



**Workforce Development Board
Career Services Committee
Wednesday, April 22, 2020, 3:00 p.m.
Watsonville Career Center, Room 3
18 W. Beach Street, Watsonville**

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

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**Call in: (916) 318-9542
Meeting ID: 672 885 275#**

Agenda

**Career Services Committee
MEMBERS:**

Elyse Destout, Chair
Photography by Elyse Destout
Denise Moss, Vice-Chair
GOAL/Cabrillo College
Christina Cuevas, Governing Board Trustee
Cabrillo College
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
LeNae Liebetrau,
Senior Vocational Rehabilitation Counselor
Department of Rehabilitation
Annabelle Rodriguez,
Cabrillo College

DIRECTOR:
Andy Stone

- I. Call to Order/Welcome**
- II. Introductions**
- III. Public Comment** – For items not listed on the agenda (limited to 3 minutes)
- IV. Service Provider Activity Reports** – Sueños, Cabrillo College, Goodwill, Career Center Operator
- V. Consent Items**
 - C.1 Approval of minutes: January 15, 2020..... **2-5**
 - C.2 Contractor Activity Reports (thru Q2 PY19/20)..... **6**
 - C.3 WIOA Local Draft Monitoring Reports..... **7-34**
 - C.4 AJCC Hallmarks of Excellence Action Plans..... **35**
- VI. Presentation:** Fresh Success, CalFresh Employment & Training Program Expansion..... **36**
- VII. Administration**
 - A.1 Grants and Initiatives..... **37**
- VIII. Chairperson's Report**
- IX. Announcements/Information Sharing**
- X. Adjournment**

**Next Meeting: TBD
Location: Sesnon House, Cabrillo College**

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.

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.



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C.1 Approval of Meeting Minutes

COMMITTEE: Career Services Committee	MEETING DATE: April 22, 2020
STAFF NAME: Andy Stone, WDB Director; Laurel Gazza, Administrative Aide	

SUMMARY:

Requesting Consent approval of the January 15, 2020 Career Services Committee meeting minutes.

☒Attachment(s)

SUGGESTED MOTION: (if applicable)

I move to approve the January 15, 2020 Career Services Committee meeting minutes.

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
Career Services Committee
Sesnon House, Cabrillo College
6500 Soquel Dr., Aptos, CA.
Wednesday, January 15, 2020, 3:00 p.m.**

C.1 Attachment

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

The Chair called the meeting to order at 3:00 p.m., and a quorum was established. Members, staff and guests introduced themselves.

Committee Members in Attendance

Berry-Wahrer, Diane – (in for member LeNae Liebetrau)
Cuevas, Christina
Destout, Elyse – Chair
Feldman, Julia – (in for member Fernando Giraldo)
Moss, Denise
Rodriguez, Annabelle

Committee Members Absent

DeLaGarza, MariaElena
Gaukel, Mary
Giraldo, Fernando – represented by Probation Dept. Sara Jamison
Liebetrau, LeNae – represented by Diane Berry-Wahrer

Staff in Attendance

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

Guests

Berube, Matthew – Goodwill Central Coast
Diaz, Sandy – Goodwill Central Coast
Diaz, Brenda – Goodwill Central Coast
Macias, Nohemi – Suenos, SCCOE
Mason, Shelby – Goodwill Central Coast
Munoz, Beatriz – Suenos, SCCOE
Reynolds, Jaime – Goodwill Central Coast
Reyes, Karen – Cabrillo College SRSN
Winter, Amanda – Career Center Operator

Subject: Public Comment

There were no public comments.

Career Services Committee MEMBERS:

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

LeNae Liebetrau,
Senior Vocational Rehabilitation Counselor
Department of Rehabilitation

Denise Moss
CTE/Cabrillo College

Annabelle Rodriguez
GOAL/Cabrillo College

DIRECTOR:
Andy Stone

Subject: Service Providers' Activity Report

Nohemi Macias, of Santa Cruz County Office of Education (SCCOE) Suenos Program; Shelby Mason, of Goodwill Central Coast; Karen Reyes, of Cabrillo College SRSN; and Amanda Winter, Career Center Operator, each gave current updates as to the statistics and successes of their individual program/location statuses.

Subject: Consent Items:**C.1 Approval of the September 25, 2019 Meeting Minutes****C.2 Career Services Committee Metrics PY 19/20 Q1****C.3 AJCC Hallmarks of Excellence Action Plans****C.4 Re-contracting PY 20/21 WIOA Services**

Status:	Motion to Approve Consent Items:	Christina Cuevas
	Motion Seconded:	Denise Moss
	Abstention:	Diane Berry-Wahrer, minutes
	Committee Action:	All in favor, motion passed, minus noted abstention.

Presentation item:

Sandy Diaz, Workshop Employment Specialist from Goodwill Central Coast, gave a presentation on the coaching workshop she provides to individuals with barriers to employment and soft skills deficiencies. She summarized the curriculum she uses and noted success stories of people gaining skills needed to have a successful job search and enter the employment world.

Subject: Administration Items:**A.1 – Grants and Initiatives**

WDB Director Andy Stone recapped the current statuses of the Assembly Bill 1111 (AB1111), Removing Barriers to Employment; The Prison to Employment Grant, which is locked in and will be serving 13 individuals; and the High Road Construction Careers (HRCC) SB 1 Program, which is from gas tax funding.

Action: No action taken, informational item only.

Chairperson's Report –

No report given, but Chair Elyse Destout mentioned the date of the next Career Services Committee meeting, April 22, 2020.

VIII. Announcements/Information Sharing

Committee member Denise Moss, of Cabrillo College, mentioned their January 13th Cyber Competition partnered with Hacker One; Nohemi Macias of SCCOE noted their upcoming event regarding the unveiling of their strategic plan, to be held on January 21st; and Annabelle Rodriguez, of Cabrillo College, mentioned an application for WIOA II funding.

Meeting adjourned at 3:56 p.m.

Next Meeting: **Workforce Development Board Meeting**
Thursday, April 2, 2020 @ 8:30 am
Seacliff Room, at Seacliff Inn
7500 Old Dominion Court
Aptos, CA

Career Services Meeting
Wednesday, April 22, 2020 @ 3:00 pm
Sesnon House, Cabrillo College
6500 Soquel Drive, Aptos, CA.



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C.2 Contractor Activity Reports

COMMITTEE: Career Services Committee	MEETING DATE: April 22, 2020
STAFF NAME: Katy Chevalier, Program Manager; Sara Paz-Nethercutt, Sr. Analyst; Belinda Barr, Bus. Services Mgr.	

SUMMARY:

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

☒ Attachment(s)

SUGGESTED MOTION: (if applicable)

COMMITTEE DATE 04/02/20	COMMITTEE APPROVAL: <input type="checkbox"/> Yes <input type="checkbox"/> No Other:
BOARD DATE	BOARD APPROVAL: <input type="checkbox"/> Yes <input type="checkbox"/> No Other:



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C.3 WIOA Program Monitoring PY 2019-20

COMMITTEE:	Career Services Committee	MEETING DATE:	April 22, 2020
STAFF NAME: Andy Stone, WDB Director; Sara Paz-Nethercutt, Sr. Analyst			

SUMMARY:

WDB Staff monitored the following contracted services in December 2019 through February 2020:

1. Santa Cruz County Office of Education (SCCOE)
2. Amanda Winter (Career Center Operator)
3. Goodwill Central Coast (GCC)
4. Cabrillo Student Resource & Support Network (SRSN)
5. Cabrillo Small Business Development Center (SBDC)

The monitoring includes the following:

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

WDB staff next steps include the following:

- Implement the Corrective Action Plan as outlined (GCC, SBDC, SRSN)
- Apply the internal protocols as developed. (GCC, SBDC, SCCOE, SRSN)
- Review during contract negotiations for PY 20/21 (GCC, SBDC, SCCOE, SRSN, Career Center Operator)
- Review at the next annual monitoring visit. (GCC, SBDC, SCCOE, SRSN, Career Center Operator)

All five (5) complete drafted reports are attached.



☒Attachment(s)

SUGGESTED MOTION: (if applicable)

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

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

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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: On site December 2- December 6, 2019; overall monitoring period concluded December 16, 2019

Term of Contract: July 1, 2019 through June 30, 2020

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

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

Next steps:

- Review recommendations for development of internal protocols, if necessary.
- Review monitoring report during contract negotiations for PY 20/21 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 research the possibility of creating a workshop calendar in CalJOBS for the Sueños events to track participant attendance, thereby eliminating the need for a paper sign in sheet for each case file.

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2. It is recommended that Contractor work with the WDB contract analyst to determine the viability of using the state created Individual Service Strategy (ISS) document in place of the locally developed version.
3. It is recommended that Contractor staff refrain from pre-signing the WIOA eligibility forms. A new supply to be provided to contractor.
4. It is recommended that Contractor review the Employment Development Department Workforce Services Directive, WSD19-06, *CalJOBS Activity Codes*, dated December 27, 2019 (draft version dated August 30, 2019) and consult with WDB staff should any further guidance be necessary.
5. It is recommended that Contractor develop internal protocols:
 - a. To ensure that staff allocate and track the appropriate funding amount of supportive services/incentive payments for each individual youth. Note: Currently, an excel spreadsheet is being used which contains all participants names.
 - b. To ensure personnel time study hours match the payroll hours recorded.

Observations (No response necessary):

1. Contractor should be commended for correct data entry in CalJOBS; zero *Data Change Request* (DCRs) have been submitted to the state during the current program year July 1, 2019 to present.
2. There are multiple Santa Cruz County Office of Education (SCCOE) payroll forms used for the WIOA youth work experience that contain the name of the former superintendent, Michael C. Watkins.
3. Contractor provides comprehensive services to local youth making appropriate referrals for other services not provided through WIOA.
4. Contractor is in compliance with WIOA Section 188, *Nondiscrimination and Equal Opportunity Provisions*, most notably, by keeping separate case files for any medial and disability related participant information.
5. Contractor implemented the local WDB *Lean Initiative* and is using a Daily Management Board to track key performance indicators (KPIs) that can assist staff in successful contract outcomes. Contractor will be using WDB staff for ongoing Lean coaching.

Contract Questionnaire: Completed with Bea Munoz, Project Coordinator

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

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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 Nohemi Macias, Sueños Project Coordinator.

Planned verses Actual Enrollments:

Program Year 19-20	Total	ISY	OSY
Planned Number of New Enrollments	76	15	61
Actual as of 12/30/19^	22	4	18
Percentage of Planned goal	29%	27%	30%

^50% of the year expended

Planned verses Actual Expenditures:

Program Year 19-20	Total	In-School	Out of School
Planned Operations Cost	\$800,000	\$85,000	\$715,000
Expended as of 11/30/2019 claims*	\$299,356.34	\$33,898.44	\$265,457.90
Percent Expended	37%	40%	37%

*Contractor submitted claims through November 30, 2019, 41.6% of the year expended

Program Year 19-20	TOTAL	In-School	Out of School
WEX direct wages to youth	\$134,000	\$22,480.59	\$111,519.41
Expended as of 11/30/2019 claims*	\$35,912.72	8,103.04	27,809.68
Percent Expended	27%	36%	25%

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

Data validation Issues: None. Of the case files reviewed, there were no instances of missing back up documentation for work experience wages, supportive services and incentive payments. Local monitoring reviewed for appropriate WIOA Youth elements matching activity codes in CalJOBS to the with the date on the back up documentation.

Employment Development Department Directive WSD 19-06, CalJOBS Activity Code, dated December 27, 2019 provides policy and procedures regarding activity code date range entry into CalJOBS. As per the directive, *use of activity codes has a direct relationship to federal reporting and WIOA performance indicators, and should be evaluated closely to ensure the service provided aligns with the definition of the activity code selected for entry into*

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CalJOBS. Most activity codes have now been set to a one-day service and after reviewing WSD 19-06, Contractor staff can address any questions or concerns to WDB staff.

Participant-Employer Interview Results: Of the fourteen (14) case files selected, seven (7) were randomly selected for an interview. Five (5) were interviewed onsite, one (1) was interviewed via phone, one (1) did not show up for the scheduled onsite interview appointment. 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 9.9.

- Youth expressed gratitude for the program services and wished the services didn't have to end.
- Youth all have recommended the program to their family and friends.
- One Youth didn't feel comfortable giving a score to express level of satisfaction so declined to provide a rating.

Three (3) work experience employers were interviewed on site. Employers interviewed:

- Controller, Salud Para La Gente
- Circulation Manager, City of Watsonville, Public Library
- Administrative Analyst, City of Watsonville, Fire Department

One worksite supervisor suggested the Customer Service Certificate indicate how well the participant did in the workshop—so they know how much more training the participant could use. Two (2) worksites supervisors indicated they have happily hired Sueños “graduates” in the past.

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. Discrepancies were identified between the time study and payroll hours recorded. This was corrected during the monitoring period. This did not result in inaccurate billing to the county or inappropriate use of federal funds. No material issues were identified in this review.

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

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

Financial Questionnaire: Based on the interview responses, there is continued compliance in all areas and areas of concern are so noted as recommendations.

Andy Stone
 Director, Workforce Development Board

Date

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Human Services Department

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Santa Cruz County Workforce Development Board
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Career Center Operator
Workforce Innovation and Opportunity Act Services

Service Provider: Amanda Winter, aba Winter Works LLC

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

Monitoring Date: On site December 17, 2019;

Term of Purchase Order: July 1, 2019 through June 30, 2020

Competitively procured; renewable annually for three (3) additional years as follows:
Awarded PY 2019/20; Year 1: PY 2020/21; Year 2: PY 21/22; Year 3: PY22/23

Overview of Scope of Work

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

Current Findings

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

Next steps:

- Review monitoring report during contract negotiations for PY 20/21 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 continue attending the bi-monthly Contractor Service Integration (CSI) meetings with WDB staff as an opportunity to maintain open lines of communication and receive any necessary technical assistance.
2. It is recommended that Contractor continue to collaborate with the County Business Services Manager in efforts to implement the related targets on the Hallmarks of Excellence Action Plans.
3. It is recommended that Contractor consult with WIOA mandated partner, Department of Rehabilitation to discuss steps to improve accessibility awareness in the AJCC sites.
4. It is recommended that Contractor take a more active role in assisting WDB staff in implementing local policies after approved by the board.
5. It is recommended that Contractor continue to support the local WDB Lean Initiative as a workforce system leader.

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Observations (No response necessary):

1. Contractor attends regular Workforce Development Board and committee meetings providing reports when requested or appropriate at a meeting.
2. Contractor updated the Integrated Service Delivery Guide in December 2019 and for easy staff access had the electronic version posted to "Dropbox".
3. Contractor regularly visits the AJCC sites to ensure continued coordination across WIOA partners and service providers.
4. Contractor lead the redesign efforts of the Comprehensive AJCC Resource Room and the reconfiguration is near completion.

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

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

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

Entrance Conference conducted with Amanda Winter, Career Center Operator.

Exit Conference conducted with Amanda Winter, Career Center Operator.

Planned versus Actual Expenditures:

Program Year 19-20	Total
Planned Operations Cost	\$75,000
Expended as of 12/30/2019 claims*	\$37,875.18
Percent Expended	50.5%

*Contractor submitted claims through December 31, 2019

Service Plan/Objectives

Objective Deliverable	Status to Date
Career Center Operator (CCOps) Meetings	Contractor has facilitated two of the four meetings required to date.
Scheduling coverage between partners in the Career Center(s) to ensure that Career Center has adequate coverage.	Contractor working with co-located partners to create a monthly calendar for posting in the AJCC resource room.
Use of universal referral process and completion of any/all revisions/updates as necessary and/or required.	Contractor using the CCOps meetings to solicit feedback on the Universal Referral Form process and most recently created a workgroup to specifically work on URF revisions.

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Objective Deliverable	Status to Date
Aligning referrals between partners	Contractor using the CCOps meetings to work with WIOA mandated partners on referral system improvements.
Cross Training of Staff	Contractor developed a staff training calendar and with WDB staff assistance has procured and planned 4 staff trainings for the PY 19/20. <ol style="list-style-type: none"> 1. Team Building, 2. Labor Market Training, EDD 3. Customer Service Training, UC Davis 4. Accessibility Training, Social Policy Research
Customer Satisfaction (both business and job seeker)	Contractor has launched an online and hard copy WIOA customer survey and is currently assisting in the development of a WIOA business customer satisfaction survey. Survey results to be shared with WDB staff on a regular basis.
Facilitate sharing of best practices/ Continual Improvement	Contractor hosting regular staff Round Table meetings, with six (6) meetings planned for the PY 19/20.
Partner Performance Measures	Contractor currently working on obtaining the WIOA mandated partner performance measures information.
Hallmarks of Excellence	Contractor currently assisting WDB staff with continuous improvements Action Plans for Comprehensive, Affiliate and Specialized AJCC sites.

WIOA Mandated Partner Feedback Results: A survey was sent to a staff representative for mandated partners. Of the ten (10) WIOA partners contacted, six (6) responded with the following anonymous feedback:

- *She is knowledgeable, very professional and has studied the lengthy TEGs. [Training and Employment Guidance Letters from Department of Labor]*
- *Customer service is very important to her.*
- *Always willing to help support the partners and tries to find creative solutions to get things resolved.*

Confidence ratings of 1- 10 with 1 being Not at all likely to contact Amanda with questions about WIOA local mandates and 10 being Extremely likely to contact: The average response was 9.16.

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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. No issues were identified in this review.

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

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

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

Andy Stone
Director, Workforce Development Board
Human Services Department

Date

Santa Cruz County Workforce Development Board
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Monitoring Report 2019-2020
Goodwill Central Coast
Workforce Innovation and Opportunity Act Services

Service Provider: Goodwill Central Coast (GCC)

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

Monitoring Dates: On site January 6- 10, 2020, monitoring period concluded on January 24, 2020

Term of Contract: July 1, 2019 through June 30, 2020

Overview of Scope of Work

Contractor is the designated service provider for Adult and Dislocated Worker Workforce Innovation and Opportunity Act (WIOA) programs in the Career Center (One-Stop). WIOA services are offered at the full-service, comprehensive career center located at 18 West Beach Street in Watsonville. Contractor provides Universal Services to the public in the Watsonville Career Center Resource Room and at the affiliate career center located at the Employment Development Department (EDD) office in Capitola.

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

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

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

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

Current Findings and Recommendations The following represents two (2) findings that was identified:

Findings:	Corrective Action(s):
1. Fiscal Finding: Erroneous Charge	

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Goodwill Central Coast
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<p>Contractor charged an expenditure totaling \$647.50 for a hotel stay for a staff person (6121) that did not work for the Santa Cruz County WIOA contract during the year.</p> <p>*Citation: WIOA Contract PY 19/20, Exhibit B, Financial Management Requirements, clause 1, Financial Management System; Exhibit C, Scope of Work, clause XVIII Fiscal Provisions.</p>	<p>Develop and implement written processes and assurance that the issue does not reoccur in the future.</p> <p>Contractor to reduce its February 2020 invoice by the erroneous charge amount of \$647.50</p>
<p>2. Data Validation</p> <p>Five (5) Financial Literacy Program cases were randomly selected for review: #18495219; #18495245; #18495197; #18572722; #18495234</p> <p>All five had CalJOBS “System closure” activities dating back to 7/26/2019 as a result of neglected data entry action.</p> <p>WDB staff with the State created a Generic Module in CalJOBS specifically for Goodwill Central Coast Financial Literacy Program services data entry.</p> <p>*Citation: WIOA funded Workforce Development Board- Goodwill Central Coast Contractual Obligation (Purchase Order 20B01325, Scope of Work, page 3).</p> <p>See also Recommendation # 1a, 1b of this document for reference to the Financial Literacy Program Services.</p>	<p>Provide written assurance that the WIOA funded activities are captured via data entry in CalJOBS.</p> <p>Page 3 of the PO SOW: <i>Track client service data in CalJOBS. WIOA clients receiving services from a Prosperity Planner will be tracked using CalJOBS.</i></p> <p>NOTE: State Directive WSD 19-06, dated December 27, 2019 <i>CalJOBS Activity Codes</i>, is not directly related to four (4) of data validation errors because this directive took effect January 1, 2020. The errors from July and August 2019 should have been addressed in those months.</p> <p>Lack of data entry and timely case notes fail to demonstrate the success of the program.</p>
<p>GCC Corrective Action Response:</p> <ol style="list-style-type: none"> 1. GCC has implemented a process that now includes the Director, Shelby Mason, in reviewing the monthly Budget Variance Report* and Transaction Register*, which will help catch potential coding errors in billing. 2. GCC ensures that data will be captured via data entry in CalJOBS. All staff will be receiving Case Management training via the California Workforce Association^, as well as Case-Note training, which will emphasize the importance of data entry and formally train staff. The Director will also be monitoring Financial Literacy files on a biweekly basis to ensure data is being entered into CalJOBS in a timely manner. This monitoring process will be tracked and can be provided to the Workforce Development Board when needed. <p>Note from WDB monitor: *These are specific GCC Business Office Reports/Tools. ^ Post monitoring response information: Contractor informed monitor, GCC staff to be trained in Case Management by Dr. Beverly Ford, lead trainer for Workforce 180. Training is an online, self-paced, self-directed certification program.</p>	

Next steps:

- Submit the Corrective Action Plan as outlined;
- Develop and apply the internal protocols as developed;
- Review during contract negotiations for PY 20/21;

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- Review at the next annual monitoring visit.

Recommendations (No response necessary):

1. It is recommended that Contractor create a budget plan for the remainder of the year to demonstrate how the contract allocation will be fully expended. With Contractor currently at 35% expended, they are below expenditure thresholds as expected for this time of the program year (50% of the program year).
2. It is recommended that Contractor review the Employment Development Department Workforce Services Directive, WSD19-06, *CalJOBS Activity Codes*, dated December 27, 2019 (draft version dated August 30, 2019) and consult with WDB staff should any further guidance be necessary. It is also recommended that Contractor develop internal protocols to ensure CalJOBS participant activities are not subject to a *system closure* as a result of untimely data entry.
3. It is recommended that the Contractor develop internal protocols:
 - a. To ensure that case note entries are created in CalJOBS in a timely manner, as set by a reasonable standard. Randomly selected case note review found entries were made 30 days after the contact. Contractor should also ensure that case note subject line entries are specific enough to allow for ease of finding/referring to an action item. E.g. Financial Literacy Meeting; S/S Documented need; or Δ in training dates;
 - b. To ensure the Financial Literacy Program Services enrollments are increased for the remainder of the program year. Membership enrollments should be closer to 50% of the goal (15/30 individuals) and is currently at 27% (8/30);
 - c. To ensure an activity is created in CalJOBS within thirty (30) days of eligibility determination. See *file review other issues* on page 7 of this report.
4. It is recommended that Contractor update the WIOA Services Operational Flow document to ensure new staff have a training guide for their tasks and to clarify the roles and responsibilities with partnering agencies. There is a shared responsibility to ensure this document remains current and continues to be used to guide WIOA services coordination in program operations (page 3 of Scope of Work).
5. It is recommended that Contractor work with the Career Center Operator for updating the Customer usage policy (posters) posted to the resource room wall so that the separate smaller flyer with Facebook warnings can be removed.
6. It is recommended that the Contractor work to improve the response rate of the Eligible Training Provider List (ETPL) vendor performance survey. There are currently no surveys for the public to review on any of the training vendors from our local area. Contractor should establish a plan for soliciting feedback from participants about their training experience. 20CFR678.430(a)(7)

Observations (No response necessary):

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1. After months (September-October) of repeated Financial Literacy Program invoicing errors, WDB staff created a new invoice template for Contractor to use. Contractor has been error free for November and December.
2. Contractor is currently tracking their efforts with the County Business Services Manager for placing WIOA participants in On-the-Job training opportunities.
3. Contractor works with the Career Center Operator on developing career center calendar of partner events. When a document is created for the public, it must conform to WIOA Section 188 and include Nondiscrimination and Equal Opportunity Language. It must also comply with contractual language regarding the funding entity: *funded by the Workforce Development Board of Santa Cruz County and the County Board of Supervisors.*
4. Contractor conducts WIOA Orientation events at five (5) different locations throughout Santa Cruz County, including south county and the Live Oak area. Contractor updated its WIOA Orientation event power point presentation to include WIOA Section 188 Nondiscrimination and Equal Opportunity Language on the opening page. Local monitor attended a local event and provided continuous improvement feedback on the presentation directly to Contractor leadership team.
5. Contractor is keeping an inventory list of items that have a useful life of more than one year purchased with the WIOA funding from this contract. It is critical to maintain a list of items such as laptops, monitors, printers that are valued at less than \$5,000 but have a useful life of more than one year for the purposes of contract closeout. It would behoove them to list the current staff assigned to each item.
6. Contractor implemented the local WDB *Lean Initiative* and is using a Daily Management Board to track key performance indicators (KPIs) that can assist staff in successful contract outcomes. Contractor will be using WDB staff for ongoing Lean coaching to improve the case note data entry.
7. Through a pilot project beginning in PY 18/19, this WIOA allocation funds a .25 FTE Quality Assurance position. To date, there have been zero studies conducted or reported to the WDB. While there is a need for systems oversight within their program design, it does not appear this particular position benefits the overall local WIOA program. Local monitor recommends peer (Employment Specialist) review oversight and that the future state of this pilot program be further discussed during contract negotiations for PY 20/21.
8. Contractor submitted a program staffing modification to include a new full-time program manager position, eliminating one Employment Specialist and decreasing the WSD Director time for this WIOA contract. New staffing updated as follows:

Original PY 19/20 Staffing	PY 19/20 Staffing modification
1.0 Career Center Coordinator (Watsonville)	2.0 Career Center Coordinator (Watsonville, Capitola-vacant)
1.0 Eligibility Specialist	1.0 Eligibility Specialist
5.0 Employment Specialist	3.0 Employment Specialist

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None	1.0 Program Manager -- vacant
.25 Quality Assurance Coordinator	.25 Quality Assurance Coordinator
.9 Workforce Services Director	.8 Workforce Services Director

As of the writing of this draft report, current vacancies include: Capitola Career Center Coordinator and Program Manager.

Contract Questionnaire: Completed with Jaime Reynolds, VP of Workforce, Human Resources and Administration; Shelby Mason, GCC Workforce Services Director; Matt Berube, GCC Quality Assurance Coordinator; Brenda K. Diaz, Employment Specialist; Valerie Pena, Eligibility Specialist.

Financial Questionnaire: Completed by Christine Westbrook, GCC Controller.

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

Entrance Conference conducted with Jaime Reynolds, VP of Workforce, Human Resources and Administration; Shelby Mason, GCC Workforce Services Director; Matt Berube, GCC Quality Assurance Coordinator; Brenda K. Diaz, Employment Specialist.

Exit Conference conducted with Shelby Mason, GCC Workforce Services Director; Brenda K. Diaz, Employment Specialist

Planned versus Actual Performance/Expenditures:

The program year is 50% of the contract period completed (July- December). Ideally, the year to date actual performance goals should be in line with that percentage. The contractor has submitted invoices through the month of December 2019 and is **35%** expended in the WIOA career center services contract; contractor is 52.5 % expended in the Financial Literacy Program service purchase order. At this juncture, there is some concern about the pace of meeting the expenditure goals and a corrective action plan has been requested via this monitoring report.

PROGRAM PERFORMANCE BASED OUTCOMES

Program Year 19-20	Total	Adult	Dislocated Worker (DW)
Planned Number of Training Enrollments*	169	111	58
Actual as of 12/30/19	70	50	20
Percentage of Planned goal	41.4%	45%	34.4%
Training Completions (vocational certificates)	102	57	45
Actual as of 12/30/2019	39	26	13
Percentage of Planned goal	38%	46%	29%

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Entered Employment	96	56	40
Actual as of 12/30/2019	24	19	5
Percentage of Planned goal	25%	34%	13%

PROGRAM EXPENDITURES

Program Year 19-20	Total	Adult	Dislocated Worker	Indirect Admin	Facilities Costs
Planned Operations Cost	\$625,000	\$283,546	\$283,545	\$56,709	\$1,200
Expended as of 12/30/2019 claims*	\$219,366.79	\$99,428.95	\$99,642.86	\$19,669.98	\$625
Percent Expended	35.1%	35%	35.1%	34.6%	52%

*Contractor submitted claims through December 2019

SERVICE PLAN FOR FINANCIAL LITERACY PROGRAM SERVICES

Program Year 19-20	Planned Total	Actual as of 12/30/2019	Percentage of Planned goal
Membership in Financial Literacy Program (enrolled via CalJOBS module)	30	8	27%
Individuals receiving counseling	60	28	47%
Active Referral Partnerships	15	4	27%
Workshops	12	6	50%

FINANCIAL LITERACY PROGRAM SERVICES PROGRAM EXPENDITURES

Program Year 19-20	Total
Planned Operations Cost	\$35,000
Expended as of 12/30/2019 claims*	\$18,367.75
Percent Expended	52.5%

*Contractor submitted claims through December 2019

File Review: Thirteen (13) case files were randomly selected for file and service review. Issues noted as Findings or recommendations as appropriate. Six (6) were randomly selected for an interview.

Data validation Issues:

- Missing Supportive Services Activity Code for a WIOA funded service (transportation allowance); however, unable to be corrected via a State Data Change Request as over the time limits for corrections [State ID# 1000964817]

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- There were *six (6)* case files with system closure activities in CalJOBS as a result of the EDD State Directive referenced below and the system closures ramifications into the future are unknown fully at this time. Noteworthy are the case files where a funded activity was provided as an allowable WIOA expense to an individual and the corresponding activity code in CalJOBS has a system closure listed.

Employment Development Department Directive WSD 19-06, CalJOBS Activity Code, dated December 27, 2019 provides policy and procedures regarding activity code date range entry into CalJOBS. As per the directive, *use of activity codes has a direct relationship to federal reporting and WIOA performance indicators, and should be evaluated closely to ensure the service provided aligns with the definition of the activity code selected for entry into CalJOBS.* Most activity codes have now been set to a one-day service and after reviewing WSD 19-06, Contractor staff can address any questions or concerns to WDB staff.

Other Issues

- Lack of first WIOA activity within 30 days of eligibility determination noted as an issue that needs to be addressed [State ID# 563431449; 480449919] This issue was significantly improved from the previous monitoring period.

Data Change Request (DCR) program year history was reviewed and of the nine (9) DCRs submitted the monitoring determined:

- Case manager error 67%
- Collaboration with ETPL vendor error 0%
- Participant communication (lack of) which resulted in an error 33%

Participant Interview Results: Goodwill Central Coast staff was given a list of six (6) randomly selected participants for interviewing purposes. Only four (4) participants (67%) were interviewed as the contractor could not reach two (2) for scheduling. The results are:

Satisfaction Scale of 1- 10 with 1 being Very Dissatisfied and 10 being Very Satisfied: The average participant response was 9.25.

- One participant shared his experience in the Workforce Investment Program in 2008 when he obtained a medical assistance certification and now has been accepted into the Cabrillo registered nurse program and is receiving a WIOA scholarship.
- Participant shared she is getting the much need financial support to accomplish her employment dreams.

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. The issue found during the fiscal monitoring is so noted as a Finding.

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

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

Financial Questionnaire: Based on the review, the area of concern is so noted as a finding with a request for a corrective action plan.

Andy Stone
Director, Workforce Development Board
Human Services Department

Date

Santa Cruz County Workforce Development Board
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Monitoring Report 2019-20
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: February 5-11, 2020, monitoring period concluded on February 11, 2020

Term of Contract: July 1, 2018 through June 30, 2019

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 (2019-2020), 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:

<u>Findings:</u>	<u>Corrective Action(s):</u>
1. FISCAL REVIEW: Contractor failed to provide the Personnel Activity Report (PAR)/ time studies for PY 19/20 Q1 and Q2 to show the detailed hours worked by each staff person across multiple funding streams. As a result, it was not possible to independently determine the programs/ contracts and the associated full-time equivalents (FTEs) each employee worked during the period reviewed.	a. Provide written assurance that the PAR will be used in the future for all employees that work on the WIOA SRSN contract/grant. b. Provide written assurance of steps to ensure that future salaries and benefits invoice charges will be based on the actual salaries and benefits

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Cabrillo College – Student Resource and Support Network (SRSN)

<p>2. Salaries and Benefits overcharges Contractor overcharged the WIOA contract by \$7,144.40 in salaries and benefits in Q4 FY18/19 and Q1 and Q2 of FY 19/20. The amount is extrapolated to become \$9,525.87 to include FY 18/19 Q3 not reviewed. The adjustment covers the monitoring period November 2018-December 2019.</p>	<p>costs to contractor, calculated using the FTE derived from the use of the PAR for all employees. Contractor to reduce its FY 19/20 Q3 invoice by the amount of the overcharges of \$9,525.87.</p>
<p>3. Procurement Contractor failed to provide back-up procurement (i.e. sole source, multiple bids, etc.) documentation justifying the selection of the vendor: SDI Innovations (School Datebooks). Invoice (S19-0153441) total \$767.35 split between WIOA and another funding stream.</p>	<p>c. Provide back-up documentation for this particular purchase. Provide written assurance that all future purchases/ procurements involving WIOA funds follow the established procurement guidelines and be properly documented.</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 FY18/19 and 19/20 WIOA Contracts, Exhibit B, Financial Management Requirements; Exhibit A, clause 5</p>	
<p>Cabrillo Response (abridged):</p> <ol style="list-style-type: none"> 1. <i>Cabrillo sought the assistance of Brustein & Manasevit, PLLC to review a revised Time and Effort Certification (T&E) for which SRSN began using July 1, 2019 to ensure compliance with the Uniform Grants Guidance. Please refer to ... letter (from Brustein & Manasevit, PLLC) as confirmation that the revised T&E form follows federal guidance.</i> 2. <i>Expenses that are under \$10,000 are characterized as 'micro purchases' according to federal regulations 2 CFR 200.67, and there is no requirement to seek bids for these purchases according to federal law.</i> 	
<p>Issue that requires a Corrective Action Plan</p>	
<ul style="list-style-type: none"> • Contractor is at 29.6% expended with 50% of the contract year. Program Specialist position .80 FTE was vacant from July 1, 2019 through November 7, 2019. 	<ul style="list-style-type: none"> • Develop an expenditure plan to show plan for spending the allocated funds for the remainder of the contract year. • Submit a request for budget modification, if necessary.

Next steps:

- Findings remain open until final resolution can be attained. WDB Staff will be providing technical assistance to work together to resolve the issues as follows:

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Cabrillo College – Student Resource and Support Network (SRSN)

Findings 1 & 2: Resolve the details (hours claimed for WIOA staffing and total hours worked) on the Personnel Activity Report as back up documentation for payment of salaries/benefits and invoicing.

Finding 3: Resolve the issue of the procurement method of a micro-purchase and documentation on file for obtaining the services a vendor.

- Develop and apply internal protocols as appropriate;
- Review during contract negotiations for PY 20/21
- Review at the next annual monitoring visit.

Recommendation(s) (No response necessary):

1. It is recommended that SRSN use the exact language on any public interfacing WIOA materials as follows:

- *WIOA Title 1 is an equal opportunity program. Auxiliary aids and services are available upon request to individuals with disabilities.*
- *Funded by the Workforce Development Board of Santa Cruz County and the County Board of Supervisors.*

If the public facing document includes a contact phone number it must also include the TDD/TTY device availability.

2. It is recommended that SRSN staff work with WDB analyst and contracted service provider for the Adult and Dislocated Worker program (Goodwill Central Coast) to review and update the *SRSN Operational Service Flow document*. This document is used as a tool for outlining roles and responsibilities between SRSN staff and the WIOA contracted service provider and should be reviewed for updates on an annual basis.
3. It is recommended that the Contractor develop internal recruitment protocols to ensure an enrollment number that coincides with the increased funding of \$120,000 for this program year from \$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
Allocation	\$75,000	\$120,000
Staffing	.40 Program Specialist .10 Director .12 Office Assistant 4 Tus Counselor	.80 Program Specialist .17 Director .20 Office Assistant 6 Tus Counselor
Total Enrollments	60	75 (thru 12/30/2019)
Carry-in	23	51
New	37	24
Cost per participant	\$1250	TBD

Based on PY 18/19 cost per participant, Contractor should aim for at least 96 total enrollments (including carry-in) in PY 19/20.

Observation(s) (No response necessary):

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Cabrillo College – Student Resource and Support Network (SRSN)

1. Contracted service provider for Adult/Dislocated Worker program erroneously authorized the pinning ceremony expenditure for three (3) Cabrillo nursing students. Cabrillo WIOA staff have been informed that this is not a reasonable/allowable training nor supportive services expenditure.
2. Contractor created a standard operating procedure to ensure compliance with coordinating WIOA training funds with other grant assistance. All 10 case files reviewed had multiple forms of financial assistance, in addition to WIOA, which was coordinated for the WIOA Expenditure plan.
3. Contractor and Contract analyst agreed on establishing details for the Credential Attainment performance objective that had previously been overlooked during contract negotiation. The annual credential attainment rate will be calculated using only those WIOA enrolled students with a training ending date within the program year. Students who cross over multiple program years are only counted in the year in which they are scheduled to complete as per CalJOBS data entry. Contractor to provide a revised/reorganized listing showing the enrollments by quarter and a separate list showing students who are expected to complete their training in PY 2019/2020.

Credential Attainment Rate % = $\frac{\text{\# of successful completers in PY 19/20 (Summer, Fall and Spring Terms)}}{\text{\# of students with an ending training date within PY19/20 (Jul1- Jun30, 2019)}}$

Interviews held with:

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

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

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

Participant Interviews: Five (5) participants were randomly selected for an interview; One (1) was interviewed on site, one (1) was interviewed by phone and the remaining three (3) 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 19-20	Total New	Adult	DW
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Monitoring Report 2019-20

Cabrillo College – Student Resource and Support Network (SRSN)

Carry-in from previous year	50	31	19
New Enrollments as of 12/30/2019	25	18	7
Total Enrollments as of 12/30/2019	75	49	26
Successful completers as of 12/30/2019	8	4	
Scheduled completers PY 19/20	33	15	
Credential Attainment goal	75%	60%	
*Actual Credential Attainment YTD	24.2%	26.6%	

*Methodology: Credential Attainment Rate %= See Observation #3.

PROGRAM EXPENDITURES

Program Year 19-20	Total	Adult	DW
Planned Operations Cost	\$120,000	\$82,500	\$37,500
Expended as of 12/30/2019 invoice	\$35,525.91	\$23,142.24	\$12,383.67
Percent Expended	29.6%	28%	33%

Currently SRSN is at 29.6% expenditure level with claims submitted through December 2019, ideally, expenditure levels at that time of year should be approximately 50%. The contractor is well below expenditures for expected levels at this time of year and have been asked to prepare a corrective action plan for claiming the contract allocation.

File Review:

Ten (10) 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 and contractor is encouraged to create processes to avoid future findings.

Participant Interview Results:

Student Resource and Support Network was given a list of five (5) randomly selected participants for interviewing purposes. Only two (2) of the five (5) were interviewed and the remaining three (3) 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 8.5.

- Because of staff turnover, one participant has had four (4) different case managers between the contracted service providers.

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- One participant wished that she had heard about the WIOA scholarship availability earlier in her training program so she could have benefitted more.

Staff Interviews:

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

Fiscal Sampling Review Results:

A fiscal sampling review was conducted by 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, the areas of concern are so noted as findings and recommendations with a request for corrective action plans.

Contract Questionnaire:

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

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

Santa Cruz County Workforce Development Board
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Monitoring Report 2019-20
Cabrillo College Small Business Development Center

Service Provider: Cabrillo College Small Business Development Center

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

Monitoring Dates: On site: January 13, 2020; monitoring period concluded on January 31, 2020

Term of Contract: July 1, 2019 through June 30, 2020

Overview of Scope of Work:

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

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

Current Findings and Recommendations

Fiscal Findings:	Corrective Action(s):
<ol style="list-style-type: none"> County Fiscal Monitor found that Contractor did not use the Personnel Activity Report (PAR) as the basis for staff salaries/benefits split to the different grants that it operated in Q4 of FY 18/19. As a result, Contractor over charged the County by \$2,056.34 in Q4 of FY18/19. This overcharge is multiplied by 2 (\$2,056.34 * 2= \$4,112.68) to cover Q3 of FY18/19 not reviewed. Note: This is a repeat finding from PY 18/19 monitoring. Contractor did not provide proper documentation to justify Contractor using the following vendors: Larry Hebert; Joy Hallof for WIOA Layoff aversion services. 	<ol style="list-style-type: none"> Develop written processes and provide written assurance that processes will be implemented to ensure PAR becomes the basis for splitting staff salaries/benefits to grants. Contractor to reduce its Q3 FY19/20 invoice by the overcharged amount (\$4,112.68). Properly document all future WIOA vendor procurements. Provide written assurance and take necessary steps to ensure that all future procurements involving WIOA funds follow established procurement guidelines as per Uniform Guidance.
Citation: <ol style="list-style-type: none"> Uniform Guidance provision 2CFR225, Appendix B (8)(h)(4&5); WIOA Cabrillo SBDC PY 18/19 and PY 19/20 Contracts, Exhibit B, Financial Management Requirements, Clause 1. Exhibit C, Scope of Work, IV. Fiscal Provisions, paragraphs 5, 6. Uniform Guidance 2 CFR 200.318 Procurement Guidelines 	

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Cabrillo College Small Business Development Center

Cabrillo Response (abridged):

1. *Cabrillo sought the assistance of Brustein & Manasevit, PLLC to review a revised Time and Effort Certification (T&E) for which SRSN began using July 1, 2019 to ensure compliance with the Uniform Grants Guidance. Please refer to ... letter (from Brustein & Manasevit, PLLC) as confirmation that the revised T&E form follows federal guidance.*
2. *It is unclear when this request was made or what is meant by proper documentation.... SBDC is more than happy to comply, within the statutes of the SBDC network and Cabrillo College, proper documentation of said services.*

Next steps:

- Findings remain open until final resolution can be attained. WDB Staff will be providing technical assistance to work together to resolve the issues as follows:
 Finding 1: Resolve the details (hours claimed for WIOA staffing and total hours worked) on the Personnel Activity Report as back up documentation for invoicing.
 Finding 2: Resolve the issue of the procurement method (documentation) used for obtaining the services of layoff aversion vendors.
- Review with contract analyst during contract negotiations for PY 20/21
- Review at the next annual monitoring visit.

Recommendation(s) (No response necessary):

1. It is recommended that SBDC staff attend other committee meetings of the Workforce Development Board to learn about other projects/programs funded through WIOA. The Career Services committee meeting packet for the Wednesday, January 15, 2020 meeting was provided to SBDC staff.
2. It is recommended that Contractor acknowledge the Workforce Development Board and the County Board of Supervisors as the source of funding for services provided under this contract on the local SBDC website, www.santacruzsbdc.org.
3. It is recommended that SBDC review the Employment Development Department (EDD) Workforce Services Directive WSD16-04, dated July 22, 2016 to propose additional rapid response and layoff aversion activities for the PY 20/21 contract. The directive was provided to the Contractor during the monitoring visit.

Observations:

1. Contractor requested a budget modification in November 2019 to revert back to a prior years' line item budget to include SBDC staff (\$10,000) and not only independent contracts with counselor fees.
2. Contractor has refreshed the SBDC office by creating a welcoming work space for Cabrillo students and businesses. The art work on the walls include pictures of local businesses in their respective work environments who have received assistance through SBDC at Cabrillo.
3. Contractor intake form is a Small Business Administration (SBA) form 641 used to collect general information for providing assistance by a generalist. The business advisor (generalist) based on the subsequent meetings obtains more detailed information about the nature of the services needed and whether there is a case of averting a layoff.

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4. Contractor has thirteen (13) Business Advisers available to refer at-risk businesses in need of technical assistance.
5. Contractor attends the regular Business Services/CEDS Committee meetings of the Workforce Development Board (WDB).
6. SBDC survey criteria includes an email to new clients with five (5)+ hours of follow-up contact time approximately fifteen (15) days after the end of the quarter.

During the PY 2019/20 survey: 231 surveys were received; Of those surveys:

- 92.2% rate the Business Advisor as good or excellent
- 90.4% rate the overall experience with the SBDC staff as good or excellent
- 93.9% would use the services again
- 93% would recommend the services to a friend or colleague.

Interviews held with:

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

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

The average response was 10.

- One business owner indicated he taps into the SBDC services for one reason or another every year.
- One business owner shares his SBDC experience with other business owners every chance he gets.

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

Contract Questionnaire: Completed with Brian Napoli, SBDC Director.

Financial Questionnaire: Completed by Terri Daniels, Cabrillo College Business Office Accounting Manager.

Administrative Questionnaire: Completed by Brian Napoli, SBDC Director.

Entrance Conference conducted with Brian Napoli, SBDC Director and Amy Nama, SBDC Administrative Assistant.

Exit Conference conducted with Brian Napoli, SBDC Director and Amy Nama, SBDC Administrative Assistant.

Planned versus Actual Performance and Expenditures:

Currently SBDC is at 55.9% expenditure level with claims submitted through December 2019 (Q2); expenditure levels at that time of year should be approximately 50%. Although the contractor is slightly above expenditures for expected levels at this time of year, the contractor is fully aware of the expenditure limitations.

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Quarterly programmatic goals for the number of actual jobs retained/layoffs averted are listed slightly below but of no concern for overall contractual obligations at this point of the year. It is noted that the number of new at-risk business served for the second quarter is at 100%.

PROGRAM EXPENDITURES

Program Year 19-20	Total
Planned Operations Cost	\$44,000
Expended as of 12/31/2019 invoice	\$24,613.75
Percent Expended	55.9%

SERVICE PLAN TABLE

July 1, 2019- June 30, 2020 Performance Units	Planned Annual Total		Goal thru Q2 July – Dec 2019	Actual Thru Q2 PY 19/20	% of Actual/ Q2 Goal
Number of new at-risk businesses to be served	40		20	20	100%
Number of actual jobs retained/ Layoffs Averted	60		25	22	88%

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 October 2018 – September 2019. The issues found during the fiscal monitoring are so noted as Findings.

Administrative Questionnaire:

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

Contract Questionnaire:

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

Fiscal Questionnaire Results:

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

 Andy Stone
 Director, Workforce Development Board
 Human Services Department

 Date



☒Action ☒Consent ☐Information ☐Discussion

C.4 Hallmarks of Excellence Plans

COMMITTEE:	Career Services Committee	MEETING DATE:	April 22, 2020
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 on 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/2VzoRxg>

☒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	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 Guest Presenter April 22, 2020

P.1 Fresh Success Overview

Courtney Cagle

Senior Specialist

Fresh Success



The County of Santa Cruz began working with Fresh Success to expand its CalFresh Employment & Training (CFET) Program in 2019. Fresh Success, which is part of the Foundation for California Community Colleges, helps community colleges and community-based organizations effectively start and manage their CFET programs in partnership with counties. Through Fresh Success, CalFresh participants gain education and training that will lead to better employment and a path to economic self-sufficiency. This approach to CalFresh Employment & Training, which connects counties with local colleges and CBOs that provide employment & training services, allows for increased federal funding and innovative, job-driven approaches.

Program Benefits

Improves skills for unemployed and low-wage workers.

Fresh Success is a critical tool that can provide employer-valued skills training to low-income Californians.

Increases participation in CalFresh.

CalFresh is one of the largest anti-poverty programs in California. E&T programs like Fresh Success incentivize people to enroll in CalFresh by offering supplemental services and resources in addition to access to nutritious food.

Provides a path from poverty.

Research shows completing a certificate or degree at a community college is associated with increased wages and employment opportunities.



☐ Action
 ☐ Consent
 ☒ Information
 ☒ Discussion

A.1 Grants and Initiatives

COMMITTEE:	Career Services Committee	MEETING DATE:	April 22, 2020
STAFF NAME: Andy Stone, WDB Director			

SUMMARY:

Prison to Employment Grant:

Santa Cruz County has received \$126,784 to serve up to 13 individuals. The grant agreement was approved by the Board of Supervisors in February. Grant ends June 30, 2021.

High Road Construction Careers (HRCC): SB 1 Program

The purpose of the HRCC: SB 1 program is to advance careers in the building and construction trades as a reliable pathway to the middle class for disadvantaged Californians. This grant will provide funding to continue the Apprenticeship Readiness trainings Santa Cruz, Monterey and San Benito counties started with the now expired Prop 39 Pre-Apprenticeship funding. The Monterey Bay Collaborative applied for \$576,125 in funding. Awards will be announced in late April or early May.

☐ 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: