



18 W. Beach Street
 Watsonville, CA 95076
 (831) 763-8900
www.santacruzwb.com

**Workforce Investment Board
 Executive Committee
 1000 Emeline Ave., Santa Cruz
 Wednesday, April 6, 2016 @ 8:30 a.m.**

Agenda

MEMBERS:

- Ron Slack, Chair**
Fine Print Graphic Design
- Carol Siegel, Vice Chair**
Santa Cruz Seaside Company
- Alan Aman, Chief Operating Officer**
PAMF Santa Cruz
- Alia Ayyad, Director**
Center for Employment Training
- Diane Berry-Wahrer, Supervisor**
California Department of Rehabilitation
- Greg Caput, Supervisor**
Santa Cruz County Board of Supervisors
- Jack Carroll, Chair, Career and Technical Education**
Watsonville/Aptos Adult Education
- Christina Cuevas, Program Director**
Community Foundation of Santa Cruz County
- VACANT**
National Council on the Aging
- MariaElena De La Garza, Executive Director**
Community Action Board
- Marshall Delk, Vice President**
Santa Cruz County Bank
- Elyse Destout, Owner**
Photography by Elyse Destout
- James Dion, Employment Program Manager**
Employment Development Department
- Cecilia Espinola, Director**
Santa Cruz County Human Services Department
- Andy Hartmann, Business Manager/Financial Secretary**
IBEW Union, Local 234
- Sean Hebard**
Carpenters Local 505
- Mark Hodges, Director, Regional Occupational Program**
Santa Cruz County Office of Education
- Dave Hood, President**
First Alarm
- Julie Lambert, Director, Finance & Human Resources**
S. Martinelli and Company
- Rob Morse, Manager**
Pacific Gas and Electric Company
- Rock Pfothenhauer, Dean of Instruction, CEED**
Cabrillo College
- Francisco Rodriguez, President**
PVFT Union, Local 1936
- Howard Sherer, Chief Executive**
Hutton Sherer Marketing
- William Tysseling, Executive Director**
Santa Cruz Area Chamber of Commerce
- Andy Van Valer**
SlingShotSV

DIRECTOR:
 Andy Stone

- I. Call to Order/Welcome**
- II. Approval of Agenda**
- III. Public Comment**
- IV. Approval of Minutes from February 3, 2016 meeting2-5**
- V. Consent Items**
 - C.1 WIOA Program Monitoring PY 15-16
GCC, SRSN, SBDC **6-25**
 - C.2 Common Measure Performance: PY 15-16 Q2 **26-27**
- VI. Administration**
 - A.1 WIOA Board Composition Update..... **28-29**
 - A.2 Strategic Plan Report **30-31**
 - A.3 NAWB Conference Report **32**
- VII. Chairperson’s Report**
- VIII. Adjournment**

**Next Meeting: Executive Committee Meeting
 Wednesday, May 18, 2016 @ 8:30 a.m.
 1000 Emeline Ave, Santa Cruz
 Executive Conference Room**

**Workforce Investment Board Meeting
 Wednesday, June 8, 2016 @ 8:30 a.m.
 Community Foundation
 7807 Soquel Drive
 Aptos, CA 95003**

The County of Santa Cruz does not discriminate on the basis of disability, and no person shall, by reason of a disability, be denied the benefit of the services, programs, or activities. This meeting is located in an accessible facility. If you are a person with a disability and require special assistance in order to participate in the meeting, please call (831) 763-8900 (TDD/TTY- 711) at least 72 hours in advance of the meeting in order to make arrangements. Persons with disabilities may request a copy of the agenda in an alternative format. As a courtesy to those affected, please attend the meeting smoke and scent free.



**Workforce Investment Board
Executive Committee
1000 Emeline Ave., Santa Cruz
Wednesday, February 3, 2016, 8:30 a.m.**

18 W. Beach Street
Watsonville, CA 95076
(831) 454-4873
www.santacruzwb.com

MEMBERS:

Ron Slack, Chair
Fine Print Graphic Design
Carol Siegel, Vice Chair
Santa Cruz Seaside Company
Alan Aman, Chief Operating Officer
PAMF Santa Cruz
Alia Ayyad, Director
Center for Employment Training
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Howard Sherer, Chief Executive
Hutton Sherer Marketing
William Tysseling, Executive Director
Santa Cruz Area Chamber of Commerce
Andy Van Valer
SlingShotSV

Director:
Andy Stone

The Chair called the meeting to order at 8:34 a.m., and a quorum was established.

Committee Members in Attendance

Destout, Elyse – Youth Council Chair
Morse, Rob – (Alt) Business Services Committee Vice Chair
Sherer, Howard – Prior Chair
Siegel, Carol – Vice Chair
Slack, Ron – Chair

Committee Members Absent

Hartmann, Andy – (Alt) Youth Vice Chair

Staff in Attendance

Stone, Andy – WIB Director
Zeller, Brenda – WIB Administrative Coordinator

Guests

Hinojosa, David – Regional Advisor, EDD
Livingstone, Todd – Watsonville/Aptos Adult Education

Subject: Call to Order/Welcome

Discussion: Chair Ron Slack called the meeting to order and acknowledged members, staff and guests.

Subject: Approval of Agenda

Discussion: Chair Ron Slack noted that item C.3 WIOA Youth Program Work Experience Policy would be moved from Consent Items to the first regular agenda item.

Subject: Public Comment

There was no public comment, but Chair Ron Slack announced that Jack Cheney had retired and tendered his resignation from the WIB and as the Chair for the Business Services Committee. He then read Jack's resignation email to the committee.

Subject: Approval of October 7, 2015 Meeting Minutes

Discussion: Chair Ron Slack called for the October 7, 2015 minutes to be approved.

Action: Approval of October 7, 2015 Meeting Minutes

Status: Motion to Approve: Carol Siegel
Motion Seconded: Howard Sherer
Abstentions: None
Committee Action: All in favor, motion passed.

Subject: V. Consent Items:

C.1 – Individual Training Account (ITA) Scholarship Project

C.2 – Common Measure Performance PY 15/16: Quarter 1

Action: Approve Consent Items C.1 and C.2.

Status: Motion to Approve: Howard Sherer
Motion Seconded: Carol Siegel
Abstentions: None
Committee Action: All in favor, motion passed.

VI. Administration Items:

Consent Item C.3 was moved to Administration Items so that a proposed change to the WIOA Youth Program Work Experience Policy could be discussed and approved.

C.3 – WIOA Youth Program Work Experience Policy

Director Andy Stone stated that this policy was approved by the Youth Council at its December 9, 2015 meeting but that he wanted to point out a couple of changes to the Executive Committee. Under Policies third bullet, the numeral “10” should be “to”, and Director Andy Stone asked to increase the maximum hours of paid and unpaid work experience from 180 to 250.

Action: Approve the Work Experience Policy with the proposed changes, and to forward the recommended policy to the WIB Board for review and approval.

Status: Motion to Approve: Carol Siegel
Motion Seconded: Elyse Destout
Abstentions: None
Committee Action: All in favor, motion passed.

A.1 – Data Dashboard

Director Andy Stone presented and reviewed the data dashboard.

Action: Informational item only, no vote taken.

A.2 – Strategic Plan Report (Action)

Director Andy Stone reviewed the goals for the WIB Strategic Plan for Program Years (PY) 2014-17 and gave an update on the status of each goal.

Action: Accept the WIB Strategic Plan Status Report as presented.

Status:

Motion to Approve:	Rob Morse
Motion Seconded:	Carol Siegel
Abstentions:	None
Committee Action:	All in favor, motion passed.

A.3 – Planning for February 24th WIB Meeting (Action)

Director Andy Stone initiated discussion about planning for the Workforce Investment Board (WIB) meeting on February 24, 2016. He stated that there would be updates on regional planning and next steps for developing regional activities. He also stated there would be updates on the WIB Strategic Plan status and actions. He noted there would be room in the agenda for presentations and potential break-out sessions during the meeting. The committee discussed having Rob Morse present information on PG&E's history and future, as well as discuss its workforce composition. The committee also discussed inviting Dave Vincent of Leadership Santa Cruz to present. Also discussed was developing an Ag/Tech panel to present at the June 8, 2016 full board meeting.

Action: Direct WIB staff to include the above mentioned items in the February 24, 2016 WIB meeting agenda.

Status:

Motion to Approve:	Elyse Destout
Motion Seconded:	
Abstentions:	None
Committee Action:	All in favor, motion passed

A.4 – Contractor Performance Update

Director Andy Stone provided an update on WIB Contractors: Goodwill Central Coast (GCC), Cabrillo Student Resource and Support Network (SRSN), Cabrillo Small Business Development Center (SBDC), and the Santa Cruz County Office of Education Sueños Program (COE). It was noted that GCC's

numbers were low, and that Director Andy Stone would be calling for a meeting with the GCC Regional Director. The WIB will also hold back 15% of the GCC contract and staff will explore the possibility of going out to bid for a new service provider. The Director stated that the other contractors are all on track to meet their contractual obligations.

Action: Informational item only, no vote taken.

A.5 – WIB Event and Resource Discussion (Action)

Director Andy Stone summarized the results of the WIB Event and Resource Discussion from the October 28, 2015 full board meeting. He noted in regards to the first question that the WIB would be sponsoring a Micro Business Summit, and in regard to the second question, the WIB is working with Business U to analyze and develop a strategy to increase the WIB's impact on the community.

Action: Approve the ideas/results from the break out discussion at WIB full board meeting of October 28, 2015.

Status:	Motion to Approve:	Howard Sherer
	Motion Seconded:	Carol Seigel
	Abstentions:	None
	Committee Action:	All in favor, motion passed

VI. Chairperson's Report

WIB Chair Ron Slack did not give a report since he announced Jack Cheney's resignation at the beginning of the meeting. He thanked everyone for attending.

Meeting adjourned at 10:27 a.m.

**Next Meeting: Workforce Investment Board Meeting
Wednesday, February 24, 2016 @ 8:30 a.m.
Simpkins Swim Center
979 17th Ave
Santa Cruz, CA 95062**

**Executive Committee Meeting
Wednesday, April 6, 2016 @ 8:30 a.m.
1000 Emeline Street
Santa Cruz, CA 95060**



Action Consent Information Discussion

C.1 WIOA Program Monitoring PY 15-16

COMMITTEE: Executive Committee	MEETING DATE: April 6, 2016
STAFF NAME: Andy Stone, WIB Director; Sara Paz-Nethercutt, Sr. Analyst	

SUMMARY:

WIB Staff monitored the following contracted services in December 2015:

1. Goodwill Central Coast (GCC)
2. Cabrillo Student Resource & Support Network (SRSN)
3. Cabrillo Small Business Development Center (SBDC)

The monitoring includes the following:

- **Contract Questionnaire:** covers work environment, program and site accessibility, administrative requirements, staffing requirements, grievance, and program operations.
- **Financial Questionnaire:** covers fiscal management, program income, cost allocation, facilities and property, and audit.
- **Program Operations:** covers contractor specific operations, assessment, service delivery, and specific services.
- **Case File Review:** covers required WIOA service documentation of a sample percentage of randomly chosen participant files.
- **Participant Questionnaire:** asks about services and recommendations from the randomly chosen participants, services important to the customer, and overall satisfaction with services on a 1-10 scale.
- **Financial Sampling:** A fiscal sampling review was conducted by Mike McLay, HSD Accountant. This is an annual review of program fiscal records.

Goodwill Central Coast has four (4) findings. WIB staff next steps include the following:

- Work with GCC staff on creating formal written procedures as referenced in the report.
- Discuss staffing during contract negotiations for PY 2016/17.
- Review all findings at the next annual monitoring visit.

Cabrillo SRSN has one finding but overall is meeting applicable WIOA requirements in program operations and the required WIB contracted services. Cabrillo SBDC has no findings.

All three (3) complete drafted reports are attached.

Attachment(s)

SUGGESTED MOTION: (if applicable)

I move to approve the monitoring reports as drafted by WIB staff.

COMMITTEE DATE	COMMITTEE APPROVAL: <input type="checkbox"/> Yes <input type="checkbox"/> No Other:
BOARD DATE	BOARD APPROVAL: <input type="checkbox"/> Yes <input type="checkbox"/> No Other:

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Service Provider: Goodwill Central Coast (GCC)

Workforce Investment Board Analyst: Sara Paz-Nethercutt, WIB Sr. Analyst
831.763.8756
Sara.Paz-Nethercutt@hra.co.santa-cruz.ca.us

Monitoring Dates: On site December 14- December 18, 2015

Term of Contract: July 1, 2015 through June 30, 2016

Overview of Scope of Work

Contractor is the designated service provider for Adult and Dislocated Worker Workforce Innovation and Opportunity Act (WIOA) programs in the Career Center (One-Stop). WIOA services are offered at the full-service, comprehensive career center located at 18 West Beach Street in Watsonville, and a satellite center at 350 Encinal Street, Santa Cruz. Contractor provides Universal Services to the public in the Watsonville Career Center Resource Room as well as coordinating service delivery in the “one stop” system with other public “partners”.

Contractor is responsible for providing comprehensive services and activities to participants as required under WIOA regulations. These activities include client outreach/recruitment, eligibility determination, case management, access to training scholarships, supportive services, workshops, employment, and follow-up services, as well as data entry and report preparation as required in the approved WIOA automated case management system. WIOA services are branded as services of Workforce Santa Cruz County, a proud partner of the America’s Job Center of California™ Network.

Contractor provides eligible customers with scholarships for a full range of training services by establishing an Individual Training Account (ITA). Customers choose training providers from the State Eligible Training Provider List (ETPL) and from those providers who have entered into an agreement with the Santa Cruz WIB. Contractor also operates an On the Job Training program serving WIOA eligible participants and develops OJT contracts with employers to achieve placement, retention, wage replacement, and training credentials.

Contractor uses the Santa Cruz Virtual Career Center (VCC) system to register, enroll, and track the WIOA participants they serve and to provide the information needed to measure program outcomes.

Contractor also offers workshops, called the *Job Seekers Toolkit*. These workshops are held monthly in both Career Centers.

Contractor provides business outreach and rapid response services with Business Services Representatives (BSRs) who work closely with the WIB and partners to focus on meeting the needs of local businesses and job seekers through the services offered by Workforce

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Santa Cruz County. Contractor BSR staff function as job developers to match businesses with job seekers maximizing employment opportunities and making successful job matches.

Current Findings and Recommendations The following represents four (4) findings that were identified:

Findings:	Corrective Action(s):
<p>WIA Section 136: Submission of timely and accurate data is required.</p>	
<p>1. Contractor developed an Individual Employment Plan (IEP) without an Education Plan from the training provider.</p> <p>Participant (State ID# 17848) was WIOA enrolled in vocational training at Cabrillo College without an <i>Education Plan</i>. The <i>Educational Plan</i> is the basis for the IEP as a WIOA mandated individualized career service and includes the length of the training activity (e.g. number of terms) as developed jointly by the participant and the WIOA case manager. WIOA case manager enrolled the participant without the documented plan for training services.</p> <p>*Citation: WIA 20 CFR 663.240; 20 CFR 663.245; WIOA sec. 185(a)(1); WIOA NPRM 680.180; CalJOBS Data validation: source documentation for activities tied to expenditures or required activities (e.g. IEP); Cabrillo SRSN Operational Service Flow as referenced in Scope of Work, page 4; WIOA SRSN Operational Service Flow, page 3</p>	<p>Provide written assurance that all WIOA participants will have an archived <i>Education Plan</i> in coordination with contracted service provider Cabrillo College SRSN staff before creating the Individual Employment Plan and enrolling in the performance measured training activity.</p> <p>NOTE: This issue was raised with SRSN on December 9, 2015 during the onsite monitoring visit. SRSN provided a procedure to the monitor on December 10, 2015 to ensure this error is not repeated. The required Education Plan was provided to the monitor and the WIOA contracted case manager on December 15, 2015 prior to the writing of this monitoring report.</p>
<p>Summary of GCC Response: The case was not on the list of cases for GCCs monitoring review. The missing document was the Student Resource & Support Network (SRSN) Education Plan. GCC developed a written procedure to verify all required documentation and communication necessary to enroll a participant in a training activity and provide supportive services.</p>	<p>WIB Resolution: While the case was not on the list, reviewing it completely falls within the scope of a monitoring visit and review. Furthermore, even though there are multiple contractors involved in the provision of services, it is the ultimate responsibility of the primary contractor (GCC) to obtain the necessary documents. The WIB staff has received the <i>Approval Request Checklist</i> from GCC and will work with GCC staff to create a formal written procedure within the next 60 days.</p>

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	<p>This written procedure will include the steps necessary to ensure that all WIOA participants who have chosen Cabrillo College as their training provider have an archived Education Plan from which staff can base the Individual Employment Plan (IEP).</p>
<p>2. The Individual Employment Plan (IEP) was not developed for a participant.</p> <p>Participant (State ID# 68946) was WIOA enrolled without having developed the Individual Employment Plan (IEP) as one of the required individualized career services.</p> <p>*Citation: WIA 20 CFR 663.240; 20 CFR 663.245; WIOA sec. 134(c)(2)(A)(xii); WIOA NPRM 680.150; NPRM 680.180; Goodwill <i>WIA Services and OJT Operational Flow document</i>, page 3;</p>	<p>Provide written assurance that all enrolled WIOA participants will have an IEP on file and corresponding VCC activity code for State performance data tracking purposes.</p>
<p>Summary of GCC Response: GCC's understanding does not indicate the IEP to be a required service. GCC developed a written procedure to verify all required documentation and communication necessary to enroll a participant in a training activity and provide supportive services.</p>	<p>WIB Resolution: The WIB staff has received the <i>Approval Request Checklist</i> from GCC and will work with GCC staff to create a formal written procedure within the next 60 days which ensures that all WIOA participants have an Individual Employment Plan (IEP) on file as well as a corresponding CalJOBS (VCC) activity code for State performance data tracking purposes.</p>
<p>3. Supportive Services activity code was not entered in CalJOBS (VCC) for a WIOA funded activity.</p> <p>Participant (State ID# 69425) was WIOA enrolled and received supportive services as a funded service without the proper corresponding VCC activity code for State performance and financial data tracking purposes.</p> <p>*Citation: WIA 20 CFR 663.800; 20 CFR 663.805; WIOA sec. 185(a)(1); WIOA NPRM 680.900; CalJOBS Data validation: source documentation for activities tied to expenditures or required activities;</p>	<p>Provide written assurance that all enrolled WIOA participants who receive a WIOA funded activity, e.g. supportive services will have the corresponding VCC activity code for State performance and financial data tracking purposes.</p> <p>NOTE: Subsequent to the monitoring review, the supportive services activity code of 185 was created retroactively to 12/2/15 and \$110.00 transportation reimbursement was provided to participant</p>

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<p>Goodwill <i>WIA Services and OJT Operational Flow document</i>, page 7;</p>	<p>for October 2015.</p>
<p>Summary of GCC Response: GCC developed a written procedure to verify all required documentation and communication necessary to enroll a participant in a training activity and provide supportive services.</p>	<p>WIB Resolution: The WIB staff has received the <i>Approval Request Checklist</i> from GCC and will work with GCC staff to create a formal written procedure within the next 60 days. This written procedure will include the steps necessary to ensure that all approved WIOA funded activities have a corresponding CalJOBS (VCC) activity code for State performance data tracking purposes.</p>
<p>4. Contractor does not meet the bi-lingual staffing requirement.</p> <p>Upon review of Contractors staffing, the following staff are bi-lingual:</p> <ul style="list-style-type: none"> • 1 case manager, contract budget identified Employment Services Specialists (ESSs) • 1 Clerk- Watsonville Career Center • 1 Resource Room staff at the full-service Career Center in Watsonville, contract budget identified as Front Door Universal Services Staff <p>Citation: Board of Supervisors approved [June 9, 2015] Independent Contractors Agreement , Scope of Work for Program year 2015/16, page 6: <i>Contractor will provide bilingual staffing, with a minimum of two (2) case managers and one (1) clerk. The full service career center Resource Room in Watsonville will be staffed during operational hours with bilingual staff at all times.</i></p>	<p>Provide written assurance that the proper staffing requirements will be met. The intent of the contract language was to require the following bilingual staff:</p> <ul style="list-style-type: none"> • 2 case managers, contract budget identified Employment Services Specialists (ESSs) • 1 Clerk- Watsonville Career Center • 1 Resource Room staff at the full-service Career Center in Watsonville, contract budget identified as Front Door Universal Services Staff <p>Other contracted staff (not required to be bi-lingual include:</p> <ul style="list-style-type: none"> • 1 Resource Room staff at the satellite career center in Santa Cruz, contract budget identified as Front Door Universal Services Staff • 2 OJT/Business Services Representatives • 1 Program Manager
<p>Summary of GCC Response: Goodwill contends that the staffing pattern fulfills the contractual obligation to have 2 bilingual case managers. There are five employees who carry cases. Three are titled</p>	<p>WIB Resolution: GCC staffing accepted as it is, however, the WIB will be looking to expand the bi-lingual staffing at the Watsonville Career</p>

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Employment Services Specialists (ESS) and two are titled Business Service Representatives/Job Placement Specialists (BSR). One ESS and one BSR are bi-lingual.	Center for the Employment Services Specialist category while maintaining the bi-lingual requirement for the resource room and clerical staff for the next contract year.
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*WIOA is not yet codified; Notice of Proposed Rulemaking (NPRM) is published in the Federal Register.

WIB next steps:

- Work with GCC staff on creating formal written procedures as referenced above.
- Discuss staffing during contract negotiations for PY 2016/17.
- Review all at the next annual monitoring visit.

Recommendations (No response necessary):

1. It is recommended that Contractor develop a strategy to improve the workshop attendance. Although it is not a contractual performance based goal, the WIB staff is monitoring attendance. There have been 21 workshops and a total of 5 attendees.
2. It is recommended that Goodwill staff create a plan for meeting the remaining contractual performance objectives, primarily those that are tied to expenditures.
3. It is recommended that the Contractor develop internal protocols:
 - a. To ensure all copies of vouchers for expenditures are in each corresponding case file;
 - b. To avoid rejected/returned paperwork from County Fiscal e.g. a review method for processing transportation reimbursements;
 - c. To ensure Virtual Career Center (VCC) activity codes match the hard copy corresponding document; [e.g. employment plan activity and document]
 - d. To avoid having any expired activities use the VCC case management reports. Since Santa Cruz County currently maintains a side by side case management system between VCC and CalJOBS, the WIB staff can assist with data issues. Once the VCC system is completely replaced by CalJOBS, local staff will not have the ability to correct data entry errors;
 - e. To avoid eligibility issues and ensure completed forms, e.g. Dislocated Worker Self-Certification forms as part of the eligibility process. Dislocated Worker eligibility determination is the participant status from the most recent employment history. When a participant's most recent employment history is self-employment, that status is used to determine the funding stream eligibility. i.e. Use the Technical Assistance Guide (TAG) as a reference for acceptable DW eligibility documentation for self-employment. It is not acceptable to skip to the second most previous employment status when laid off from that job;
 - f. To eliminate reserving expenditures that are no longer needed by participants, submitting timely voucher change forms; and

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- g. To seek additional job orders and track them in VCC by the Business Services Representatives.
4. It is recommended that Contractor begin the process of developing sector initiatives between business, education, workforce and economic development representatives as mandated by the Scope of Work. [Page 10]
5. It is recommended that Contractor use the WIB staff approved version of the Spanish language On-the-Job flyer. When the new Business Service Representative came on board in November a different version of the flyer was in circulation.
6. It is recommended that Contractor submit weekly job blast information according to the required format and time frame. A comprehensive training session was provided to contractor staff on October 20, 2015 and it is recommended that training materials be referenced on a regular basis prior to submitting the weekly job blast information. Assigning an editor/quality control point of contact could reduce the formatting and grammar errors. Job blast information is time sensitive and communication about the weekly details should be prioritized by a single point of contact.
7. It is recommended that Contractor remove the name of the WIB staff listed on the newly developed *GCC Assessment* form. Contractor developed a *GCC Assessment* form which appears to be very similar to the WIOA Pre-application form used at the Orientation event and redundant to ask the participant the same questions several times on different documents. It could be beneficial to include a box for staff to enter the documented need for supportive services.

Observations (No response necessary):

1. The WIB conducts an annual program monitoring of its contractors between the months of February and March. This program year because of the new contracted service provider for the WIOA program services, the monitoring was conducted during the month of December with data available through October 2015.
2. Although posting job orders in the Virtual Career Center (VCC) is not a contractual obligation, BSR staff is contracted to function as a job developer to match businesses with jobseekers, work with workforce development partners for maximizing employment opportunities and making successful job matches. The VCC is a case management system ideal for tracking the matches.
3. All case files contained a "WIOA file directory" form for ease of locating paperwork in the case file.
4. Contractor provided a list of outreach sites that are contacted on a monthly basis.

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Contract Questionnaire: Completed by Ellen Murtha, Interim Workforce Services Director

Financial Questionnaire: Derek Scranton, Sr. Accountant, completed the WIOA Financial Questionnaire.

Administrative Questionnaire: Completed by Ellen Murtha, Interim Workforce Services Director

Participant Interviews: Five (5) participants and one employer were interviewed on site, face to face, or via phone interview.

Entrance Conference conducted with Ellen Murtha, Interim Workforce Services Director

Exit Conference conducted with Ellen Murtha, Interim Workforce Services Director

Planned versus Actual Performance/Expenditures:

The program year is 33.3% of the contract period completed. Ideally, the year to date actual performance goals should be in line with that percentage. At this juncture, there is some concern about the pace of meeting the goals and the contractor was notified of this at the exit conference. A Performance Update chart was provided to Ellen Murtha, Interim Workforce Services Director and is also attached to this report.

PROGRAM PERFORMANCE OBJECTIVES

Program Year 15-16	Total	Adult	Dislocated Worker (DW)
Planned Number of Training Enrollments*	181	84	97
Actual as of 10/31/15	56	38	18
Percentage of Planned goal	30.9%	45.2%	18.5%
Training Completions (vocational certificates)	128	63	65
Actual as of 10/31/15	2	1	1
Percentage of Planned goal	1.5%	1.5%	1.5%
Training Related Employment	122	57	65
Actual as of 10/31/15	2	1	1
Percentage of Planned goal	1.6%	1.7%	1.5%

*Scope of Work Enrollment Chart; differs from PBO numbers (A=79; DW=82)

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OJT CONTRACTS WITH EMPLOYERS

Program Year 15-16	Total	Adult	Dislocated Worker (DW)
Planned Number of Contracts	20	5	15
Actual as of 10/31/15	2	0	2
Percentage of Planned goal	1.0%	0%	13.3%
Planned Number of Placements	16	4	12
Actual as of 10/31/15	0	0	0
Percentage of Planned goal	0%	0%	0%

SERVICE PLAN FOR BUSINESS SERVICE REPRESENTATIVES

Program Year 15-16	Planned Total	Actual as of 10/31/15	Percentage of Planned goal
Referrals/Employers Information in VCC	40	19	47.5%
Job Fairs	2	0	0%

PROGRAM EXPENDITURES

Program Year 15-16	Total	Adult	Dislocated Worker	Rapid Response
Planned Operations Cost	\$600,000	\$287,500	\$287,500	\$25,000
Expended as of 10/31/2015 claims*	\$151,749.47	\$78,580.75	\$71,257.68	\$1911.04
Percent Expended	25.29%	27.3%	24.7%	7.6%

*Contractor submitted claims through October 31, 2015

File Review: Fifteen (15) case files were randomly selected for file and service review. Contracted staff conducted the intake eligibility on eleven (11) of the fifteen (15) cases and the monitoring review focused on the work performed by the contractor. Fourteen (14) of the fifteen (15) case records contained the mandated WIOA eligibility documentation. There were inconsistencies between the employment plan VCC activity dates and the hard copy document on 6 of eleven (11) case files. There were also instances of case files with recently expired job search activities in VCC. One case file had missing dislocated worker eligibility determination documentation and contractor was able to obtain prior to the monitoring week expiring. Since November 5, 2015 County Fiscal staff, who is responsible for processing all expenditure paperwork, was rejecting and returning all paperwork which contained errors or omissions. As of this monitoring week, those errors continue and

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contracted staff should be mindful to submit paperwork that has been completely reviewed by staff.

- One case file was missing an Employment Plan and could not be resolved during the monitoring—it is a finding as noted.
- Three (3) cases had either missing VCC supportive services activity dates or had dates but weren't consistent with the dates on the supporting documentation. [e.g. If the activity dates start on 1-1-16 then all reimbursements (supporting documentation) must fall ON or AFTER that date—it is a finding as noted.
- During the monitoring week of another contractor for which there is collaboration on enrollments for the WIOA program, the required documentation (Education Plan) was missing for the training enrollment activity; coordination is required between the two service providers and for Goodwill Central Coasts' role in the issue — it is a finding as noted.

Participant-Employer Interview Results: Goodwill Central Coast staff was given a list of nine (9) randomly selected participants for interviewing purposes. Only five (5) participants (55.5%) were interviewed as the contractor could not reach the other four (4) for scheduling. One (1) employer was interviewed. The results are:

Satisfaction Scale of 1- 10 with 1 being Very Dissatisfied and 10 being Very Satisfied:
The average participant response was 8.6.

- One participant gave a score of 3 and went on to say there have been communication challenges with staff not returning phone calls timely. A call has been placed to discuss further with the Interim Workforce Services Director.
- Another participant gave a score of 10 despite never having met their respective case manager.
- All have recommended the program to family and friends.

The employer response was 9.0.

- In spite of all the paperwork, some of which was thought to be redundant and unnecessary, employer believed it was worth the effort. Suggested going paperless for the forms and paperwork.

Fiscal Sampling Review Results:

A fiscal sampling review was conducted by Michael McLay, HSD Accountant. He reviewed accounting records and systems; cash management and payroll systems; internal audit controls; cost classification and allocation systems. No issues were identified in this review.

Administrative Questionnaire: Based on the review, there is continued compliance in all areas and there are no major concerns.

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Contract Questionnaire: Based on the review, the areas of concern are so noted as recommendations and findings with requests for corrective action plans.

Financial Questionnaire: Based on the interview responses, there is continued compliance in all areas and there are no major concerns.

Andy Stone
Director, Workforce Investment Board
Human Services Department

Date

DRAFT

Santa Cruz County Workforce Investment Board
DRAFT
Monitoring Report 2015-16
Cabrillo College – Student Resource and Support Network (SRSN)

Service Provider: Cabrillo College – Student Resource and Support Network (SRSN)

Workforce Investment Board Analyst: Sara Paz-Nethercutt, Senior Analyst
831.763.8756
Sara.paz-nethercutt@hra.co.santa-cruz.ca.us

Monitoring Dates: On site: December 7, 2015 through December 10, 2015

Term of Contract: July 1, 2015 through June 30, 2016

Overview of Scope of Work:

Student Resource and Support Network (SRSN) provides support services for Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker eligible participants enrolled in short term training programs at Cabrillo College. After WIOA eligibility requirements have been met, participants meet with specialized academic counselors to create an Education Plan that specifies their degree and/or certificate objective and lists the sequence of required courses for all terms. SRSN program approves and processes training related Individual Training Account (ITA) expenditures, payment vouchers and reimbursement forms, tracks academic progress and enrollment levels, and records case management activities. The SRSN program ensures that students are informed about other college services they may need, and refers them for financial aid (Pell Grant, BOGW), student employment, tutoring, personal counseling, health services, CalFresh and other support services.

In the current program year (2015-2016), with a 12-month contract, SRSN has been contracted to provide services for 60 WIOA participants which includes 12 Adult and 20 Dislocated Worker participants, the remaining 28 participants were carried in (18 Adult;10 DW) from previous program years.

Current Findings and Recommendations

Overall, SRSN is meeting applicable WIOA requirements in program operations and the required WIB contracted services. The following represents a finding that was identified:

Finding(s):

1. Board approved Contract and Scope of Work between Cabrillo College SRSN and Santa Cruz County WIB for PY 15/16 states, *SRSN provides a system of support which includes: Development of an Education Plan that specifies the sequence of courses to be taken to reach the participants educational and employment goals. [Page 3] SRSN will complete Education Plans for all WIOA- SRSN training participants and the Education plan will serve as basis for the development of the Individual Employment Plan (IEP). [Page 6]*

WIOA contracted services require that all students (participants) who chose Cabrillo College have an archived Education Plan. During the review of sampled case files,

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Monitoring Report 2015-16

Cabrillo College – Student Resource and Support Network (SRSN)

there was one instance that was found where the participant (State ID# 17848) did not have the necessary Education Plan. WIOA contracted staff enrolled the participant with a training start date of August 31, 2015 without the necessary Education Plan. It is unclear what information the WIOA staff used to create the participant's training activity enrollment, as the plan denotes the length of training for the individual.

Corrective Action(s):

Obtain an archived Education Plan for the participant which has been identified for the contractor. Provide written assurance that the contractual requirement will be enforced and create a staff procedure to ensure a participant is not enrolled into the WIOA program services without the required elements.

NOTE: This issue was raised with the contractor on December 9, 2015 during the onsite monitoring visit. The contractor provided a procedure to the monitor on December 10, 2015 to ensure this error is not repeated. The required Education Plan was provided to the monitor and the WIOA contracted case manager on December 15, 2015 prior to the writing of this monitoring report. It is therefore noted that the corrective action for this finding has already been resolved.

SRSN Response:

- a. *The student has completed the education plan and WIOA staff was sent a copy, as well as the WIB Monitor.*
- b. *A written procedure was provided to the monitor on December 10, 2015 to ensure this error is not repeated.*
- c. *Subsequent book vouchers have not been provided to students without verifying that a valid education plan is in place prior to providing ancillary services.*

Recommendation(s) (No response necessary):

1. It is recommended that SRSN staff revise its WIOA services brochure to include the complete list of assistance provided to the participants/student under the WIOA funded services.

SRSN Response: *A revision of marketing materials, including the WIOA services brochure, is scheduled for March 2016 to include a complete list of WIOA funded services provided to participants/students.*

2. It is recommended that SRSN and WIB staff review the Operational Service Flow document to ensure it contains the appropriate guidance on program operations between contracted WIOA staff and SRSN. Specifically, the transportation reimbursement process which necessitates collaboration between the two entities must be consistently followed. County fiscal staff who processes the paperwork for payment is receiving incomplete or inaccurate Cabrillo College participant documents from both the contracted service provider and SRSN staff.

SRSN Response:

- a. *Cabrillo College- SRSN has revised the transportation reimbursement process to include a review by the SRSN program specialist for WIOA delivered services. (In the absence of the program specialist, the director will review these documents. Previously*

Santa Cruz County Workforce Investment Board

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Monitoring Report 2015-16

Cabrillo College – Student Resource and Support Network (SRSN)

front desk staff would forward documents to WIOA staff when they were brought in by students.)

- b. *Regular and open communications are being conducted between SRSN staff and WIOA staff in regards to written documents.*
 - c. *A comprehensive review of the Operational Services Flow document will be made by the SRSN director in March 2016 and suggestions, if any, provided to the WIB senior analyst.*
3. It is recommended that SRSN staff ensure that the expenditure amounts listed on bookstore voucher and the book list match. Together, those two (2) documents authorize the expenditure. The receipt from the bookstore is the actual expenditure and all three are submitted to County Fiscal for processing and payment.
SRSN Response: *Cabrillo College-SRSN has revised the book voucher procedure. The book list now has a section for “required materials” in which required materials can be itemized; this is in addition to the \$25.00 miscellaneous supplies which a student is authorized to select. The process includes a review by the SRSN program specialist responsible for all WIOA delivered services. (In the absence of the program specialist, the director will review these documents.) Note: In many instances the purchased total (per the receipt) will be less than the authorized amount, a result of books or materials not in stock or because the student was able to purchase used texts instead of new texts thus reducing the needed expenditure.*
 4. It is recommended that SRSN staff review the Commit and Pay system (CnP) to verify that sufficient funds exist when approving books store vouchers and college fees and document this task by creating a case note entry in VCC. The program monitoring report for PY 14/15 contained the same recommendation. Access to CnP was provided to SRSN staff as a result of the programmatic monitoring from PY 13/14. It has continued to be an issue; therefore, it is also recommended that contractual language be added for the PY 16/17 scope of work to ensure that staff complies.
SRSN Response: *Program staff are reviewing the CnP when preparing vouchers and noting the CnP amount on the document. However, if a new password is required this can delay the ability to review the CnP prior to the time needed, especially when providing the student with a book voucher. Note: SRSN staff will request a “CnP” balance line on the next printing of the book vouchers.*
 5. It is recommended that SRSN staff notify the WIB staff and or the County Help desk immediately for any Commit and Pay (CnP) system issues.
SRSN Response: *We are now tracking the CnP as recommended.*
 6. It is recommended that SRSN maintain their comprehensive training manual for new staff. The program specialist position has had staffing changes six times in eight years (2008-2015).
SRSN Response: *We are updating the procedures binder for this position, and are also keeping each procedure stored electronically.*
 7. It is recommended that SRSN provide information on whether students can purchase public transportation (Transit) bus passes on campus. If so, a consistent process for reimbursement can be established.

Santa Cruz County Workforce Investment Board

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Monitoring Report 2015-16

Cabrillo College – Student Resource and Support Network (SRSN)

SRSN Response: *The SRSN director is reviewing the procedure for purchasing transit passes as well as other needed items such as compliance fees with the Vice President of Student Services and Cabrillo College IT to determine if we can place these charges on student accounts and then write a voucher for the expenses. This conversation is in process and we hope to have conclusions by May 31, 2016.*

Observation(s) (No response necessary):

1. SRSN staff is creating a Virtual Career Center (VCC) case note entry consistently when a voucher is completed for an expenditure but there is no reference to having reviewed the CnP system to check the funding allocation availability. SRSN staff had been without CnP access for some time due to password expiration issues. While onsite, the monitor opened a County help desk ticket which was resolved during the monitoring week.
2. Assisting with the mandated college orientation is part of the system of support contractually provided to the participant; however, it is difficult to ascertain whether the student has actually received the SRSN assistance for this or whether the student completed the college orientation on their own.
3. Case files contained a WIOA checklist of the required documents.
4. Many documents in the case file had been stamped with a “sent to ETS” rubber stamp to verify that copies of those documents had been provided to the County Employment Training Specialist (ETS) staff.
5. In order to maintain the consistent branding of services, all SRSN staff should refer to WIOA contracted service staff as “Workforce Santa Cruz County” staff or “WIOA staff” or any other reiteration of this.

Interviews held with:

Contract/Staff Interview Questionnaire: Completed by the monitor based on an interview with Karen Reyes, Director of SRSN. SRSN Director requested additional staff training for tracking performance based outcomes via VCC.

Financial Questionnaire: Completed by Graciano Mendoza, Cabrillo College Director of Business Services.

Administrative Questionnaire: Completed by Karen Reyes, Director of SRSN.

Participant Interviews: Five (5) participants were randomly selected for an interview; three (3) were interviewed **on site**, and the remaining two (2) were scheduled for phone interviews.

Entrance Conference conducted with Karen Reyes, Director of SRSN and Sharon Spence, Program Specialist.

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Monitoring Report 2015-16
Cabrillo College – Student Resource and Support Network (SRSN)

Exit Conference conducted with Karen Reyes, Director of SRSN and Sharon Spence, Program Specialist.

Planned versus Actual Performance and Expenditures:

With one term already near completion in the program year, SRSN has another opportunity to recruit students for the spring and summer terms to reach their program performance objectives.

Currently SRSN is at 21.6% expenditure level with claims submitted through September 2015; customarily expenditure levels at that time of year would be closer to 25% in a 12-month contract year. It should be noted that at the end of the 2014/15 program year, SRSN expended 89.1% of the contracted allocation. The WIB may choose to revisit the allocation amount for subsequent program years.

NUMBER OF PARTICIPANTS*

Program Year 15-16	TOTAL	Adult	Dislocated Worker
Carry-in from previous year	28	18	10

Program Year 15-16	Total New	Adult	Dislocated Worker
Planned new enrollments	32	12	20
Actual as of 9/30/2015	6	1	5
Percentage of Planned goal	20%	8.3%	25%

PROGRAM EXPENDITURES

Program Year 15-16	Total	Adult	Dislocated Worker
Planned Operations Cost	\$75,000	\$37,500	\$37,500
Expended as of 9/30/2015 invoice	\$16,209.70	\$7,836.03	\$8,373.67
Percent Expended	21.6%	20.9%	22.3%

File Review:

Nine (9) SRSN participant case files were randomly selected for file and service review. Eight (8) of the nine (9) case records provided mandated WIOA eligibility documentation, educational plans, vouchers and progress information. Three (3) case files had missing expenditure plans. Four (4) case files had incomplete document issues (e.g. transportation reimbursement form, Individual Training Account voucher form) . One case file had inconsistent booklist expenditure amounts when compared to the accompanying bookstore voucher form. All, but one, case file issues were resolved during the monitoring visit. The remaining Educational Plan issue could not be resolved and is a finding as noted.

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Monitoring Report 2015-16
Cabrillo College – Student Resource and Support Network (SRSN)

Participant Interview Results:

Student Resource and Support Network was given a list of five (5) randomly selected participants for interviewing purposes. All five (5) participants were interviewed. Three (3) of the five were interviewed in person onsite and two were interviewed via telephone. The results are:

Satisfaction scale of 1 - 10 with 1 being “Very dissatisfied” and 10 “Very satisfied”:

The average response was 10.0.

- One participant commented about communication between WIOA contracted services and SRSN staff needing improvement.
- Several participants praised the helpfulness of SRSN staff.
- All five (5) participants commended the book store voucher process.

Staff Interviews:

The SRSN Director answered the questions during the monitoring. All information requested by the monitor was provided.

Fiscal Sampling Review Results:

A fiscal sampling review was conducted by Michael McLay, HSD Accountant. He reviewed accounting records and systems; cash management and payroll systems; internal audit controls; cost classification and allocation systems for the first quarter of program year 2015/16. There were no findings.

Administrative Questionnaire:

Based on the review, there is continued compliance in all areas and there are no major concerns.

Contract Questionnaire:

Based on the review, the areas of concern are so noted as recommendations and findings with corrective action plans in place.

Fiscal Questionnaire Results:

Based on the review, there is continued compliance in all areas and there are no major concerns.

Andy Stone
Director, Workforce Investment Board
Human Services Department

Date

Santa Cruz County Workforce Investment Board
DRAFT
Monitoring Report 2015-16
Cabrillo College Small Business Development Center

Service Provider: Cabrillo College Small Business Development Center

Workforce Investment Board Analyst: Sara Paz-Nethercutt, Senior Analyst
831.763.8756
Sara.paz-nethercutt@hra.co.santa-cruz.ca.us

Monitoring Dates: On site: December 16, 2015

Term of Contract: July 1, 2015 through June 30, 2016

Overview of Scope of Work:

Cabrillo College Central Coast Small Business Development Center (SBDC) provides assistance to employers that are either closing altogether or are planning to lay off workers. SBDC provides early intervention assistance to struggling businesses to preserve jobs that otherwise might be lost. Additionally, SBDC delivers technical assistance including operational analysis, increased profit earning strategies and general “business turnaround” assistance for the prevention of layoffs.

In the current program year (2015-2016), with a 12-month agreement, SBDC is contracted to provide assistance to 35 at-risk businesses, averting layoffs or retaining at least 51 jobs. The funding for this contract is completely allocated from the Workforce Investment Board’s (WIB) Rapid Response funding stream.

Current Findings and Recommendations

SBDC responses as noted, otherwise accept report as written.

Finding(s): None.

Recommendation(s):

1. It is recommended that SBDC update the program services brochure.
2. It is recommended that SBDC provide the *Client Satisfaction* survey results generated by the SBDC lead center (Humboldt State University). The survey looks at the economic impact and client satisfaction of services.
SBDC Response: *Survey responses can be shared with WIB monitoring staff during the monitoring visit.*
3. It is recommended that SBDC provide the WIB with a copy of the Newsletter whenever it is published.
SBDC Response: *WIB staff can be added to the newsletter distribution list.*

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Monitoring Report 2015-16
Cabrillo College Small Business Development Center

Observations:

1. SBDC provided WIB staff with the list of *New Client Satisfaction Survey* questions asked of businesses that receive a minimum of five (5) hours of SBDC services.
2. SBDC could offer additional assistance to local businesses or entrepreneurial opportunity assistance. The WIB may want to explore SBDC for expansion of other program services.
3. A local business who received SBDC layoff aversion services will be featured in the January 2016 Newsletter.

Interviews held with:

Participant Interview: Monitor conducted one phone interview with a local business owner who received layoff aversion services. They rated their satisfaction with a score of 9 and commented on what a good experience they had with the two (2) consultants that provided the expert services. The business owner went on to add that Teresa Thomae provided oversight of the whole process and has no complaints whatsoever.
Note: Satisfaction scale of 1 - 10 with 1 being "Very dissatisfied" and 10 "Very satisfied".

Staff Interview Questionnaire: Completed by the monitor based on an interview with Teresa Thomae, SBDC Director.

Contract Questionnaire: Completed by Teresa Thomae, SBDC Director.

Financial Questionnaire: Completed by Graciano Mendoza, Cabrillo College Director of Business Services.

Administrative Questionnaire: Completed by Teresa Thomae, SBDC Director.

Entrance Conference conducted with Teresa Thomae, SBDC Director.

Exit Conference conducted with Teresa Thomae, SBDC Director.

Planned versus Actual Performance and Expenditures:

Currently SBDC is at 15.2% expenditure level with claims submitted through September 2015; expenditure levels at that time of year should be approximately 25%. There are no concerns with the contractor claiming the contract allocation as they are on target with their service plan. SBDC is projected to expend the allocation and will be claiming appropriate staff for the remaining quarters in the contract and anticipates exceeding the service plan goals.

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Monitoring Report 2015-16
Cabrillo College Small Business Development Center

SERVICE PLAN TABLE

Program Year 15-16 Units of service	Planned Total (Annual Goal)	Year to Date (As of 9/30/15) ACTUAL	% of Annual TOTAL
Number of new at-risk businesses served	35	9	25.7%
Number of actual Layoffs averted/jobs retained	51	18	35.2%

PROGRAM EXPENDITURES

Program Year 15-16	Total
Planned Operations Cost	\$44,000
Expended as of 9/30/2015 invoice	\$6,704.30
Percent Expended	15.2%

Fiscal Sampling Review Results:

A fiscal sampling review was conducted by Michael McLay, HSD Accountant. He reviewed expenditure report records for the first quarter of the program year. There were no issues noted during the fiscal monitoring.

Administrative Questionnaire:

Based on the review, there is continued compliance in all areas and there are no major concerns.

Contract Questionnaire:

Based on the review, there is continued compliance in all areas and there are no major concerns. Recommendations are solely suggested as a continuous quality improvement.

Fiscal Questionnaire Results:

Based on the review, there is continued compliance in all areas and there are no major concerns.

 Andy Stone
 Director, Workforce Investment Board
 Human Services Department

 Date



Action Consent Information Discussion

C.2 Common Measure Performance PY 15-16 Q2

COMMITTEE: WIB Executive Committee	MEETING DATE: April 6, 2016
STAFF NAME: Andy Stone, WIB Director; Teresa Carrillo, Sr. Employment Training Specialist	

SUMMARY:

The attached Performance Update for 2nd Quarter PY 2015-16 gives an indication of local performance as of December 31, 2015 for Adult, Dislocated Worker and Youth program services. The state only considers annual performance and requires local areas meet 80% of the assigned goal. Although the Workforce Innovation and Opportunity Act (WIOA) was enacted effective July 1, 2015, the performance measures used under WIA will remain in effect until June 30, 2016. The LWIA has met or exceeded all the goals.

As a reminder, this is preliminary data through 2nd quarter and includes data on up to 26 Adults, 48 Dislocated Workers, and 93 Youth depending on the specific measure. The State will review the data for validation of WIA numbers and provide FINAL actual program year performance results after the program year ends.

** The State of California requires local areas meet 80% of the assigned goal.*

Attachment(s)

SUGGESTED MOTION: (if applicable)

I move to accept the WIOA Common Measure Performance for 2nd quarter for PY 2015-16.

COMMITTEE DATE	COMMITTEE APPROVAL: <input type="checkbox"/> Yes <input type="checkbox"/> No Other:
BOARD DATE	BOARD APPROVAL: <input type="checkbox"/> Yes <input type="checkbox"/> No Other:

C.2 Attachment 1

Performance Update for 2nd Quarter for PY 2015-16

Adult and DW Performance Goals	Participant Categories	PY 2015-16 Santa Cruz LWIA Goal	Performance Level through 12/31/15	Met Goal	Met 80% Target? *80% of goal	Success Rate % of goal met
Entered Employment Rate	Adult	72.0%	75%	Yes	Yes	104.1%
	Dislocated Worker	70.5%	82.83%	Yes	Yes	117.4%
Retention Rate – 9 months 1, 2, & 3 Qtrs after exit	Adult	85.0%	90%	Yes	Yes	105.5%
	Dislocated Worker	84.0%	89.80%	Yes	Yes	106.9%
Average Earnings: 2 nd and 3 rd Qtr after exit to 2 nd and 3 rd Qtr prior to WIA participation	Adult	\$16,500	\$20,071.29	Yes	Yes	121.6%
	Dislocated Worker	\$15,050	\$16,035.00	Yes	Yes	103.4%

Youth Performance Goals	PY 15-16 Goals	Performance Level through 12/31/15	Met Goal	Met 80% Target?	Success Rate (% of goal met)
Entered Education or Employment Rate	70.5%	83.6%	YES	YES	118.58%
Attained Degree or Certificate	64.0%	78.3%	YES	YES	122.34%
Literacy & Numeracy Gains	72.0%	90.9%	YES	YES	126.25%

* The State of California requires local areas meet 80% of the assigned goal.



Action Consent Information Discussion

A.1 WIOA Board Composition Update

COMMITTEE: Executive Committee	MEETING DATE: April 6, 2016
STAFF NAME: Andy Stone, WIB Director	

SUMMARY:

On February 24, 2016, the Workforce Investment Board approved the proposed composition of a smaller twenty-five member Workforce Development Board (WDB) and tasked the Executive Committee with developing recommendations for the new WDB's membership. Attached, for your review and comment is a WDB composition worksheet. Based on the Committee's feedback, staff will prepare a recommendation for approval at the May 18 Executive Committee Meeting.

Attachment(s)

SUGGESTED MOTION: (if applicable)

I move to approve the new proposed membership of the Workforce Development Board and to forward to the WIB board for approval.

COMMITTEE DATE 04/06/16	COMMITTEE APPROVAL: <input type="checkbox"/> Yes <input type="checkbox"/> No Other:
BOARD DATE	BOARD APPROVAL: <input type="checkbox"/> Yes <input type="checkbox"/> No Other:



New Workforce Development Board Composition Under WIOA

Category (# required)	Current Board	New Board
Total Members	41	25
Local Business (13) (min 51%)	22	13
Governmental and Economic Development Agency (1)	2	1
Labor & Pre-Apprenticeship (4) (min 15-20%)	5	4
Higher Education (1)	1	1
Adult Educational Entities (1)	2	1
Vocational Rehab (1)	1	1
Wagner-Peyser (EDD) (1)	1	1
CBOs that serve displaced workers, youth, veterans or disabled (optional)	1	1
Community Services Block Grant (optional)	1	0
Educational Agencies (optional)	0	0
Migrant and Seasonal Farmworkers (optional)	1	0
Older Worker Program (optional)	1	0
Philanthropic Organizations (optional)	1	1
Transportation, Housing, TANF Services (optional)	1	0
Local Board of Supervisors Government (optional)	1	0
WIB Nominated - At-Large (optional)	0	1
Subtotal	41	25
Local Business Percentage (required to be majority of 51%)	53.7%	52%
Labor/CBO Percentage (at least 15% labor and at least 20% combined)	14.6%	20.0%



Action Consent Information Discussion

A.2 Strategic Plan Report

COMMITTEE: Executive Committee	MEETING DATE: April 6, 2016
STAFF NAME: Andy Stone, WIB Director	

SUMMARY:

On October 8, 2015 the WIB approved the WIB Director's PY 2015-16 Operational Plan which lays out the specific actions for the program year designed to ensure that the Strategic Plan's goals are met. The attached scorecard represents the PY 2015-16 outcomes for the approved goals and action steps.

Both the Strategic Plan and the WIB Director's Operational Plan incorporate the 2014-17 Strategic Goals referenced below.

2014-2017 Strategic Goals for Workforce Santa Cruz County

Goal 1: Increase effectiveness of local and regional workforce development system to better meet job seekers, business and community needs

Goal 2: Align workforce development strategies to support local economic development

Goal 3: Develop strategic relationships with educators, employers and community partners to:

- Increase the skill levels of youth and adult job seekers, and
- Create opportunities for employment, career mobility, and self-sufficiency

Goal 4: Increase Board (WIB) Effectiveness

Attachment(s)

SUGGESTED MOTION: (if applicable)

I move to accept the WIB Strategic Plan Status Report as presented.

COMMITTEE DATE 04/06/16	COMMITTEE APPROVAL: <input type="checkbox"/> Yes <input type="checkbox"/> No Other:
BOARD DATE	BOARD APPROVAL: <input type="checkbox"/> Yes <input type="checkbox"/> No Other:

**A.2 Attachment - Workforce Investment Board of Santa Cruz County
STRATEGIC PLAN STATUS REPORT PY 2015-2016**

	Benchmark (2014-15)	2015-16 Target	2015-16 Operational Goals to meet Target	YTD
<i>Program Services</i>				
<u>Goal 1</u> Increase effectiveness of local and regional workforce and development system to better meet job seekers, business and community needs	Regional Strategies implemented in 2014/15: • Proposition 39 Pre-Apprenticeship Development Grant	In 2015-16: Deliver two WIB approved regional projects	<ul style="list-style-type: none"> Expand regional pre-apprenticeship program via a Proposition 39 Implementation Grant. Strengthen relationships with regional partners through a board approved regional project and a WorkKeys focused Slingshot project. 	Prop 39 Grant 2.0 Awarded - Planning in Progress WorkKeys Focused Slingshot Project Approved by CWDB - Received \$20k Planning Grant
<u>Goal 2</u> Align workforce development strategies to support local economic development	In 2014/15, WIB implemented a Prop 39 Pre-Apprenticeship Development Grant for Construction Careers	In 2015-16: Partner with economic development on one sector strategy	<ul style="list-style-type: none"> Develop training program for hospitality/tourism workers. 	Hospitality Training Program Group: Identified Potential Training Program - Seeking Startup Funding from CEDS - Putting Together MOU - Classes Could Start BY Fall 2016
<u>Goal 3</u> Develop strategic relationships with educators, employers and community partners to: • Increase the skill levels of youth and adult job seekers, and • Create opportunities for employment, career mobility, and self-sufficiency	Reconvening of Career Center Operators Committee, Suenos and Work4Youth developing new Agricultural Skills Academy	In 2015-16: Align training scholarships with in-demand careers	<ul style="list-style-type: none"> Release Initial County Jobs Report using LMI and Employer Input. Create WIB scholarship list based on in-demand jobs. 	Running Pilot Scholarship List; County Jobs Report - In Development
<i>Board Effectiveness</i>				
<u>Goal 4</u> Increase Board (WIB) Effectiveness	Approved new 25 member board	In 2015-2016: Transition from WIB to WDB	<ul style="list-style-type: none"> Provide development opportunities for each WIB member. Develop a new Workforce Development Board strategic plan. 	Identified Vendor For WIB Strategic Planning Session; Identified WIB/WDB Development Topics and Trainers

Benchmark = beginning of the strategic plan

Target = planned to be at the end of the year

Green	on track to meet planned target for the year
Yellow	needs to be watched
Red	in danger of not meeting target for the year.



Action
 Consent
 Information
 Discussion

A.3 NAWB Conference Report

COMMITTEE: Executive Committee	MEETING DATE: April 6, 2016
STAFF NAME: Andy Stone, WIB Director	

SUMMARY:

In March, 2016, Ron Slack, Carol Siegel and Andy Stone attended the annual National Association of Workforce Boards Conference in Washington D.C. and will share some of their experiences and recommendations.

Attachment(s)

SUGGESTED MOTION: (if applicable)

COMMITTEE DATE	COMMITTEE APPROVAL: <input type="checkbox"/> Yes <input type="checkbox"/> No Other:
BOARD DATE	BOARD APPROVAL: <input type="checkbox"/> Yes <input type="checkbox"/> No Other: