



SANTA CRUZ COUNTY
WORKFORCE
DEVELOPMENT

Workforce Development Board
Thursday, April 1, 2021 @ 8:30 a.m.
18 W. Beach St. Watsonville

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

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

If you don't have Microsoft Teams: Select the "Continue on this browser" option

Call in: (916) 318-9542
Meeting ID: 665 842 754#

Agenda

- I. Call to Order/Welcome**
- II. Public Comment**
- III. Director's Report**
- IV. Consent Items**
 - C.1 Approval of Minutes: December 9, 2020 meeting **2-6**
 - C.2 Data Dashboard **7-8**
 - C.3 AJCC Hallmarks of Excellence Action Plans **9**
 - C.4 Contractor Activity Reports **10**
 - C.5 WIOA Contract Amendment, Goodwill Central Coast..... **11**
 - C.6 Re-contracting PY 21/22 Services **12-13**
 - C.7 WIOA Monitoring Draft Reports, SCCOE, Cabrillo SRSN .. **14-27**
 - C.8 Subsequent Designation and Local Board Recertification **28**
- V. Presentation**
 - P.1 Caleb van Docto, Senior Associate; Vinz Koller, Senior Strategist
Social Policy Research Associates
Meaningful Youth Program Redesign **29**
- VI. Administration**
 - A.1 WDB Staff Updates **30**
 - A.2 Strategic Plan Report Update **31-32**
 - A.3 WDB Officer Nominations PY 21/22 **33**
 - A.4 WDB Member Recruitment Update **34**
 - A.5 WIOA Regional Plan PY 2021-24..... **35**
 - A.6 WIOA Local Plan PY 2021-24 -close public comment..... **36**
 - A.7 Board Member Engagement Survey Debrief **37**
- VII. Chairperson's Report**
- VIII. 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
- DIRECTOR:**
Andy Stone

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

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

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

COMMITTEE: Workforce Development Board	MEETING DATE: April 1, 2021
STAFF NAME: Andy Stone, WDB Director; Laurel Gazza, Administrative Aide	

SUMMARY:

Requesting Consent approval of the December 9, 2020 Full WDB meeting minutes.

Attachment(s)

SUGGESTED MOTION: (if applicable)

I move to approve the December 9, 2020 Full WDB Board meeting minutes, as part of the consent agenda.

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



**Workforce Development Board
Full Board Meeting
Watsonville Career Center,
18 W. Beach Street, Watsonville CA.
Wednesday, December 9, 2020, 8:30 a.m.**

C.1 Attachment

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

Chair Carol Siegel called the meeting to order at a 8:31 a.m., when a quorum of 20 members were present. All Board members and guests attended the meeting virtually.

Board Members in Attendance

Adams, Lamont
Ayyad, Alia
Berry-Wahrer, Diane
Cuevas, Christina
De La Garza, MariaElena
Delk, Marshall
Destout, Elyse
Duckworth, Yuko
Elliott, Candice
Hebard, Sean
Herrera-Mansir, Carmen
Livingstone, Todd
Mason, Barbara
Miller, Chris
Morse, Rob – Vice Chair
Orona, Elisa
Roth, Shaz
Setzler, Katie
Siegel, Carol – Chair
Vereker, Dustin

Board Members Absent

Schaller, Glen

MEMBERS:

Carol Siegel, Chair
Santa Cruz Seaside Company

Rob Morse, Vice Chair
Pacific Gas and Electric Company

Lamont Adams
IBEW, Local 234

Alia Ayyad
Center for Employment Training

Diane Berry-Wahrer
California Department of Rehabilitation

Katie Setzler
Palo Alto Medical Foundation

Christina Cuevas
Community Foundation of Santa Cruz County

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

Herrera-Mansir, Carmen
El Pajaro CDC

Todd Livingstone
Watsonville/Aptos Adult Education

Barbara Mason,
Santa Cruz County Planning Dept.

Miller, Chris
ScratchSpace, Inc.

Orona
SC Health Improvement Partnership

Shaz Roth
Pajaro Valley Chamber of Commerce and Agriculture

Glen Schaller
Monterey Bay Central Labor Council, AFL-CIO

Dustin Vereker
Discretion Brewing Co.

DIRECTOR:
Andy Stone

Staff in Attendance

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

Guests

Billicich, Nancy
Daugherty, Jessica – causelmpacts (guest speaker)
Guthrie, Burr – WASCE
Denise Moss – Cabrillo College
Bea Munoz – SCCOE Suenos
Terri Oropeza – Cabrillo College
Eileen Rohlfing – EDD

Subject: II. Public Comment

Several board members and guests made announcements regarding upcoming events or projects.

Subject: III. Directors' Report

WDB Director Andy Stone gave a brief introduction of guest speaker Jessica Daugherty, of causelmpacts. He also noted the current unemployment rate for Santa Cruz County as of October 2020 is 7.1%.

Subject: IV. Approval of Consent Agenda

- C.1 – Approval of September 16, 2020 Meeting Minutes**
- C.2 – Data Dashboard**
- C.3 – AJCC Hallmarks of Excellence Action Plan PY 2020/21, Q1**
- C.4 – Contractor Activity Reports PY 2019/20 Q4**
- C.5 – WIOA Performance Negotiations PY 2020-2022**
- C.6 – WIOA Transitional Jobs Policy**

Action: It was moved to approve the Consent Agenda.

Status: Motion to Approve: Carmen Herrera-Mansir
Motion Seconded: Diane Berry-Wahrer
Abstentions: None

Committee Action: All in favor, motion passed.

V. Presentation:

Jessica Daugherty, Principal at causeIMPACTS, gave a presentation on Building and Maintaining an Effective Board, and interacted with WDB members on topics such as Board Performance, Engagement, and Expectations.

Subject: VI. Administration items:

A.1 WDB Staff Updates

WDB staff Sara Paz-Nethercutt, Peter Detlefs and Katy Chevalier gave current report outs on WIOA Career Services, Business Services, and CalWORKS Employment Services projects and statuses, respectively.

Action: None, informational item only

A.2 Strategic Plan Report Update

WDB Director Andy Stone recapped the latest status of accomplishments for the three main Strategic Plan goals for Workforce Santa Cruz County.....and Chair Carol Siegel approached the Board with an idea of creating a workgroup for Racial Equity goals and invited Board members to form the workgroup and come up with ideas.

Action: It was moved to accept the WDB Directors' Operational Plan Update for PY 2020-21

Status: Motion to Approve: Lamont Adams
 Motion Seconded: Sean Hebard
 Abstentions: None
 Committee Action: All in favor, motion passed as amended.

Chairperson's Report: WDB Chair Carol Siegel thanked everyone on the WDB board and staff for their participation and contributions and thanked the meeting guests for attending. Rob Morse also mentioned his attendance at the Regional Workforce Development Board meeting.

Meeting adjourned at 10:35 a.m.

**Next Meeting: Executive Committee Meeting
 Wednesday, March 3, 2021 @ 8:30 a.m.**

Location - TBD

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

DRAFT



Action Consent Information Discussion

SANTA CRUZ COUNTY
WORKFORCE
DEVELOPMENT

C.2 Data Dashboard

COMMITTEE: Executive Committee	MEETING DATE: April 1, 2021
STAFF NAME: 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 January 2021, WIOA budget figures through January 31, 2021; and layoff criteria through Quarter 2 of PY 2020-21.

Attachment(s)

SUGGESTED MOTION: (if applicable)

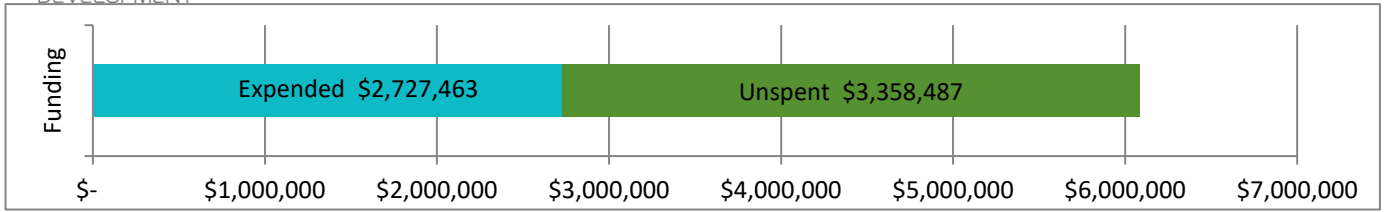
N/A

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

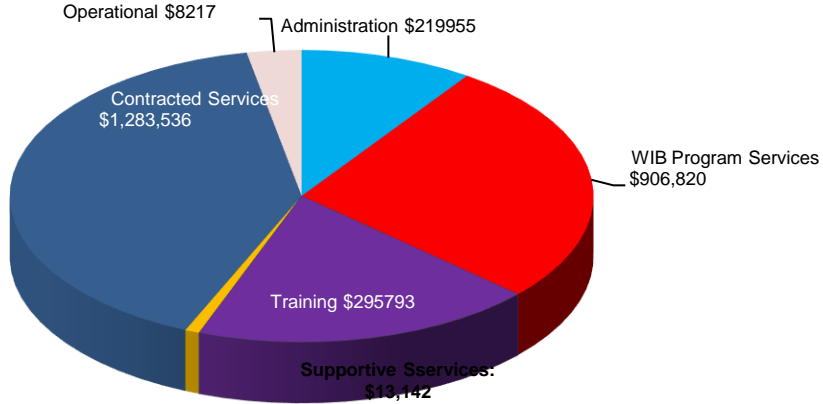
PY 2020/2021 thru January 31, 2021



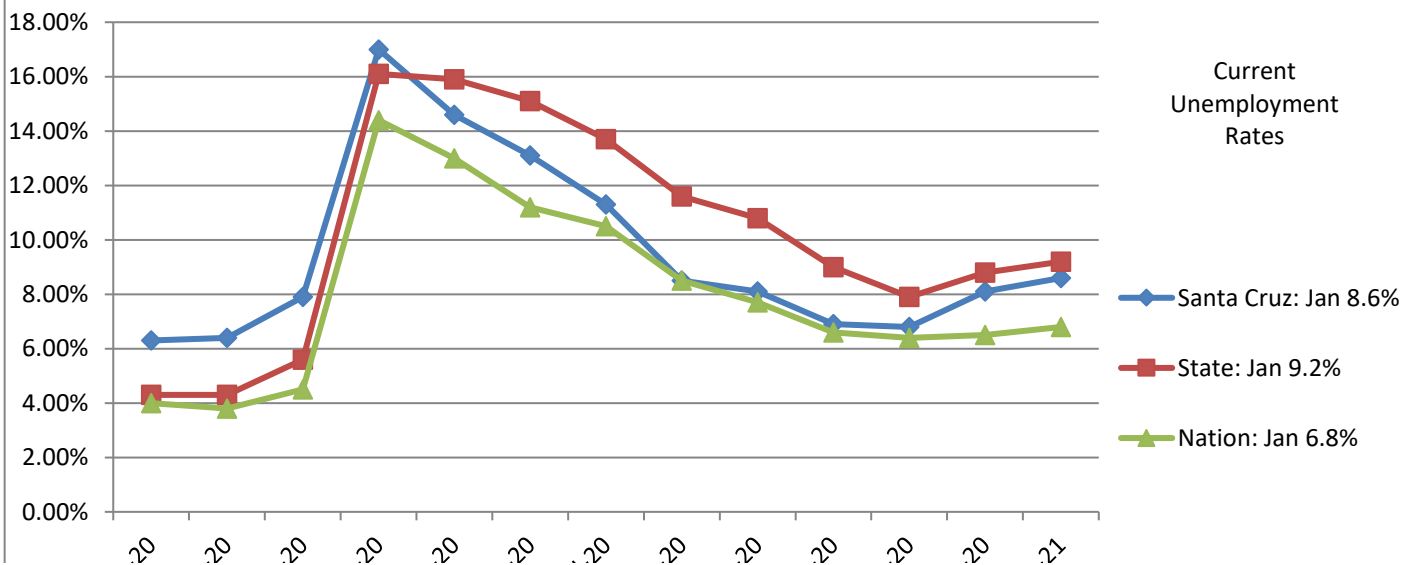
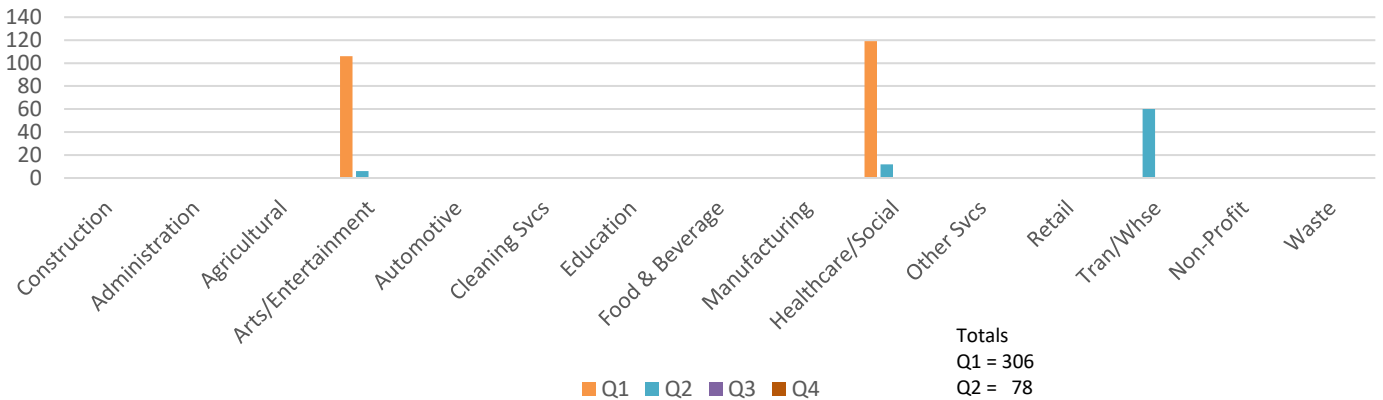
Program Year (PY) 2020-21 Budget: \$6,085,950



20-21 Expenditures, thru Jan. 31, 2021



Layoffs by Industry 2020-2021





Action Consent Information Discussion

C.3 Hallmarks of Excellence Plans

COMMITTEE: Workforce Development Board	MEETING DATE: April 1, 2021
---	------------------------------------

STAFF NAME: Andy Stone, WDB Director; Sara Paz-Nethercutt, Sr. Analyst

SUMMARY:

Background:

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

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

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

The link to view the action plans is found here: <https://bit.ly/3sl1U0c>

Attachment(s)

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.

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



Action Consent Information Discussion

C.4 Contractor Activity Reports

COMMITTEE: Workforce Development Board	MEETING DATE: April 1, 2021
---	------------------------------------

STAFF NAME: Katy Chevalier, Program Mgr; Peter Detlefs, Business Servces Mgr; Sara Paz-Nethercutt, Sr.Analyst

SUMMARY:

Reports outlining each workforce services contractor's financial, federal (if applicable), and contract performance can be found here: <https://bit.ly/3rkNeg0>

Attachment(s)

SUGGESTED MOTION: (if applicable)

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



Action Consent Information Discussion

SANTA CRUZ COUNTY
WORKFORCE
DEVELOPMENT

C.5 WIOA Contract Amendment:GCC

COMMITTEE: Workforce Development Board	MEETING DATE: April 1, 2021
STAFF NAME: Andy Stone, WDB Director; Sara Paz-Nethercutt, Sr.Analyst	

SUMMARY:

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

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

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

This agenda item was previously approved by the Career Services Committee of this Board on 1/13/2021.

Attachment(s)

SUGGESTED MOTION: (if applicable)

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

COMMITTEE DATE 03/03/20	COMMITTEE APPROVAL: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Other:
BOARD DATE	BOARD APPROVAL: <input type="checkbox"/> Yes <input type="checkbox"/> No Other:



Action Consent Information Discussion

SANTA CRUZ COUNTY
WORKFORCE
DEVELOPMENT

C.6 Recontracting PY 21/22 Services

COMMITTEE: Workforce Development Board	MEETING DATE: April 1, 2021
STAFF NAME: Andy Stone, WDB Director	

SUMMARY:

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

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

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

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

Attachment(s)

SUGGESTED MOTION: (if applicable)

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

COMMITTEE DATE 03/03/20	COMMITTEE APPROVAL: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Other:
BOARD DATE	BOARD APPROVAL: <input type="checkbox"/> Yes <input type="checkbox"/> No Other:

C.6 Recontracting PY 21/22
Workforce Service Providers

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

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

CWES: CalWORKs Employment Services

JSW: Job Search Workshops

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



Action Consent Information Discussion

SANTA CRUZ COUNTY
WORKFORCE
DEVELOPMENT

C.7 WIOA Program Monitoring PY 2020-21

COMMITTEE: Workforce Development Board	MEETING DATE: April 1, 2021
STAFF NAME: Andy Stone, WDB Director; Sara Paz-Nethercutt, Sr. Analyst	

SUMMARY:

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

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

The monitoring includes the following:

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

WDB staff next steps include the following:

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

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

Attachment(s)

SUGGESTED MOTION: (if applicable)

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

COMMITTEE DATE 03/03/20	COMMITTEE APPROVAL: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Other:
BOARD DATE	BOARD APPROVAL: <input type="checkbox"/> Yes <input type="checkbox"/> No Other:

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

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

Workforce Investment Board Analyst: Sara Paz-Nethercutt, WDB Sr. Analyst
 831.763.8756
Sara.Paz-Nethercutt@santacruzcounty.us

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

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

Overview of Scope of Work

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

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

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

Findings:	Corrective Action(s):
<p>1. Data Validation</p> <p style="padding-left: 20px;">a. Incentive Payment activity code was erroneously claimed as “dropped out of activity” in CalJOBS for a WIOA funded activity. Participant (State ID # 1002864837) was WIOA enrolled and received incentive payment</p>	<p style="padding-left: 20px;">a. Provide written assurance that all enrolled WIOA participants who receive a WIOA funded activity, e.g. incentive payments will have the corresponding CalJOBS activity completion</p>

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

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

Next steps:

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

Recommendations (No response necessary):

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

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

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

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

Observations (No response necessary):

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

Contract Questionnaire: Completed with Bea Munoz, Project Coordinator

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

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

Entrance Conference conducted with Beatriz Munoz, Sueños Project Coordinator.

Exit Conference conducted with Beatriz Munoz, Sueños Project Coordinator.

Planned verses Actual Enrollments:

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

[^]50% of the year expended

Planned verses Actual Expenditures:

Program Year 20-21	Total	In-School	Out of School
---------------------------	--------------	------------------	----------------------

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

Planned Operations Cost	\$800,000	\$200,000	\$600,000
Expended as of 11/30/2020 claims*	\$240,045.30	\$34,255.13	\$205,790.17
Percent Expended	30%	17.1%	34.2%

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

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

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

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

410	<p>Leadership Development Services</p> <p>A Youth participated in leadership development opportunities that encourages leadership development, responsibility, confidence, employability, self-determination, and other positive social behaviors. Activities may include:</p> <ol style="list-style-type: none"> 1. Exposure to postsecondary educational possibilities; 2. Community and service learning projects; 3. Peer-centered activities, including peer mentoring and tutoring; 4. Organizational and team work training, including team leadership training; 5. Training in decision-making, including determining priorities and problem solving; 6. Citizenship training, including life skills training such as parenting and work behavior training; 7. Civic engagement activities which promote the quality of life in a community; or 8. Other leadership activities that place youth in a leadership role such as serving on youth leadership committees, such as a Standing Youth Committee.
------------	---

Contractor should be mindful of answering the following question : What triggers (specific service) the creation of an activity and when is it just a contact (conversation between youth and case manager)?

Data validation Issues:

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

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

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

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

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

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

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

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

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

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

Fiscal Sampling Review Results:

A fiscal sampling review was conducted by Edwin Ogu and Ernesto Esparza, HSD Accountants. They reviewed accounting records and systems; cash management and payroll systems; internal audit controls; cost classification and allocation systems. No issues were identified in this review.

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

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

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

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

Andy Stone
Director, Workforce Development Board
Human Services Department

Date

DRAFT

Santa Cruz County Workforce Development Board

DRAFT

Monitoring Report 2020-21

Cabrillo College – Student Resource and Support Network (SRSN)

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

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

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

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

Overview of Scope of Work:

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

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

Current Findings and Recommendations

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

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

Santa Cruz County Workforce Development Board

DRAFT

Monitoring Report 2020-21

Cabrillo College – Student Resource and Support Network (SRSN)

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

Santa Cruz County Workforce Development Board

DRAFT

Monitoring Report 2020-21

Cabrillo College – Student Resource and Support Network (SRSN)

an option, we must continue to collaborate with our county partners to resolve the perceived inconsistency between the payroll process and the PAR forms. ...Cabrillo College leadership met with representatives from the Workforce Development Board and the County of Santa Cruz on Friday, February 5, 2021 to address the seemingly irreconcilable fiscal monitoring findings. We will continue to work collaboratively to preserve this partnership. We hope to achieve a solution to the payroll FTE (full time equivalent employee) / PAR inconsistency to the satisfaction of both parties before the conclusion of the next monitoring period. Meetings have already been set for mid-February to continue these conversations and develop alternative strategies to address the finding.

Next steps:

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

Recommendation(s) (No response necessary):

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

Santa Cruz County Workforce Development Board

DRAFT**Monitoring Report 2020-21****Cabrillo College – Student Resource and Support Network (SRSN)**

3. It is recommended that the Contractor continue to develop internal recruitment protocols to ensure an enrollment number that coincides with the increased funding of \$120,000 for the second year in a row from the PY 18/19 amount of \$75,000, when contractor was working annually with a maximum of 60 enrolled individuals, including carry-in and new enrollments.

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

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

Observation(s) (No response necessary):

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

Interviews held with:

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

Santa Cruz County Workforce Development Board

DRAFT**Monitoring Report 2020-21****Cabrillo College – Student Resource and Support Network (SRSN)**

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

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

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

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

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

Planned versus Actual Performance and Expenditures:

NUMBER OF PARTICIPANTS

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

PROGRAM EXPENDITURES

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

Santa Cruz County Workforce Development Board

DRAFT

Monitoring Report 2020-21

Cabrillo College – Student Resource and Support Network (SRSN)

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

File Review:

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

Participant Interview Results:

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

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

The average response was 9.25.

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

Staff Interviews:

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

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

Fiscal Sampling Review Results:

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

Administrative Questionnaire:

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

Contract Questionnaire:

Santa Cruz County Workforce Development Board

DRAFT

Monitoring Report 2020-21

Cabrillo College – Student Resource and Support Network (SRSN)

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

Fiscal Questionnaire Results:

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

Andy Stone
Director, Workforce Development Board
Human Services Department

Date

DRAFT



Action Consent Information Discussion

SANTA CRUZ COUNTY
WORKFORCE
DEVELOPMENT

C.8 WDB Board Recertification

COMMITTEE: Workforce Development Board	MEETING DATE: April 1, 2021
STAFF NAME: Andy Stone, WDB Director; Lacie Gray, Senior Analyst	

SUMMARY:

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

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

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

The guidance, released February 22, 2021, can be viewed at:
https://www.edd.ca.gov/jobs_and_training/pubs/wsd20-06.pdf.
 The application can be viewed here: <https://bit.ly/3sknvWH>



Attachment(s)

SUGGESTED MOTION: (if applicable)

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

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

Workforce Development Board
Guest Presenter
April 1, 2021

P.1 Meaningful Youth Program Redesign



Caleb van Docto, M.A. SPED
Senior Associate
Social Policy Research Associates (SPR)

Caleb van Docto is a Senior Associate at SPR with experience in integrative workforce systems, disability policy, and K-16 education. Prior to joining SPR, Mr. van Docto served as director for an Oakland-based non-profit providing academic and living skills training, and community advocacy for disabled youth and adults. His background includes integrated curriculum development for both core and expanded core subject areas, qualitative research and program evaluation, and career transitions for individuals with barriers to employment. Mr. van Docto received his Masters in Special Education from San Francisco State University, and holds a B.A. in English from UC Santa Barbara.



Vinz Koller, M.A.
Senior Strategist for Capacity Building, Workforce and Human Services Division
Social Policy Research Associates (SPR)

Mr. Koller is a national expert on US career education and workforce policy and a thought leader in adapting a European dual professional education system for the US. As a Swiss-American dual national, he has deep understanding of the Swiss and the US systems. Through project work for the US Department of Labor, Education and Housing and Urban Development, he has also developed particular expertise in developing career pathway and apprenticeship programs, improving reentry programs for ex-offenders in education and workforce development. Mr. Koller is project director of the Apprenticeship Inclusion Model (AIM) project and the Policy Development Center of the U.S. DOL's Office of Disability Employment Policy (ODEP). Both projects are identifying policy options for State and local governments to improve career opportunities for people with disabilities. He has also been supporting career education reform efforts in California through California's Apprenticeship Initiative and other state-based and regional innovation projects.



Action Consent Information Discussion

SANTA CRUZ COUNTY
WORKFORCE
DEVELOPMENT

A.1 WDB Staff Updates

COMMITTEE: Workforce Development Board	MEETING DATE: April 1, 2021
STAFF NAME: Andy Stone, WDB Director; WDB Staff	

SUMMARY:

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

WIOA Career Services:

1. Local Transitional Jobs Policy Launch
2. National Dislocated Worker Grant Launch : Fire Impact Recovery Efforts
3. Local Monitoring Underway
4. State (EDD) combining Fiscal/Procurement and Programmatic monitoring for first time
5. Southern California American Indian Resource Center (SCAIR) new WIOA partner in Santa Cruz County

Business Services:

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

CalWORKs Employment Services:

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

Attachment(s)

SUGGESTED MOTION: (if applicable)

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



Action Consent Information Discussion

SANTA CRUZ COUNTY
WORKFORCE
DEVELOPMENT

A.2 Strategic Plan Update

COMMITTEE: Workforce Development Board	MEETING DATE: April 1, 2021
STAFF NAME: 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)

SUGGESTED MOTION: (if applicable)

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

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

**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><u>Goal 1</u></p> <p>Increase effectiveness of local and regional workforce development system</p>	✓	<ul style="list-style-type: none"> • Establish Racial Equity Goals for the WDB • Redesign WIOA Youth Program and provide presentation to WDB • Virtual Career Service Platform - Design and Launch 	<p>Racy Ming has been selected to help establish equity goals</p> <p>Social Policy Research Associates has been selected to assist with Youth Program Redesign - WDB Presentation Scheduled for 4/1/21</p> <p>Career Services Website vendor selected. Work to be completed by June 30.</p>
<p><u>Goal 2</u></p> <p>Align workforce development strategies to support local economic development</p>	✓	<ul style="list-style-type: none"> • Report on COVID 19's impact on local businesses • Report on IT careers in hospitality and retail • Establish virtual hiring services for local employers 	<p>COVID Report Scheduled for 5/26/21 WDB Meeting</p> <p>Hospitality & 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><u>Goal 3</u></p> <p>Develop strategic relationships with educators, employers and community partners</p>	✓	<ul style="list-style-type: none"> • Assist Second Harvest Food Bank with pandemic staffing needs • Hold Community Partner engagement meetings as part of local plan update 	<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
DEVELOPMENT

A.3 WDB Officer Nominations PY 2020-21

COMMITTEE:	WDB Full Board	MEETING DATE:	April 1, 2021
STAFF NAME: Andy Stone - WDB Director			

SUMMARY:

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

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

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

The Nominating Committee will be developing a slate of candidates for PY 2021-22 Officers:

Past Nominating Committee members have been: Alia Ayyad, Christina Cuevas, Elyse Destout, Mark Hodges and Ron Slack. Ron Slack served as Chair of the most recent Nominating Committee, however he resigned from the Executive Committee on March 4, 2021 and was replaced by WDB Chair Carol Siegel.

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

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

Attachment(s)

SUGGESTED MOTION: (if applicable)

I move to direct the Nominating Committee to develop a Slate of Candidates for approval at the May 5, 2021 Executive Committee meeting, to be presented for election at the WDB's May 26, 2021 meeting.

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



Action Consent Information Discussion

SANTA CRUZ COUNTY
WORKFORCE
DEVELOPMENT

A.4 WDB Member Recruitment Update

COMMITTEE: Workforce Development Board	MEETING DATE: April 1, 2021
STAFF NAME: Andy Stone, WDB Director	

SUMMARY:

The Workforce Innovation and Opportunity Act (WIOA) requires that the WDB have a Local Business representation majority of 51%. Our current Board representation requirement is thirteen (13) business members and there are currently two (2) business vacancies. One business member application is currently in process and is scheduled to be appointed on April 27, 2021.

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 Board will discuss potential strategies and actions to ensure that the WDB meets the membership requirements of WIOA.

Attachment(s)

SUGGESTED MOTION: (if applicable)

I move to accept the WDB Member Recruitment Update.

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



Action Consent Information Discussion

SANTA CRUZ COUNTY
WORKFORCE
DEVELOPMENT

A.5 WIOA Regional Plan

COMMITTEE: Workforce Development Board	MEETING DATE: April 1, 2021
STAFF NAME: Andy Stone, WDB Director/Lacie Gray, Sr. Analyst	

SUMMARY:

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

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

Santa Cruz County worked with its regional partners to develop the Plan draft. A regional public session was held on March 17, 2021. The Regional Plan is tentatively scheduled to be released for review and public comment on March 26 and to close the public comment period on April 26. At that time, the Plan will be published on the WDB Publications page:
<https://santacruzhumanservices.org/WorkforceSCC/SantaCruzWDB/Publications>.

+

Attachment(s)

SUGGESTED MOTION: (if applicable)

I move to approve that the WDB Chair be authorized to sign the Regional Plan, that the Plan be forwarded to the state to meet the April 30, 2021 deadline, 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.

+

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



Action Consent Information Discussion

SANTA CRUZ COUNTY
WORKFORCE
DEVELOPMENT

A.6 WIOA Local Plan Public Comment

COMMITTEE: Workforce Development Board	MEETING DATE: April 1, 2021
STAFF NAME: Andy Stone, WDB Director; Lacie Gray, Senior Analyst	

SUMMARY:

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

The Local Plan was prepared in accordance with the requirements and planning guidance provided by the State of California, including the mandated public notice, public comment and review period. The Draft Local Plan was released, March 3, 2021, including formally opening the public comment period. A public forum was held on March 23, including a review of the plan and time for public comment. The public comment period closes today, April 1, 2021, at your Board's meeting. The Local Plan must be submitted to the State by April 30, 2021. Due to timing considerations, the state is allowing for the submission of the Chief Local Elected Official (BOS) signature after April 30.

The proposed Local Plan may be viewed at this link: <https://bit.ly/31eBnnpn> or by visiting www.santacruzwdb.com under Reports and Publications. Submit comments (subject line "SCC WIOA Local Plan Comments") to Lacie.Gray@santacruzcounty.us.

Attachment(s)

SUGGESTED MOTION: (if applicable)

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

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



Action Consent Information Discussion

SANTA CRUZ COUNTY
WORKFORCE
DEVELOPMENT

A.7 WDB Member Engagement Survey

COMMITTEE: Workforce Development Board	MEETING DATE: April 1, 2021
STAFF NAME: Andy Stone, WDB Director	

SUMMARY:

At the December 9, 2020 Workforce Development Board (WDB) meeting, Jessica Daugherty from CauseIMPACTS provided a presentation on "Building and Maintaining an Effective Board." As a follow-up to this presentation the WDB was sent a member engagement survey to help identify opportunities for improvement. Eight WDB members submitted a completed survey and a summary of their responses is provided below.

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

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

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

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

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

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

Attachment(s)

SUGGESTED MOTION: (if applicable)

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

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