



**Workforce Development Board  
Executive Committee**  
**Wednesday, May 5, 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)

**[Click Here to Join the Meeting Online](#)**

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**Call in: (916) 318-9542**  
**Meeting ID: 149 304 682#**

**Agenda**

- I. Call to Order/Welcome**
- II. Public Comment**
- III. Consent Items**
  - C.1 Approval of Minutes: March 3, 2020 meeting ..... **2-7**
  - C.2 Data Dashboard ..... **8-9**
  - C.3 Contractor Activity Reports PY 2020/21 Q2 ..... **10**
  - C.4 AJCC Hallmarks of Excellence Action Plans PY2020/21 Q3 ... **11**
  - C.5 WIOA Program Services Procurement PY 21-2025 timeline **12-13**
  - C.6 Local WIOA Monitoring Draft Reports, CCOps, SBDC; GCC**14-29**
  - C.7 Proposed WDB Meeting Calendar PY 21/22..... **30-31**
  - C.8 WIOA Local Policy revisions..... **32**
- IV. Administration**
  - A.1 WDB Staff Updates ..... **33**
  - A.2 Strategic Plan Report Update..... **34-35**
  - A.3 WDB Officer Nominations PY 21/22..... **36-37**
  - A.4 WDB Member Recruitment Update ..... **38**
  - A.5 AJCC Certification Baseline/Indicators ..... **39-46**
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  - A.7 WDB May 26, 2021 Meeting Planning ..... **48**
- V. Chairperson's Report**
- VI. Adjournment**

**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
- Laura Holmquist-Gomez  
Five Star Catering
- DIRECTOR:**  
Andy Stone

**Next Meeting: Workforce Development Board**  
**Wednesday, May 26, 2021 @ 8:30 a.m.**  
**Location TBD**

**Executive Committee Meeting**  
**Date: TBD**  
**Location TBD**

*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

SANTA CRUZ COUNTY  
**WORKFORCE**  
DEVELOPMENT

## C.1 Approval of Meeting Minutes

<b>COMMITTEE:</b> Executive Committee	<b>MEETING DATE:</b> May 5, 2021
<b>STAFF NAME:</b> Andy Stone, WDB Director; Laurel Gazza, Administrative Aide	

**SUMMARY:**

Requesting Consent approval of the March 3, 2021 Executive Committee meeting minutes, as part of the consent agenda.

Attachment(s)

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**SUGGESTED MOTION: (if applicable)**

I move to approve the March 3, 2021 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, March 3, 2021 8:30 a.m.**

**C.1 Attachment**

**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 8:49 a.m., and a quorum was established. All participants attended virtually.**

**Committee Members in Attendance**

Marshall Delk  
Rob Morse – Vice Chair  
Denise Moss  
Carol Siegel - Chair

**Committee Members Absent**

Elyse Destout  
Ron Slack

**Staff in Attendance**

Peter Detlefs – WDB Business Services Mgr.  
Laurel Gazza – WDB Administrative Aide  
Lacie Gray – WDB Sr. Analyst  
Sara Paz-Nethercutt – WDB Sr. Analyst  
Andy Stone – WDB Director

**Guests**

Vivian Estrada – EDD  
Kimberly Petersen – EBSD Director  
Amanda Winter – Career Center Operator  
Adam Spickler – Central Contracts Unit

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**Subject: Public Comment**

Vivian Estrada from Employment Development Department introduced herself to the group.

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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 November 4, 2020 Meeting Minutes**
- C.2 – Data Dashboard**
- C.3 – AJCC Hallmarks of Excellence Action Plans PY 2020/21 Q2**
- C.4 – Contractor Activity Reports PY 2020/21 Q1**
- C.5 – WIOA Contract Modification PY 20/21, Goodwill Central Coast**
- C.6 – Re-Contracting PY 21/22 WIOA Services**
- C.7 – WIOA Monitoring Draft Reports, SCCOE, Cabrillo, SRSN**
- C.8 – Subsequent Designation and Local Board Re-certification**

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

**Status:** Motion to Approve: Rob Morse  
Motion Seconded: Marshall Delk  
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 briefing the committee on the Local Transitional Jobs Policy launch and status, the National Dislocated Worker Grant enrollment status, local monitoring, and the State EDD combining local and fiscal/procurement monitoring. Business Services Manager Peter Detlefs updated on new bid award to Full Capacity Marketing for marketing/communications plan, the State of the Workforce Report status and an update on the Small Business Grant. WDB Director Andy Stone gave an update on CalWORKS Employment Services current requirements, which have been relaxed due to COVID-19.

**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. He mentioned that Pat Davis Group was

awarded the bid for the career services website and that a kickoff meeting had been held.

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

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

WDB Director Andy Stone briefed the committee on the officer nominations process and stated that a slate of candidates for PY 21-22 officers will need to be presented to the committee for approval at its next meeting on May 5, 2021, which will then be presented and elected at the May 26, 2021 of the WDB full board.

**Action:** It was moved to develop a WDB Officer Nominating Committee and develop a Slate of Candidates for Election at the WDBs' May 26, 2021 meeting.

**Status:** Motion to Approve: Rob Morse  
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, one labor sector, and one at-large opening on the board and encouraged committee members to continue in their recruiting efforts, as this is a re-certification year for the board.

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

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

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### **A.5 – WDB April 1, 2021 Meeting Planning**

WDB Director Andy Stone briefly recapped the presentation topics that had been selected for this years' full board meetings. Sara Paz-Nethercutt stated that the topic for the upcoming April 1, 2021 full board meeting will be "Creating Meaningful Youth Programs" and that the presenter will provide a comprehensive report.

**Action:** It was moved to direct that the WDB staff include the above stated items at April 1, 2021 WDB full board meeting agenda.

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

### **A.6 – Regional Planning Unit Update PY 2021-2024**

WDB Director Andy Stone recapped the progress of the drafting of the Four-Year Regional Plan as required under the WIOA Act of 2014. The Plan has been developed with our regional partners and is posted for public comment.

**Action:** It was moved 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.

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

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### **A.7 – Local Plan Public Comment PY 2021-2024**

WDB Director Andy Stone stated that the WIOA Local Plan for PY 2021-24 had been developed and was posted on the WDB website for public comments until April 1, 2021 at 8:30 am.

**Action:** It was moved to open the public comment period on the 2021-24 WIOA Local Plan, that the public comment period close on April 1, 2021, and authorize the WDB Chair to sign the Plan, and authorize staff to forward the

plan to the state to meet the April 30, 2021 deadline and subsequently forward the plan to the Board of Supervisors for final approval and signature.

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

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### **A.8 – WDB Member Engagement Survey**

WDB Director Andy Stone stated that eight board members returned completed Member Engagement Surveys and highlighted what board members wanted to see included in future board meetings to promote more engagement, including: being more involved in strategic planning, more in-depth discussions, and more outreach in regards to connection between our board members and marketing efforts.

**Action:** It was moved to take the following actions in response to the WDB Member Engagement Survey: Give every board member an opportunity to be involved in the strategic plan process; involve board with marketing plan development outreach efforts; have 2-3 board members provide in-depth report outs about what's going on in their industry; and highlight program success stories.

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

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

WDB Chair Carol Siegel thanked everyone for attending the meeting.

**Meeting adjourned at 9:55 a.m.**

**Next Meeting: Workforce Development Board Meeting  
Thursday, April 1, 2021 @ 8:30 am  
Watsonville Career Center, Room 2  
\*\*Virtual Attendance via Microsoft Teams\*\***

**Executive Committee Meeting  
May 5, 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> May 5, 2021
<b>STAFF NAME:</b> Andy Stone, WDB Director; Laurel Gazza, Administrative Aide	

**SUMMARY:**

The following page is the data dashboard featuring statistics for the local labor market information through March 2021, WIOA budget figures through January 31, 2021; and layoff criteria through Quarter 3 of PY 2020-21.

Attachment(s)

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**SUGGESTED MOTION: (if applicable)**

N/A

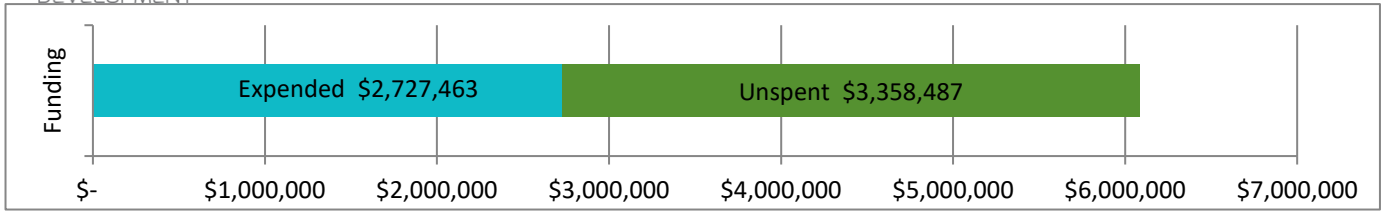
<b>COMMITTEE DATE</b>	<b>COMMITTEE APPROVAL:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No Other:
<b>BOARD DATE</b>	<b>BOARD APPROVAL:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No Other:



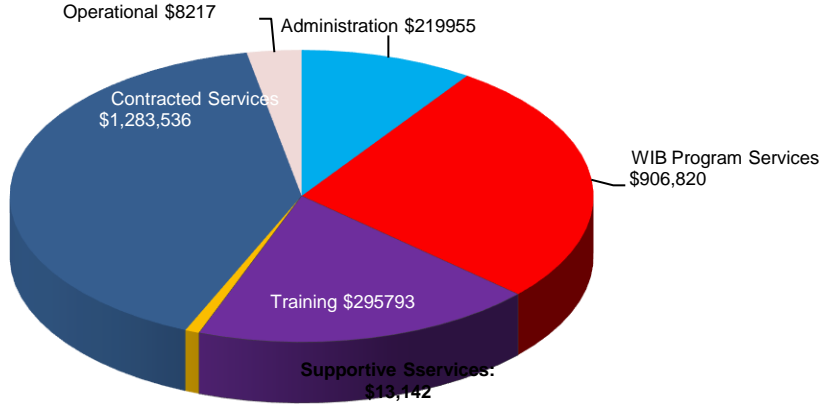
PY 2020/2021 thru January 31, 2021



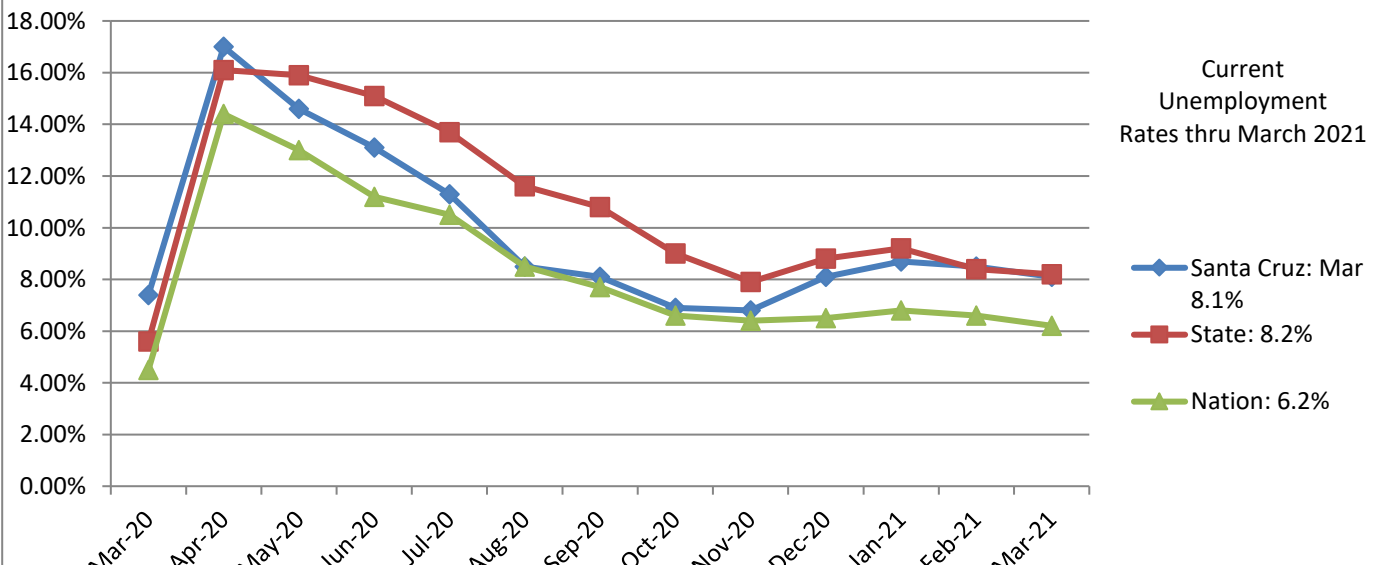
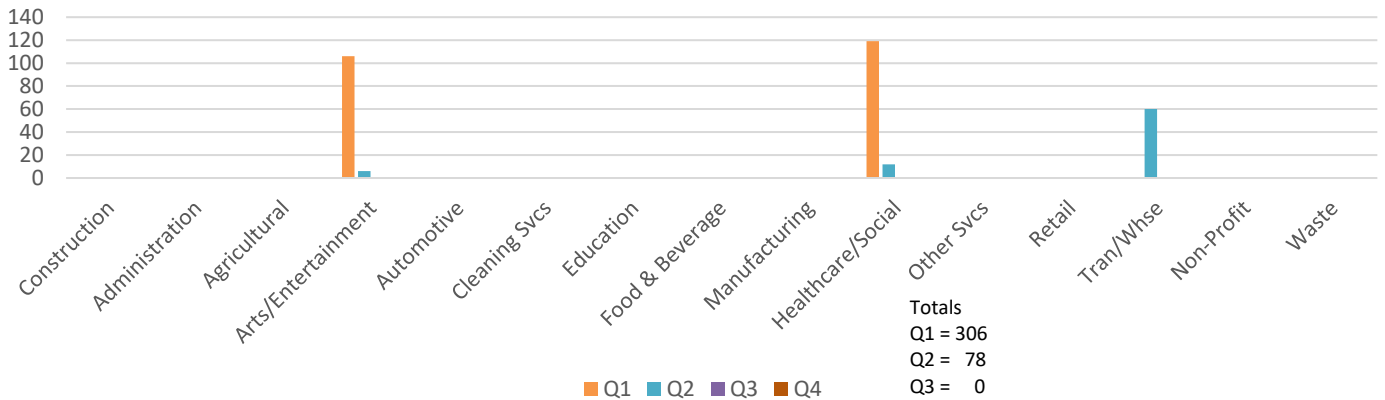
Program Year (PY) 2020-21 Budget: \$6,085,950



20-21 Expenditures, thru Jan. 31, 2021



Layoffs by Industry 2020-2021





Action  Consent  Information  Discussion

### C.3 Contractor Activity Reports

<b>COMMITTEE:</b> Executive Committee	<b>MEETING DATE:</b> May 5, 2021
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**STAFF NAME:** Katy Chevalier, Program Manager; Sara Paz-Nethercutt, Sr.Analyst, Peter Detlefs, Business Services

**SUMMARY:**

Reports outlining each workforce services contractor's financial, federal (if applicable), and contract performance can be found here: <https://bit.ly/2QZjSrg>

Attachment(s)

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**SUGGESTED MOTION: (if applicable)**

<b>COMMITTEE DATE</b> 04/21/21	<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 Hallmarks of Excellence Plans

<b>COMMITTEE:</b> ExecutiveCommittee	<b>MEETING DATE:</b> May 5, 2021
<b>STAFF NAME:</b> 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/2PrmFcg>

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> 04/21/21	<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.5 WIOA Program Services Procurement

<b>COMMITTEE:</b> Executive Committee	<b>MEETING DATE:</b> May 5, 2021
<b>STAFF NAME:</b> Andy Stone, WDB Director; Sara Paz-Nethercutt, Sr.Analyst	

### SUMMARY:

The Workforce Innovation and Opportunity Act (WIOA) requires the program services be procured every four years. As you may recall, the Workforce Development Board (WDB) approved the last Adult, Dislocated Worker and Youth services procurement for contracts effective for PY 2018- 2022.

For WIOA compliance, it is recommended that the following service areas be procured in the PY 2021/22 program year for newly awarded services to begin with program year 2022/2023 and contract renewals for up to three (3) additional years:

Service Area 1: Career Center Operator; Purchase Order currently awarded to Winter Works, LLC after separate competitive procurement was conducted after previous awarded contractor terminated their agreement with the WDB in 2019.

Service Area 2: Adult & Dislocated Worker; currently awarded to Goodwill Central Coast

Service Area 3: Youth services; currently awarded to Santa Cruz County Office of Education

Service Area 4: Workforce Services for Business: dispersed among other service providers, after previous awarded contractor terminated their agreement with the WDB in 2019.

A time line for the development and release of the Request For Proposal (RFP) for the procurement of aforementioned WIOA program services is attached for review and approval by this committee. The RFP is expected to be released at the August 24, 2021 Board of Supervisor meeting with the final award decision to be presented to the WDB at its December 8, 2021 meeting.

Attachment(s)

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

I move to approve the RFP procurement timeline and direct WDB staff to take the necessary steps to issue and implement the RFP with the appropriate timeline for full contract implementation to begin with program year 2022/23.

<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:

**WIOA Procurement Timeline 2021 for PY 2022/2023**

C.5 Attachment

1. Career Center Operator
2. Adult, Dislocated Worker
3. Youth
4. Business Services

Date	Benchmark	WHO?
<b>2021</b>		
April-May 2021	-WDB staff work with General Services Purchasing Department (GSD) to establish timelines and review County Procurement process	<b>WDB</b>
May 5, 2021	<b>Executive Committee Meeting-approval for issuance of RFP</b> -RFP Timeline Considered -Request authority to make minor adjustments to RFP language to improve effectiveness; Evaluation criteria to remain unchanged -Contract renewal: current Youth (COE); A, DW service provider (GCC);PO -Purchase Order for PY 21/22 for CCOperator	<b>WDB</b>
May 26, 2021	<b>Full WDB Meeting</b>	<b>WDB</b>
<b>July 16<sup>th</sup></b>	<b>RFP due to GSD</b>	<b>GSD</b>
<b>August 2<sup>nd</sup></b>	<b>GSD return RFP to WDB</b>	
June- August	Form RFP Review Committee	<b>WDB</b>
<b>August 24<sup>th</sup>, 2021</b>	<b>Board of Supervisors meeting to release RFP – 1<sup>st</sup> memo</b> <b>7/27-Fiscal                      8/3-HSD                      8/10 -AMS (CAO)</b>	<b>WDB</b>
<b>August 24, 2021</b>	1 <sup>st</sup> Ad released Sentinel, Register Pajaronian, WDBs websites	<b>GSD</b>
<b>August 31, 2021</b>	2 <sup>nd</sup> Ad released Sentinel, Register Pajaronian, WDBs websites	<b>GSD</b>
September 9, 2021	Pre-proposal conference <b>from 1-3pm (Bidders Conference) virtually</b>	<b>GSD</b>
September 14, 2021	Additional questions (following pre-proposal conference) due to GSD by 5pm	<b>WDB</b>
September 17, 2021	GSD sends Answers via email & WDB posts notice advising to inquire about Q&A through GSD	<b>GSD</b>
<b>September 30, 2021</b>	<b>Proposals Due by 5:00 PM @ GSD– Bid opening; electronic submittal</b>	<b>GSD</b>
<b>October 14, 2021</b>	<b>Rating sheets due to GSD from Review Committee</b>	
October 19, 2021	<b>Conference call with Review Committee &amp; final recommendation made on awardee(s), if necessary</b>	<b>GSD</b>
October 28, 2021	<b>Notify Respondents of tentative award</b>	<b>GSD</b>
November 3, 2021	<b>Executive Committee Meeting</b> Approve RFP Review Committee Funding Recommendation	<b>WDB</b>
December 8, 2021	<b>Full WDB Meeting-Approve RFP Review Committee Funding Recommendation</b>	<b>WDB</b>
December 9, 2021- March 2022	<b>Contract Negotiations and Development begin</b>	<b>WDB CCU</b>
<b>May 24, 2022</b>	<b>Board of Supervisors letter to recommend award <u>and</u> approval of contract(s) for PY 22-23- 2<sup>nd</sup> BOS memo</b>	<b>WDB</b>
May 24, 2022	Notify Respondents	<b>WDB</b>
<b>July 1, 2022</b>	<b>New Contract(s) Implemented</b>	<b>WDB</b>



Action Consent Information Discussion

SANTA CRUZ COUNTY  
**WORKFORCE**  
DEVELOPMENT

## C.6 WIOA Program Monitoring PY 2020-21

<b>COMMITTEE:</b> Executive Committee	<b>MEETING DATE:</b> May 5, 2021
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**STAFF NAME:** Andy Stone, WDB Director; Sara Paz-Nethercutt, Sr. Analyst

### SUMMARY:

WDB Staff monitored the following contracted services for program year 2020/2021 and drafted reports are attached:

1. Winter Works, LLC (Amanda Winter) Career Center Operator
2. Cabrillo Small Business Development Center (SBDC)
3. Goodwill Central Coast (GCC)

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 (GCC)
- Apply the internal protocols as developed. (GCC)
- Review during contract negotiations for PY 21/22 (CCOps, SBDC, GCC)
- Review at the next annual monitoring visit. (CCOps, SBDC, GCC)

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**  
**Career Center Operator**  
**Workforce Innovation and Opportunity Act Services**

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**Service Provider:** Amanda Winter, aba Winter Works LLC

**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 Date:** Remote review January 21, 2020; overall monitoring period concluded February 16, 2021; 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.

**Term of Purchase Order:** July 1, 2020 through June 30, 2021  
 Competitively procured; renewable annually for three (3) additional years as follows:  
 Awarded PY 2019/20; Year 1: PY 2020/21; Year 2: PY 21/22; Year 3: PY22/23

**Overview of Scope of Work**

Contractor is responsible for coordinating across one-stop partners and service providers and ensuring the implementation of partner responsibilities and contributions agreed upon in the One-Stop Partner Memorandum of Understanding (MOU) in full compliance with WIOA regulations. Contractor is also responsible for implementing the America's Job Center of California (AJCC) Hallmarks of Excellence Certification recommendations.

**Current Findings**

**None.** Overall, Contractor is meeting applicable WIOA requirements in program operations and the required WDB contracted services.

**Contractor accepts report as written.**

**Next steps:**

- 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 coordinate the Career Center Operator meeting dates with the Career Services Committee dates to stagger the meetings through the year rather than in same month.
2. It is recommended that Contractor work with new Business Service Manager (WDB) on specific Hallmarks of Excellence action plan items relevant to WIOA business services (i.e. business/employer survey).
3. It is recommended that Contractor solicit feedback from WIOA mandated partners on collecting partner performance metrics. Create a plan for when and how each partner will report out on their respective performance measures.

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4. It is recommended that Contractor engage mandated partners for collective responsibility for developing an annual training plan and requesting sponsorships on training events.

**Observations (No response necessary):**

1. Contractor has a clear understanding of the career center operator role and job duties and is aware about setting work boundaries with contractors and partners.
2. Contractor attends Contractors Service Integration (CSI) Meetings for the WIOA contracted service providers (GCC, SCCOE), making sure she is always aware of the program services updates.
3. Contractor is a member of the WIOA-CalWORKs Employment Services (CWES) co-enrollment workgroup and contributes valuable insights.
4. Contractor is a member of the Lean Community of Champions Initiative and actively participates in the monthly events.

**Contract Questionnaire:** Completed with Amanda Winter, Career Center Operator.

**Financial Questionnaire:** Completed by Amanda Winter, Career Center Operator.

**Administrative Questionnaire:** Completed by Amanda Winter, Career Center Operator.

**Entrance Conference** conducted with Amanda Winter, Career Center Operator.

**Exit Conference** conducted with Amanda Winter, Career Center Operator.

**Planned versus Actual Expenditures:**

Program Year 20-21	Total
<b>Planned Operations Cost</b>	\$75,000
<b>Expended as of 12/30/2020 claims*</b>	\$39,112.08
Percent Expended	52.1%

\*Contractor submitted claims through December 31, 2020

**Service Plan/Objectives**

Objective Deliverable	Status to Date
Career Center Operator (CCOps) Meetings	Contractor has facilitated three of the four meetings required to date.
Scheduling coverage between partners in the Career Center(s) to ensure that Career Center has adequate coverage.	Pending due to COVID19; Comprehensive Career Center (AJCC) has been providing limited services to the public that does not warrant a calendar for



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	coverage.
Use of universal referral process and completion of any/all revisions/updates as necessary and/or required.	Contractor using the CCOPs meetings to solicit continuous improvement feedback on the Universal Referral Form process.
Aligning referrals between partners	Contractor using the CCOPs meetings to work with WIOA mandated partners on referral system improvements.
Cross Training of Staff	Contractor developed a staff training calendar and with WDB staff assistance has procured and planned 4 staff trainings for the PY 20/21. <ol style="list-style-type: none"> <li>1. Strategies for Effective Virtual Training/Facilitation Delivery, UC Davis</li> <li>2. Labor Market Training, EDD</li> <li>3. Accessibility Training, DOR</li> <li>4. Human Centered Design, TBD</li> </ol>
Customer Satisfaction (both business and job seeker)	Contractor currently administers the following surveys: <ul style="list-style-type: none"> <li>• Email survey monkey to all individuals who utilized CalJOBS log in.</li> <li>• Text message QLess survey to all individuals who used the platform</li> <li>• WIOA business customer satisfaction survey in development with new Business Services Manager.</li> <li>• Due to COIVD19, hard copy customer surveys and comment cards have been halted since in-person services are not offered. Will resume at later date.</li> </ul> <p>Survey results are shared with WDB staff on a regular basis.</p>
Facilitate sharing of best practices/Continual Improvement	Contractor hosts regular staff Round Table meetings, with four (4) meetings planned for the PY 20/21.
Partner Performance Measures	Contractor currently working with WDB Staff and partners on obtaining the WIOA mandated partner performance measures information.
Hallmarks of Excellence	Contractor currently assisting WDB staff with continuous improvements Action Plans for

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	Comprehensive, Affiliate and Specialized AJCC sites. New AJCC assessments and certifications will be due June 2021.
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**WIOA Mandated Partner Feedback Results:** A survey was sent to a staff representative for mandated partners. Of the ten (10) WIOA partners contacted, seven (7) responded with the following anonymous feedback:

- *Quickly responds to questions and helps facilitate information sharing.*
- *Stays on top of organizing and leading meetings that are required and providing reminders of reports that need to be submitted.*
- *Has a deep understanding of her job and various policies. Her softskills are impeccable.*

For continuous improvement:

- *Provide due date with all requests for information.*
- *Continue to encourage sharing of best practices among partner agencies.*

**Confidence ratings** of 1- 10 with 1 being Not at all likely to contact Amanda with questions about WIOA local mandates and 10 being Extremely likely to contact: The average response was 9.28.

**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. Vendor timecard hours worked and all the claims for reimbursement for the period January to December 2020 were reviewed. Contractor is a sole proprietor with no employees. The terms of the contract allow the vendor a reimbursement based on the number of hours worked for a period at the agreed rate.

**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.

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

Andy Stone  
 Director, Workforce Development Board  
 Human Services Department

Date

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**Cabrillo College Small Business Development Center**

**Service Provider:** Cabrillo College Small Business Development Center

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

**Monitoring Dates:** Remote review January 27, 2020; overall monitoring period concluded March 1, 2021; 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.

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

**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 (2019-2020), with a 12-month agreement, SBDC is contracted to provide assistance to 40 at-risk businesses, averting layoffs or retaining at least 60 jobs. The funding for this contract is completely allocated from the Workforce Development Board’s (WDB) Rapid Response funding stream.

**Current Findings and Recommendations**

**None.** Overall, Contractor is meeting applicable WIOA requirements in program operations and the required WDB contracted services.

**Contractor accepts report as written.**

**Next steps:**

- Review monitoring report during contract negotiations for PY 21/22 to determine whether to modify any contract language;
- Review at the next annual monitoring visit.

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

1. It is recommended that Contractor provide information on how the consultants are procured. For future procurements, SBDC will be asked to provide documentation and justification on the selection of vendors (competitive or sole-sourced procurement). (Citation: WSD17-08, March 14, 2018)
2. It is recommended Contractor revisit the consultant flat fee for all consultant work as the average hourly rate method could pose issues at end of year when allocation is lower and a business could benefit from a more experienced consultant with a higher

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**Cabrillo College Small Business Development Center**

rate but funds are only available for a lower hourly rate consultant (presumably with less experience if hourly rate is determined by experience/qualifications).

3. It is recommended that Contractor provide a Spanish translation version of the SBDC brochure and identify consultants that can work specifically with mono-lingual Spanish speaking business owners.
4. It is recommended that Contractor work with WDB contract analyst to ensure the re-contracting occurs prior to July 1 so that SBDC can continue services without a break. In PY 20/21, Contractor informed the monitor that the services could not begin until a fully executed contract was in place despite the County Continuing Agreements List (CAL) authorizing continued services and payments. Re-contracting efforts are recommended to begin as soon as WDB (Board) approves the ongoing services to ensure a continuum of services.

**Observations:**

1. Contractor has County website linked to their SBDC website.

**Interviews held with:**

**Business Interviews:** Monitor randomly selected four (4) local businesses who received services under this contract. Monitor made contact with three (3) of the four (4) via phone interviews. After numerous attempts, one business owner was never reached by phone.

**Satisfaction scale of 1 - 10 with 1 being “Very dissatisfied” and 10 “Very satisfied”:**  
The average response was 10.

- One business indicated they would give a rating of 12 out of 10 if possible.
- Two business indicated they have used SBDC services multiple times over the course of their business ownership for different business needs/issues and have always received excellent advice.

**Staff Interview Questionnaire:** Completed by the monitor based on an interview with Brandon Napoli, SBDC Director.

**Contract Questionnaire:** Completed with Brandon Napoli, SBDC Director.

**Financial Questionnaire:** Completed by Kelly Williams, Cabrillo College Business Office Financial Support Specialist.

**Administrative Questionnaire:** Completed by Brandon Napoli, SBDC Director.

**Entrance/Exit Conference** conducted with Brandon Napoli, SBDC Director

**Planned versus Actual Performance and Expenditures:**

Currently SBDC is at 16.7% expenditure level with claims submitted through December 2020 (Q2); expenditure levels at that time of year should be approximately 50%. Although the contractor is below expenditures for expected levels at this time of year, the contractor is fully aware of the contract expenditure expectation.

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**Cabrillo College Small Business Development Center**

Quarterly programmatic goals for the number of actual jobs retained/layoffs averted are listed below but of no concern for overall contractual obligations at this point of the year. It is noted that the number of new at-risk business served for the second quarter is at 255%.

**PROGRAM EXPENDITURES**

<b>Program Year 20-21</b>	<b>Total</b>
<b>Planned Operations Cost</b>	<b>\$44,000</b>
<b>Expended as of 12/31/2020 invoice</b>	<b>\$7,350</b>
<b>Percent Expended</b>	<b>16.7%</b>

**SERVICE PLAN TABLE**

<b>July 1, 2020- June 30, 2021 Performance Units</b>	<b>Planned Annual Total</b>	<b>Goal thru Q2 July – Dec 2020</b>	<b>Actual Thru Q2 PY 20/21</b>	<b>% of Actual/ Q2 Goal</b>
Number of new at-risk businesses to be served	40	20	51	255%
Number of actual jobs retained/ Layoffs Averted	60	25	0	0%

**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; cost classification and appropriateness of charges. The monitoring also included a review of procurement procedures. The period reviewed was from October 2019 – December 2020. Based on the review, the (fiscal) area of concern is so noted as a recommendation.

**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.

**Fiscal Questionnaire Results:**

Based on the fiscal review, there is continued compliance and the area of concern is so noted as a recommendation.

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

\_\_\_\_\_  
Date

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**Workforce Innovation and Opportunity Act Services**

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**Service Provider:** Goodwill Central Coast (GCC)

**Workforce Development 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 December 14-18, 2020; overall monitoring period concluded February 10, 2021; 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**

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. Contractor provides Universal Services to the public in the Watsonville Career Center Resource Room and at the affiliate career center located at the Employment Development Department (EDD) office in Capitola.

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 WDB. Contractor also offers On the Job Training (OJT) in the menu of services to WIOA eligible participants and develops OJT contracts with employers to achieve placement, retention, wage replacement, and training credentials. In December 2020, the Board approved a local Transitional Job policy to provide temporary jobs for eligible participants.

Contractor uses the State CalJOBS system to register, enroll, and track the WIOA participants they serve and to provide the information needed to measure program outcomes.

The reference to *Contractor* is hereby used interchangeably with *GCC* to mean the same entity throughout report.

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**Current Findings and Recommendations** The following represents xx findings that was identified:

<b>Findings:</b>	<b>Corrective Action(s):</b>
<p><b>1. Fiscal Finding:</b> Contractor billed for a staff member that was not budgeted in the PY20/21 GCC contract. In the months of September and October 2020, salaries and benefits for an administrative staff member were billed to the WIOA contract. Administrative staff charges are covered by the 10% administrative overhead allowance and should not be charged separately.</p> <p><b>2. Fiscal Finding:</b> During the monitoring, contractor was asked to provide an organization chart which demonstrated Workforce Services Director supervising staff from another county. Since the PY20/21 GCC contract with Santa Cruz County for WIOA services included 1.0FTE for that position, supervising staff in another county was disallowed. Contractor invoiced for 1.0 FTE of that position. GCC overcharged the contract for the months of July- October 2020, resulting in \$7,513 in salaries and benefit overcharges.</p> <p><b>*Citation:</b> WIOA Contract PY 20/21, Independent Contractors Agreement, Exhibit B, Financial Management Requirements, clause 1, Financial Management System; Exhibit C, Scope of Work, clause XVIII Fiscal Provisions.</p>	<p>a. Provide written assurance that only staff as per contract are billed on monthly invoices.</p> <p>b. Provide corrective action plan to ensure invoices are submitted appropriately and correctly.</p> <p>c. Reduce the March 2021 invoices by the amount of \$5,990 after adjustments for other amounts not previously charged by contractor as revealed by the County accountants.</p>
<p><b>3. Data Validation Issues:</b></p> <p>a. Date of CalJOBS training activity successful completion data entry does not match documentation: (State #18772271)</p> <p>b. Supportive Services documentation (receipts) and CalJOBS data entry do not match: (State #18772271); (State #18772271);(State #20191557); (State #1002842233)</p> <p>c. Successful WIOA services provided with CalJOBS system closures due to untimely staff data entry (State #1002842233)</p>	<p>a. Provide written assurance that the documentation for the WIOA funded services match the CalJOBS activity code for that specific service.</p> <p>b. Provide written assurance that successful outcomes will be claimed when the WIOA funded activity can be properly documented.</p> <p>c. Provide written assurance that WIOA</p>

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\* **Citation:** Cal JOBS data validation: source documentation for activities tied to expenditures or required activities WSIN17-09, 9/29/17; 20 CFR 680.900 Supportive Services for adults and dislocated workers, WIOA Supportive Services Policy 16-04 (local policy, WDB authorized 6/8/2016)

funded services will be provided as needed and appropriate without a system closure.

WDB Staff is available to provide Technical Assistance, upon request.

**GCC Response, 3/16/2021 (excerpts from GCC response):**

**Finding 1 and 2:** GCC ensures that only staff, as per contract, will be billed on monthly invoices. GCC has created a Labor Matrix that outlines the program budget labor expenses by position. This labor matrix is then cross referenced and compared to the Labor Allocation Detail report that captures where expenses have landed in our payroll system. Directors review the two documents to ensure only staff, per contract, are allocating their time to the contract. A second check is done at the time of payroll and the Labor Allocation report is cross referenced with the Labor Matrix by the Contract Analyst to ensure only staff, per contract, are on monthly invoices.

GCC has established a checklist for the processes used by the Grants Analyst when creating invoices. In addition, GCC has created a Workforce Process Calendar (WPC). This allows oversight to processes that are complex. These actions should remove errors, streamline processes, and provide oversight where needed.

GCC inadvertently invoiced for the Director's wages at 100% to the program as opposed to 80%. The Contract Analyst wages were inadvertently invoiced to the program at 5% when this position was not budgeted to the program.

**Finding 3:** GCC staff will ensure that all documentation collected is accurate and matches all service activity codes...WIOA Director and Program Manager have established, post-monitoring, a bi-weekly training for the Employment Specialists that entail utilizing CalJOBS reporting on a weekly basis to stay in compliance with all caseload needs, including monthly contacts, soon-to-exit reports, and status updates, as well as learning how to navigate difficult cases. GCC will also begin training with the county's Senior Analyst to review each WIOA policy in detail, which will support the newer Employment Specialists in their continued learning and provide a refresher for seasoned staff. With these processes in place, GCC ensures that significant improvement will be made within data validation.

**Next steps:**

- Submit the Corrective Action Plan as outlined
- Develop expenditure action plan
- Develop and apply the internal protocols
- Review during contract negotiations for PY 21/22
- Review at the next annual monitoring visit.

**Recommendations (No response necessary):**

1. It is recommended that Contractor begin working with the Human Services Department Central Contracting Unit (CCU) analyst to begin exploring ways to incorporate the financial literacy services into the Scope of Work for the WIOA contract year 2021-2022. Contractor was notified on 10/13/2020 that the Financial Literacy Purchase Order (PO) would not be renewed.
2. It is recommended that Contractor implement data metrics for sharing at Contractor Service Integration (CSI) + Career Services Committee Meeting:



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- To track the WIOA and CalWORKs Employment Services (CWES) Co-enrollment goals: 9/year
  - To track and improve the CalJOBS eligibility date to participation dates; goal is 30 days or less. Note: County IT has created a monthly report for capturing this data and the first report was provided to GCC on 1/14/2021.
3. It is recommended that Contractor only create case notes for local program services within the CalJOBS system, including the *Generic Program, Financial Literacy Program Services* that are tracked beyond the WIOA participation dates. Case notes should no longer be printed and kept in a hard copy case file.
4. It is recommended that Contractor develop internal protocols:
- To ensure complete and error free monthly invoices are submitted using the new invoice template; PY 19/20 monitoring report referenced same errors for multiple months and a new invoice template was created for Contractor to use. Example: Goodwill provides a monthly Financial Literacy Program Services invoice as a 12-month spreadsheet, showing all prior month charges up to and including the current month charges. In October, November and December, invoices were submitted showing incorrect prior month charges. In all cases the YTD spending and balance remaining was off due to the incorrect prior month charges displayed. The invoices were rejected and Goodwill was provided instruction on what the error was so they could correct and re-submit the invoice without error on the prior month charges.
  - To ensure a CalJOBS activity is created every time the Individual Employment Plan (IEP) is modified; during COVID19: verbal attestation with date, and case note entry should be created.
  - To determine solution for obtaining Customer Satisfaction Surveys. Currently, the paper survey is 2-sided, soliciting staff feedback on one side and Vendor feedback on the other side. There were twenty-four (24) participants who completed their training from July 1- November 30, 2020 who could have returned a survey about their satisfaction and experience. The ETPL vendor performance survey return rate was 4% (1/24) for those five (5) months. 20 CFR678.430(a)(7)
5. It is recommended that Contractor complete data entry on [info@workforcescc.com](mailto:info@workforcescc.com) tracker tool to show outcomes from email inquiries going to GCC and Career Center Operator. Tracker implemented 11/12/2020 as collaboration between GCC & CCOps. Note: There were technology issues at the onset that have been remedied with a workaround.
6. It is recommended that Contractor ensure all documentation/back up paperwork is verifiable and linked to a specific participant; print a completely legible version for the case file. Consider using the WIOA registration form as a worksheet. CalJOBS “verified” means there is participant documentation in the case file. Documentation includes a document or self-attestation and a case note; case note should include details of family size etc. especially if not noted anywhere in the actual case file.

**Observations (No response necessary):**

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1. WIOA Orientation is now available online to the public via <https://www.youtube.com/watch?app=desktop&v=PYv1Nyj2XjA&feature=youtu.be>
2. Contractor has implemented a peer-to-peer quality assurance file review as part of the continuous improvement efforts.
3. Eligible Training Provider List (ETPL) vendor CTEP (formerly ROP) requires uniforms for MA, DA courses but doesn't list in CalJOBS as part of overall training expenses. WIOA staff covers the training expense as a supportive service. WDB analyst will work with ETPL coordinator to request ETPL vendor update the cost of training for MA, DA certification. There is a 75% expenditure threshold for the local area training allocation. To have the local supportive services policy applied consistently across all participants, all required items for the training are considered a training expenses and not a supportive service. (State #18772271; 20329737; 20191557).
4. Contractor fully staffed since October 2020.
5. Paperless Initiative coming soon. WDB Staff will lead the initiative to utilize CalJOBS full capabilities for document uploads.
6. Locally developed form, WIOA Registration, is not used consistently; Staff had used it to document applicant income and household size.
7. Contractor staff actively participate in the local Lean Initiative, Community of Champions monthly events.

**Contract Questionnaire:** Completed with Omar Garcia, Employment Specialist; Valerie Pena, Eligibility Specialist.

**Financial Questionnaire:** Completed by Deanne Taylor, Goodwill Central Coast, Director of Finance.

**Administrative Questionnaire:** Completed by Shelby Mason, GCC Workforce Services Director.

**Entrance Conference** conducted with Shelby Mason, GCC Workforce Services Director

**Exit Conference** conducted with Shelby Mason, GCC Workforce Services Director; Jaime Reynolds, VP of Workforce Services; Ernesto Esparza, County of Santa Cruz, Human Services Department Fiscal, Accountant II.

**Planned versus Actual Performance/Expenditures:**

The program year is 50% of the contract period completed (July- December). Ideally, the year to date actual performance goals should be in line with that percentage. The contractor has submitted invoices through the month of November 2020 and is 35.3% expended in the WIOA career center services contract; contractor is 9% expended in the Financial Literacy Program service purchase order because of rejected invoices. At this juncture, there is some concern about the pace of meeting the expenditure goals and an action plan has

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been requested via this monitoring report. Should Contractor under spend by 10% or more at the end of the year, WDB staff are forced to return to the Board of Supervisors for contract renewal approval for PY 21/22.

**PROGRAM PERFORMANCE BASED OUTCOMES**

<b>Program Year 20-21</b>	<b>Total</b>	<b>Adult</b>	<b>Dislocated Worker (DW)</b>
Planned Number of Training Enrollments*	173	111	62
Actual as of 12/30/20	58	23	35
<b>Percentage of Planned goal</b>	32.5%	20.7%	56.4%
<b>Training Completions (vocational certificates)</b>			
Training Completions (vocational certificates)	114	63	51
Actual as of 12/30/2020	36	15	21
<b>Percentage of Planned goal</b>	31.5%	23.8%	41.1%
<b>Entered Employment</b>			
Entered Employment	103	57	46
Actual as of 12/30/2020	28	17	11
<b>Percentage of Planned goal</b>	27.1%	29.8%	23.9%

**PROGRAM EXPENDITURES**

<b>Program Year 20-21</b>	<b>Total</b>	<b>Adult</b>	<b>Dislocated Worker</b>	<b>Indirect Admin</b>
<b>Planned Operations Cost</b>	\$691,460	\$314,300	\$314,300	\$62,860
<b>Expended as of 11/30/2020 claims*</b>	\$244,514.17	\$114,052.33	\$108,571.76	\$21,890.08
Percent Expended	35.3%	36.2%	34.5%	34.8%

\*Contractor submitted claims through November 2020

**SERVICE PLAN FOR FINANCIAL LITERACY PROGRAM SERVICES**

<b>Program Year 20-21</b>	<b>Planned Total</b>	<b>Actual as of 12/30/2020</b>	<b>Percentage of Planned goal</b>
Membership in Financial Literacy Program (enrolled via CalJOBS module)	30	6	20%
Individuals receiving counseling	60	27	45%
Active Referral Partnerships	15	6	75%

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Workshops	12	8	67%
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**FINANCIAL LITERACY PROGRAM SERVICES PROGRAM EXPENDITURES**

Program Year 20-21	Total
<b>Planned Operations Cost</b>	\$35,000
<b>Expended as of 7/30/2020 claims*</b>	\$2,924.70
Percent Expended	9%

\*Contractor submitted correct claims through July 2020 at the time of the programmatic monitoring onsite review.

**File Review:** Fourteen (14) case files were randomly selected for file and service review. Issues noted as Findings or recommendations as appropriate. Seven (7) were randomly selected for an interview.

**Data validation Issues:** (Refer to Findings Section, Page 2)

- Supportive Services documentation (receipts) and CalJOBS data entry do not match:
  - receipt dated 4.30.2020, CalJOBS activity code 188: actual begin date 5.6.2020 (300 activity actual begin date 5.6.2020 (State #18772271)
  - receipt dated 10.8.2020, CalJOBS activity code 188: actual begin date 10.16.2020 (State #20191557)
  - receipt dated 3.25.2020, CalJOBS activity code 185: actual begin date 4.9.2020 (State #1002842233)
- Successful WIOA services provided with CalJOBS system closure due to untimely staff data entry
  - \$170 transportation reimbursement completed 8.21.2019, CalJOBS activity code 181: actual begin date 6.12.2019, actual end date 12.21.19 system closure; should have been successful completion (State #1002842233)
  - \$120.77, \$52.21 clothing provided 4.30.2019 & 6.10.2019, CalJOBS activity code 188: actual begin date 5.6.2019, actual end date 12.21.19 system closure; should have been successful completion (State #18772271)

**Other Issues**

- Untimely communication between ETPL vendor and Contractor results in data integrity issues -- documentation provided by vendor results in required data changes.
- Individual Employment Plans (IEPs) must be modified every time the training dates change from the latest vendor proposal on file with a corresponding CalJOBS data entry for each modified IEP.
- Contractor should make every effort to enter case notes in CalJOBS within 48 hours of contact.

Data Change Request (DCR) program year history (7/1/20 to 12/30/20) was reviewed and of the six (6) DCRs submitted the monitor determined:

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- Case manager error 66.6%
- Collaboration with ETPL vendor error 33.3%
- Participant communication (lack of) which resulted in an error 0%

**Participant Interview Results:** Goodwill Central Coast staff was given a list of seven (7) randomly selected participants for interviewing purposes. Only five (5) participants (71%) were interviewed as the contractor could not reach two (2) for scheduling. The results are:

**Satisfaction Scale** of 1- 10 with 1 being Very Dissatisfied and 10 being Very Satisfied: The average participant response was 9.75 for Adult/Dislocated Worker program services staff; and 9.0 for Financial Literacy Program Services Staff.

- One participant indicated staff were very helpful navigating the process between the training vendor and the scholarship paperwork.
- Another participant indicated the changes in staffing resulting in different case managers could be handled more smoothly with multiple contact methods, i.e. email, text, to ensure participant is aware of the change.

**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. Accounting records and systems; cost classification and appropriateness of charges, and allocation of staff salaries and benefits to the contract were reviewed. The monitoring also included a review of contractor procurement practices for the period of November 2019 to October 2020. The issues found during the fiscal monitoring are so noted as Findings.

**Financial Questionnaire:** Based on the review, the areas of concern are so noted as findings with a request for a corrective action plan.

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

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

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Andy Stone  
 Director, Workforce Development Board  
 Human Services Department

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Date



Action Consent Information Discussion

SANTA CRUZ COUNTY  
**WORKFORCE**  
DEVELOPMENT

## C.7 Proposed WDB Meeting Calendar PY 21-22

<b>COMMITTEE:</b> Executive Committee	<b>MEETING DATE:</b> May 5, 2021
<b>STAFF NAME:</b> Andy Stone, WDB Director; Laurel Gazza, Administrative Aide	

**SUMMARY:**

Requesting Consent approval of the proposed WDB Meeting Calendar for PY 21-22.

Attachment(s)

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**SUGGESTED MOTION: (if applicable)**

I move to approve the WDB Meeting Calendar for PY 21-22

<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:



**2021-2022**

**WDB & Committee Meeting Calendar**

**\*All meetings are on Wednesdays, except where noted\***

**\*\*All meetings held virtually until further notice, due to COVID-19\*\***

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**Workforce Development Board**

**8:30 a.m.**

September 15, 2021  
December 8, 2021  
March 30, 2022  
May 25, 2022

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**Executive Committee**

**8:30 a.m.**

June 25, 2021 – **\*\* Friday \*\*** Special meeting (to plan presentation topics/requests for Full Board mtgs)  
August 25, 2021  
November 3, 2021  
March 2, 2022  
May 4, 2022

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**Career Services Committee**

**3:00 p.m.**

July 28, 2021  
September 22, 2021  
January 19, 2022  
April 20, 2022

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**Business Services Committee/CEDS Committee**

**3:00 p.m.**

August 4, 2021  
October 6, 2021  
February 9, 2022  
April 6, 2022

Please Note: Meeting locations subject to change. Please check website for current information.



Action Consent Information Discussion

## C.8 WIOA Local Policy revisions

<b>COMMITTEE:</b> Executive Committee	<b>MEETING DATE:</b> May 5, 2021
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<b>STAFF NAME:</b> Andy Stone, WDB Director; Sara Paz-Nethercutt, Sr. Analyst
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**SUMMARY:**

From time to time, Workforce Innovation and Opportunity Act (WIOA) local policies need to be updated. The following local policies are attached for minor edits/revisions:

- \*16-01 Priority of Service Policy
- \*16-02, Individual Training Account Policy
- \*16-04, Supportive Services Policy
- \*19-04, Youth Work Experience Policy

The link to view the policies is found here: <https://bit.ly/32RQAxB>

Attachment(s)

**SUGGESTED MOTION: (if applicable)**

I move to approve the revised local policies as recommended 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:





Action  Consent  Information  Discussion

SANTA CRUZ COUNTY  
**WORKFORCE**  
DEVELOPMENT

## A.1 WDB Staff Updates

<b>COMMITTEE:</b> Executive Committee	<b>MEETING DATE:</b> May 5, 2021
<b>STAFF NAME:</b> 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
5. Southern California American Indian Resource Center (SCAIR) new WIOA partner in Santa Cruz County

#### Business Services:

1. Marketing/Communications Services
2. Career Services Webpage
3. American Rescue Plan Act of 2021 (ARPA) Funding

#### CalWORKs Employment Services:

1. CalWORKs is now offering Triple P Online workshops to program participants, through a new partnership with First 5 Santa Cruz County. These workshops offer positive parenting strategies. Participants will receive individual consultations with a Triple P practitioner to help implement the strategies.

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

## A.2 Strategic Plan Update

<b>COMMITTEE:</b> Workforce Development Board	<b>MEETING DATE:</b> May 5, 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>Racy Ming has been selected: scheduling the first workgroup meeting in May.</p> <p>Social Policy Research Associates provided a WDB Presentation on 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>Regional engagement meeting was held on March 17 and the local engagement meeting was held on March 23, 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  
**WORKFORCE**  
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## A.3 WDB Officer Nominations PY 2021-22

<b>COMMITTEE:</b> Executive Committee	<b>MEETING DATE:</b> May 5, 2021
<b>STAFF NAME:</b> Andy Stone - WDB Director	

**SUMMARY:**

The Nominating Committee, consisting of Lamont Adams, Alia Ayyad, Katie Setzler, Marshall Delk, and Carol Siegel developed the attached slate of candidates for Program Year 2021-22, for election at the WDB's May 26, 2021 meeting.

Changes and additional nominations may be made from the floor at the Executive Committee and WDB meetings.

Attachment(s)

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**SUGGESTED MOTION: (if applicable)**

I move to approve the proposed Slate of 2021-22 Officer Candidates, to be presented for election at the WDB 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:

**Proposed Slate of WDB Officer Candidates, for PY 2021-22:**

**WDB Board**

Chair – Rob Morse

Vice Chair – Elyse Destout

**Executive Committee**

Chair – Rob Morse

Vice Chair – Elyse Destout

Prior Chair – Carol Siegel

**Career Services Committee**

Chair – Elyse Destout

Vice Chair – Denise Moss

**Business Services/CEDS Committee**

Chair – Marshall Delk

Vice Chair – Dustin Vereker



Action Consent Information Discussion

SANTA CRUZ COUNTY  
**WORKFORCE**  
DEVELOPMENT

## A.4 WDB Member Recruitment Update

<b>COMMITTEE:</b> Executive Committee	<b>MEETING DATE:</b> May 5, 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 is currently one (1) business vacancy.

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:



Action Consent Information Discussion

SANTA CRUZ COUNTY  
**WORKFORCE**  
DEVELOPMENT

## A.5 AJCC Certification

<b>COMMITTEE:</b> Executive Committee	<b>MEETING DATE:</b> May 5, 2021
<b>STAFF NAME:</b> Andy Stone, WDB Director; Sara Paz-Nethercutt, Sr. Analyst	

### SUMMARY:

Employment Development Department (EDD) Workforce Services Directive, WSD20-08, dated March 1, 2021 provides policy and guidance for conducting the AJCC certification process. This supersedes Directives, WSD16-20, dated June 9, 2017 and Directive, WSD18-11, dated March 14, 2019 directing local Boards to conduct an independent and objective evaluation of the comprehensive AJCC site (Watsonville Career Center) every three (3) years effective PY 2018-19 through PY 2020-21 and conduct the same evaluation on the affiliate and specialized AJCC sites to be effective two years beginning with PY2019-20 through PY 2020-21 in order to align with the comprehensive AJCC certification effective end date of June 30, 2021, respectively. At its November 8, 2017 meeting, this board agreed to subcontract the previous certification process through a purchase order effectively awarded to Racy Ming. The evaluations and subsequent action plans, known as the Hallmarks of Excellence have been shared quarterly since inception with the WDB.

There continues to be two (2) levels of AJCC Certification:

1. Baseline: intended to ensure that every AJCC site is in compliance with WIOA statutory and regulatory requirements. Local Boards must submit Baseline AJCC Certification matrix with WDB chair approval by November 1, 2021;
2. Certification Indicator Assessment: intended to measure continuous improvement in service delivery with seven (7) of the same previous Hallmarks of Excellence indicators. The one indicator removed by the state involved the assessment the services provided at each AJCC physical location. The "Hallmarks of Excellence" designation has been replaced by simply AJCC Certification Indicators with a Continuous Improvement Plan rather than an action plan with rankings from 1-5 for each hallmark.

Local boards are allowed to choose to use staff, the AJCC operator (unless it's the Title I Adult/Dislocated Worker service provider, as in Goodwill Central Coast), a subcommittee or a neutral third-party to conduct the independent evaluation and whether or not to add criteria to the certification process. WDB staff recommends that just like in previous certifications, no additional criteria be added and that a subcontractor (Racy Ming and Associates) be used to conduct the assessments for the AJCC certification and assist with the creation of the Continuous Improvement Plan due to EDD Regional Advisor by December 31, 2021.

The certification process will take effect January 1, 2022.

Attachment(s)

### SUGGESTED MOTION: (if applicable)

I move to approve the AJCC certification process as outlined by WDB staff and to request authorization of the WDB chair to sign the AJCC Certification Matrix for the Baseline Criteria.

<b>COMMITTEE DATE</b> 04/21/20	<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:

## Comprehensive AJCC Certification Matrix Baseline Criteria

The baseline America's Job Center of California<sup>SM</sup> (AJCC) Certification is intended to ensure that every comprehensive AJCC is in compliance with key *Workforce Innovation and Opportunity Act* (WIOA) statutory and regulatory requirements.

Local Boards must submit a completed matrix to their Regional Advisor for each comprehensive AJCC by November 1, 2021.

Name of Local Board Santa Cruz County Workforce Development Board

Name of AJCC Watsonville Career Center

Implements the signed Memorandums of Understanding (MOU)	Yes	No
A Memorandum of Understanding (meeting the requirements in Workforce Services Directive WSD18-12) has been signed by all the required AJCC partners.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The signed MOU identifies the AJCC as a comprehensive.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJCC is implementing the MOU specifications applicable to comprehensive centers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Implements the Local Board defined roles and responsibilities of the AJCC Operator and Career Services Provider	Yes	No
AJCC Operator selected in compliance with WSD19-13.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Roles and responsibilities of AJCC Operator are clearly identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Career Services Provider selected in compliance with WSD19-13.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Roles and responsibilities of the Career Services Provider within the AJCC are clearly identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Meets all regulatory requirements to be a comprehensive AJCC (WIOA Joint Final Rule Section 678.305)	Yes	No
AJCC has least one Title I staff person physically present. (Note: Consideration may be given for remote/virtual services implemented due to the COVID-19 pandemic)	<input checked="" type="checkbox"/>	<input type="checkbox"/>



AJCC provides access to all basic and individualized career services identified in <a href="#">WIOA Joint Final Rule Section 678.430</a> .	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AJCC provides access to training services for adult and dislocated workers identified in <a href="#">WIOA Joint Final Rule Section 680.200</a> .	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AJCC provides access to any employment and training activities carried out under WIOA Section 134(d).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AJCC provides access to programs, services, and activities of all required AJCC partners by having partner staff physically co-located at the AJCC, having a staff person at the AJCC who has been cross-trained to provide information about partner programs, or having direct linkage through technology to staff who can provide meaningful information or services.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AJCC provides workforce and labor market information.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AJCC provides customers with access programs, services, and activities during regular business hours.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Ensures Equal Opportunity for Individuals With Disabilities</b>	<b>Yes</b>	<b>No</b>
<p>The AJCC is physically and programmatically accessible to individuals with disabilities, as described in WIOA Section 188 and Title 29 <i>Code of Federal Regulations</i> Part 38.</p> <p>The <i>Americans with Disabilities Act</i> (ADA) Title V provides that state requirements may supersede the ADA when state requirements provide greater or equal protection for the rights of individuals with disabilities. Therefore, the AJCC must also be in compliance with following California guidance related to equal access for individuals with disabilities:</p> <ul style="list-style-type: none"> <li>• <i>Fair Employment and Housing Act</i> (California Government Code Section 12900-12996)</li> <li>• <i>Unruh Civil Rights Act</i> (California Civil Code Section 51-52)</li> <li>• <i>Disabled Persons Act</i> (California Civil Code Section 54-55)</li> <li>• <i>California Building Code</i> Title 24 Chapter 11B</li> <li>• <i>California Government Code</i> 7405</li> <li>• <i>California Government Code</i> 11135</li> </ul> <p>Such requirements include, but are limited to, the following:</p> <ul style="list-style-type: none"> <li>• Providing reasonable accommodations for individuals with disabilities.</li> <li>• Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

<ul style="list-style-type: none"> <li>• Administering programs in the most integrated setting appropriate.</li> <li>• Communicating with persons with disabilities as effectively as with others.</li> <li>• Providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity.</li> <li>• Providing for the physical accessibility of the AJCC to individuals with disabilities.</li> </ul>		
Was WIOA Section 188 compliance monitoring completed for PY 2019-20?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Did the AJCCs have any findings when WIOA Section 188 compliance monitoring was completed?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
If yes, briefly describe the findings: <a href="#">Click here to enter text.</a>		
Was a corrective action plan submitted? <b>N/A</b>	<input type="checkbox"/>	<input type="checkbox"/>
Is the status of the findings open or closed?: <a href="#">Click here to enter text.</a>		
If closed, as of what date: <a href="#">Click here to enter text.</a>		
<b>The AJCC meets all Baseline Criteria for Baseline AJCC Certification</b>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

The Local Board Chair must attest the Local Board's certification decision by signing below.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Carol Siegel

Name

\_\_\_\_\_  
Workforce Development Board, Chair

Title

## Affiliate/Specialized AJCC Certification Matrix Baseline Criteria

The baseline America’s Job Center of California<sup>SM</sup> (AJCC) Certification is intended to ensure that every affiliate/specialized AJCC is in compliance with key *Workforce Innovation and Opportunity Act* (WIOA) statutory and regulatory requirements.

Local Boards must submit a completed matrix to their Regional Advisor for each affiliate/specialized AJCC by November 1, 2021.

Name of Local Board Santa Cruz County Workforce Development Board

Name of AJCC Capitola Career Center, EDD

<b>Implements the signed Memorandums of Understanding (MOU)</b>	<b>Yes</b>	<b>No</b>
An MOU (meeting the requirements in Workforce Services Directive WSD18-12) has been signed by all the required AJCC partners.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The signed MOU identifies the AJCC as a specialized/affiliate center.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJCC is implementing the MOU specifications applicable to specialized/affiliate centers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Ensures Equal Opportunity for Individuals With Disabilities</b>	<b>Yes</b>	<b>No</b>
<p>The AJCC is physically and programmatically accessible to individuals with disabilities, as described in WIOA Section 188 and Title 29 <i>Code of Federal Regulations</i> Part 38.</p> <p>The <i>Americans with Disabilities Act</i> (ADA) Title V provides that state requirements may supersede the ADA when state requirements provide greater or equal protection for the rights of individuals with disabilities. Therefore, the AJCC must also be in compliance with following California guidance related to equal access for individuals with disabilities:</p> <ul style="list-style-type: none"> <li>• <i>Fair Employment and Housing Act</i> (California Government Code Section 12900-12996)</li> <li>• <i>Unruh Civil Rights Act</i> (California Civil Code Section 51-52)</li> <li>• <i>Disabled Persons Act</i> (California Civil Code Section 54-55)</li> <li>• <i>California Building Code</i> Title 24 Chapter 11B</li> <li>• <i>California Government Code</i> 7405</li> <li>• <i>California Government Code</i> 11135</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Such requirements include, but are limited to, the following: <ul style="list-style-type: none"> <li>• Providing reasonable accommodations for individuals with disabilities.</li> <li>• Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities.</li> <li>• Administering programs in the most integrated setting appropriate.</li> <li>• Communicating with persons with disabilities as effectively as with others.</li> <li>• Providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity.</li> <li>• Providing for the physical accessibility of the AJCC to individuals with disabilities.</li> </ul>		
Was WIOA Section 188 compliance monitoring completed for PY 19-20?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Did the AJCCs have any findings when WIOA Section 188 compliance monitoring was completed?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
If yes, briefly describe the findings: <a href="#">Click here to enter text.</a>		
Was a corrective action plan submitted? <b>N/A</b>	<input type="checkbox"/>	<input type="checkbox"/>
Is the status of the findings open or closed?: <a href="#">Click here to enter text.</a> If closed, as of what date?: <a href="#">Click here to enter text.</a>		
<b>The AJCC meets all Baseline Criteria for Baseline AJCC Certification</b>	<b>Yes</b> <input checked="" type="checkbox"/>	<b>No</b> <input type="checkbox"/>

The Local Board Chair must attest the Local Board’s certification decision by signing below.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Carol Siegel

Name

\_\_\_\_\_  
Workforce Development Board, Chair

Title

## Affiliate/Specialized AJCC Certification Matrix Baseline Criteria

The baseline America’s Job Center of California<sup>SM</sup> (AJCC) Certification is intended to ensure that every affiliate/specialized AJCC is in compliance with key *Workforce Innovation and Opportunity Act* (WIOA) statutory and regulatory requirements.

Local Boards must submit a completed matrix to their Regional Advisor for each affiliate/specialized AJCC by November 1, 2021.

Name of Local Board Santa Cruz County Workforce Development Board

Name of AJCC Watsonville Youth Center

<b>Implements the signed Memorandums of Understanding (MOU)</b>	<b>Yes</b>	<b>No</b>
An MOU (meeting the requirements in Workforce Services Directive WSD18-12) has been signed by all the required AJCC partners.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The signed MOU identifies the AJCC as a specialized/affiliate center.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The AJCC is implementing the MOU specifications applicable to specialized/affiliate centers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Ensures Equal Opportunity for Individuals With Disabilities</b>	<b>Yes</b>	<b>No</b>
<p>The AJCC is physically and programmatically accessible to individuals with disabilities, as described in WIOA Section 188 and Title 29 <i>Code of Federal Regulations</i> Part 38.</p> <p>The <i>Americans with Disabilities Act</i> (ADA) Title V provides that state requirements may supersede the ADA when state requirements provide greater or equal protection for the rights of individuals with disabilities. Therefore, the AJCC must also be in compliance with following California guidance related to equal access for individuals with disabilities:</p> <ul style="list-style-type: none"> <li>• <i>Fair Employment and Housing Act</i> (California Government Code Section 12900-12996)</li> <li>• <i>Unruh Civil Rights Act</i> (California Civil Code Section 51-52)</li> <li>• <i>Disabled Persons Act</i> (California Civil Code Section 54-55)</li> <li>• <i>California Building Code</i> Title 24 Chapter 11B</li> <li>• <i>California Government Code</i> 7405</li> <li>• <i>California Government Code</i> 11135</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Such requirements include, but are limited to, the following: <ul style="list-style-type: none"> <li>• Providing reasonable accommodations for individuals with disabilities.</li> <li>• Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities.</li> <li>• Administering programs in the most integrated setting appropriate.</li> <li>• Communicating with persons with disabilities as effectively as with others.</li> <li>• Providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity.</li> <li>• Providing for the physical accessibility of the AJCC to individuals with disabilities.</li> </ul>		
Was WIOA Section 188 compliance monitoring completed for PY 19-20?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Did the AJCCs have any findings when WIOA Section 188 compliance monitoring was completed?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
If yes, briefly describe the findings: <a href="#">Click here to enter text.</a>		
Was a corrective action plan submitted? <b>N/A</b>	<input type="checkbox"/>	<input type="checkbox"/>
Is the status of the findings open or closed?: <a href="#">Click here to enter text.</a> If closed, as of what date?: <a href="#">Click here to enter text.</a>		
<b>The AJCC meets all Baseline Criteria for Baseline AJCC Certification</b>	<b>Yes</b> <input checked="" type="checkbox"/>	<b>No</b> <input type="checkbox"/>

The Local Board Chair must attest the Local Board’s certification decision by signing below.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Carol Siegel  
Name

\_\_\_\_\_  
Workforce Development Board, Chair  
Title



Action Consent Information Discussion

SANTA CRUZ COUNTY  
**WORKFORCE**  
DEVELOPMENT

## A.6 Business Resource Network Update

<b>COMMITTEE:</b> Executive Committee	<b>MEETING DATE:</b> May 5, 2021
<b>STAFF NAME:</b> Peter Detlefs, Business Services Manager	

### SUMMARY:

On October 23, 2019, the Ohio Business Resource Network presented their offering to Santa Cruz County BS/CEDS Committee Members via webinar. A Business Resource Network (BRN) is an approach to proactively improve business operations through a business assistance referral network. The BRN takes resources and streamlines them into a single access point for employers bringing them from point A-to-Z of the process. The BRN navigates through the confusion of red tape and the disjointed web of services and programs to connect employers with resources to assist with current and future needs to grow, improve, or expand their businesses. On February 12, 2020, an update was provided to the BS/CEDS Committee that WDB staff was looking into implementing a BRN at a scale achievable with local funding levels.

A proposed BRN in Santa Cruz would include a collaborative group of the county's chambers of commerce, business associations, workforce training organizations, community-based organizations, schools, higher education, and government agencies that all offer some sort of business service. The network would include every critical business service provider and assist local businesses with finding services and solutions.

Below are three identified approaches to the development of a BRN:

- 1.) Develop matrix summarizing resources and services provided by partner agencies benefiting local businesses;
- 2.) Develop a printed local guide that describes business resources and provides contact information of provider; and
- 3.) Develop an interactive webpage automatically referring businesses to needed services based on a needs assessment.

On April 7, 2021, the BS/CEDS Committee approved pursuing the development of a BRN, to serve as the Advisory Board, agreed to dedicate staff and resources to complete the agreed upon approach, and committed to the ongoing update and management of the program.



Attachment(s)

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

I move to approve the update of Business Resource Network.

<b>COMMITTEE DATE</b> 04/07/21	<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

## A.7 WDB May 26, 2021 Meeting Planning

<b>COMMITTEE:</b> Executive Committee	<b>MEETING DATE:</b> May 5, 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:

- Building and Maintaining an Effective Board;
- Creating Meaningful Youth Programs;
- Designing Programs and Policies that Advance Racial Equity;
- Future of IT in hospitality;
- Marketing WIOA Services; and
- Report on businesses thriving under COVID-10 conditions, and skills they require.

The next Workforce Development Board (full board) meeting is scheduled for Wednesday, May 26, 2021.

At this meeting, the Executive Committee will consider if it would like to add any additional agenda items to the May 26, 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 May 26, 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: