

Workforce Development Board Career Services Committee

Workforce Santa Cruz County Career Center 18 W. Beach Street, Rms. 2 and 3 Wednesday, January 16, 2019, 3:00 p.m. 18 W. Beach Street Watsonville, CA 95076 (831) 763-8900 www.santacruzwib.com

Agenda

I.	Call to Order/Welc	ome	Career Services Committee MEMBERS:
II.	Introductions		Elyse Destout, Chair Photography by Elyse Destout
III.	Public Comment –	For items not listed on the agenda (limited to 3 minutes)	Andy Hartmann, Vice Chair IBEW Union, Local 234
••••	i abiio comment	To hemo not noted on the agenda (infined to o minates)	Christina Cuevas, Program Director Community Foundation of Santa Cruz County
IV.	Approval of Minute	es from September 26, 2018 meeting2-5	MariaElena De La Garza, Executive Director Community Action Board
			Mary Gaukel Forster, Executive Director Your Future Is Our Business
٧.	Service Provider A	activity Reports - Sueños, Cabrillo College, Goodwill,	Fernando Giraldo, Chief Probation Officer Santa Cruz County Probation Department
	Eckerd Connects		LeNae Liebetrau, Senior Vocational Rehabilitation Counselor Department of Rehabilitation
VI.		es PY 18-19 Q1 Update6-12 ks of Excellence Action Plan Update	Denise Moss Cabrillo College
VII.			DIRECTOR: Andy Stone
/III.	Administration A.1 Re-Contracting	Program Year 19-20, WIOA Service Providers17-18	
IX.	Chairperson's Rep	oort	
X.	Announcements/Ir	nformation Sharing	
XI.	Adjournment		
	_	Vednesday, April 24, 2019 @ 3:00 p.m.	

Mission: Santa Cruz County Workforce Development supports the Community by cultivating economic vitality and assisting Jobseekers by creating programs that 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.

18 W. Beach Street, Rooms 2 and 3

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



Workforce Development Board Career Services Committee Watsonville Career Center 18 W. Beach St., Watsonville Wednesday, September 26, 2018, 3:00 p.m.

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

The Vice-Chair called the meeting to order at 3:03 p.m., and a quorum was established. Members, staff and guests introduced themselves.

Committee Members in Attendance

De La Garza, MariaElena Destout, Elyse – Chair Gaukel, Mary Hartmann, Andy – Vice Chair Moss, Denise Rodriguez, Diana – sub-in for LeNae Liebetrau

Committee Members Absent

Cuevas, Christina Giraldo, Fernando Liebetrau, LeNae

Staff in Attendance

Chevalier, Katy – Program Manager WTW Gazza, Laurel – WDB Administrative Aide Paz-Nethercutt, Sara – WDB Senior Analyst Stone, Andy – WDB Director

Guests

Diaz, Brenda – Goodwill Central Coast Guthrie, Anne – Goodwill Central Coast Macias, Nohemi - SCCOE-Sueños Reyes, Karen – Cabrillo College Romero, Juan Luis – CAB Alcance Ullestad – Sharolynn – Eckerd Connects

Subject: Public Comment

There was no public comment.

<u>Career Services Committee</u> <u>MEMBERS:</u>

Elyse Destout, Chair Photography by Elyse Destout Andy Hartmann, Vice Chair IBEW Union, Local 234

Christina Cuevas, Program Director Community Foundation of Santa Cruz County

MariaElena De La Garza, Executive Director Community Action Board

Mary Gaukel Forster, Executive Director Your Future Is Our Business

Fernando Giraldo, Chief Probation Officer Santa Cruz County Probation Department

Moss, Denise, Cabrillo College

LeNae Liebetrau, Senior Vocational Rehabilitation Counselor Department of Rehabilitation

DIRECTOR: Andy Stone

Subject: Approval of April 25, 2018 and July 25, 2018 Meeting Minutes

Chair Andy Stone made a brief announcement that it was discovered, thru Roberts' Rules of Parliamentary Procedure that past meeting minutes could be voted on by members who did not attend those meetings, and abstention wasn't mandatory.

Action: It was moved to approve the April 25, 2018 and July 25, 2018 meeting minutes.

Status: Motion to Approve: MariaElena De La Garza

Motion Seconded: Denise Moss

Abstention: None

Committee Action: All in favor, motion passed

Subject: Service Providers' Activity Report

Anne Guthrie from Goodwill Central Coast gave a report on the PY 18/19 Qtr 1 status of their program so far and cited the success story of a participant who was able to change careers after a layoff.

Sueños project coordinator Nohemi Macias gave a Sueños program status recap, also for PY 18/19 year, Qtr 1, which included statistics and goals, and included a success story. Chair Elyse Destout suggested that COE Sueños meet with participants of the Diamond Tech High School Mentorship Program.

Karen Reyes, of Cabrillo College SRSN, also gave an update on their program, with a success story of a participant.

Subject: Consent Items:

C.1 Career Service Provider Financial Performance and Participant Report for Q4 PY 17/18

C.2 AJCC Hallmarks of Excellence Action Plan Update

C.3 WIOA AJCC Affiliate Site MOU II

WDB Director Andy Stone noted that information and statistics for item C.1 was 6 months more current than what was listed in the item for the July 25, 2018 meeting.

Status: Motion to Approve Consent items: Mary Gaukel

Motion Seconded: Denise Moss

Abstention: None

Committee Action: All in favor, motion passed

Presentation items:

Katy Chevalier, Program Manager for the Employment and Benefit Services Division of the County of Santa Cruz Human Resources Dept., presented on the upcoming CalWORKs 2.0 Program and its practices, including new tools learned, and the 4 step process for setting goals. She also stated that the program rollout would be in full swing by March 2019.

Nohemi Macias, Project Coordinator for the WIOA Sueños Program, of the Santa Cruz Office of Education, gave an annual report for PY 17/18 and recapped statistics and demographics. She noted a slight change in gender served, now more males served than females. She also gave the statistics for In-School-Youth vs. Out-of-School-Youth.

Subject: VI. Administration Item: (discussion only, no vote)

A.1 – Committee Member Recruitment:

WDB Director Andy Stone stated that committee membership is in compliance with WDB/WIOA guidelines and more recruiting wasn't currently needed, but always welcomed. The committee noted their willingness to keep the item on future agendas.

Chairperson's Report -

Chair Elyse Destout announced that the Monterey Bay Youth Outdoor Day event would take place October 5-6, 2018 at the Santa Cruz County Fairgrounds. She also mentioned the Diamond Tech High School Mentorship Program meetings and encouraged committee members to volunteer.

VIII. Announcements/Information Sharing

Denise Moss and Karen Reyes, of Cabrillo College, announced that their Cabrillo College Career Night would take place at the end of October.

Meeting adjourned at 4:32 p.m.

Next Meeting: Workforce Development Board Meeting

Thursday, December 6, 2018 @ 8:30 am

Seacliff Room, at Seacliff Inn 7500 Old Dominion Court

Aptos, CA

Career Services Meeting

Wednesday, January 19, 2019 @ 3:00pm Watsonville Career Center, Rooms 2 and 3

18 W. Beach Street Watsonville, CA





□Action 区Co	nsent 🗵Information	Discussion
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C.1 Workforce Services Provider Report

COMMITTEE:	Career Center (Committee	MEETING	DATE:	January 16, 201	9
STAFF NAME:	Andy Stone, WDB Dire	ector; Katy Chevalier	, ES Progran	n Manager; S	ara Paz-Nethercutt, S	r.Analyst
SUMMARY:						
Reports outlining attached.	g each workforce service	es contractor's financ	sial, federal (i	f applicable),	and contract performa	ance are
⊠Attachment(s	s)					
SUGGESTED M	OTION: (if applicable)					
COMMITTEE	DATE	COMMITTEE AP	PROVAL: ☐Yes	□No	Other:	
BOARD DATE	12/06/18	BOARD APPROV	VAL: ✓Yes	□No	Other:	

WIOA Youth - Financial and Performance Report for Program Year 2018-19

Youth - Budget v. Expenditures (Through 9/30/2018)

SCCOE - Sueños	In-School	Out-of-School	Total
Budget	\$193,750	\$581,250	\$775,000
Invoiced Amount	\$54,349.12	\$113,621.28	\$167,980.40
Balance	\$139,400.88	\$467,628.72	\$607,029.60
Percent Invoiced	28%	19.5%	21.6%

Work Experience- Direct to Youth	In-School	Out-of-School	Total
Budget	\$33,831.12	101,493.36	\$135,324.48
Invoiced Amount	\$8,982.83	\$4,666.58	13,649.41
Balance	\$24,848.29	\$96,826.78	121,675.07
Percent Invoiced	26.5%	4.5%	10%

Youth - Federal Performance Goals (Through 9/30/2018)

Measure	Target Performance Level	Performance through 1 st Quarter	1 st QTR % of Target Achieved	Met 80% Target?
Education ,Training or Employment 2nd Qtr post exit	65.4%	100%	152%	YES
Education ,Training or Employment 4th Qtr post exit	62.0%	71.4%	115%	YES
Credential Rate	53%	94.4%	178%	YES

Youth - Contract Objectives (Through 9/30/2018)

SCCOE – Sueños Contract Objectives	Annual Plan	Q1 Target	Q1 Actual	% Annual Plan
Cumulative Enrollments	150	72	74	49%
Youth Secondary diploma or equivalent	15	5	6	40%
Placement in unsubsidized employment or post-secondary education	65	20	20	30.7%
Credential Attainment (excludes secondary diploma or equivalent)	60	15	13	21.6%
Youth Retention in Employment, Education or Training	58	18	18	31%

WIOA Adult/DW - Financial and Performance Report for Program Year 2018-19

Adult/Dislocated Worker - Budget v. Expenditures (Through 9/30/2018)

Goodwill Central Coast	WIOA Adult	WIOA DW	Total
Budget	\$300,000	\$300,000	\$600,000
Invoiced Amount	\$57,201.96	\$53,913.70	\$111,115.66
Balance	\$242,798.04	\$236,086.30	\$488,884.34
Percent Invoiced	19%	22.8%	18.5%

<u>Adult – Federal Performance Goals (Through 09/30/2018)</u>

Adult Measures	Target Performance Level	Performance through 1 st Quarter	1st QTR % of Target Achieved	Met 80% Target?
Employment 2nd Q post exit	64%	80%	125%	YES
Employment 4th Q post exit	60.5%	73.9%	122%	YES
Median Earnings	\$5,200	\$8,536.92	164%	YES
Credential Attainment Rate	53%	80%	150%	YES

<u>Dislocated Worker - Federal Performance Goals (Through 09/30/2018)</u>

DW Measures	Target Performance Level	Performance through 1 st Quarter	1 st QTR % of Target Achieved	Met 80% Target?
Employment 2nd Q post exit	68%	90%	132%	YES
Employment 4th Q post exit	65%	72.2%	111%	YES
Median Earnings	\$7,700	\$13,615.97	176%	YES
Credential Attainment Rate	57%	84.6%	148%	YES

Adult/Dislocated Worker - Contract Performance Outcomes (Through 9/30/2018)

Goodwill Central Coast	Annual Plan		Actual		% Annual Plan	
Contract Objectives	Adult	DW	Adult	DW	Adult	DW
New Training Enrollments	98	65	43	17	43.8%	26%
Successful Training Completions	54	51	13	5	24%	9.8%
Entered Employment	52	47	17	4	32.6%	8.5%

Cabrillo Student Resource and Support Network(SRSN) WIOA Financial and Performance Report for Program Year 2018-19

Cabrillo SRSN - Budget v. Expenditures Q1 (Through 9/30/2018)

Cabrillo SRSN	WIOA Adult	WIOA DW	Total
Budget	\$37,500	\$37,500	\$75,000
Invoiced Amount	\$7836.18	\$7836.21	\$15672.39
Balance	\$29,663.82	\$29,663.79	\$59,327.61
Percent Invoiced	20.8%	20.8%	20.8%

Cabrillo SRSN - Contract Performance Objectives Q1 (Through 9/30/2018)

Cabrillo SRSN	Annual Plan		Actual		% Annual Plan	
Contract Outcomes	Adult	DW	Adult	DW	Adult	DW
New Training Enrollments	21	16	18	7	85.7%	43.7%
Successful Training Completions	9	9	0	0	0%	0%

WTW Expanded Subsidized Employment - Financial and Performance Report for Fiscal Year 2018-19

ESE - Budget v. Expenditures (7/1/2018 through 9/30/2018)

	Goodwill (STEP &TEMP)	Community Action Board (SmartHire)	Cabrillo (SRSN)	Total	
Budget	\$649,715	\$649,966	\$109,189	\$1,420,470	
Expenditures	\$110,479.72	\$116,459.39	\$22,584.26	\$249,523.37	
Balance	\$539,235.28	\$533,506.61	\$86,604.74	\$1,159.346.63	
Percent Expended	17%	17.9%	20.7%	18.5%	

ESE - Performance Goals (Through 9/30/18)

Measure	Target Performance Level	Performance in 1 st Quarter	Met Target?
STEP participants will successfully complete a 3-month subsidized placement	55%	68%	Yes
STEP participants who successfully complete 3-month placement will start a SmartHire placement or enter into employment within 3 months of completion	70%	54%	No
TEMP participants will successfully complete a 1-month subsidized placement	75%	55%	No
SmartHire participants will successfully complete a subsidized employment placement	85%	10%	No
SmartHire participants who complete a placement will enter into unsubsidized employment	100%	100%	Yes
SmartHire participants will remain employed in unsubsidized placement for 6 months	75%	100%	Yes
SRSN student retention rate is within 5% of retention rate of entire student body	100%	100%	Yes

ESE - Contract Performance Outcomes (Through 9/30/2018)

WTW Expanded Subsidized Employment - Financial and Performance Report for Fiscal Year 2018-19

Contract Outcomes	Annual Plan	Actual	% Annual Plan
New or Returning Enrollments (Goodwill - STEP)	90	31	34%
New or returning Enrollments (Goodwill - TEMP)	60	11	18%
Cumulative Enrollments (CAB) - placements in subsidized jobs	42	4	10%
New employer contacts (CAB)	48	24	50%
New employer contracts (CAB)	50% of those contacted	2	8%
New or Returning Enrollments (Cabrillo) SRSN Work Study Positions*	35	23	65.7%

WTW – Job Search Workshop (JSW) Financial and Performance Report for Program Year 2018-19

Goodwill JSW - Budget v. Expenditures (Through 9/30/2018)

Goodwill JSW	Services for CalWORKs clients
Budget	\$110,812
Expenditures	\$27,459
Balance	\$83,353
Percent Expended	25%

Goodwill JSW - Performance Goals (Through 9/30/18)

Measure	Target Performance Level	Performance through 1 st Quarter	Met Target?
Participants will complete a 4-week Job Search Workshop	65%	80%	Yes

Goodwill JSW - Contract Performance Outcomes (Through 9/30/18)

Contract Outcomes	Annual Plan	Actual
JSW Completers will be employed within 6 weeks of completion	65%	71%
JSW completers will increase job search knowledge and skills, as measured by pre- and post-participation survey	100%	100%



Action	Consent	⊠Information	Discussion
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C.2 Hallmarks of Excellence Plan Update

DEVELOPMENT			•				
COMMITTEE: Career C	Center Committee	MEETING DATE:	January 16, 2019				
STAFF NAME: Andy Stone, WDB Director; Sara Paz-Nethercutt, Sr. Analyst							
SUMMARY:							
On September 11, 2018, the WDI the certification areas and compre			tification Action Plan. As a reminder,				
	pathways: 3 ements: 3 attained the Hallmarks of Exercise areas underlined above to see since previously presented the updated PY 2018-19 process.	o improve and attain a sed to this board on Septe gress for your committe					
⊠Attachment(s)							
SUGGESTED MOTION: (if applied	cable)						
COMMITTEE DATE	COMMITTEE AP	PROVAL: ☐Yes ☐No	Other:				
BOARD DATE	BOARD APPRO		Other:				

Comprehensive AJCC Hallmarks of Excellence Action Plan

	Hallmark of Excellence	Continuous Improvement Goals and Recommendations	Ranking	PY 18/19 Target Action	YTD Progress
1.	The AJCC physical location and facility enhances the customer experience	 Develop better signage, including coming into compliance with requirements for AJCC branding. Develop a plan for additional outreach and 	4	Develop better building signage, including coming into compliance with requirements for AJCC branding.	
		advertising measures, including for workshops and recruiting events.		Develop a plan for additional outreach and advertising.	
		Ensure that the calendar of events is available online.			
2.	The AJCC ensures universal access, with an emphasis on individuals with barriers to employment	Develop a staff training plan which includes how to serve individuals with barriers to employment, such as veterans, people with disabilities, and those who are basic skills deficient. Include staff and partner input as to where they would benefit from training. Ensure that staff receive each of the above	2	Develop a capacity building/training plan.	Discussions planned for next Career Center Operators meeting
		training components on a regular cycle (frequency TBD, but at a minimum annually).		Develop a plan to enhance programmatic accessibility.	Discussions planned for next Career Center Operators meeting
		Develop a plan to enhance programmatic accessibility, including leveraging the use of technology (to offer virtual services) and assistive devices/alternate mediums.			
3.	The AJCC actively supports the One-Stop system through effective partnerships	Develop and execute a training plan for line staff (including partners) on each partner's programs, services, and eligibility requirements.		Complete the Integrated Service Guide.	Completed and disseminated the guide.
		Develop a plan for line staff to have regular opportunities to meet across organizations, possibly through the Roundtables that were	3	Develop a capacity building/training plan.	Discussions planned for next Career Center Operators meeting
		mentioned or through a One Stop Steering Committee.		Develop a plan for staff to meet across organizations.	
		Complete the Integrated Service Guide.			
4.	The AJCC provides integrated, customer-centered services	Develop and execute a training plan for line staff (including partners) on each partner's programs, services, and eligibility requirements.		Complete the Integrated Service Guide.	Completed and disseminated the guide.
		Develop a plan for line staff to have regular opportunities to meet across organizations,	2	Develop a capacity building/training plan.	Discussions planned for next Career Center Operators meeting

Comprehensive AJCC Hallmarks of Excellence Action Plan

		possibly through the Roundtables that were mentioned or through a One Stop Steering Committee. Complete the Integrated Service Guide.		Develop a plan for staff to meet across organizations.	Discussions planned for next Career Center Operators meeting
5.	The AJCC is an on-ramp for skill development and the attainment of industry-recognized credentials which meet the needs of targeted regional sectors and	 Provide staff training on labor market information, targeted sectors and career pathways – and how to use this information in working with customers. Ensure this training is on going and regular. 	3	Develop a capacity building/training plan. Develop strategy for disseminating LMI to staff and the public.	Discussions planned for next Career Center Operators meeting
	pathways.	Organize job center information/displays to include priority sectors and related information.		Train staff on how to access LMI and incorporate in their career coaching advising.	
6.	The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.	Examine the points at which business customer feedback is solicited and determine how this can be strengthened.	4	Develop a plan for the utilization of customer feedback surveys.	
7.	The AJCC has high-quality, well-informed, and cross-trained staffing	Develop a comprehensive capacity building/training plan for staff and partners.	3	Complete the Integrated Service Guide.	Completed and disseminated the guide
	trained staining	Complete the Integrated Service Guide		Develop a capacity building/training plan.	Discussions planned for next Career Center Operators meeting
8.	The AJCC achieves business results through data-driven continuous improvement	Provide customer feedback forms in English and Spanish in the AJCC, as well as a box for returning completed forms.		Install a comment box in the Resource Room.	Installed comment box in Resource Room
		Explore other points at which customer feedback may be solicited; for example after workshops or for business customers, after recruiting events.	3	Develop a plan for the utilization of customer feedback surveys.	

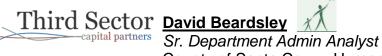
Note: In order to receive a Hallmarks of Excellence AJCC Certification, an AJCC must receive a ranking of at least 3 in each of the eight Hallmarks.

	KEY
V	on track to meet planned target for the year
×	in danger of not meeting target for the year.



Workforce Development Board Guest Presenter January 16, 2019

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



County of Santa Cruz – Human Services Department



	X Action	Consent	Information	Discussion
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A.1 Recontracting PY 19/20 WIOA Services

DEVELOPMENT A.I INCOMING TO TOTAL SET VICES						
COMMITTEE: Career Center	Committee	MEETING DATE:	January 16, 2019			
STAFF NAME: Andy Stone, WDB Dire	ector; Sara Paz-Neth	ercutt, Sr. Analyst, Katy	Chevalier, Program Manager			
SUMMARY:						
As you may recall, the WIOA con year contract cycle from the last p to Work contract services continu	procurement awa	rd process. It is reco	ommended that WIOA/Welfare			
1. Cabrillo Student Resources an WTW work study. A proposal for include servicing all participants was rather than setting annual services. Goodwill Central Coast for WIC workshops and subsidized employs. Eckerd Youth Alternatives for the 4. Santa Cruz County Office of Ecreferred to as Suenos.	an increase in the who chose Cabrill goals. DA Adult/Dislocat yment programs. he Career Centel	e WIOA contracted so, as their training poed Worker program so	services for \$120,000 would rovder, in the WIOA program services and WTW job search			
Although the Employment Develor Innovation and Opportunity Act (Notes) Dislocated Worker (DW), Rapid For be based upon overall state funding Board have final authority over all	WIOA) Allocations Response and Yoing levels. It is red	s for Program Year 2 uth funding sources, commended that the	2019-20 for the Adult, , final contractor allocations will			
Negotiations on the scope of work services continuing as of July 1, 2 process.		0	•			
⊠Attachment(s)						
SUGGESTED MOTION: (if applicable) I move to accept the PY 19/20 re-contra approval and direct staff to move forwar						
COMMITTEE DATE	COMMITTEE AP	PROVAL: ☐Yes ☐No	Other:			
BOARD DATE	POARD ARREO	/A1 ·				

□No

Yes

Other:

A.1 Recontracting PY 19/20 Workforce Service Providers

CONTRACTOR	Funding Source/ Services	Actual PY 18/19 Allocation	Recommended PY19/20 Allocation
Eckerd, Career Center Operator	Adult, Dislocated Worker, Youth	\$75,000	\$75,000
Goodwill Central Coast	Adult, Dislocated Worker	\$600,000	+/- 10% *
	WTW JSW	\$110,812	\$110,812
	WTW STEP/ TEMP	\$649,715	\$649,715
Cabrillo Student Resource and Support Network	Adult, Dislocated Worker	\$75,000	\$120,000 *
Notwork	WTW	\$77,465	\$77,465
	WTW, work study	\$109,189	\$109,189
SCCOE, Sueños	Youth	\$775,000	+/- 10%*

WTW: Welfare to Work JSW: Job Search Workshops

STEP/TEMP: Subsidized Transitional Employment Program (STEP)/Temporary Employment to Meet

Participation (TEMP) program

NOTE: Contracts for all Workforce Services for Business allocations, ie. rapid response, layoff aversion, will be presented at the Business Services Committee meeting for re-contracting approval.