



**Workforce Development Board
Career Services Committee
Workforce Santa Cruz County Career Center
18 W. Beach Street, Rms. 2 and 3
Wednesday, September 26, 2018, 3:00 p.m.**

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

Agenda

- I. **Call to Order/Welcome**
- II. **Introduction of New Members**
- III. **Public Comment** – For items not listed on the agenda (limited to 3 minutes)
- IV. **Approval of Minutes from April 25, 2018 and July 25, 2018 meetings...**
..... **2-9**
- V. **Service Provider Activity Report**
- VI. **Consent Items**
 - C.1 Career Service Provider Financial Performance and Participant ..**10-16**
Report for Q4 PY17/18
 - C.2 AJCC Hallmarks of Excellence Action Plan Update**17-19**
 - C.3 WIOA AJCC Affiliate Site MOU II**20**
- VII. **Presentations:** CalWORKs 2.0 Overview**21**
Suenos Youth Services Annual Report PY 2017/18
- VIII. **Administration**
 - A.1 Committee Membership and Recruitment **22**
- IX. **Chairperson's Report**
- X. **Announcements/Information Sharing**
- XI. **Adjournment**

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
Maria Elena 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
Hipolito Gutierrez, Parent
Driscoll's
LeNae Liebetrau,
Senior Vocational Rehabilitation Counselor
Department of Rehabilitation
Denise Moss
Cabrillo College, GOAL
Nancy Ortiz, Youth Representative
Santa Cruz County Office of Education

DIRECTOR:
Andy Stone

**Next Meeting: Wednesday, January 16, 2019 @ 3:00 p.m.
Watsonville Career Center
18 W. Beach Street, Rooms 2 and 3**

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.



**Workforce Development Board
Youth Council
Watsonville Career Center
18 W. Beach St., Watsonville
Wednesday, April 25, 2018, 3:00 p.m.**

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

The Chair called the meeting to order at 3:23 p.m., when a quorum was established.

Committee Members in Attendance

Destout, Elyse – Chair
Gaukel-Forster, Mary
Howes, James
Burks-Herrmann, Brenda

Committee Members Absent

Cuevas, Christina
DeLa Garza, MariaElena
Giraldo, Fernando
Hartmann, Andy
Liebetrau, LeNae

Staff in Attendance

Stone, Andy – WDB Director
Gazza, Laurel – WDB Administrative Aide
Sara Paz-Nethercutt – WDB Senior Analyst

Guests

Macias, Nohemi - SCCOE-Sueños
Moss, Denise – Cabrillo College
Paynter, Michael – SCCOE–Sueños

YOUTH COUNCIL MEMBERS:

Elyse Destout, Chair
Photography by Elyse Destout
Andy Hartmann, Vice Chair
IBEW Union, Local 234
Brenda Burks-Herrmann,
Conservation Administrator
California Conservation Corps
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
James Howes, Assistant Director
Regional Occupational Program
Santa Cruz County Office of Education
LeNae Liebetrau,
Senior Vocational Rehabilitation Counselor
Department of Rehabilitation

DIRECTOR:
Andy Stone

Subject: Call to Order/Welcome

Discussion: Chair Elyse Destout called the meeting to order at 3:23 pm after quorum was established. (Informal introductions were made before meeting called to order).

Subject: Public Comment

Denise Moss of Cabrillo College mentioned their upcoming summer Cyber Camp and Elyse Destout mentioned the Work Based Learning Mentorship Program.

Subject: Contractors' Activity Report

Suenos members Nohemi Macias and Michael Paynter gave a Suenos program update with a PY 17/18 update on enrollments and work-site placements, and trends. The committee discussed expanding services to additional parts of county and asked for that item to be added to the next meeting agenda.

Subject: Approval of December 13, 2017 Meeting Minutes

Discussion: Chair Elyse Destout called for the December 13, 2017 minutes to be approved.

Action: It was moved to approve the December 13, 2017 Meeting Minutes.

Status:	Motion to Approve:	James Howes
	Motion Seconded:	Elyse Destout
	Abstentions:	Brenda Burks-Herrmann, Mary Gaukel-Forster
	Committee Action:	Elyse Destout, James Howes in favor, motion passed.

Subject: Consent Items:

C.1 Draft PY 2017-18 Monitoring Report

WDB staff member Sara Paz-Nethercutt gave an recap of the monitoring of the WIOA Youth Services Suenos Program, Santa Cruz County Office of Education (COE) from December 11 – December 18, 2017.

C.2 Financial and Performance Data, 2nd Qtr 2017-18

WDB staff discussed the CalJOBS preliminary cumulative performance data for the 2nd Quarter of PY 2017-18

Status:	Motion to Approve Consent Items:	Mary Gaukel-Forster
	Motion Seconded:	Brenda Burks-Herrmann
	Abstention:	James Howes
	Committee Action:	Motion passed, 3 in favor, 1 abstention

Subject: VI. Administration Item:

A.1 – Youth Council Expansion

WDB Director Andy Stone discussed that at the February 28th WDB meeting, the Board authorized staff to help facilitate the renaming of the Youth Council and expanding the role of the committee, which would include activity reports from potentially more of the WDB Contractors such as Goodwill Central Coast, Cabrillo College, County of Santa Cruz Welfare to Work Program, and Eckerd. The committee members suggested changing the name of the Youth Council to the Career Services Committee, and discussed possible expansion of committee membership.

Action: None. Discussion item.

VIII. Announcements/Information Sharing

Brenda Burks Herrmann announced her upcoming retirement from California Conservation Corps, and subsequent resignation from the Youth Council. She also mentioned CCC new recruiter and current projects. James Howes also announced that he would be retiring from SCCOE and also resigning from Youth Council.

Meeting adjourned at 4:10 p.m.

Next Meeting: **Workforce Development Board Meeting**
Wednesday, May 30th, 2018 @ 8:30 am
Seacliff Room, at Seacliff Inn
7500 Old Dominion Court
Aptos, CA

Next Youth Council Meeting
TBD



**Workforce Development Board
Career Services Committee
Watsonville Career Center
18 W. Beach St., Watsonville
Wednesday, July 25, 2018, 3:00 p.m.**

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

The Chair called the meeting to order at 3:07 p.m., and a quorum was established. Members, staff and guests introduced themselves.

Committee Members in Attendance

Cuevas, Christina
De La Garza, MariaElena
Destout, Elyse – Chair
Giraldo, Fernando
Hartmann, Andy – Vice Chair
Howes, James

Committee Members Absent

Gaukel-Forster, Mary
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

Chambers, Jill – Dept. of Rehabilitation
Kelly, Ginaia – Goodwill Central Coast
Macias, Nohemi - SCCOE-Sueños
Moore, Kimberly – California Conservation Corps
Moss, Denise – Cabrillo College
Paynter, Michael – SCCOE–Sueños
Rodriguez, Annabelle – GOAL, Cabrillo College
Rodriguez, Diana – Dept. of Rehabilitation
Wohlgemuth, Janet – California Conservation Corps

Subject: Public Comment

Denise Moss of Cabrillo College and Annabelle Rodriguez of CET made announcements regarding their upcoming programs and Fernando Giraldo mentioned the September opening of the Probation Resource Center.

**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

James Howes, Assistant Director
Regional Occupational Program
Santa Cruz County Office of Education

LeNae Liebetrau,
Senior Vocational Rehabilitation Counselor
Department of Rehabilitation

DIRECTOR:
Andy Stone

Subject: Approval of April 25, 2018 Meeting Minutes

This item was tabled to the September 26, 2018 meeting, present members Christina Cuevas, MariaElena De La Garza, Fernando Giraldo, and Andy Hartmann had to abstain, as they were not present for 4/25/18 meeting; thus leaving not enough members eligible to vote.

Action: Item tabled to September 26, 2018 meeting

Subject: Service Providers' Activity Report

Suenos members Nohemi Macias and Michael Paynter gave a Suenos program status recap for PY 17/18 year, which included enrollment figures, challenges faced, such as accommodating transportation for Davenport youth, and gave a success story. They also stated their goals for enrollment for the PY 18/19.

Ginaia Kelly from Goodwill Central Coast gave a Power Point presentation on their overall program services, and stated that they had overachieved their goals for PY 17-18 with 135 enrollments. She gave a brief overview of popular career paths, average wages, outreach/recruitment, new technology and increased goals for PY 18-19. She also shared a success story involving a formerly homeless veteran participant.

Subject: Consent Items:

C.1 Career Service Provider Financial Performance and Participant Report for Q3 PY 17/18

Sara Paz-Nethercutt gave a brief overview of the Career Services contracts with Cabrillo College, Goodwill Central Coast, and Santa Cruz County COE, and recapped the reports outlining each contractor's financial, federal (if applicable) and contract performance.

C.2 Memorandum of Understanding Phase II – Affiliate Sites

This C.2 item was removed from agenda until further notice, and was not discussed.

Status:	Motion to Approve Consent Item C1:	Christina Cuevas
	Motion Seconded:	MariaElena De La Garza
	Abstention:	None
	Committee Action:	All in favor, motion passed

Presentation item:

Diana Rodriguez, Student Services Counselor, and Jill Chambers with the Department of Rehabilitation explained their Youth Internship Program, and its requirements, and fielded questions from the committee members.

Subject: VI. Administration Items:**A.1 – AJCC Certification and Hallmarks of Excellence**

Sara Paz-Nethercutt gave a report on the AJCC Certification process and an overview of the action plan, which included the timeline when certifying AJCCs, and noted that the AJCC Hallmarks of Excellence certification is intended to ensure that our AJCC is in compliance with key WIOA statutory and regulatory requirements.

Action: It was moved to approved the AJCC Hallmarks of Excellence action plan as outlined by WDB staff, and direct staff to implement said actions and report back to committee regularly on status.

Status:	Motion to Approve:	MariaElena De La Garza
	Motion Seconded:	Andy Hartmann
	Abstention:	None
	Committee Action:	All in favor, motion passed

A.2 – Workforce Development Report

WDB Director Andy Stone recapping the Santa Cruz County Industry, Economic & Workforce Development Report, which was presented at the May 30, 2018 full board meeting. The report included key findings such as job growth status, concentration of low wage-low skill work, job prospects, costs of living, and career pathways.

Action: It was moved to accept the Santa Cruz County Industry, Economic & Workforce Development Report.

Status:	Motion to Approve:	Andy Hartmann
	Motion Seconded:	Jim Howes
	Abstention:	None
	Committee Action:	All in favor, motion passed

A.3 – Committee Member Recruitment

WDB Director Andy Stone spoke to committee members about the need to recruit new members, due to recent retirements. Guests present from California Conservation Corps, Kimberly Moore, and Janet Wohlgemuth mentioned the retirement of their Director, Career Services Committee member Brenda Burks-Herrmann, and that they hoped a new Director would be in place by December 2018. Kimberly Moore expressed her desire to see more government sector representation on the committee, and Chair Elyse Destout mentioned possible representation from the first responder sector.

Action: It was moved to accept the Committee Member Recruitment update.

Status:	Motion to Approve:	Andy Hartmann
	Motion Seconded:	Fernando Giraldo
	Abstention:	None
	Committee Action:	All in favor, motion passed

A.4 – Apprenticeship Preparation Program (informational item)

Katy Chevalier, Program Manager for Santa Cruz County Welfare to Work and/to Andy Hartmann who gave an overview of the requirements of the Tri-County Apprenticeship Preparation Program, and how participants could complete a Building Trades apprenticeship program.

Action: None taken, informational item only.

Chairperson's Report –

Chair Elyse Destout mentioned she was working with Vice Chair Andy Hartmann on the Diamond Tech Internship, and that they were looking for volunteers.

VIII. Announcements/Information Sharing

Meeting adjourned at 4:58 p.m.

**Next Meeting: Workforce Development Board Meeting
Wednesday, September 19, 2018 @ 8:30 am
Seacliff Room, at Seacliff Inn
7500 Old Dominion Court
Aptos, CA**

**Career Services Meeting
Wednesday, September 26, 2018
Watsonville Career Center, Rooms 2 and 3
18 W. Beach Street
Watsonville, CA**

DRAFT



C.1 Contract Financial & Performance Data



COMMITTEE:	Career Services Committee	MEETING DATE:	July 25, 2018
STAFF NAME: Andy Stone, WDB Director; Katy Chevalier, Program Manager			

SUMMARY:

The Career Services Committee is tasked with overseeing the Workforce Development Board's (WDB) career services contracts and the Welfare to Work (WTW) employment services contracts. The WDB currently has career services contracts with Cabrillo College, Goodwill Central Coast, and Santa Cruz County Office of Education. The WTW program has employment services contracts with Cabrillo College, Goodwill Central Coast, and Community Action Board. Reports outlining each contractor's financial, federal (if applicable), and contract performance are attached.

☒ Attachment(s)

SUGGESTED MOTION: (if applicable)

I move to accept the Contract Financial & Performance Data Report.

COMMITTEE DATE	07/25/18	COMMITTEE APPROVAL:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Other:
BOARD DATE		BOARD APPROVAL:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Other:

C.1 Attachment 1

WIOA Youth - Financial and Performance Report for Program Year 2017-18

Youth - Budget v. Expenditures (Through 6/30/2018)

SCCOE - Sueños	In-School	Out-of-School	Total
Budget	\$212,500	\$637,500	\$850,000
Expenditures	\$221,747	\$594,522	\$816,269
Balance	(\$9,247)	\$42,978	\$33,731
Percent Expended	104%	93%	96%

Youth – Federal Performance Goals (Through 6/30/2018) – Preliminary

Measure	Target Performance Level	Performance through 4th Quarter	2nd QTR % of Target Achieved	Met 80% Target?
Entered Education or Employment Rate	70.5%	68.7%	97%	YES
Attained Degree or Certificate	64%	88.6%	138%	YES
Literacy & Numeracy Gains	72%	97.1%	134%	YES

Youth - Contract Performance Outcomes (Through 6/30/2018)

SCCOE – Sueños Contract Outcomes	Annual Plan	Actual	% Annual Plan
Cumulative Enrollments	150	132	88%
Placement in employment or post-secondary education	64	64	100%
Attain degree or certificate and participate in a paid or unpaid WEX	60	60	100%
Utilize e-CASAS and participate in workplace skills workshop	78	78	100%

C.1 Attachment 2

WIOA Adult/DW - Financial and Performance Report for Program Year 2017-18

Adult/Dislocated Worker - Budget v. Expenditures (Through 6/30/2018)

Goodwill Central Coast	WIOA Adult	WIOA DW	Rapid Response	Total
Budget	\$345,750	\$345,750	\$25,000	\$716,500
Expenditures	\$286,246	\$286,959	\$11,140	\$584,345
Balance	\$59,504	\$58,791	\$13,860	\$132,155
Percent Expended	83%	83%	45%	82%

Adult – Federal Performance Goals (Through 06/30/2018) – Preliminary

Adult Measures	Target Performance Level	Performance through 2 nd Quarter	4 th QTR % of Target Achieved	Met 80% Target?
Entered Employment Rate	68%	64.6%	95%	YES
Employment Retention Rate	65.5%	81.6%	124%	YES
Average Earnings	\$10,314	\$19,116.70	185%	YES

Dislocated Worker - Federal Performance Goals (Through 06/30/2018) – Preliminary

DW Measures	Target Performance Level	Performance through 2 nd Quarter	4 th QTR % of Target Achieved	Met 80% Target?
Entered Employment Rate	71%	71.6%	100%	YES
Employment Retention Rate	69.5%	86.8%	124%	YES
Average Earnings	\$15,046	\$21,350.40	141%	YES

Adult/Dislocated Worker - Contract Performance Outcomes (Through 6/30/2018)

Goodwill Central Coast Contract Outcomes	Annual Plan		Actual		% Annual Plan	
	Adult	DW	Adult	DW	Adult	DW
New Training Enrollments	32	27	32	27	100%	100%
Successful Training Completions	26	21	25	21	96%	84%
Entered Employment	26	21	26	21	100%	100%
Job Orders	15		31		206%	

C.1 Attachment 3

Cabrillo Student Resource and Support Network(SRSN) WIOA Financial and Performance Report for Program Year 2017-18

Cabrillo SRSN - Budget v. Expenditures (Through 6/30/2018)

Cabrillo SRSN	WIOA Adult	WIOA DW	Total
Budget	\$37,500	\$37,500	\$75,000
Expenditures	\$37,306	\$36,713	\$74,019
Balance	\$ 194	\$ 787	\$ 981
Percent Expended	99%	98%	99%

Cabrillo SRSN - Contract Performance Outcomes (Through 6/30/2018)

Cabrillo SRSN Contract Outcomes	Annual Plan		Actual		% Annual Plan	
	Adult	DW	Adult	DW	Adult	DW
New Training Enrollments	15	15	15	15	100%	100%
Successful Training Completions	10	10	10	8	100%	80%

C1. Attachment 4

Welfare To Work (WTW) Expanded Subsidized Employment (ESE) Financial and Performance Report for Program Year 2017-18

ESE - Budget v. Expenditures (Through 6/30/2018)

	Goodwill (STEP & TEMP)	Community Action Board (SmartHire)	Cabrillo (SRSN)	Total
Budget	\$661,315	\$649,966	\$109,189	\$1,420,470
Expenditures	\$512,093	\$478,716	\$101,256	\$1,092,165
Balance	\$149,222	\$171,250	\$7933	\$328,305
Percent Expended	85%	74%	93%	77%

ESE – Performance Goals (Through 6/30/18)

Measure	Target Performance Level	Performance through 4th Quarter	Met Target?
STEP participants will successfully complete a 3-month subsidized placement	55%	51%	No
STEP participants who successfully complete 3-month placement will start a SmartHire placement or enter into employment within 3 months of completion	70%	64%	No
TEMP participants will successfully complete a 1-month subsidized placement	75%	69%	No
SmartHire participants will successfully complete a subsidized employment placement	75%	83%	Yes
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

C1. Attachment 4

Welfare To Work (WTW) Expanded Subsidized Employment (ESE) Financial and Performance Report for Program Year 2017-18

ESE - Contract Performance Outcomes (Through 6/30/2018)

Contract Outcomes	Annual Plan	Actual	% Annual Plan
New or Returning Enrollments (Goodwill - STEP)	90	95	105%
New or returning Enrollments (Goodwill - TEMP)	60	70	117%
Cumulative Enrollments (CAB) - placements in subsidized jobs	60	30	50%
New employer contacts (CAB)	60	81	147%
New employer contracts (CAB)	25% of those contacted	8%	32%
New or Returning Enrollments (Cabrillo) SRSN Work Study Positions*	35	45	120%

**33% of CalWORKs students participated in the Work Study Program*

C.1 Attachment 5

WTW - Cabrillo SRSN Financial and Performance Report for Program Year 2017-18

Cabrillo SRSN - Budget v. Expenditures (Through 6/30/2018)

Cabrillo SRSN	Services for CalWORKs clients	Total
Budget	\$77,465	\$77,465
Expenditures	\$77,215	\$77,215
Balance	\$250	\$250
Percent Expended	99.6%	99.6%

Cabrillo SRSN – Performance Goals (Through 6/30/18)

Measure	Target Performance Level	Performance through 4th Quarter	Met Target?
SRSN students will attain a certificate or degree	11%	16%	Yes
SRSN student retention rate is within 5% of retention rate of entire student body	100%	100%	Yes

Cabrillo SRSN - Contract Performance Outcomes (Through 6/30/2018)

Contract Outcomes	Annual Plan	Actual	% Annual Plan
Enrollments	140	133	95%



C.2 AJCC Cert.-Hallmarks of Excellence

COMMITTEE:	Career Services Committee	MEETING DATE:	September 26, 2018
STAFF NAME: Andy Stone, WDB Director; Sara Paz-Nethercutt, Sr. Analyst			

SUMMARY:

On September 11, 2018, the WDB approved the Hallmarks of Excellence AJCC Certification Action Plan. The certification areas and comprehensive AJCC rankings are listed below:

1. Physical location: 4
2. Universal access: 2
3. Partnerships: 3
4. Customer-centered services: 2
5. Targeted regional sectors and pathways: 3
6. Business services: 4
7. Cross-trained staff: 3
8. Data driven continuous improvements: 3

Currently, our local area has not attained the Hallmarks of Excellence certification and a recommendation was approved to have the local area focus on the areas underlined above to improve and attain a satisfactory ranking. The progress on the action plan is listed for this committee review.

AJCC Hallmarks of Excellence Report accessible as follows:

<http://bit.do/epmYd>

☒ Attachment(s)

SUGGESTED MOTION: (if applicable)

I move to adopt the plan update for PY 2018/19.

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:

**Comprehensive AJCC
Hallmarks of Excellence Action Plan**

C.2 Attachment



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	<ul style="list-style-type: none"> Develop better signage, including coming into compliance with requirements for AJCC branding. Develop a plan for additional outreach and advertising measures, including for workshops and recruiting events. Ensure that the calendar of events is available online. 	4	<ul style="list-style-type: none"> Develop better building signage, including coming into compliance with requirements for AJCC branding. 	
			<ul style="list-style-type: none"> Develop a plan for additional outreach and advertising. 	
2. The AJCC ensures universal access, with an emphasis on individuals with barriers to employment	<ul style="list-style-type: none"> 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 training components on a regular cycle (frequency TBD, but at a minimum annually). Develop a plan to enhance programmatic accessibility, including leveraging the use of technology (to offer virtual services) and assistive devices/alternate mediums. 	2	<ul style="list-style-type: none"> Develop a capacity building/training plan. 	Discussions planned for next Career Center Operators meeting
			<ul style="list-style-type: none"> Develop a plan to enhance programmatic accessibility. 	Discussions planned for next Career Center Operators meeting
3. The AJCC actively supports the One-Stop system through effective partnerships	<ul style="list-style-type: none"> Develop and execute a training plan for line staff (including partners) on each partner's programs, services, and eligibility requirements. Develop a plan for line staff to have regular opportunities to meet across organizations, possibly through the Roundtables that were mentioned or through a One Stop Steering Committee. Complete the Integrated Service Guide. 	3	<ul style="list-style-type: none"> Complete the Integrated Service Guide. 	Completed and disseminated the guide.
			<ul style="list-style-type: none"> Develop a capacity building/training plan. 	Discussions planned for next Career Center Operators meeting
			<ul style="list-style-type: none"> Develop a plan for staff to meet across organizations. 	
4. The AJCC provides integrated, customer-centered services	<ul style="list-style-type: none"> Develop and execute a training plan for line staff (including partners) on each partner's programs, services, and eligibility requirements. Develop a plan for line staff to have regular opportunities to meet across organizations, 	2	<ul style="list-style-type: none"> Complete the Integrated Service Guide. 	Completed and disseminated the guide.
			<ul style="list-style-type: none"> Develop a capacity building/training plan. 	Discussions planned for next Career Center Operators meeting

Comprehensive AJCC Hallmarks of Excellence Action Plan

C.2 Attachment

	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 pathways.	<ul style="list-style-type: none"> 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. Organize job center information/displays to include priority sectors and related information. 	3	• Develop a capacity building/training plan.	Discussions planned for next Career Center Operators meeting
			• Develop strategy for disseminating LMI to staff and the public.	
			• 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	<ul style="list-style-type: none"> Develop a comprehensive capacity building/training plan for staff and partners. Complete the Integrated Service Guide 	3	• Complete the Integrated Service Guide.	Completed and disseminated the 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	<ul style="list-style-type: none"> Provide customer feedback forms in English and Spanish in the AJCC, as well as a box for returning completed forms. Explore other points at which customer feedback may be solicited; for example after workshops or for business customers, after recruiting events. 	3	• Install a comment box in the Resource Room.	Installed comment box in Resource Room
			• 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	
	on track to meet planned target for the year
	in danger of not meeting target for the year.



☐ Action
 ☐ Consent
 ☒ Information
 ☐ Discussion

C.3 WIOA AJCC Affiliate Site MOU

COMMITTEE:	Career Services Committee	MEETING DATE:	September 26, 2018
STAFF NAME: Andy Stone, WDB Director; Sara Paz-Nethercutt, Sr. Analyst			

SUMMARY:

Background

As you may recall, under the Workforce Innovation and Opportunity Act (WIOA), local boards with the agreement of the chief elected official, are required to develop and enter into a Memorandum of Understanding (MOU) to outline the delivery of services and a cost-sharing agreement between the local board and one-stop core required partners. This board has reviewed and approved the MOU for the comprehensive AJCC site, as required under the Act.

On June 14, 2017, Employment Development Department (EDD) Workforce Services issued a directive (WSD16-22) requiring the same cost-sharing requirements be applied to affiliate and specialized America's Job Centers of California (AJCC, known locally as career centers). Affiliate AJCCs are defined as sites where one or more AJCC partners make programs, services, and activities available. Specialized AJCCs are defined as sites that address specific needs, ie. Youth.

The Capitola Employment Development Department (EDD) is known as an affiliate AJCC site and currently has the Washoe Tribal TANF as a co-located partner. However, Washoe Tribe asserts they are exempt from signing the MOU, citing California Department of Social Services (CDSS) All-County letter 16-51. WDB staff is currently in discussions with EDD about establishing some WIOA Title I presence at the Capitola EDD site to avoid their designation as a Wagner-Peyser Employment Services stand-alone office. WDB staff will report back to this committee as appropriate.

The WIOA Youth service provider known locally as Suenos, is a specialized AJCC site and only has one MOU partner within their site, so not required to negotiate a cost sharing agreement with any other partner.

☐ Attachment(s)

SUGGESTED MOTION: (if applicable)

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



**Workforce Development Board
Guest Presenter
September 26, 2018**

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



Katy Chevalier

*Program Manager, Employment and Benefit Services Division
County of Santa Cruz – Human Services Department*



Nohemi Macias

*Project Coordinator, WIOA Sueños Program
Santa Cruz County Office of Education*



☒Action ☐Consent ☐Information ☒Discussion

A.1 Committee Member Recruitment

COMMITTEE: Career Services Committee	MEETING DATE: September 26, 2018
STAFF NAME: Andy Stone, WDB Director; Laurel Gazza, WDB Administrative Aide	

SUMMARY:

The Workforce Innovation and Opportunity Act (WIOA) WDB established standing committees which must include other individuals appointed by the Local WDB who are not members of the Local WDB and who have demonstrated contributions, experience and expertise in the field of workforce development and as determined by the local WDB.

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

☐ Attachment(s)

SUGGESTED MOTION: (if applicable)

I move to accept the Committee Member Recruitment update.

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