



From June 3 to June 30th Changes will be coming to the AJCC

Questions & Answers



WHAT CHANGES?



New Workforce Service Provider:

ResCare – a provider with 50 years of national workforce experience

HOW WILL CHANGES IMPACT ME?



*Little to no impact
Limited services during transition*

WHO CAN HELP ME?



*Current staff
Bi-lingual staff will be available
Email: wdbinfo@co.monterey.ca.us
Call Camille Jaque at 831.796.3362*

WHEN WILL SERVICE CHANGES TAKE EFFECT?

July 1st

*The Monterey County
Workforce Development
Board coordinates the needs
of job seekers through
America's Job Center of
California.*

FREQUENTLY ASKED QUESTIONS (FAQs)

June 2019

The Monterey County Workforce Development Board is making this information available to its customers in order to address concerns that customers may have regarding continued service delivery. As of July 1, 2019, ResCare Workforce Services will assume responsibility for job seeker career and training services. Until then, the County of Monterey's Department of Social Services WIOA program staff will provide limited services for job seekers.

Why is this change taking place now?

- Federal law requires that the contract for Adult and Dislocated Worker services be competitively bid. The current WIOA contract with the Department of Social Services expires June 30, 2019.

What do these changes mean to me as a WIOA customer?

- As of July 1, 2019, ResCare Workforce Services will be providing career and training services in the America's Job Center of California (AJCC)/One Stop Career Center in Salinas and at sites in Marina and Greenfield.

Will I have the same WIOA case manager after June 30, 2019?

- No. Beginning on July 1st, job seeker services for WIOA customers will be provided by ResCare Workforce Services. A new case manager will be assigned to current customers.

How do I know if I'm a WIOA customer?

- The Monterey County Workforce Development Board is contacting all current WIOA customers to make them aware of the new service provider, ResCare Workforce Services.

Will I be affected as a CalWORKs customer?

- No. CalWORKs customers will continue to receive services from the Department of Social Services, CalWORKs program.

Will I still be able to get the same types of help with job search, workshops and training once ResCare is providing services?

- ResCare will be offering the same types of career services that job seekers have come to expect from the current service provider and the Workforce Innovation and Opportunity Act program.

How can I learn more about these changes?

- The Monterey County Workforce Development Board invites customers to send any unanswered questions regarding upcoming changes to wdbinfo@co.monterey.ca.us