- Staff participation and engagement
- Training feedback and evaluations
- Increased partner cross-training participation
- Improved referral coordination and follow-through
- Customer satisfaction feedback
- Increased consistency in customer experience practices
- Staff confidence and knowledge growth

Employment Connection System Training Navigator Model Guide

Purpose

The Employment Connection (EC) Training Navigator role is designed to strengthen communication, consistency, and continuous learning across the Employment Connection System. Training Navigators help ensure that important system information, training opportunities, and partner knowledge are shared effectively within their organization and across the partner network.

Training Navigator Role

Each Employment Connection partner organization should identify at least one staff member to serve as a Training Navigator.

The Training Navigator serves as:

- The organization's primary point of contact with the One Stop Partnership Coordinator for training and professional development activities.
- A representative for their organization during Employment Connection system trainings, meetings, and cross-training opportunities.
- A liaison responsible for sharing relevant training information, updates, and resources with appropriate staff within their organization.

Core Responsibilities

Training Navigators are expected to:

- Participate in Employment Connection system trainings, workshops, cross-trainings, and professional development activities.
- Support a "train-the-trainer" approach by sharing training materials, resources, and key takeaways with staff within their organization.
- Promote awareness of Employment Connection partner services, referral processes, and system initiatives.
- Encourage continuous learning and staff engagement within their agency.
- Coordinate internally to ensure appropriate staff receive relevant training information and opportunities.
- Communicate training needs, gaps, or recommendations to the One Stop Partnership Coordinator.
- Serve as a connection point to support system alignment, collaboration, and shared customer service strategies.

Recommended Qualifications

Training Navigators should ideally:

- Have strong communication and collaboration skills.
- Be knowledgeable about their organization's programs and services.
- Be willing to support staff learning and information-sharing efforts.
- Have the ability to coordinate training information within their organization.
- Demonstrate commitment to partnership and customer-centered service delivery.

Organizational Expectations

Partner organizations are encouraged to:

- Allow Training Navigators time to participate in Employment Connection training activities.
- Support internal information-sharing and staff development efforts.
- Identify a backup representative when possible to ensure continuity and participation.

Goal of the Training Navigator Network

The Training Navigator structure is intended to:

- Improve consistency of information across the Employment Connection System.
- Strengthen cross-partner understanding of programs and services.
- Increase staff awareness of available resources for shared customers.
- Support coordinated, customer-centered service delivery.
- Build a stronger culture of continuous learning and collaboration across partners.