



**Workforce Development Board  
Executive Committee  
Wednesday, March 3, 2021 @ 8:30 a.m.  
18 W. Beach St. Watsonville**

18 W. Beach Street  
Watsonville, CA 95076  
(831) 763-8900  
[www.santacruzwb.com](http://www.santacruzwb.com)

**Agenda**

- I. Call to Order/Welcome**
- II. Public Comment**
- III. Consent Items**
  - C.1 Approval of Minutes: November 4, 2020 meeting..... **2-6**
  - C.2 Data Dashboard..... **7-8**
  - C.3 AJCC Hallmarks of Excellence Action Plans PY2020/21Q2..... **9**
  - C.4 Contractor Activity Reports PY 2020/21 Q1 ..... **10**
  - C.5 WIOA Contract Modification PY 20/21, Goodwill Central Coast . **11**
  - C.6 Re-contracting PY 21/22 WIOA Services .... **12-13**
  - C.7 WIOA Monitoring Draft Reports, SCCOE, Cabrillo SRSN ... **14-27**
  - C.8 Subsequent Designation and Local Board Recertification.. **28**
- IV. Administration**
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  - A.3 WDB Officer Nominations PY 21/22 ..... **32**
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  - A.8 Board Member Engagement Survey Debrief ..... **38**
- V. Chairperson’s Report**
- VI. Adjournment**

**Next Meeting: Workforce Development Board  
Thursday, April 1, 2021 @ 8:30 a.m.  
Location TBD**

**Executive Committee Meeting  
May 5, 2021 @ 8:30 a.m.  
Location TBD**

**MEMBERS:**

- Carol Siegel, WDB Chair
- Rob Morse, WDB Vice Chair  
Pacific Gas and Electric Company
- Lamont Adams  
Local IBEW234
- Alia Ayyad  
Center for Employment Training
- Diane Berry-Wahrer  
California Department of Rehabilitation
- Katie Setzler  
Palo Alto Medical Foundation
- Christina Cuevas  
Cabrillo College
- MariaElena De La Garza  
Community Action Board
- Marshall Delk  
Santa Cruz County Bank
- Elyse Destout  
Photography by Elyse Destout
- Yuko Duckworth  
Employment Development Department
- Candice Elliott  
Fortress and Flourish
- Sean Hebard  
Carpenters Local 505
- Carmen Herrera-Mansir  
El Pajaro CDC
- Todd Livingstone  
Watsonville/Aptos Adult Education
- Barbara Mason  
Santa Cruz County Economic Development
- Chris Miller  
ScratchSpace, LLC
- Elisa Orona  
Health Improvement Partnership of SC County
- Shaz Roth  
Pajaro Valley Chamber of Commerce  
and Agriculture
- Glen Schaller  
Monterey Bay Central Labor Council, AFL-CIO
- Dustin Vereker  
Discretion Brewing
- DIRECTOR:**  
Andy Stone

*Santa Cruz County Workforce Development supports the Community by cultivating economic vitality and assisting Jobseekers by creating programs to train, educate, and support the workforce to develop key and timely skills. We assist Business to secure the talent they need to thrive now, and into the future.*

*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.*



Action Consent Information Discussion

## C.1 Approval of Meeting Minutes

<b>COMMITTEE:</b> Executive Committee	<b>MEETING DATE:</b> March 3, 2021
<b>STAFF NAME:</b> Andy Stone, WDB Director; Laurel Gazza, Administrative Aide	

**SUMMARY:**

Requesting Consent approval of the November 4, 2020 Executive Committee meeting minutes.

Attachment(s)

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**SUGGESTED MOTION: (if applicable)**

I move to approve the November 4, 2020 Executive Committee meeting minutes, as part of the consent agenda.

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



**Workforce Development Board  
Executive Committee  
Watsonville Career Center, Room 2  
Wednesday, November 4, 2020 8:30 a.m.**

18 W. Beach Street  
Watsonville, CA 95076  
(831) 763-8900  
[www.santacruzwb.com](http://www.santacruzwb.com)

**NOTE: Due to the COVID-19 pandemic, and the directive of Governor Gavin Newsom in adjusting the Brown Act rules, public meetings will be allowed to be attended virtually until further notice. A public meeting room was made available for this meeting, but all participants chose to attend virtually, via Microsoft Teams.**

**The Chair called the meeting to order at 8:30 a.m., and a quorum was established. All participants attended virtually.**

**Committee Members in Attendance**

- Delk, Marshall
- Destout, Elyse
- Morse, Rob
- Moss, Denise
- Siegel, Carol – Chair
- Slack, Ron

**Committee Members Absent**

None

**Staff in Attendance**

- Chevalier, Katy – WTW Program Manager
- Detlefs, Peter – WDB Business Services Mgr.
- Gazza, Laurel – WDB Administrative Aide
- Gray, Lacie – WDB Sr. Analyst
- Paz-Nethercutt, Sara – WDB Sr. Analyst
- Stone, Andy – WDB Director

**Guests**

No guests present

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**Subject: Public Comment**

There was no public comment.

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**MEMBERS:**

- Carol Siegel, Chair  
Santa Cruz Seaside Company
- Rob Morse, Vice Chair  
Pacific Gas and Electric Company
- Lamont Adams, Business Manager  
IBEW Local 234
- Alia Ayyad, Director  
Center for Employment Training
- Diane Berry-Wahrer, Supervisor  
California Department of Rehabilitation
- KatieSetzler, Human Resources Director  
Palo Alto Medical Foundation
- Todd Livingstone, Assistant Director  
Career and Technical Education  
Watsonville/Aptos Adult Education
- Christina Cuevas, Governing Board Trustee  
Cabrillo College
- MariaElena De La Garza, Executive Director  
Community Action Board
- Marshall Delk, Vice President  
Santa Cruz County Bank
- Elyse Destout, Owner  
Photography by Elyse Destout
- Yuko Duckworth, Employment Program Manager  
Employment Development Department
- Candice Elliott, Principal Consultant  
Fortress and Flourish
- Carmen Herrera-Mansir, Director, El Pajaro CDC
- Sean Hebard  
Carpenters Local 505
- Mark Hodges, Director, Regional Occupational Program  
Santa Cruz County Office of Education
- Barbara Mason, Economic Development Coordinator  
Santa Cruz County Economic Development
- Chris Miller, Founder  
ScratchSpace, LLC
- Elisa Orona, Director  
SC Health Improvement Partnership
- Glen Schaller, Political Coordinator  
Monterey Bay Central Labor Council, AFL-CIO
- Bryce Root, Founder Owner  
The Root Group
- Shaz Roth, Executive Director & CEO  
Pajaro Valley Chamber of Commerce
- Dustin Vereker, Chief Beer Ambassador  
Discretion Brewing Company

**DIRECTOR:**  
Andy Stone

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**Subject: III. Consent Items:**

**C.1 – Approval of August 26, 2020 Meeting Minutes**

**C.2 – Data Dashboard**

**C.3 – AJCC Hallmarks of Excellence Action Plans PY 2020/21 Q1**

**C.4 – Contractor Activity Reports PY 2019/20 Q4**

**C.5 – WIOA Performance Negotiations PY 2020/2022**

**Action:** It was moved to approve the Consent Agenda

**Status:** Motion to Approve: Marshall Delk

Motion Seconded: Ron Slack

Abstentions: None

Committee Action: All in favor, motion passed

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**Subject: IV. Administration Items:**

**A.1 – WDB Staff Updates**

WDB Director Andy Stone and WDB staff gave the latest updates on WIOA Career Services, which included WDB Sr. Analyst Sara Paz-Nethercutt brief the committee on Goodwill Central Coast staffing status; Business Services update which included an introduction of the new WDB Business Services Manager., Peter Detlefs; and an update from Katy Chevalier, Program Manager for CalWORKS Employment Services.

**Action:** No action taken, informational item only.

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**A.2 – Strategic Plan Report Update**

WDB Director Andy Stone recapped the Strategic Plan outline and status of the three main goals for 2020-21.

**Action:** It was moved to accept the WDB Directors' Operational Plan update for PY 2020-21 and recommend approval by the full Workforce Development Board.

**Status:** Motion to Approve: Rob Morse  
Motion Seconded: Ron Slack  
Abstentions: None  
Committee Action: All in favor, motion passed.

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### **A.3 – WIOA Transitional Jobs Policy**

WDB Director Andy Stone discussed the newly completed WIOA Transitional Jobs Policy and together with WDB Sr. Analyst Sara Paz-Nethercutt, explained the placement process.

**Action:** It was moved to approve the locally developed WIOA Transitional Jobs Policy.

**Status:** Motion to Approve: Ron Slack  
Motion Seconded: Marshall Delk  
Abstentions: None  
Committee Action: All in favor, motion passed.

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### **A.4 – WDB Member Recruitment Update**

Director Andy Stone reminded the committee that there were still two private sector business openings on the board and encouraged committee members to continue in their recruiting efforts.

**Action:** It was moved to accept the WDB member recruitment update.

**Status:** Motion to Approve: Marshall Delk  
Motion Seconded: Rob Morse  
Abstentions: None  
Committee Action: All in favor, motion passed.

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### **A.5 – WDB December 9, 2020 Meeting Planning**

Director Andy Stone discussed the presentation topic “Developing and Maintaining an Effective Board” which is slated for the December 9, 2020 WDB full board meeting. He also asked the board to list any other topics they would like discussed and asked for a list of thoughts or questions for the presenter before the Thanksgiving holiday. Committee member Ron Slack asked staff if they had any needs that the board can help them fulfill.

**Action:** It was moved to direct that the WDB staff include the above stated items at the December 9, 2020 WDB full board meeting agenda.

**Status:** Motion to Approve: Ron Slack  
Motion Seconded: Rob Morse  
Abstentions: None  
Committee Action: All in favor, motion passed.

## **V. Chairperson's Report**

WDB Chair Carol Siegel thanked everyone for attending the meeting.

**Meeting adjourned at 9:20 a.m.**

**Next Meeting: Workforce Development Board Meeting  
December 9, 2020 @ 8:30 am  
Watsonville Career Center, Room 2  
\*\*Virtual Attendance via Microsoft Teams\*\***

**Executive Committee Meeting  
March 3, 2021 @ 8:30 am  
Watsonville Career Center, Room 2  
\*\*Virtual Attendance via Microsoft Teams\*\***



Action  Consent  Information  Discussion

SANTA CRUZ COUNTY  
**WORKFORCE**  
DEVELOPMENT

## C.2 Data Dashboard

<b>COMMITTEE:</b> Executive Committee	<b>MEETING DATE:</b> March 3, 2021
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**STAFF NAME:** Andy Stone, WDB Director; Laurel Gazza, Administrative Aide

**SUMMARY:**

The following page is the data dashboard featuring statistics for labor market information through December 2020, and WIOA budget figures and layoff criteria through Quarter 2 of PY 2020-21.

Attachment(s)

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**SUGGESTED MOTION: (if applicable)**

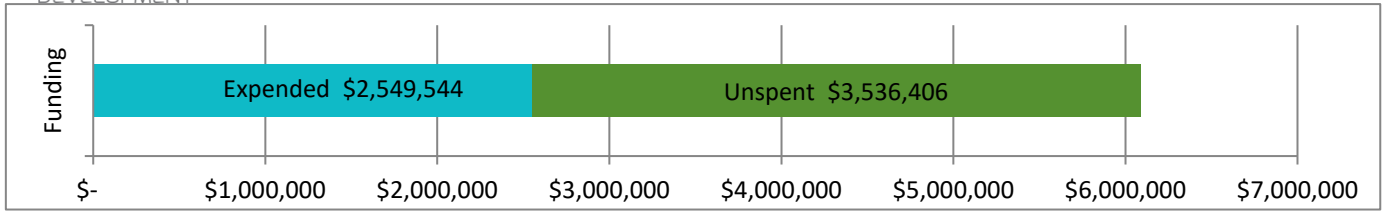
N/A

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

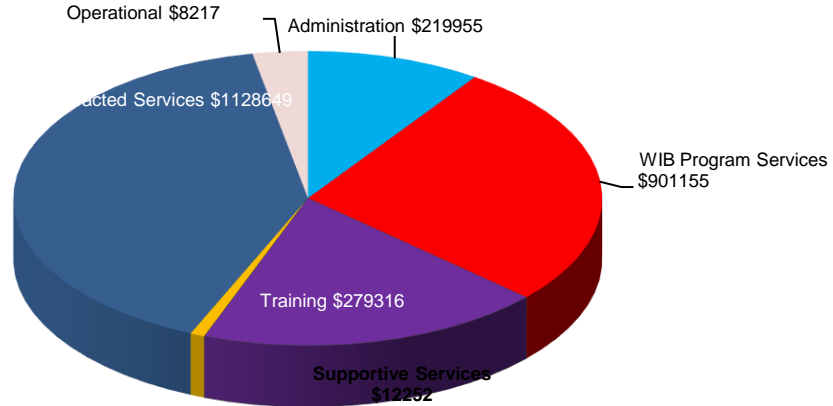
PY 2020/2021 thru December 31, 2020, Q2



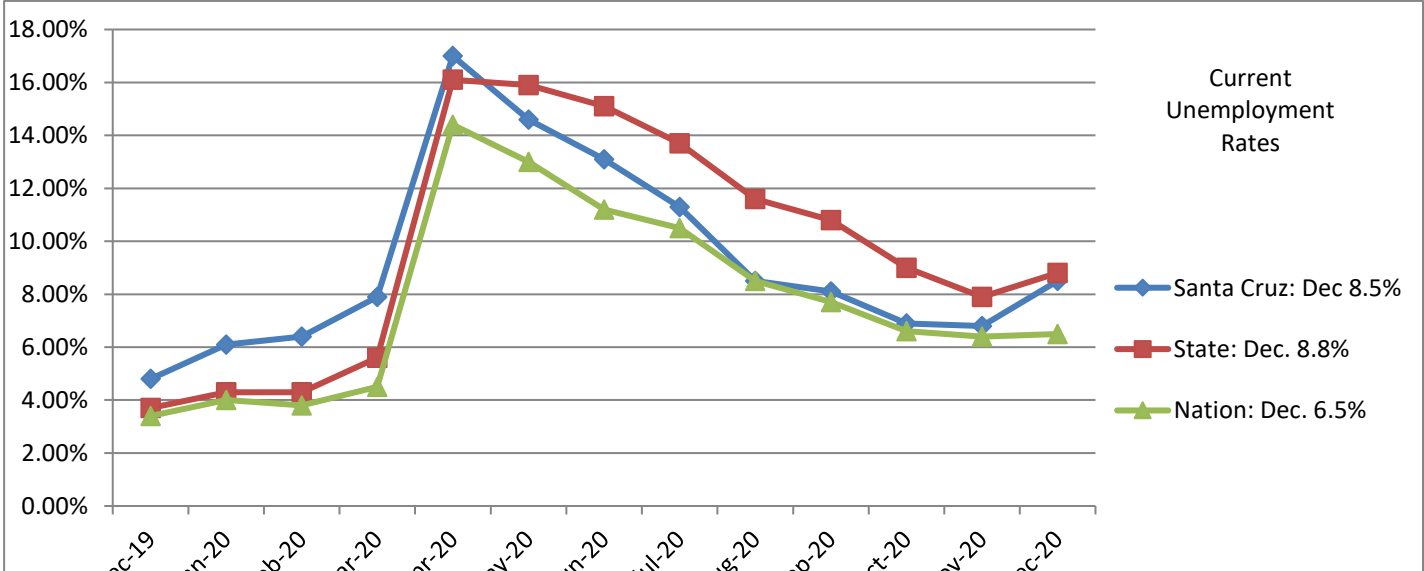
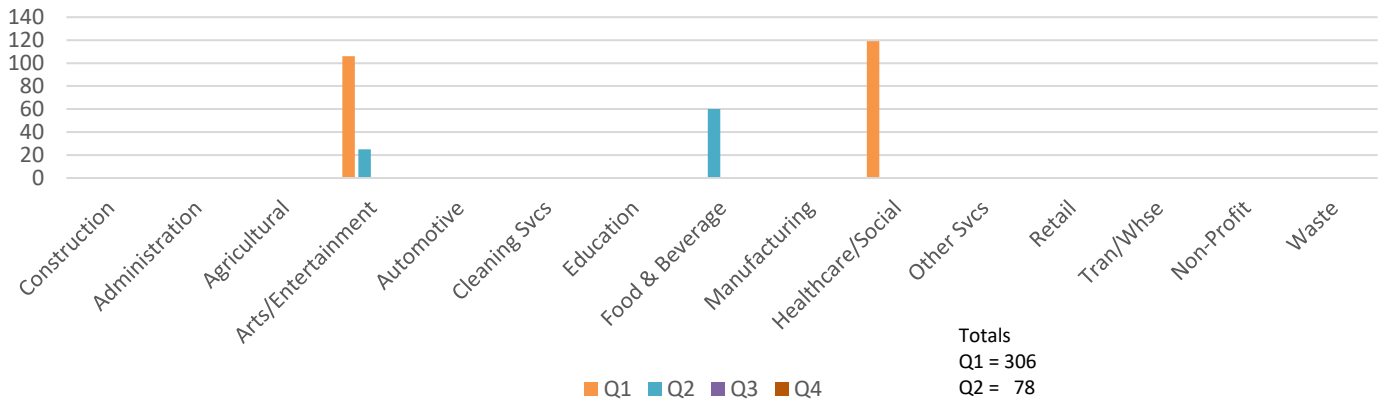
Program Year (PY) 2020-21 Budget: \$6,085,950



19/20 Expenditures, thru Dec. 2020



Layoffs by Industry 2020-2021







Action Consent Information Discussion

### C.3 Hallmarks of Excellence Plans

<b>COMMITTEE:</b> Executive Committee	<b>MEETING DATE:</b> March 3, 2021
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**STAFF NAME:** Andy Stone, WDB Director; Sara Paz-Nethercutt, Sr. Analyst

**SUMMARY:**

Background:

As you may recall, on September 11, 2018, the WDB approved the Hallmarks of Excellence Assessment and Certification Action Plan for the Comprehensive AJCC. Using the criteria and procedures established by the State Board, the independent and objective assessment will be conducted every three (3) years and will be due again to the State in 2021.

Under EDD guidance Directive WSD, 18-11, March 14, 2019, this same methodology was applied to the other AJCC sites at the Capitola Employment Development Department (EDD) and WIOA Youth Suenos. This process was submitted to the state by the deadline of June 30, 2019 and will be in effect for two (2) years in order to align with the comprehensive AJCC certification due in 2021.

Update: Program year action plans for each AJCC site have been developed and progress is displayed for your review.

The link to view the action plans is found here: <https://bit.ly/3dJGVj8>

Attachment(s)

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**SUGGESTED MOTION: (if applicable)**

I move to direct WDB staff to continue working on Hallmarks of Excellence Action Plans and to report back to the committee on ongoing progress.

<b>COMMITTEE DATE</b> 01/13/21	<b>COMMITTEE APPROVAL:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Other:
<b>BOARD DATE</b>	<b>BOARD APPROVAL:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No Other:



Action  Consent  Information  Discussion

## C.4 Contractor Activity Reports

<b>COMMITTEE:</b> Executive Committee	<b>MEETING DATE:</b> March 3, 2021
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**STAFF NAME:** Katy Chevalier, Program Mgr; Peter Detlefs, Business Services Mgr; Sara Paz-Nethercutt, Sr. Analyst

**SUMMARY:**

Reports outlining each workforce services contractor's financial, federal (if applicable), and contract performance can be found here: <https://bit.ly/3sqghQw>

Attachment(s)

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**SUGGESTED MOTION: (if applicable)**

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



Action Consent Information Discussion

SANTA CRUZ COUNTY  
**WORKFORCE**  
DEVELOPMENT

## C.5 WIOA Contract Amendment:GCC

<b>COMMITTEE:</b> Executive Committee	<b>MEETING DATE:</b> March 3, 2021
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**STAFF NAME:** Andy Stone, WDB Director; Sara Paz-Nethercutt, Sr.Analyst

### SUMMARY:

The Santa Cruz County Workforce Development Board (WDB) applied and was awarded \$1,500,000 in Department of Labor Disaster National Dislocated Worker Grant (NDWG) monies to provide clean-up efforts from the August 2020 CZU Lightning Complex fire. WDB is collaborating with County Park to provide at least 75 temporary jobs for clean up efforts of public land affected by the fire in the 2020 August Wildfires Disaster Recovery project. This grant will extend through September 30, 2022.

Currently, the state has approved 10 worksites that will provide immediate employment for temporary jobs/wages for up to 12 months or 2080 hours (whichever is longer), as well as supportive services for work-related tools. Wages range from \$14.82 to \$31.80 depending on the job duties for the specific worksite. WIOA participant eligibility priority will be given to those who became unemployed as a result of the fire, followed by others who meet the WIOA definition of a "Dislocated Worker". All participants must be enrolled and activities tracked via the the state data management system, CalJOBS. As a result, Goodwill Central Coast (GCC), the Adult and Dislocated Worker (A/DW) service provider, who currently conducts the WIOA eligibility will also perform this NDWG data entry function.

The GCC PY2020/2021 contract for A/DW program services is \$691,460. In order for GCC to perform the mandated WIOA eligibility data entry, it is recommended that a contract amendment to augment that existing contract by \$35,000 be created and presented to the County Board of Supervisors for approval on February 2, 2021.

Attachment(s)

### SUGGESTED MOTION: (if applicable)

I move to accept the PY 20/21 contract amendment recommendations and direct staff to move forward with required actions upon receipt of approvals.

<b>COMMITTEE DATE</b> 01/13/21	<b>COMMITTEE APPROVAL:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Other:
<b>BOARD DATE</b>	<b>BOARD APPROVAL:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No Other:



Action Consent Information Discussion

SANTA CRUZ COUNTY  
**WORKFORCE**  
DEVELOPMENT

## C.6 Recontracting PY 21/22 WIOA Services

<b>COMMITTEE:</b> Executive Committee	<b>MEETING DATE:</b> March 3, 2021
<b>STAFF NAME:</b> Andy Stone, WDB Director	

### SUMMARY:

The WIOA contracts are currently completing year three (3) of a potential four (4) year contract cycle from the last procurement award process. It is recommended that WIOA/ CalWORKs Employment Services (CWES) contract services continue with the current service providers as follows:

1. Goodwill Central Coast (GCC) for WIOA Adult/Dislocated Worker, Financial Literacy program services; National Dislocated Worker Grant for August 2020 Wildfire temporary jobs eligibility determination, and CWES job search workshops and subsidized employment programs.
2. Cabrillo Student Resources and Support Network for WIOA/CWES participant support services and CWES work study.
3. Santa Cruz County Office of Education (SCCOE) for WIOA Youth program services, otherwise referred to as Suenos.
4. Career Center Operator, Amanda Winter
5. Cabrillo College, Small Business Development Center (SBDC)

Although the Employment Development Department (EDD) has not yet released the Workforce Innovation and Opportunity Act (WIOA) Allocations for Program Year 2021-22 for the Adult, Dislocated Worker (DW), Rapid Response and Youth funding sources, final contractor allocations will be based upon overall state funding levels. It is recommended that the Executive Committee of this Board have final authority over allocation amounts.

Negotiations on the scope of work with the service goals and the budgets will be completed with services continuing as of July 1, 2021 according to the County's continuing contract agreements process.

Attachment(s)

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### **SUGGESTED MOTION: (if applicable)**

I move to accept the PY 21/22 re-contracting recommendations, with Executive Committee having final allocation approval and direct staff to move forward with contract negotiations upon receipt of approvals.

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

C.6 Recontracting PY 21/22  
Workforce Service Providers

<b>CONTRACTOR</b>	<b>Funding Source/ Services</b>	<b>Actual PY 20/21 Allocation</b>	<b>Recommended PY21/22 Allocation</b>
Goodwill Central Coast	Adult, Dislocated Worker, Career Center Services	\$691,460	\$726,460, *
	Adult, Dislocated Worker Financial Literacy Program Services, Purchase Order	\$35,000	0  Included in A/DW Career Center Services contract
	National Dislocated Worker Grant: August 2020 Wildfires	\$35,000	\$35,000
	CWES - JSW	\$137,476	\$137,476
	CWES - STEP/ TEMP	\$649,715	\$649,715
Cabrillo College Student Resource and Support Network	Adult, Dislocated Worker	\$120,000	\$120,000*
	CWES - Student Support	\$77,465	\$77,465
	CWES - Work Study	\$109,189	\$109,189
SCCOE, Sueños	Youth	\$800,000	\$800,000*
Career Center Operator - Amanda Winter	Adult, Dislocated Worker, Youth	\$75,000	\$75,000
Community Action Board	CWES Subsidized Employment, SmartHIRE	\$649,966	\$649,966
Cabrillo College Small Business Development Center (SBDC)	Rapid Response Layoff Aversion	\$44,000	\$44,000

\* Final contractor funding allocation is based upon final funding levels from the State.

CWES: CalWORKs Employment Services

JSW: Job Search Workshops

STEP/TEMP: Subsidized Transitional Employment Program (STEP)/ Temporary Employment to Meet Participation (TEMP) program (both are Subsidized Employment programs)



Action Consent Information Discussion

SANTA CRUZ COUNTY  
**WORKFORCE**  
DEVELOPMENT

## C.7 WIOA Program Monitoring PY 2020-21

<b>COMMITTEE:</b> Executive Committee	<b>MEETING DATE:</b> March 3, 2021
<b>STAFF NAME:</b> Andy Stone, WDB Director; Sara Paz-Nethercutt, Sr. Analyst	

### SUMMARY:

WDB Staff monitored the following contracted services in November and December 2020 and drafted reports are attached:

1. Santa Cruz County Office of Education (SCCOE)
2. Cabrillo Student Resource & Support Network (SRSN)

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.
- Business/Employer Questionnaire: asks about services, recommendations and overall satisfaction with services on a 1-10 scale.
- Financial Sampling: A fiscal sampling review was conducted by Edwin Ogu, HSD Accountant for all programs. This is an annual review of program fiscal records.

WDB staff next steps include the following:

- Implement the Corrective Action Plan as outlined (SCCOE, SRSN)
- Apply the internal protocols as developed. (SCCOE, SRSN)
- Review during contract negotiations for PY 21/22 (SCCOE, SRSN)
- Review at the next annual monitoring visit. (SCCOE, SRSN)

Other WIOA contracted services monitoring is currently underway and reports are forth coming: Amanda Winter (Career Center Operator); Goodwill Central Coast (GCC); Cabrillo Small Business Development Center (SBDC)

Attachment(s)

### **SUGGESTED MOTION: (if applicable)**

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

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

**Santa Cruz County Workforce Development Board**  
**DRAFT**  
**Monitoring Report 2020-2021**  
**Santa Cruz County Office of Education**  
**Workforce Innovation and Opportunity Act Services**

**Service Provider:** Santa Cruz County Office of Education; WIOA Youth Services – Sueños Program

**Workforce Investment Board Analyst:** Sara Paz-Nethercutt, WDB Sr. Analyst  
 831.763.8756  
[Sara.Paz-Nethercutt@santacruzcounty.us](mailto:Sara.Paz-Nethercutt@santacruzcounty.us)

**Monitoring Dates:** Remote review November 16 -20, 2020; overall monitoring period concluded December 9, 2020; As a result of the COVID -19 pandemic necessary safety precautions were implemented with regard to conducting local monitoring events. A complete monitoring review was conducted remotely, using virtual platforms for interviews and remote case file review.

**Term of Contract:** July 1, 2020 through June 30, 2021

**Overview of Scope of Work**

The Contractor provides outreach/recruitment, intake, assessment, registration, development of the Individual Service Strategy (ISS)/Career Plan, case management and referral to other contracted and non-contracted service providers as needed to fulfill the requirements of the WIOA Youth program. Contractor provides access to the fourteen (14) elements under the WIOA Youth program. Target Youth are defined by regulation as young people between the ages of 16-24 and meet the definition of in-school or out-of-school (OSY) with certain barriers. Local policy further dictates In-School Youth must reside in Santa Cruz South County (zip codes: 95076, 95077 and 95019) with a 5% dispensation for other potential ISY located in Santa Cruz County, pending funding availability. This residency requirement is not applied to the OSY who may reside anywhere in Santa Cruz County.

The goal of youth programs under the WIOA is: 1) to develop the work, career pathways, potential educational attainment, and opportunity for skills training in in-demand industries and occupations for young people in the County of Santa Cruz to increase access to jobs, job retention and earnings, and helping employers with skilled workers; 2) build a comprehensive, high quality coordinated youth workforce development system that prepares youth for successful futures.

**Current Findings:** The following represents one (1) finding that was identified:

<b>Findings:</b>	<b>Corrective Action(s):</b>
<p><b>1. Data Validation</b></p> <p><b>a. Incentive Payment activity code was erroneously claimed as “dropped out of activity” in CalJOBS for a WIOA funded activity.</b>            Participant (State ID # 1002864837) was WIOA enrolled and received incentive payment</p>	<p>a. Provide written assurance that all enrolled WIOA participants who receive a WIOA funded activity, e.g. incentive payments will have the corresponding CalJOBS activity completion</p>

**Santa Cruz County Workforce Development Board**  
**DRAFT**  
**Monitoring Report 2020-2021**  
**Santa Cruz County Office of Education**  
**Workforce Innovation and Opportunity Act Services**

<p>services (leadership development activity, \$25.00) as a funded service without the proper corresponding CalJOBS completion code for State performance and financial data tracking purposes.</p> <p><b>*Citation:</b> CalJOBS Data validation: source documentation for activities tied to expenditures or required activities; WIOA Sueños Contract Scope of Work;</p>	<p>code for State performance and financial data tracking purposes.</p> <p>NOTE: These all are allowable expenses with the corresponding documentation/activity and completion code. Sueños entered 393 activities for the 14 participants. Error rate is less than 1%.</p>
<p><b>SCCOE Response, 1/28/2021:</b>  <i>Accept the contents of the report. Program Staff will ensure that WIOA enrolled participants who receive a WIOA funded activity will have the corresponding CalJOBS completion code for State performance and financial data tracking purposes.</i></p>	

**Next steps:**

- Provide response to draft report by deadline to address the Finding.
- Review recommendations for development of internal protocols, if necessary.
- Review monitoring report during contract negotiations for PY 21/22 to determine whether to modify any contract language;
- Review overall monitoring at the next annual monitoring visit.

**Recommendations (No response necessary):**

1. It is recommended that Contractor consider using the Lean *kaizen*<sup>1</sup> methodology for improving the Objective Assessment process. Sueños staff updated the Objective Assessment form as a result of the PY 17/18 monitoring report recommendation. This is an example of using the Lean methodology for continuous improvement.
2. It is recommended that Contractor update the *Follow-up* form kept in the case file as it references Workforce Investment Act (WIA) which was replaced by WIOA in 2015.
3. It is recommended that Contractor work with the WDB analyst for possible strategy for obtaining documents for entire households to deem a youth eligible for WIOA. In some cases, more than 3 birth certificates for family members were requested to document family size.
4. It is recommended that Contractor revise the Incentive Form to include a tracking component/field for the overall incentive payment limitation which would ensure a youth only receives the allocated amounts as per policy. Improving the incentive payment issuance process would ensure mistake proofing, eliminating the opportunity for an error to occur with exceeding the policy limitations. Currently, Sueños staff maintain an excel

<sup>1</sup> Definition: Working event with the purpose of implementing improvement ideas.  
<https://www.leansixsigmadefinition.com/glossary/kaizen>



**Santa Cruz County Workforce Development Board**  
**DRAFT**  
**Monitoring Report 2020-2021**  
**Santa Cruz County Office of Education**  
**Workforce Innovation and Opportunity Act Services**

spreadsheet with the incentive payment data points for all youth in the program year which is reviewed prior to issuing a payment.

**Observations (No response necessary):**

1. Contractor maintains very neat and tidy case files with a checklist in every section for ease of locating documents.
2. Contractor submitted a budget modification #2 for staffing changes , reducing te receptionist form 1.0 FTE to .33 FTE and creating an instructional aide position to maily facilities the Career Cluster academies.
3. Contractor has one final year remaining on this award before the WDB releases another Request for Proposal in PY2021/22.
4. Contractor added COVID19 safety precautions to the Work Experience site safety inspection checklist. Contractor cites difficulties with finding worksites for youth placements due to COVID, see WEX direct wages expenditures table below.
5. Contractor is maintaining the youth participant confidentiality as required in WIOA Section 188, Nondiscrimination and Equal Opportunity guidelines.
6. Contractor continuously improves on the Hallmarks of Excellence Action Plan in collaboration with the Career Center Operator.

**Contract Questionnaire:** Completed with Bea Munoz, Project Coordinator

**Financial Questionnaire:** Completed by Michelle Coffman, SCCOE business office staff and Nohemi Macias, Sueños Project Coordinator.

**Administrative Questionnaire:** Completed by Bea Munoz, Sueños Project Coordinator and Nohemi Macias, Sueños Project Coordinator.

**Entrance Conference** conducted with Beatriz Munoz, Sueños Project Coordinator.

**Exit Conference** conducted with Beatriz Munoz, Sueños Project Coordinator.

**Planned verses Actual Enrollments:**

<b>Program Year 20-21</b>	<b>Total</b>	<b>ISY</b>	<b>OSY</b>
Planned Number of New Enrollments	38	11	27
Actual as of <b>12/30/20<sup>^</sup></b>	24	9	15
<b>Percentage of Planned goal</b>	63.1%	81.2%	55.5%

<sup>^</sup>50% of the year expended

**Planned verses Actual Expenditures:**

<b>Program Year 20-21</b>	<b>Total</b>	<b>In-School</b>	<b>Out of School</b>
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<b>Planned Operations Cost</b>	\$800,000	\$200,000	\$600,000
<b>Expended as of 11/30/2020 claims*</b>	\$240,045.30	\$34,255.13	\$205,790.17
Percent Expended	30%	17.1%	34.2%

\*Contractor submitted claims through November 30, 2020, 41.6% of the year expended

<b>Program Year20-21</b>	<b>TOTAL</b>	<b>In-School</b>	<b>Out of School</b>
<b>WEX direct wages to youth</b>	\$178,809	\$44,702.25	\$134,106.75
<b>Expended as of 11/30/2020 claims*</b>	\$10,513.59	\$874.92	\$9,638.67
Percent Expended	5.8%	1.9%	7.1%

**File Review:** Fourteen (14) case files were randomly selected for file and service review. Some of the issues include the following:

- Follow-up form contained a Virtual Career Center (VCC) refence which was replaced by CalJOBS with implementation of WIOA. Form should be updated for CalJOBS reference.
- Incentive payment process continues to be challenging for the monitor to easily reconcile the payment back up documentation, incentive claim form and CalJOBS data entry.
- The Leadership Development Element with CalJOBS Activity # 410 is used repeatedly with many youth having upwards of 8 to 15 opportunities provided to the youth during their program participation. Scope of Work, page 12 lists specific local activities and this activity is defined as per CalJOBS Activity Dictionary, WSIN 19-06, Attachment 1, page 32 as follows:

<b>410</b>	<p><b>Leadership Development Services</b></p> <p>A Youth participated in leadership development opportunities that encourages leadership development, responsibility, confidence, employability, self-determination, and other positive social behaviors. Activities may include:</p> <ol style="list-style-type: none"> <li>1. Exposure to postsecondary educational possibilities;</li> <li>2. Community and service learning projects;</li> <li>3. Peer-centered activities, including peer mentoring and tutoring;</li> <li>4. Organizational and team work training, including team leadership training;</li> <li>5. Training in decision-making, including determining priorities and problem solving;</li> <li>6. Citizenship training, including life skills training such as parenting and work behavior training;</li> <li>7. Civic engagement activities which promote the quality of life in a community; or</li> <li>8. Other leadership activities that place youth in a leadership role such as serving on youth leadership committees, such as a Standing Youth Committee.</li> </ol>
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Contractor should be mindful of answering the following question : What triggers (specific service) the creation of an activity and when is it just a contact (conversation between youth and case manager)?

**Data validation Issues:**

- Incentive Payment activity code was erroneously claimed as “dropped out of activity” in CalJOBS for a WIOA funded activity. [See Finding #1 for detailed explanation]

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**Participant-Employer Interview Results:** Of the fourteen (14) case files selected, seven (7) were randomly selected for an interview. Only three (3) were interviewed via phone, the remaining four (4) scheduled were unable to be reached despite several attempts. The results are:

**Satisfaction Scale** of 1- 10 with 1 being Very Dissatisfied and 10 being Very Satisfied: The average youth program participant response was 9.7.

- One youth indicated being very shy at the beginning of her participation in the program and by the end had developed a conversational confidence and considers herself no longer a shy individual.
- One youth believed the work experience placement was invaluable to her skill development.
- All youth interviewed expressed their satisfaction with the program staff and their WEX placement.

Three (3) work experience employers were randomly selected for an interview:

- Program Coordinator, Community Action Board, Youth Homeless Response Team (YHRT)
- Clerical Supervisor, County of Santa Cruz, Employment & Benefits Services Division
- Warehouse Manager, Second Harvest Food Bank

Two worksite supervisors were interviewed via Zoom (virtual video conferencing platform) and one (1) was unable to make himself available during the monitoring period.

One supervisor indicated a positive experience every time a student worker is placed and encourages the student worker to use her as an employment reference for future job opportunities; another supervisor indicated that despite the serious nature of the job, interns are extremely mature and empathetic to those they work with in the program.

**WIOA Section 188 Nondiscrimination and Equal Opportunity:** Based on the review, there is continued compliance and there are no major concerns.

**Fiscal Sampling Review Results:**

A fiscal sampling review was conducted by Edwin Ogu and Ernesto Esparza, HSD Accountants. They 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 interview responses, 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 findings and recommendations with a request for corrective action plans.

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

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Andy Stone  
Director, Workforce Development Board  
Human Services Department

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Date

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**Cabrillo College – Student Resource and Support Network (SRSN)**

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

**Workforce Development Board Analyst:** Sara Paz-Nethercutt, Senior Analyst  
 831.763.8756  
 Sara.Paz-Nethercutt@santacruzcounty.us

**Monitoring Dates:** Remote review November 30- December 4, 2020; overall monitoring period concluded December 21, 2020; As a result of the COVID -19 pandemic, necessary safety precautions were implemented with regard to conducting local monitoring events. A complete monitoring review was conducted remotely, using virtual platforms for interviews and remote case file review.

**Term of Contract:** July 1, 2020 through June 30, 2021

**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 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 (2020-2021), with a 12-month contract, SRSN has been contracted to provide services to as many students as are deemed WIOA eligible who select Cabrillo as their training site. Of the WIOA participants who choose Cabrillo, the performance objective is for credential attainment at 75% for ADULTS and 60% for Dislocated Worker (DW).

**Current Findings and Recommendations**

**Finding(s):** The following represents findings that were identified:

<b>Findings:</b>	<b>Corrective Action(s):</b>
<p><b>1. FISCAL REVIEW:</b></p> <p>a. Contractor failed to provide the Personnel Activity Report (PAR)/ time studies for <b>FY 19/20 Q3 and Q4</b> to show the detailed hours worked by each staff person across multiple funding streams. As a result, it was not possible to independently determine the programs/ contracts and the associated full-</p>	<p>a. REPEAT FINDING from monitoring PY 2019/20. SRSN has implemented previous corrective action in their <b>Q1 FY 20/21</b> billing.</p> <p>b. Contractor to ensure going</p>

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**Cabrillo College – Student Resource and Support Network (SRSN)**

<p>time equivalents (FTEs) each employee worked during the period reviewed.</p> <p>b. Daily PAR/time studies and the computed FTE for <b>Q1 FY 20/21</b> was provided for all staff, but it was not used by SRSN as the basis for determining the amounts of salaries and benefits that were charged for the period. As a result of this issue, the wrong amounts of salaries and benefits were charged to the County for <b>Q1 FY20/21</b>.</p> <p style="padding-left: 40px;">             \$4,825.06 FY2019/20 Q3 Overcharges              + \$3,733.30 FY2019/20 Q4 Overcharges              = \$8558.44 Overcharges              - \$6970.13 FY20/21 Q1 Undercharges              = \$1588.31 to be deducted from <b>FY20/21 Q4</b> invoice to correct issue.         </p>	<p>forward that the PAR and the FTE computed using the PAR, will be the basis to charge salaries and benefits to the WIOA contract.</p> <p>Only one FTE amount for the same employee should be applied to staff salaries and benefits and should be computed based on the documented hours in the PAR/time studies.</p> <p>Ensure implementation in WIOA SRSN <b>FY20/21 Q2 invoice</b>. Provide written explanation to justify if this is not possible.</p> <p>The <u>overcharge amount of \$1,588.31</u> is the net difference of the undercharge of \$6,970.13 in FY20/21 Q1 and the overcharges of \$4825.06 (FY2019/20 Q3) and \$3,733.38 (FY2019/20 Q4)</p>
<p><b>Citation:</b> Uniform Guidance provision 2 CFR 225, Appendix B(8)(h) (4&amp;5), requires the use of PAR when employees of non-federal agencies work on multiple activities or cost objectives 2 CFR 200.318; Cabrillo SRSN PY20/21 WIOA Contracts, Exhibit B, Financial Management Requirements</p>	
<p><b>Other CAP resolution:</b> Per FY 19/20 monitoring report, amount of \$9,525.87 overcharged discovered during the fiscal monitoring will be recouped from the <b>FY20/21 Q3</b> invoice to make the County/State whole for the overcharges paid to SRSN for FY18/19 Q3/Q4 and FY19/20 Q1/Q2.</p>	
<p><b>Cabrillo SRSN Response, 2/10/2021:</b></p> <p><i>WIOA partners brought in Racy Ming Associates to evaluate the fiscal monitoring concern from an objective third party perspective, we also have a legal opinion expressed by Brustein &amp; Manasevit that contradicts the fiscal monitor's assertion that our timekeeping practices are inadequate. Despite Cabrillo's numerous efforts to meet our fiscal monitoring requirements and further backing of legal opinion, it would appear that in order to fully satisfy the requirements set forth by the county staff through the fiscal monitoring process, Cabrillo would have to completely upend and reinvent the entire payroll and timekeeping process at the college at an expense that far exceeds the contract amount. Since that is not an option, we must continue to collaborate with our county partners to resolve the perceived inconsistency between the payroll process and the PAR forms. ...Cabrillo College leadership met with representatives</i></p>	

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**Cabrillo College – Student Resource and Support Network (SRSN)**

*from the Workforce Development Board and the County of Santa Cruz on Friday, February 5, 2021 to address the seemingly irreconcilable fiscal monitoring findings. We will continue to work collaboratively to preserve this partnership. We hope to achieve a solution to the payroll FTE (full time equivalent employee) / PAR inconsistency to the satisfaction of both parties before the conclusion of the next monitoring period. Meetings have already been set for mid-February to continue these conversations and develop alternative strategies to address the finding.*

**Next steps:**

- Work with WDB staff and County Fiscal staff as appropriate on developing and implementing the corrective action plans as listed above;
- Contract renewals (PY 2021/22 and future) contingent upon resolving the monitoring fiscal issues to the satisfaction of County Human Services Department Fiscal.
- Review recommendations for development of internal protocols, if necessary.
- Review monitoring report during contract negotiations for PY 21/22 to determine whether to modify any contract language;
- Review overall monitoring at the next annual monitoring visit.

**Recommendation(s) (No response necessary):**

1. It is recommended that SRSN staff attend the monthly *Contractor Service Integration* (CSI) meetings held with Goodwill Central Coast (WIOA Adult/Dislocated Worker contracted service provider) and Workforce Development Board staff to strength the collaboration and shared program objectives. NOTE: SRSN staff attended the 12/11/20 meeting.
2. It is recommended that SRSN create internal protocols for the following:
  - i. To improve the CalJOBS case note data entry to include every communication occurrence (in-person, email or phone), especially for the following situation:
    - Education Plan revisions/modifications
  - ii. To Improve overall coordination and communication with the WIOA contracted Service Provider for Adult and Dislocated Worker services:
    - a. when a participant completes training at Cabrillo and needs assistance for their job search component;
    - b. if a participant drops out or stops attending Cabrillo classes.
  - iii. To ensure staff are reviewing supportive services activity code data entry by other WIOA contracted service provider staff. Although SRSN staff do not have activity code data entry access, the supportive services provided to WIOA participants are coordinated between SRSN and other WIOA contracted service providers. WDB Staff will provide technical assistance to SRSN staff for viewing and troubleshooting CalJOBS activity codes.
3. It is recommended that the Contractor continue to develop internal recruitment protocols to ensure an enrollment number that coincides with the increased funding of \$120,000 for the second year in a row from the PY 18/19 amount of \$75,000, when contractor was

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**Cabrillo College – Student Resource and Support Network (SRSN)**

working annually with a maximum of 60 enrolled individuals, including carry-in and new enrollments.

	<b>PY 18/19</b>	<b>PY19/20</b>	<b>PY20/21</b>
<b>Allocation</b>	\$75,000	\$120,000 allocated \$93,828.94 spent	\$120,000 In progress
<b>Staffing</b>	.40 Program Specialist .10 Director .12 Office Assistant 4 Tus Counselor	.80 Program Specialist .17 Director .20 Office Assistant 6 Tus Counselor	.80 Program Specialist .17 Director .20 Office Assistant 6 Tus Counselor
<b>Total Enrollments</b>	60	93	TBD
<b>Carry-in</b>	23	46	58
<b>New</b>	37	47	TBD
<b>Cost per participant</b>	\$1250	\$1008	TBD

Based on PY 19/20 cost per participant, Contractor should aim for at least 93 total enrollments (including carry-in) in PY 20/21.

**Observation(s) (No response necessary):**

1. Karen Reyes, SRSN Director continues to participate with WIOA and CalWORKs Employment Service (CWES) workgroups for improving co-enrollment in both programs for the benefit of the participant/student.
2. SRSN staff participate in the Career Service Committee (WDB sub-committee) by attending quarterly meetings and providing quarterly data updates on WIOA program services.
3. SRSN continues to attend the Career Center Operator quarterly meetings to meet with all WIOA mandated partners.
4. Case files are neatly organized with a coversheet/checklist for every section, making it very easy to find any document in the case file.

**Interviews held with:**

**Contract/Staff Interview Questionnaire:** Completed by the monitor based on an interview with Karen Reyes, Cabrillo College Director of SRSN and Sara Castillo, Program Specialist.

**Financial Questionnaire:** Completed by Delana Miller, Cabrillo College, Director of Business Services.

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



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**Cabrillo College – Student Resource and Support Network (SRSN)**

**Participant Interviews:** Six (6) participants were randomly selected for an interview; Four (4) were interviewed by phone and the remaining Two (2) could not be reached.

**Entrance Conference** conducted with Karen Reyes, Director of SRSN and Sara Castillo, Program Specialist.

**Exit Conference** conducted with Karen Reyes, Director of SRSN and Sara Castillo, Program Specialist.

**Planned versus Actual Performance and Expenditures:**

**NUMBER OF PARTICIPANTS**

<b>Program Year 20-21</b>	<b>Total New</b>	<b>Adult</b>	<b>DW</b>
Carry-in from previous year	58	37	21
New Enrollments as of 9/30/2020	5	0	5
Total Enrollments as of 9/30/2020	63	37	26
Successful completers as of 9/30/2020		10	2
Scheduled completers PY 20/21		34	21
<b>Credential Attainment goal</b>		75%	60%
<b>*Actual Credential Attainment YTD</b>		29.4%	9.5%

**PROGRAM EXPENDITURES**

<b>Program Year 20-21</b>	<b>Total</b>	<b>Adult</b>	<b>DW</b>
<b>Planned Operations Cost</b>	\$120,000	\$82,500	\$37,500
<b>Expended as of 9/30/2020 invoice</b>	\$23,347.82	\$17,167.49	\$8,180.33
Percent Expended	21.1%	20.8%	21.8%

Currently SRSN is at 21.1% expenditure level with claims submitted through September 2020, expenditure levels at that time of year should be approximately 25%. Although the contractor is slightly below expenditures for expected levels at this time of year, there are no concerns with the contractors claiming the contract allocation.

**File Review:**

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**Cabrillo College – Student Resource and Support Network (SRSN)**

Twelve (12) SRSN participant case files were randomly selected for file and service review. All case file issues were resolved during the monitoring visit. Other case file issues are listed as recommendations.

**Participant Interview Results:**

Student Resource and Support Network was given a list of six (6) randomly selected participants for interviewing purposes. Four (4) of the six (6) were interviewed and the remaining two (2) could not be reached. The results are:

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

The average response was 9.25.

- One participant indicated SRSN is an “incredible” resource for returning students.
- One participant shared her experience with multiple case managers due to staff turnover and believes the coordination between SRSN and the WIOA contracted service provider could be improved.
- One participant is quoted as saying, “SRSN is amazing and really cares about us as people not just students—they offered us food and even socks!”.

**Staff Interviews:**

Sara Castillo answered the questions during the monitoring. All information requested by the monitor was provided.

**WIOA Section 188 Nondiscrimination and Equal Opportunity:** Based on the review, there is continued compliance and there are no major concerns.

**Fiscal Sampling Review Results:**

A fiscal sampling review was conducted by Edwin Ogu, HSD Accountant. He reviewed accounting records and systems; cash management and payroll systems; internal audit controls; cost classification and allocation systems for the period of November 2018-December 2019. The issues found during the fiscal monitoring are so noted as Findings.

**Administrative Questionnaire:**

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

**Contract Questionnaire:**

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

**Fiscal Questionnaire Results:**

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

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\_\_\_\_\_  
Andy Stone  
Director, Workforce Development Board  
Human Services Department

\_\_\_\_\_  
Date

**DRAFT**



Action Consent Information Discussion

SANTA CRUZ COUNTY  
**WORKFORCE**  
DEVELOPMENT

## C.8 WDB Board Recertification

<b>COMMITTEE:</b> Executive Committee	<b>MEETING DATE:</b> March 3, 2021
<b>STAFF NAME:</b> Andy Stone, WDB Director; Lacie Gray, Senior Analyst	

### SUMMARY:

Santa Cruz County Workforce Development Board Subsequent Designation and Local Board Recertification are critical components of the Local Workforce Development Board's continued eligibility to receive WIOA funding and provide workforce development services to job seekers, youth and businesses in our community and region. In order for a Local Area to request subsequent designation and a Local Workforce Development Board to request recertification, the local Chief Elected Official (CEO) and the Local Board Chair must complete and sign the Local Area Subsequent Designation and Local Board Recertification Application for PY 21-23.

In order to be recertified, the Local Board must meet the WIOA membership requirements. Due to attrition, the WDB is currently working to fill two private sector business seats and one labor seat. (Please see item A.4 regarding WDB membership for details about recruitment efforts). The Board is likely to be conditionally approved by the state until the vacancies are filled. The Board must also show that its programs have performed successfully. The Local Area must have met 80 percent of its negotiated performance goals in Program Year (PY) 2018-19 or PY 19-20 for Employment Rate 2nd Quarter After Exit and Median Earnings. Finally, the Board must also show that it has sustained fiscal integrity.

Subsequent Designation and Recertification of Local Workforce Development Boards will be effective July 1, 2021 for a two-year period, ending June 30, 2023. Applications are due to EDD no later than March 31, 2021 with signed copies from the local elected officials (the Santa Cruz County Board of Supervisors) accepted after the date of submission.

The state directive regarding this was released February 22, 2021 so Board staff are working to complete the application. The guidance can be viewed at: [https://www.edd.ca.gov/jobs\\_and\\_training/pubs/wsd20-06.pdf](https://www.edd.ca.gov/jobs_and_training/pubs/wsd20-06.pdf). (The application to be completed is Attachment 1 of the guidance). Please let Board staff know if you'd like to see the application once it is completed. +

Attachment(s)

### **SUGGESTED MOTION: (if applicable)**

I move to authorize the WDB chair to sign the Local Board Subsequent Designation and Recertification (once it is completed) which will be effective July 1, 2021 through June 30, 2023; Authorize staff to forward the Plan to the state to meet the March 31, 2021, deadline; and Authorize staff to subsequently forward the Plan to the Board of Supervisors for final approval and signature.

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



Action  Consent  Information  Discussion

SANTA CRUZ COUNTY  
**WORKFORCE**  
DEVELOPMENT

## A.1 WDB Staff Updates

<b>COMMITTEE:</b> Executive Committee	<b>MEETING DATE:</b> March 3, 2021
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**STAFF NAME:** Andy Stone, WDB Director; WDB Staff

### SUMMARY:

Workforce Development Board Staff will report out on recent developments on all program services.

#### WIOA Career Services:

1. Local Transitional Jobs Policy Launch
2. National Dislocated Worker Grant Launch : Fire Impact Recovery Efforts
3. Local Monitoring Underway
4. State (EDD) combining Fiscal/Procurement and Programmatic monitoring for first time

#### Business Services:

1. Marketing/Communications Bid
2. State of the Workforce
3. Small Business Assistance Grant

#### CalWORKs Employment Services:

1. Participants in the CalWORKs program are typically required to participate in the program to remain eligible to receive program benefits. Due to COVID, the state of California has allowed participants to be in a "good cause" status through June 2021, which means that they do not have to participate in the program and will continue to receive their benefits. This has impacted several of the contracted services in the program since enrollment is lower than usual.

Attachment(s)

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### SUGGESTED MOTION: (if applicable)

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



Action Consent Information Discussion

SANTA CRUZ COUNTY  
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## A.2 Strategic Plan Update

<b>COMMITTEE:</b> Executive Committee	<b>MEETING DATE:</b> March 3, 2021
<b>STAFF NAME:</b> Andy Stone, WDB Director	

### SUMMARY:

On September 16, 2020 the WDB approved the WDB Director's Program Year (PY) 2020-21 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 2020-21 outcomes for the approved goals and action steps.

Both the Strategic Plan and the WDB Director's Operational Plan incorporate the Strategic Goals referenced below.

#### 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

Attachment(s)

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### **SUGGESTED MOTION: (if applicable)**

I move to accept the WDB Director's Operational Plan update for PY 20-21.

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

**A.2 Attachment - Workforce Development Board of Santa Cruz County  
STRATEGIC PLAN STATUS REPORT Program Year (PY) 2020-2021**

	<i>Status</i>	<i>2020-21 Operational Targets</i>	<i>YTD</i>
<p><b><u>Goal 1</u></b></p> <p><b>Increase effectiveness of local and regional workforce development system</b></p>	✓	<ul style="list-style-type: none"> <li>• Establish Racial Equity Goals for the WDB</li> <li>• Redesign WIOA Youth Program and provide presentation to WDB</li> <li>• Virtual Career Service Platform - Design and Launch</li> </ul>	<p>Seeking consultant to help establish equity goals</p> <p>Social Policy Research Associates has been selected to assist with Youth Program Redesign - WDB Presentation Scheduled for 4/1/21</p> <p>Career Services Website vendor selected. Work to be completed by June 30.</p>
<p><b><u>Goal 2</u></b></p> <p><b>Align workforce development strategies to support local economic development</b></p>	✓	<ul style="list-style-type: none"> <li>• Report on COVID 19's impact on local businesses</li> <li>• Report on IT careers in hospitality and retail</li> <li>• Establish virtual hiring services for local employers</li> </ul>	<p>COVID Report Scheduled for 5/26/21 WDB Meeting</p> <p>Hospitality &amp; Retail IT Careers will be featured in State of the Workforce Report by 6/30/21</p> <p>Obtained Virtual Job Fair platform - Premier Virtual</p>
<p><b><u>Goal 3</u></b></p> <p><b>Develop strategic relationships with educators, employers and community partners</b></p>	✓	<ul style="list-style-type: none"> <li>• Assist Second Harvest Food Bank with pandemic staffing needs</li> <li>• Hold Community Partner engagement meetings as part of local plan update</li> </ul>	<p>Providing Support to SHFB through WIOA Youth work experience program and through a Federal Dislocated Worker Grant with Monterey County</p> <p>Engagement meetings will be held in March, 2021</p>

✓ on track to meet planned target for the year

✗ not on track to meet planned target for the year



Action Consent Information Discussion

SANTA CRUZ COUNTY  
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DEVELOPMENT

## A.3 WDB Officer Nominations PY 2021-22

<b>COMMITTEE:</b> Executive Committee	<b>MEETING DATE:</b> March 3, 2021
<b>STAFF NAME:</b> Andy Stone - WDB Director, Laurel Gazza - WDB Administrative Aide	

### SUMMARY:

The WDB has a Nominating Committee process which calls for the members of the Slate of Officers Nominating Committee to be appointed by the Executive Committee. Listed below is the composition of the Nominating Committee:

Membership of the Nominating Committee shall include and shall follow these principles:

- The immediate past Chair, and one member from the Executive Committee.
- Two at-large members from the WDB membership.
- One member from the prior year's committee membership.
- The number of Nominating Committee members shall be five total members.
- All discretionary members to be appointed by the Executive Committee. The Nominating Committee shall appoint one member from its committee to be a member of the next committee.

Your committee will want to discuss the Nominating Committee process and decide how to proceed.

Past Nominating Committee members have been: Alia Ayyad, Christina Cuevas, Elyse Destout, and Ron Slack. Ron Slack served as Chair of the most recent Nominating Committee.

The Nominating Committee should return to your committee's May 5, 2021 meeting with a slate of candidates. Then, from the written Nominating Process:

*“Executive Committee presents recommended slate of Officers to the Board plus all other nominations before the WDB at the May Board meeting and recommends that nominations be closed. The WDB then votes on a closed written ballot for any contested positions. For positions that are uncontested, a voice vote may be taken. If there are no contested positions the slate may be voted upon in its entirety as a single vote”.*

Attachment(s)

### **SUGGESTED MOTION: (if applicable)**

I move to develop a WDB Officer Nominating Committee and develop a Slate of Candidates for Election at the WDB's May 26, 2021 meeting.

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





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## A.4 WDB Member Recruitment Update

<b>COMMITTEE:</b> Executive Committee	<b>MEETING DATE:</b> March 3, 2021
<b>STAFF NAME:</b> Andy Stone, WDB Director	

### SUMMARY:

The Workforce Innovation and Opportunity Act (WIOA) requires that the WDB have a Local Business representation majority of 51%. Our current Board representation requirement is thirteen (13) business members and there are currently two (2) business vacancies.

According to the Department of Labor's Training and Employment Guidance Letter WIOA 27-14, a majority of members must be business representatives who are owners, chief executive or operating officers, or other business executives, or employers with optimum policy making or hiring authority. They are to be representatives of businesses, including small businesses, or organizations representing businesses, that provide employment opportunities in the local area in in-demand industry sectors or occupations (as defined in WIOA section 3(23)). These representatives are uniquely suited to communicate the emerging workforce needs of employers in high-growth, in-demand sectors to the Local Board.

At this meeting, the Committee will discuss potential strategies and actions to ensure that the WDB meets the membership requirements of WIOA.

Attachment(s)

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### **SUGGESTED MOTION: (if applicable)**

I move to accept the WDB Member Recruitment Update.

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

## WDB Board Member List 2020-21

Category	Name	Title	Business/Agency
Local Business	Delk, Marshall	Vice President	Santa Cruz County Bank
Local Business	Destout, Elyse	Owner	Photography by Elyse Destout
Local Business	Morse, Rob (Vice-Chair)	Manager	Pacific Gas and Electric Company
Local Business	Siegel, Carol (Chair)	Employment Manager	Santa Cruz Seaside Company
Local Business	Roth, Shaz	President/CEO	Pajaro Valley Chamber of Commerce and Agriculture
Local Business	Setzler, Katie	Director of Human Resources	Palo Alto Medical Foundation
Local Business	Vereker, Dustin	Chief Beer Ambassador	Discretion Brewing LLC
Local Business	VACANT	VACANT	VACANT
Local Business	Elliott, Candice	Principal Consultant	Fortress and Flourish
Local Business	Herrera-Mansir, Carmen	Executive Director	El Pajaro Community Dev. Corp.
Local Business	Orona, Elisa	Executive Director	Health Improvement Partnership of SC County
Local Business	Miller, Chris	President	ScratchSpace, Inc.
Local Business	VACANT	VACANT	
Community Based Organization	De La Garza, MariaElena	Executive Director	Community Action Board
Economic/Community Development Agency	Mason, Barbara	Economic Development Coordinator	County of Santa Cruz
Labor Organizations	Adams, Lamont	Business Mgr.	IBEW Local 234
Labor Organizations	Hebard, Sean	Field Representative	Carpenters Local 505
Labor Organizations	VACANT	VACANT	VACANT
Labor Organizations	Schaller, Glen	Political Coordinator	Monterey Bay Central Labor Council, AFL-CIO
Local Educational Entities - Higher Education	Christina Cuevas	Program Director, Community Foundation of SC County	Cabrillo College Board
Local Educational Entities - Adult Education	Livingstone, Todd	Assistant Director, Career and Technical Education	Watsonville/Aptos Adult Education
Programs under the Wagner-Peyser Act	Duckworth, Yuko	Employment Program Manager	Employment Development Department
Local Government or Appointed Representative	VACANT	VACANT	VACANT
WIB Nominated - At-Large	Ayyad, Alia	Director	Center for Employment Training
Programs under Title I of the Rehabilitation Act of 1973	Berry-Wahrer, Diane	Rehabilitation Supervisor	Department of Rehabilitation
Category	Current Filled Positions	Vacant	Total if all filled
Local Business	11	2	13
Community Based Organizations	1	0	1
Economic Development Agency	1	0	1
Labor Organizations	3	1	4
Local Educational Entities	2	0	2
One-Stop Partners (under W-P Act)	1	0	1
Other	2	1	3
<b>Totals</b>	<b>21</b>	<b>4</b>	<b>25</b>
<b>Current Business Percentage</b> (required to be majority of 51%)	<b>52.4%</b>		<b>52%</b>
		Labor (15% required)	<b>16%</b>
		Workforce Representatives (20% required)	<b>20%</b>



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## A.5 WDB Meeting Planning

<b>COMMITTEE:</b> Executive Committee	<b>MEETING DATE:</b> March 3, 2021
<b>STAFF NAME:</b> Andy Stone, WDB Director	

### SUMMARY:

At a special meeting of the Executive Committee on July 8, 2020, the Committee identified four topics to be presented at full Workforce Development Board (WDB) Meetings in Program Year 2020-2021. The identified topics are:

- Racial Equity in Workforce Development (scheduled for the September 16, 2020 meeting);
- Building and Maintaining an Effective Board (scheduled for the December 9, 2020 meeting);
- Creating Meaningful Youth Programs (scheduled for the April 1, 2021 meeting); and
- State of the Workforce/Economic Impacts of COVID-19 (scheduled for the May 26, 2021 meeting)

The next Workforce Development Board (full board) meeting is scheduled for Thursday, April 1, 2021, and the topic will be: "Creating Meaningful Youth Programs"

At this meeting, the Executive Committee will consider if it would like to add any additional agenda items to the April 1, 2021 full board meeting agenda.

Attachment(s)

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### **SUGGESTED MOTION:** (if applicable)

I move to direct that the WDB staff include the following items in the April 1, 2021 WDB meeting agenda:

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



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## A.6 WIOA Regional Plan

<b>COMMITTEE:</b> Executive Committee	<b>MEETING DATE:</b> March 3, 2021
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<b>STAFF NAME:</b> Andy Stone, WDB Director/Lacie Gray, Sr. Analyst
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### SUMMARY:

As you may know, the Monterey County Workforce Development Board (WDB), as a member of the Coastal Region, developed a Four-Year Regional Plan as required under the Workforce Innovation and Opportunity Act (WIOA) of 2014. As outlined under WIOA Section 106, Regional Plans provide a roadmap for alignment of resources and investments to meet specific outcomes within the 15 Regional Planning Units (RPU). Regional Plans are used to articulate how RPUs will build intentionality around industry sector engagement, drive workforce development outcomes across multiple jurisdictions, and expand on-ramps to career pathways for individuals who experience barriers to employment. The North Central Coast Regional Planning Unit includes the Santa Cruz, Monterey, and San Benito Counties workforce development areas. The Monterey County WDB hired BW Research to develop the Regional Plan. BW Research collected data and input from a variety of sources including research reports, interviews, and meetings as part of the development of the Regional Plan.

The State of California Employment Development Department (EDD) released guidance on developing the four-year Regional and Local Plans for Program Year (PY) 2021-2024, July 1, 2021 through June 30, 2025, on January 29, 2021 via EDD Directive Number: WSD20-05.

Santa Cruz County worked with its regional partners to develop the Plan draft, as well as to determine the public comment period for the regional plan (which will be scheduled during March, 2021). As soon as the regional partners have finalized the information on the regional public comment period, staff will forward it, note where the report can be viewed and to where to send comments.

Meanwhile the first regional public session is:

Session 1 - Regional Plan Wednesday March 17, 2021 @ 10:00am-12:00noon.

Details on how to access the meeting will be supplied once WDB staff has them. Please save the date if you are interested in attending.

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Attachment(s)

### SUGGESTED MOTION: (if applicable)

I move to approve that the WDB Chair be authorized to sign the Regional Plan, that the Plan be forwarded to the state to meet the April 30, 2021, and subsequently be forwarded to the Board of Supervisors for final approval and signature and that this information be provided to the Monterey County Workforce Development Board which will be submitting the Plan to the state.

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



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## A.7 WIOA Local Plan Public Comment

<b>COMMITTEE:</b> Executive Committee	<b>MEETING DATE:</b> March 3, 2021
<b>STAFF NAME:</b> Andy Stone, WDB Director; Lacie Gray, Senior Analyst	

### SUMMARY:

The State of California Employment Development Department (EDD) released guidance on developing the four-year Regional and Local Plans for Program Years (PY) 2021-2024, (July 1, 2021 - June 30, 2025), on January 29, 2021 via EDD Directive Number: WSD20-05. As outlined in WIOA Section 108, Local Plans provide an action plan for operationalizing the roadmap laid out in the Regional Plan by describing how individuals access services through the America's Job Center of California<sup>SM</sup> (AJCC) system. Local Plans are used to articulate how Local Boards will coordinate with local partners to ensure person-centered service-delivery. In addition to the federal planning requirements, WIOA indicates that Regional and Local Plans should be consistent with the vision and goals of the State Plan.

The Local Plan was prepared in accordance with the requirements and planning guidance provided by the State of California, including the mandated public notice, public comment and review period. The Draft Local Plan will be released today, March 3, 2021, including formally opening the public comment period. The public comment period will close at your Board's meeting on April 1, 2021. The Local Plan must be submitted to the State by April 30, 2021. Due to timing considerations, the state is allowing for the submission of the Chief Local Elected Official (BOS) signature after April 30.

As of March 2, 2021, the proposed Local Plan may be viewed at [www.santacruzwb.com](http://www.santacruzwb.com) under Reports and Publications. Submit comments (subject line "SCC WIOA Local Plan Comments") to [Lacie.Gray@santacruzcounty.us](mailto:Lacie.Gray@santacruzcounty.us).

Attachment(s)

### SUGGESTED MOTION: (if applicable)

I move to open the public comment period on the 2021-24 WIOA Local Plan, that the Public Comment period close on April 1, 2021, authorize the WDB chair to sign the Plan, and Authorize staff to forward the Plan to the state to meet the April 30, 2021, and subsequently be forward the Plan to the Board of Supervisors for final approval and signature.

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



Action Consent Information Discussion

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## A.8 WDB Member Engagement Survey

<b>COMMITTEE:</b> Executive Committee	<b>MEETING DATE:</b> March 3, 2021
<b>STAFF NAME:</b> Andy Stone, WDB Director	

### SUMMARY:

At the December 9, 2020 Workforce Development Board (WDB) meeting, Jessica Daugherty from CauseIMPACTS provided a presentation on "Building and Maintaining an Effective Board." As a follow-up to this presentation the WDB was sent a member engagement survey to help identify opportunities for improvement. Eight WDB members submitted a completed survey and a summary of their responses is provided below. The completed surveys can be found here: <https://bit.ly/3qMDzjb>

While several of the respondents believed that the board shared a common understanding of the mission and was effective at overseeing the financial health of the the organization, there was a consensus that the full board was not involved in strategic planning and would like to have a better understanding of where the organizations will be in three years.

For the question, "**What do you believe to be the Board's current needs/gaps?**", answers included: providing more opportunities for the board to discuss and brainstorm ideas, developing action items and accountability for completion, more board member involvement between meetings, wanting detailed report outs from the committees, a desire to hear more success stories, better marketing of our services, more representation from South County and minority business owners, and a better understanding of the mission and the WDB's role in achieving it.

For the question, "**What strengths and assets do you bring to the Board that add value?**", answers included: financial acumen, well connected in business and non-profit community, has served in numerous board and leadership roles, problem solver, technical skills, process oriented, involvement in educational pathways, recruiting and job training, help job seekers with job search skills, maintaining client relationships, healthcare sector connections, can provide a millennial's perspective.

For the question, "**How would you like to support?**", answers included: assist in formulation of a marketing plan, assist in outreach, assist in goal setting for three year plan, participate in strategic planning, identify prospective board members, assist with a board member "on ramping" protocol, serve on a committee, provide support to healthcare related initiatives, connect wider network of partners with WDB programs, help with racial equity efforts, and would like to help in evaluating programs."

Every respondent expressed interest in serving on at least one committee and several expressed that they would like some assistance in selecting the best committee for their skillset.

At today's meeting the Executive Committee will review the survey results and discuss any necessary actions.

Attachment(s)

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### **SUGGESTED MOTION: (if applicable)**

I move to take the following actions in response to the WDB member engagement survey:

<b>COMMITTEE DATE</b> 03/03/21	<b>COMMITTEE APPROVAL:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No Other:
<b>BOARD DATE</b>	<b>BOARD APPROVAL:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No Other: