



# **Request for Approval**

## **America's Job Center of California<sup>SM</sup>**

### **Adult and Dislocated Worker Career Services Provider**

**Local Workforce Development Board**

**NOVA Workforce Board**

**Local Workforce Development Area**

**NOVA Workforce Development Area**

*The EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.*

The *Workforce Innovation and Opportunity Act* (WIOA) allows Local Workforce Development Boards (Local Board) to be an Adult and Dislocated Worker Career Services Provider with the agreement of the Chief Elected Official (CEO) and the Governor.

This application will serve as the Local Board's or administrative entity's request for Governor Approval to be an Adult and Dislocated Worker Career Services Provider within a Local Workforce Development Area (Local Area) under WIOA. The application must be submitted to the California Workforce Development Board (CWDB) by March 1, 2025, through one of the following methods:

**Email:** [CWDBPolicyUnit@cwdb.ca.gov](mailto:CWDBPolicyUnit@cwdb.ca.gov)  
**Subject line:** Career Services Provider Application

If the CWDB determines the request is incomplete, it will either be returned or held until the necessary documentation is submitted. Please contact your [Regional Advisor](#) for technical assistance or questions related to completing and submitting this request.

NOVA Workforce Board

Name of Local Board

456 West Olive Avenue

Mailing Address

Sunnyvale, CA

94086

City, State

Zip

Marlena Sessions

Contact Person

(408) 730-7837

Contact Person's Phone Number

February 28, 2025

Date of Submission

## **Request for Approval Adult and Dislocated Worker Career Services Provider**

### **Local Chief Elected Official Statement**

A Local Board or administrative entity that seeks approval to be an Adult and Dislocated Worker Career Services Provider within an America's Job Center of California<sup>SM</sup> must provide a statement from the local CEO indicating his/her request as well as responses to the following questions.

Please provide responses to the following items on a separate document: **Please refer to Attachment A.**

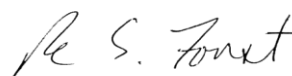
1. What factors guided the Local Board's or administrative entity's decision to submit this application to be an Adult and Dislocated Worker Career Services Provider within the Local Area?
2. How would participants be better served by the Local Board or administrative entity acting in this role rather than through the awarding of contracts?
3. Describe the Basic and Individualized Career Services the Local Board or administrative entity will provide as well as their past experience providing these services.
4. Provide the Local Area's performance outcomes for each of the last two Program Years (PY 20-21 and 21-22) and evidence that the Local Board or administrative entity is qualified to provide Adult and Dislocated Worker Career Services, including testimonials that speak to the effectiveness and efficiency with which the Local Board or administrative entity has provided or can provide those services.
5. Attach documentation (signed and dated letter) that the members of the Local Board and other relevant parties (e.g., Board of Supervisors) reviewed the information provided in the application and approved the request in a public meeting.
6. Attach documentation of internal controls, conflict of interest, and firewall policies.

### Signature Page

By signing below, the local CEO and Local Board chair request approval from the Governor to be an Adult and Dislocated Worker Career Services Provider. Each party certifies that this application submission was reviewed and demonstrates that the Local Board or administrative entity will meet all the requirements as an Adult and Dislocated Worker Career Services Provider under WIOA law and regulations.

#### Local Workforce Development Board Chair

#### Local Workforce Development Board Chair



\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Andy Switky  
Name

\_\_\_\_\_  
Rosanne Foust  
Name

\_\_\_\_\_  
NOVA Workforce Board Co-Chairperson  
Title

\_\_\_\_\_  
NOVA Workforce Board Co-Chairperson  
Title

\_\_\_\_\_  
January 22, 2025  
Date

\_\_\_\_\_  
January 22, 2025  
Date

#### Local Chief Elected Official

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Honorable Larry Klein  
Name

\_\_\_\_\_  
Mayor, City of Sunnyvale  
Title

\_\_\_\_\_  
Date

## Attachment A

### 1. What factors guided the Local Board's or administrative entity's decision to submit this application to be an Adult and Dislocated Worker Career Services Provider within the Local Area?

NOVA, an administrative entity, is seeking approval to directly provide adult and dislocated worker career services at the NOVA Job Center in Sunnyvale. (Workforce Innovation and Opportunity Act-funded services in San Mateo County, part of the NOVA workforce development area, are contracted out through a competitive procurement process.) There are several factors that guided NOVA's decision to apply to be an Adult and Dislocated Worker Career Services Provider within the NOVA workforce development area:

- 1) **Demonstrated Experience:** NOVA has forty years of demonstrated experience and expertise directly providing award-winning adult and dislocated worker career services at the NOVA Job Center in Sunnyvale to Silicon Valley's residents and employers. NOVA offers effective workforce development services that provide the most beneficial mix to all eligible residents and employers of the local workforce area and serves as a catalyst for active participation of all sectors in the community in the provision of such services. Staff are well versed in NOVA services and the workforce development system, which is maintained through longevity, with 69% of career advising staff employed by NOVA for over 5 years. In 2015, NOVA's long-standing reputation for excellence resulted in San Mateo County asking to join the NOVA now eight-jurisdiction consortium.
- 2) **Effectiveness and Accountability:** NOVA has achieved its performance measures in delivering quality career services to adults and dislocated workers in the NOVA workforce development area. It has routinely received high scores in all of its customer satisfaction surveys in the services it provides to customers and the unique approach and customer service it deploys to deliver these services. By continuing to directly operate adult and dislocated worker career services, NOVA will be able to stay connected with the service-delivery system and abreast of the customers' changing needs. This will better inform NOVA's decision-making and further build on its expertise, effectiveness and contributions to the local workforce development community. NOVA complies with all local, state and federal policies and regulations and is accountable to its customers, partners, NOVA Workforce Board, City of Sunnyvale, and its funders.
- 3) **Efficiencies:** NOVA utilizes the integrated service delivery model that enables NOVA to serve more customers. This differs from other workforce areas and providers that apply the case management model and serve fewer customers. The result is NOVA's cost per customer is lower than other workforce areas and the State. Funding is also prudently expended according to regulatory requirements. It is doubtful that any organization could come close to providing this level of quality services and achieve the same efficiencies that NOVA has achieved.

- 4) **Administrative and Fiscal Oversight:** The Sunnyvale City Council serves as the Chief Elected Official for the NOVA consortium, with the City of Sunnyvale serving as the administrative and fiscal agent for NOVA. The City's fiscal structure is highly regarded throughout the state and nation and has won awards for its innovative and forward-looking approach to municipal finances. The Government Finance Officers Association of the United States and Canada administers the Certificate of Achievement of Excellence in Financial Reporting, which awards local governments who go beyond the minimum requirements of generally accepted accounting principles. The City of Sunnyvale has been a long-time participant in the certificate program and has received the award for thirty-eight consecutive years. The City has also received the Distinguished Budget Presentation Award for thirty-five consecutive years. The NOVA Workforce Board, designated by the California Workforce Development Board as a high performing board, serves as the governing board for NOVA. In partnership with the City of Sunnyvale, the Board performs effective monitoring and evaluation of NOVA's services as defined under WIOA and through a written agreement between the City and NOVA Workforce Board. This administrative structure ensures internal controls and standards, enforcement of conflict-of-interest codes and policies, and necessary firewalls to uphold the highest integrity in the administration of NOVA's services. NOVA is one of very few organizations that have in place this high degree of exemplary oversight, with extensive internal checks and balances.
- 5) **City of Sunnyvale (Chief Elected Official) Policy:** The NOVA Job Center in Sunnyvale is staffed by City of Sunnyvale employees. The Sunnyvale City Council Policy Manual 7.3.6 establishes guidelines for considering alternative methods of service delivery according to superior service value and defines superior service value as better service at lower cost; better service at equal cost; or equal service at lower cost. In order to factor in the intangible benefit of providing services by City staff (the vested interest of employees working directly for the City, the speedier response to City concerns, direct control of employees, etc.), as well as an added cost of delivering services by contract (contract administration), the cost or service differential for an outsider bidder should exceed 10% in order to meet the test of superior value. Given NOVA's superior services provided at a lower cost than comparable entities, the prudent decision is for NOVA to continue to directly provide adult and dislocated worker career services at the NOVA Job Center in Sunnyvale.

**2. How would participants be better served by the Local Board or administrative entity acting in this role rather than through the awarding of contracts?**

In this region, it would be difficult to find another administrative entity like NOVA with the track record of delivering quality services, achieving performance measures, winning competitive funding, possessing deep knowledge of the local labor market, enjoying a history of extensive collaboration with local partners and stakeholders, and exhibiting prudent efficiencies that NOVA has demonstrated over many years which is further realized through direct provision of

services. There is also a high level of continuity in offering services directly, as the message, culture and values are seamlessly passed from leadership to front line staff. In addition, in the high-cost environment of Silicon Valley, with low unemployment and poverty resulting in low WIOA formula funding allocations, the pool of potential contract providers interested in bidding would be relatively small. Moreover, multi-purpose community-based organizations often have difficulty meeting the complex requirements for documenting eligibility, services and spending, stipulated under the federal Workforce Innovation and Opportunity Act (WIOA). Finally, out-of-area organizations have a steep learning curve when it comes to the local economy, local need and the high cost of space and staff. The lack of familiarity with the unique Silicon Valley economy, which requires adapting to rapid and continuous churn, would constitute a high barrier to performance and require a minimum of two years to ramp up to full operational capacity. Given the upheaval and devastation that unemployment can bring, customers don't have time to wait two years to get the help they need to reenter the job market. During the last round of procurement in San Mateo County, there were only two bids, one from out of the area. Despite these challenges, the services in San Mateo County will continue to be procured to support continuity and provider mix in the system.

**3. Describe the Basic and Individualized Career Services the Local Board or administrative entity will provide as well as their past experience providing these services.**

NOVA has provided adult and dislocated worker career services for over three decades. During fiscal year 2023/24, the NOVA Job Center in Sunnyvale received on average 100 customer visits a day and provided a total of 25,310 services over the course of the year. NOVA offers the full portfolio of career services required under WIOA that includes, but is not limited to: eligibility determination; outreach, intake and orientation to the services available; comprehensive and customized assessment of skill levels including literacy, numeracy, English language proficiency, aptitudes, abilities and support service needs; a wide range of targeted and effective job search workshops; individual career advising and planning; individual employment plan development; labor market intelligence about in-demand occupations and industries, as well as non-traditional employment; short-term prevocational services; internships and work experiences linked to careers; performance and program cost information for eligible providers of training services; financial aid information; follow-up services; information about, warm handoff to and coordination with other programs and services including Unemployment Insurance claims; and business services for employers targeting recruitment, layoff assistance and aversion, labor market trends, resources about employee management and regulations, job fairs and sector partnerships.

In addition, NOVA offers innovative approaches to career services that aligns with the technology-driven economy and community that NOVA serves, including online career navigational tools; online *MyPlan* job search plan; online Job Connector for employers to post employment opportunities in real-time and for job seekers to match their skills with customized job matches to open positions and recommendations for in-demand careers and learning opportunities; training in profile development and job search tools on LinkedIn; adaptive computer equipment for persons with disabilities; career networking through Connections, a

networking program for customers to share their successes, ask for leads, practice their job search skills, and learn from knowledgeable guest speakers; and a no-cost HR Hotline that supports small businesses with their human resource needs. Customers with barriers to employment have full access to services that address their reemployment needs. NOVA introduced the “whole person” model that provides additional wrap-around services to customers targeting obstacles to reemployment and their unique needs. Through grants from the counties of San Mateo and Santa Clara and from the City of Mountain, NOVA has been able to offer a broader variety of support services, such as funding for books, transportation, equipment, housing assistance and tools. This approach has eliminated many barriers that are often encountered by customers, creating a glidepath to success. And for those disadvantaged individuals that have been difficult to reach, NOVA has provided outreach to community organizations, through the local libraries, outside of normal business hours to promote services. NOVA also partners with community organizations with expertise serving individuals with disabilities on a variety of initiatives. This includes NOVA’s partnership with the CA Department of Rehabilitation and the San Mateo Union High School District last summer to serve differently abled young adults with workforce readiness and work-based learning services. Work experience opportunities were included for individuals to earn wages and gain invaluable skills, which created an important bridge to employment services after students graduated and exited the school system. This model is expected to be replicated with other partners in a year-round program.

During COVID-19, the NOVA Job Center reinvented its services for a virtual platform to ensure access to services, while maintaining a safe environment for both customers and staff. At the conclusion of the pandemic, NOVA reviewed lessons learned and launched a hybrid model. Customers expressed interest in continuing to receive services remotely, while others preferred to return to in-person services. In response, customers are receiving services in a multidimensional way to address their unique and diverse needs. This includes offering workshops and career advisor appointments both in-person and remotely that includes an in-person computer lab with tech support.

NOVA has also spearheaded sector-driven initiatives in collaboration with business, education, and organized labor to target emerging demand-driven opportunities for job seekers in the semiconductor, life sciences, hospitality, construction, and green industries.

**4. Provide the Local Area's performance outcomes for each of the last two Program Years (PY 20-21 and 21-22) and evidence that the Local Board or administrative entity is qualified to provide Adult and Dislocated Worker Career Services, including testimonials that speak to the effectiveness and efficiency with which the Local Board or administrative entity has provided or can provide those services.**

NOVA has exhibited exemplary success in its performance outcomes for PY 20-21, PY 21-22 and PY22-23, as indicated in the following performance outcomes chart, especially given the challenges that the local workforce development system faced during the COVID-19 pandemic.



Measure	PY 2020-21 Actuals	PY 2020-21 Goals	PY 2021-22 Actuals	PY 2021-22 Goals	PY 2022-23 Actuals	PY2022-23 Goals
<b>Adult</b>						
Employment Rate 2 <sup>nd</sup> Quarter After Exit	51.6%	59.1%	53.6%	59.1%	63.7%	60.0%
Employment Rate 4 <sup>th</sup> Quarter After Exit	53.9%	67.5%	45.8%	67.5%	65.1%	54.0%
Median Earnings 2 <sup>nd</sup> Quarter After Exit	\$11,660	\$9,216	\$13,183	\$9,216	\$13,305	\$12,200
Credential Attainment 4 <sup>th</sup> Quarter After Exit	68.9%	62.0%	53.8%	62.0%	55.9%	65.0%
Measurable Skill Gains	48.1%	37.0%	28.0%	37.0%	31.9%	40.0%
<b>Dislocated Worker</b>						
Employment Rate 2 <sup>nd</sup> Quarter After Exit	56.2%	65.0%	54.76%	65.0%	71.1%	65.0%
Employment Rate 4 <sup>th</sup> Quarter After Exit	61.2%	71.1%	54.18%	71.0%	71.0%	68.0%
Median Earnings 2 <sup>nd</sup> Quarter After Exit	\$20,390	\$9,281	\$9,047	\$9,281	\$22,396	\$18,000
Credential Attainment 4 <sup>th</sup> Quarter After Exit	74.4%	62.0%	67.61%	62.0%	72.6%	72.0%
Measurable Skill Gains	46.2%	37.0%	44.34%	37.0%	16.5%	52.0%
<b>Youth</b>						
Employment Rate 2 <sup>nd</sup> Quarter After Exit	84.5%	75.3%	80.6%	75.3%	92.2%	79.0%
Employment Rate 4 <sup>th</sup> Quarter After Exit	71.7%	71.0%	66.7%	71.0%	85.7%	75.0%
Median Earnings 2 <sup>nd</sup> Quarter After Exit	\$4,622	\$3,700	\$3,764	\$3,700	\$5,568	\$5,000
Credential Attainment 4 <sup>th</sup> Quarter After Exit	89.1%	62.0%	92.9%	62.0%	93.5%	79.0%
Measurable Skill Gains	61.9%	50.0%	52.4%	50.0%	66.7%	54.0%

NOVA is qualified to provide innovative, effective, and efficient career services to adults and dislocated workers in this community as evidenced by its exceptional track record in providing these services for over forty years. Customers have consistently rated NOVA as an outstanding program. This past year, through the most recent NOVA Job Center customer satisfaction survey that is distributed twice a year to all customers: 95% of respondents were satisfied with the quality of services accessed through the Job Center; 96% were satisfied with the quality of service received by front desk staff; 90% were satisfied with how often the career advisor listened and understood the customer's situation; 92% were satisfied with how often the career advisor explained information in an easily understandable way; and 97% would recommend the NOVA Job Center to family and friends. Attachment A-1 provides customer testimonials and further evidence of NOVA's effectiveness and efficiency in providing career services, assisting job seekers find employment and employers obtain the right talent to succeed.

**5. Attach documentation (signed and dated letter) that the members of the Local Board and other relevant parties (e.g., Board of Supervisors) reviewed the information provided in the application and approved the request in a public meeting.**

Please refer to Attachment A-2.

**6. Attach documentation of internal controls, conflict of interest, and firewall policies.**

The Sunnyvale City Council serves as the Chief Elected Official (CEO) for the NOVA eight-jurisdiction consortium, with the City of Sunnyvale serving as the administrative and fiscal agent for NOVA. The NOVA Workforce Board serves as the governing board for NOVA, with the roles and responsibilities stipulated under WIOA. NOVA is jointly governed by the NOVA Workforce Board and the Sunnyvale City Council (CEO), with established internal controls, firewalls and agreements that further delineate roles and responsibilities. Even within the NOVA organization, staff roles, responsibilities and reporting hierarchy are clearly defined according to oversight, operations (fiscal, audit, monitoring), and service-delivery (job seeker and employer services) to ensure objectivity and accountability.

In order to ratify these internal controls, conflict of interest compliance and firewalls, written agreements have been established between the Sunnyvale City Council, acting as the Chief Elected Official (CEO), and the NOVA Workforce Board (WB/CEO Agreement) and between the eight jurisdictions that comprise the NOVA Job Training Consortium through a Joint Powers Agreement (JPA). These agreements together with the City of Sunnyvale Conflict of Interest Code and financial disclosure requirements, NOVA Workforce Board Conflict of Interest Code and financial disclosure requirements, and NOVA Board Bylaws constitute the essential checks and balances and firewalls.

The JPA is an agreement between the eight jurisdictions that comprise the NOVA consortium and include the cities of Cupertino, Los Altos, Milpitas, Mountain View, Palo Alto, Santa Clara and Sunnyvale and the County of San Mateo. The JPA designates the City of Sunnyvale with the

authority to administer NOVA Workforce Services (serving in the capacity of CEO), on behalf of the eight jurisdictions, with responsibilities that include: subgrant recipient; employ personnel; develop procedures for governance, planning, operation, assessment and fiscal management of the one-stop service-delivery system; and evaluate program performance based on measurable outcomes and customer satisfaction and determine resulting needs and reallocation of resources. NOVA is a department of the City of Sunnyvale, under the direction of the City Manager. The City of Sunnyvale has an established Conflict of Interest Code and requires annual financial disclosure statements (Form 700) from key staff to be filed with the County.

The WB/CEO Agreement delineates the roles and responsibilities between the Sunnyvale City Council as the CEO and the NOVA Workforce Board as stipulated by WIOA. It is the joint authority and responsibilities of the City and the NOVA Board to ensure effective programs and to stimulate active, effective participation of all sectors of the community. The City's responsibilities pertinent to internal controls/firewalls include: serving as grant recipient and administrative entity, Chief Elected Official, appointing NOVA Board members, providing the appropriate level of staff support to the Board, and carrying out all administrative functions necessary to ensure sound management of programs and program funds. The NOVA Board's responsibilities pertinent to internal controls/firewalls include creating and providing oversight of four-year regional and local plans with the agreement of the Sunnyvale City Council; evaluating proposals submitted to the NOVA Board for funding and selecting service providers, with the agreement of the City, consistent with its adopted criteria; and annually evaluating effectiveness of programs funded by the Workforce Development Area, based on negotiated performance measures, and the performance of the Workforce Development Area itself.

The NOVA Workforce Board Bylaws operationalizes the duties of the board including the development of standards to monitor program activities and measure effectiveness; forecast labor market needs; oversight of revenues, expenditures, and success in achieving outcomes; and conduct at meetings. In addition, the Board has an established Conflict of Interest Code that prohibits any member from voting on any issue that could be perceived as creating any conflict of interest and requires annual financial disclosure statements (Form 700) to be filed with the County.

To review the entire documents, please visit the following links:

NOVA Consortium Joint Powers Agreement: <https://novaworks.org/documents/2023q1/SignedJPAAllJurisdictions2.pdf>

City of Sunnyvale Conflict of Interest Code:

<https://novaworks.org/documents/Ongoing/CityofSunnyvalePolicy7307StandardConflictofInterestCode.pdf>

NOVA Board/City of Sunnyvale WB/CEO Agreement: <https://novaworks.org/documents/2023q1/WB-CLEOAgreement.pdf>

NOVA Board Bylaws: <https://novaworks.org/documents/Ongoing/NOVAWorkforceBoardBylaws.pdf>

NOVA Board Conflict of Interest Code:

<https://novaworks.org/documents/Ongoing/NOVAWorkforceBoardConflictofInterestCode.pdf>

## Attachment A-1

### Customer Testimonials

#### Job Seekers:

*"I feel that everyone I have come across at Novaworks really cares about supporting me in my job search."*

*"A superb organization, efficiently run, offering very valuable service. They are also friendly and show empathy towards the customers searching for jobs."*

*"Excellent quality of service at the front desk."*

*"Very friendly and helpful."*

*They encouraged me not to give up on professional development. They politely listened to my personal troubles with the job search even though I could see that they were eager to help me find solutions. They also reinforce my priority to find a job when I might be getting a little too academic. They are patient when I am stressed."*

*"It was good to get input from someone on the 'outside.'"*

*"They also helped me when I faced setbacks in my job search process by offering suggestions and improvements."*

*"My NOVAworks advisor said to take the advice that works for me and leave the rest. This took a lot of weight off my shoulders about a lot of things I felt like I wasn't doing enough of."*

*"Helped me clarify what I was looking for."*

*"It helps me gained more skills to my chosen career path."*

*"It gave me a starting point to work with given my personal situation."*

*"Focus with action plan, strategy, follow up."*

*"Got my resume customized in a relevant way to fit job postings and I am very satisfied so far."*

*"I got multiple jobs opportunities of moving on to interview processes. They were helpful with preparing for them and getting to that point."*

*"I increased my outreach to my network of friends and associates for general information and to pursue specific opportunities."*

*"They encouraged me not to give up on professional development."*

*"They are patient when I am stressed."*

*"They gave much needed information and advice as I moved forward in my job search. They also helped me when I faced setbacks in my job search process by offering suggestions and improvements."*

*"They gave me the confidence to go for what I deserve."*

*"It is a good investment of your time and efforts. Plus, they support you emotionally."*

*"I highly recommend NOVAworks services to everyone looking for career assistance. The workshops and presenters have been fantastic and being able to get advice from a variety of career advisors during one's career search, as well as the Job Connector, are helpful to a job seeker."*

*"Really valuable especially for the mature worker. Because of their excellent classes my confidence increased and I started a new career at 64. Couldn't be more satisfied."*

*"[What to say to others seeking assistance] They should explore the service because it's multi layered & can offer lot of really good advice. I started volunteering (which I love) because of nova works – I am updating my skills, being useful & supporting my community."*

*"Give it a try. You'll meet some really great people, maybe learn some useful things, and hear interesting speakers (Connections)."*

*"I would say that NOVAworks is a safe and supporting environment for job seekers, that helps them to get equipped with the right tools and information."*

*"Best place to start after layoffs. Follow the advisor's suggestions closely."*

**Employers:**

*"Our company has not had any significant workforce reductions in a number of years. So, when we needed to let go of employees in 2023, the HR team was not aware of the services from NovaWorks. Within a day of submitting our WARN Act notice, [name of NOVAworks staff] from NovaWorks reached out and offered services and support. She met with the HR team to make sure we understood the services available and offered support sessions for our employees. The online webinar that the team provided for our impacted employees was full of useful knowledge and I know our employees were appreciative. Beyond that, when [name of NOVAworks staff] saw that we also had impacted employees in southern California, she also facilitated a*

*connection to a similar organization in San Diego. The assistance from NovaWorks was timely, useful and easy. Thank you NovaWorks!"*

*"During a challenging time of impending layoffs, Novaworks and ... stepped in with remarkable efficiency and empathy. Their rapid response was truly commendable, providing our company and employees with the support and resources needed for a smooth transition. Not only did they offer compassion, but they also equipped us with invaluable tools and guidance, ensuring our team members could navigate this period effectively. The webinars they organized were incredibly helpful, offering insights and strategies to empower our teams during this transition. In a time of uncertainty, Novaworks and ... exemplified professionalism, compassion, and true partnership. We are grateful for their unwavering support during this challenging period."*

*"Your guidance and support during this time of transition at ... have been greatly appreciated and I hope our paths will cross again soon (in a different format!). I've been very impressed with how quickly you and the presenters pulled the webinars together and have submitted the employer survey - you're more than welcome to use it as a testimonial. I've heard great feedback from our team about how informative and responsive Novaworks has been, and, I, too, look forward to using the services during this personal time of transition."*

*"Novaworks provides an amazing service to employers. [Name of NOVAworks staff] was with us every step of the way. He offered several different ways for us to support our employees."  
"Thanks so much for leading these workshops! I really appreciate your help."*

*"Thank you for all your help [name of NOVAworks staff]! We really appreciate and feel that our employees (benefited) as well. If we even helped a few employees find a job or get services we feel (our onsite job fair) was worth it?"*

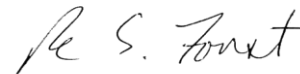
**Attachment A-2**

Dear California Workforce Development Board:

NOVA has been approved to submit the enclosed application to be America's Job Center of California Adult and Dislocated Worker Career Services Provider, as described in the attached application, by the NOVA Workforce Board at its January 22, 2025, Board meeting and by the Sunnyvale City Council, as the Local Chief Elected Official for the NOVA consortium, at its February 25, 2025 City Council meeting.

**Local Workforce Development Board Chair**

**Local Workforce Development Board Chair**



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Signature

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Signature

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Andy Switky

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Rosanne Foust

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Name

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Name

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NOVA Workforce Board Co-Chairperson

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NOVA Workforce Board Co-Chairperson

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Title

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Title

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January 22, 2025

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January 22, 2025

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Date

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Date

**Local Chief Elected Official**

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Signature

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Honorable Larry Klein

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Name

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Mayor, City of Sunnyvale

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Title

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Date