



**Workforce Development Board
Career Services Committee
Workforce Santa Cruz County Career Center
18 W. Beach Street, Rms. 2 and 3
Wednesday, April 24, 2019, 3:00 p.m.**

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

Agenda

- I. **Call to Order/Welcome**
- II. **Introductions**
- III. **Public Comment** – For items not listed on the agenda (limited to 3 minutes)
- IV. **Approval of Minutes from January 16, 2019 meeting** **2-5**
- V. **Service Provider Activity Reports** – Sueños, Cabrillo College, Goodwill, Eckerd Connects
- VI. **Consent Items**
 - C.1 Workforce Services Provider Report PY 18-19 Q2 Update **6-9**
 - C.2 AJCC Hallmarks of Excellence Action Plan Update **10-12**
 - C.3 WIOA Local Draft Monitoring Reports **13-36**
 - C.4 AJCC Affiliate Certification Process/Timeline **37-38**
- VII. **Presentations:**
 - “Wage Equity Campaign” - Human Care Alliance **39**
- VIII. **Administration**
 - A.1 WIOA Youth – Suenos Policies **40-64**
 - A.2 Committee Metrics **65**
 - A.3 WIOA Career Center Operator PY 19/20 **66**
 - A.4 WIOA Youth Program PY 19/20 **67**
- IX. **Chairperson’s Report**
- X. **Announcements/Information Sharing**
- XI. **Adjournment**

**Next Meeting: TBD
Watsonville Career Center
18 W. Beach Street, Rooms 2 and 3**

**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

LeNae Liebetrau,
Senior Vocational Rehabilitation Counselor
Department of Rehabilitation

Annabelle Rodriguez,
Cabrillo College

Denise Moss
GOAL/Cabrillo College

DIRECTOR:
Andy Stone

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
Career Services Committee
Watsonville Career Center
18 W. Beach St., Watsonville
Wednesday, January 16, 2019, 3:00 p.m.**

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Watsonville, CA 95076
(831) 763-8900
www.santacruzwb.com

The Chair called the meeting to order at 3:04 p.m., and a quorum was established. Members, staff and guests introduced themselves.

Committee Members in Attendance

Destout, Elyse – Chair
Giraldo, Fernando
Gaukel, Mary
Hartmann, Andy – Vice Chair
Moss, Denise

Committee Members Absent

Cuevas, Christina
De La Garza, MariaElena
Liebetrau, LeNae

Staff in Attendance

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

Guests

Livingstone, Todd – Aptos/Watsonville Adult Ed.
Lopes, Elaine – California Conservation Corps
Macias, Nohemi - SCCOE-Sueños
Mason, Shelby – Goodwill Central Coast
Murphy, Shawn – California Conservation Corps
Paynter, Michael – SCCOE Sueños
Reyes, Karen – Cabrillo College
Roberts, Donald – California Conservation Corps
Winter, Amanda – Eckerd Connects

Subject: Public Comment

There was no public comment.

**Career Services Committee
MEMBERS:**

Elyse Destout, Chair
Photography by Elyse Destout
Andy Hartmann, Vice Chair
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Community Foundation of Santa Cruz County
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Executive Director
Community Action Board

Mary Gaukel Forster,
Executive Director
Your Future Is Our Business

Fernando Giraldo, Chief Probation Officer
Santa Cruz County Probation Department

Moss, Denise,
Cabrillo College

LeNae Liebetrau,
Senior Vocational Rehabilitation Counselor
Department of Rehabilitation

DIRECTOR:
Andy Stone

Subject: Approval of September 26, 2018 Meeting Minutes

Action: It was moved to approve the September 26, 2018 meeting minutes.

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

Subject: Service Providers' Activity Report

Sueños project coordinator Nohemi Macias gave a Sueños program status recap, noting that they had 84 participants enrolled since September 2018.

Karen Reyes, of Cabrillo College SRSN, also gave an update on their program, and mentioned that they had served 62 WIOA participants.

Shelby Mason from Goodwill Central Coast gave a report on the current status of their program and noted that they are hiring another Career Center Coordinator for the Capitola location. She also cited the success story of a participant who was able to finish their training program after having to put it on hold due to medical treatment.

Amanda Winter, of Eckerd Connects, gave a report on efforts to improve Hallmarks of Excellence scores for our AJCC, as well as the mandates.

Subject: Consent Items:

C.1 Career Service Provider Financial Performance and Participant Report for Q1 PY 18/19

C.2 AJCC Hallmarks of Excellence Action Plan Update

Action: It was moved to approve the consent agenda.

Status:	Motion to Approve Consent items:	Mary Gaukel
	Motion Seconded:	Andy Hartmann
	Abstention:	None
	Committee Action:	All in favor, motion passed

Presentation items:

David Beardsley, Senior Departmental Admin. Analyst for HSD and Yolanna (by phone) presented a PowerPoint on the Data Pilot Overview and outcomes oriented approach, funded by Social Innovation Fund.

Katy Chevalier, Program Manager for Welfare to Work updated members on the current CAB allocation.

Subject: VI. Administration Item:

A.1 – Recontracting PY 19/20 WIOA Services

WDB Director Andy Stone stated he and staff are seeking approval of renewals and amounts for current WIOA contractors, for the PY 19/20.

Action: It was moved to accept the PY 19/20 re-contracting recommendations, submit to the Executive Committee for final allocation approval and direct staff to move forward with contract negotiations upon receipt of approvals.

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

Chairperson's Report –

Chair Elyse Destout announced that the Monterey Bay Youth Outdoor Day event would take place October 4-5, 2019 at the Santa Cruz County Fairgrounds.

VIII. Announcements/Information Sharing

Denise Moss of Cabrillo College mentioned upcoming IT classes at Cabrillo. WDB Director Andy Stone stated that the Prop. 39 program just held a graduation ceremony for 10 graduates. He also mentioned the Prison to Employment Initiative. Andy Hartmann updated on the SB1 meeting, and Fernando Giraldo briefed on the new RFP from the Probation Dept.

Meeting adjourned at 4:14 p.m.

**Next Meeting: Workforce Development Board Meeting
Wednesday, March 27, 2019 @ 8:30 am
Seacliff Room, at Seacliff Inn
7500 Old Dominion Court
Aptos, CA**

**Career Services Meeting
Wednesday, April 24, 2019 @ 3:00pm
Watsonville Career Center, Rooms 2 and 3
18 W. Beach Street
Watsonville, CA**

DRAFT



☐ Action ☒ Consent ☒ Information ☐ Discussion

C.1 Workforce Services Provider Report

COMMITTEE: Career Services Committee	MEETING DATE: April 24, 2019
STAFF NAME: Andy Stone, WDB Director; Katy Chevalier, ES Program Manager; Sara Paz-Nethercutt, Sr. Analyst	

SUMMARY:

Reports outlining each workforce services contractor's financial, federal (if applicable), and contract performance are attached.

☒ 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:

C.1 Attachment 1

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

Youth - Budget v. Expenditures (Through 12/30/2018)

SCCOE - Sueños	In-School	Out-of-School	Total
Budget	\$193,750	\$581,250	\$775,000
Invoiced Amount	\$103,677.32	\$219,748.24	\$323,425.56
Balance	\$90,072.68	\$361,501.76	\$451,574.44
Percent Invoiced	53.5%	37.8%	41.7%

Work Experience-Direct to Youth	In-School	Out-of-School	Total
Budget	\$33,831.12	101,493.36	\$135,324.48
Invoiced Amount	\$12,148.75	\$15,060.20	\$27,208.95
Balance	\$21,682.37	\$86,433.16	\$108,115.53
Percent Invoiced	35.9%	14.8%	20%

Youth – Federal Performance Goals (Through 12/30/2018)

Measure	Target Performance Level	Performance through 2nd Quarter	2nd QTR % of Target Achieved	Met 80% Target?
Education ,Training or Employment 2nd Qtr post exit	65.4%	100%	152%	YES
Education ,Training or Employment 4th Qtr post exit	62.0%	80.4%	129.6%	YES
Credential Rate	53%	92.7%	174.9%	YES

Youth - Contract Objectives (Through 12/30/2018)

SCCOE – Sueños Contract Objectives	Annual Plan	Q2 Target	Q2 Actual	% Annual Plan
Cumulative Enrollments	150	83	78	93.9%
Youth Secondary diploma or equivalent	11	3	12	400%
Placement in unsubsidized employment or post-secondary education	60	24	44	183%
Credential Attainment (excludes secondary diploma or equivalent)	50	20	13	65%
Youth Retention in Employment, Education or Training	49	19	29	152%

C.1 Attachment 2

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

Adult/Dislocated Worker - Budget v. Expenditures (Through 12/30/2018)

Goodwill Central Coast	WIOA Adult	WIOA DW	Total
Budget	\$300,000	\$300,000	\$600,000
Invoiced Amount	\$128,226.04	\$123,636.37	\$251,862.41
Balance	\$171,773.96	\$176,363.63	\$348,137.59
Percent Invoiced	42.7%	41.2%	41.9%

Adult – Federal Performance Goals (Through 12/30/2018)

Adult Measures	Target Performance Level	Performance through 2 nd Quarter	2 nd QTR % of Target Achieved	Met 80% Target?
Employment 2nd Q post exit	64%	90.9%	142%	YES
Employment 4th Q post exit	60.5%	82.9%	137%	YES
Median Earnings	\$5,200	\$9,004.16	173%	YES
Credential Attainment Rate	53%	84%	158%	YES

Dislocated Worker - Federal Performance Goals (Through 12/30/2018)

DW Measures	Target Performance Level	Performance through 2 nd Quarter	2 nd QTR % of Target Achieved	Met 80% Target?
Employment 2nd Q post exit	68%	88.4%	130%	YES
Employment 4th Q post exit	65%	69.6%	107%	YES
Median Earnings	\$7,700	\$11,928.22	154%	YES
Credential Attainment Rate	57%	82.1%	144%	YES

Adult/Dislocated Worker - Contract Performance Outcomes (Through 12/30/2018)

Goodwill Central Coast Contract Objectives	Annual Plan		Actual		% Annual Plan	
	Adult	DW	Adult	DW	Adult	DW
New Training Enrollments	98	65	64	21	65%	32%
Successful Training Completions	54	51	35	16	64.8%	31%
Entered Employment	52	47	32	9	61.5%	19%

C.1 Attachment 3

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

Cabrillo SRSN - Budget v. Expenditures Q2 (Through 12/30/2018)

Cabrillo SRSN	WIOA Adult	WIOA DW	Total
Budget	\$37,500	\$37,500	\$75,000
Invoiced Amount	\$16,027.60	\$16,027.64	\$32,055.24
Balance	\$21,472.40	\$21,472.36	\$42,944.76
Percent Invoiced	42.7%	42.7%	42.7%

Cabrillo SRSN - Contract Performance Objectives Q2 (Through 12/30/2018)

Cabrillo SRSN Contract Outcomes	Annual Plan		Actual		% Annual Plan	
	Adult	DW	Adult	DW	Adult	DW
New Training Enrollments	21	16	18	8	85.7%	50%
Successful Training Completions	9	9	6	5	66.6%	55.5%



C.2 Hallmarks of Excellence Plan Update

COMMITTEE:	Career Services Committee	MEETING DATE:	April 24, 2019
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. As a reminder, 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: 2
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 attached action plan represents the updated PY 2018-19 progress for your committee review.

☒ 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:

**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. Develop a plan for additional outreach and advertising. 	<input checked="" type="checkbox"/> AJCC signage purchase order in development and decals from EDD
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. Develop a plan to enhance programmatic accessibility. 	<input checked="" type="checkbox"/> Discussed at 2/5/19 Career Center Operators meeting: Training opportunity through CWA CTI for working with individuals with barriers to employment using Social Policy Research Assoc. (SPRA) to be scheduled prior to 6/30/2019
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. Develop a capacity building/training plan. Develop a plan for staff to meet across organizations. 	<p>Completed and disseminated the guide.</p> <input checked="" type="checkbox"/> Monthly Roundtable Meetings planned for PY 18/19
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, possibly through the Roundtables that were mentioned or through a One Stop Steering Committee. Complete the Integrated Service Guide. 	2	<ul style="list-style-type: none"> Complete the Integrated Service Guide. Develop a capacity building/training plan. Develop a plan for staff to meet across organizations. 	<p>Completed and disseminated the guide.</p> <input checked="" type="checkbox"/> Monthly Roundtable Meetings planned for PY 18/19
5. The AJCC is an on-ramp for skill development and the attainment of industry-recognized credentials which	<ul style="list-style-type: none"> Provide staff training on labor market information (LMI), targeted sectors and career pathways – and how to use this information in working with 		<ul style="list-style-type: none"> Develop a capacity building/training plan. 	<input checked="" type="checkbox"/> Discussed at 2/5/19 Career Center Operators meeting:

Comprehensive AJCC Hallmarks of Excellence Action Plan

C.2 Attachment

meet the needs of targeted regional sectors and pathways.	<p>customers.</p> <ul style="list-style-type: none"> Ensure this training is on going and regular. Organize job center information/displays to include priority sectors and related information. 	2		Training opportunity through CWA CTI for LMI using Economic Modeling-Emsi to be scheduled prior to 6/30/2019
			<ul style="list-style-type: none"> Develop strategy for disseminating LMI to staff and the public. 	
			<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> Examine the points at which business customer feedback is solicited and determine how this can be strengthened. 	4	<ul style="list-style-type: none"> Develop a plan for the utilization of customer feedback surveys. 	☑Customer Survey in development
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	<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. 	☑Monthly Roundtable Meetings planned for PY 18/19
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	<ul style="list-style-type: none"> Install a comment box in the Resource Room. 	Installed comment box in Resource Room
			<ul style="list-style-type: none"> Develop a plan for the utilization of customer feedback surveys. 	☑Customer Survey in development

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.



C.3 WIOA Program Monitoring PY 2018-19

COMMITTEE:	Career Services Committee	MEETING DATE:	April 24, 2019
STAFF NAME: Andy Stone, WDB Director; Sara Paz-Nethercutt, Sr. Analyst			

SUMMARY:

WDB Staff monitored the following contracted services in December 2018 and January 2019:

1. Goodwill Central Coast (GCC)
2. Cabrillo Student Resource & Support Network (SRSN)
3. Cabrillo Small Business Development Center (SBDC)
4. Santa Cruz County Office of Education (SCCOE)
5. Eckerd Youth Alternatives, Inc. (Eckerd Connects)

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, SCCOE, SRSN, Eckerd)
- Apply the internal protocols as developed. (GCC, SBDC, SCCOE, SRSN, Eckerd)
- Review during contract negotiations for PY 19/20 (GCC, SBDC, SCCOE, SRSN, Eckerd)
- Review at the next annual monitoring visit. (GCC, SBDC, SCCOE, SRSN)

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:

DRAFT**Monitoring Report 2018-2019****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 7- 10, 2019, monitoring period concluded on February 19, 2019

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

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 and maintains staff office space in mid-county. Contractor provides Universal Services to the public in the Watsonville Career Center Resource Room.

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 one (1) finding that was identified:

DRAFT**Monitoring Report 2018-2019****Goodwill Central Coast****Workforce Innovation and Opportunity Act Services**

Findings:	Corrective Action(s):
<p>1. Data Validation</p> <ul style="list-style-type: none"> a. Assessment documentation form was either missing the completion date or the document date didn't match the CalJOBS activity 102 code. This data validation error occurred in thirteen (13) of the twenty-four (24) case files reviewed, Contractor indicated the CalJOBS activity code 102, <i>Initial Assessment</i>, is documented by the completion of assessment form, "<i>Assessing Potential Participant Readiness and Assisting Them to make Employment and Training Decisions</i>." b. Participant (state # 1001873310) was receiving a WIOA service per CalJOBS active (open) training activity (300), however, participant was not enrolled in a training program (had not registered for subsequent term). c. Supportive services activity claimed as a successful outcome in CalJOBS without documentation of any service provided. (state # 1002441815; 1001972913; 1001728761). No WIOA funds were used for supportive services in these instances. d. Participant (state #1001891933) Individual Employment Plan (IEP) was modified with out a modified training plan proposal on file. e. Participant (state#470847599) registered for WIOA funded services for Initial Assessment (CalJOBS activity 102) and the activity expired with no further WIOA services; CalJOBS system closed the case. <p>*Citation: Cal JOBS data validation: source documentation for activities tied to expenditures or required activities WSIN17-09, 9/29/17; 20 CFR 680.900 Supportive Services for adults and dislocated</p>	<ul style="list-style-type: none"> a. Provide written assurance that the documentation for the WIOA funded services match the CalJOBS activity code for that specific service. <p>Recommend Contractor revise its assessment form, "<i>Assessing Potential Participant Readiness and Assisting Them to make Employment and Training Decisions</i>" name and contents for simplicity and to ensure it meets the WIOA (CalJOBS) data validation requirements.</p> <ul style="list-style-type: none"> b. Provide written assurance that WIOA participants are registered for training in each term while receiving a WIOA funded service. c. Provide written assurance that successful outcomes will be claimed when the WIOA funded activity can be properly documented. Recommend internal protocol be developed to incorporate the local policy and process for authorizing supportive services. Refer to Monitoring reports from PY 16/17 and PY 17/18 for previous Supportive Services findings. d. Provide written assurance that IEP modifications will contain the appropriate documentation. e. Provide written assurance that WIOA funded services will be provided as needed and appropriate without a system closure.

DRAFT**Monitoring Report 2018-2019****Goodwill Central Coast****Workforce Innovation and Opportunity Act Services**

workers, WIOA Supportive Services Policy 16-04
(local policy, WDB authorized 6/8/2016; 20 CFR
680.170 Individual Employment Plan;

Contractor Response: GCC Corrective Action Plan**Finding 1A:**

- GCC hereby attaches a modified Initial Assessment form that has been simplified and implemented by staff.
- All GCC staff have been instructed to record the actual date of the Initial Assessment on the physical form, as well as in CalJOBS as soon as the formal Initial Assessment has taken place.
- All GCC staff have been trained on various options to keep cases active when the training start date is more than 90 days from the date of the Initial Assessment.

Finding 1B:

GCC has recommitted to more effective, frequent, and open communication with SRSN Cabrillo College in order to keep both parties consistently informed on shared participants. The following actions have also been taken:

- GCC staff and SRSN staff worked with Sara Paz-Nethercutt to improve the joint service flow for Cabrillo College students. The revised workflow has been completed and implemented.

Finding 1C:

All GCC staff were instructed to:

- Assess the need for supportive services in the amount of up to \$500;
- Ensure that the supportive services funding is spent appropriately;
- Close activity as "Successful Completion" if funds were used;
- Close activity as "Unsuccessful Completion" if funds were not used

Finding 1D:

A formal training document for the process of creating and modifying Individual Employment Plans (IEP) is currently being created and will be disseminated and followed by GCC staff to ensure appropriate documentation.

Finding 1E:

WDS Director posts a weekly report of cases closing in 30 days for all staff; Staff takes appropriate action regarding the cases assigned to them; WDS Director monitors this progress in order to avoid system closures.

Next steps:

- Submit the Corrective Action Plan as outlined
- Develop and apply the internal protocols as developed.
- Review during contract negotiations for PY 19/20
- Review at the next annual monitoring visit.

Recommendations (No response necessary):

1. It is recommended that Contractor provide written notification of any changes in service hours to WDB staff. (Scope of Work, page 4) Hours to the resource room coverage for December 31, 2018 were made without prior written notification.
2. It is recommended that Contractor Quality Assurance Coordinator be more involved in the review of the OJT claims to ensure accurate and timely OJT invoices. Staff should be more intricately involved to ensure invoices are not rejected for payment processing.

DRAFT**Monitoring Report 2018-2019****Goodwill Central Coast****Workforce Innovation and Opportunity Act Services**

WDB Staff available for technical assistance to QA and GCC Fiscal staff to improve this process.

3. It is recommended that Contractor ensure staying within the contract budget line item for rent/occupancy (office space in mid-county). Contractor is at 70% expended in that line item with 50% of the year expended.
4. It is recommended that the Contractor review the Harry Dalhstrom, *Out of Debt* booklet provided and consider making it a part of the Financial Literacy Program Service toolkit.
5. It is recommended that the Contractor seek technical assistance for using the CalJOBS Individual Employment Plan (IEP) online tool. Using the online version rather than the paper version maintained in the case file would help reduce data validation errors and track any and all IEP modifications. Technical assistance is also needed to learn how to properly document an IEP modification (paper or online) with a CalJOBS activity.
6. It is recommended that the Contractor develop internal protocols:
 - a. To ensure a failure to register for Selective Service (eligibility) decision is properly documented as a CalJOBS case note entry.
 - b. To ensure an activity is created in CalJOBS within thirty (30) days of eligibility determination. (Scope of Work, page 5).
 - c. To ensure On the Job (OJT) invoicing is complete and accurate prior to submission for processing. OJT invoices are often rejected for incomplete monthly reports, inaccurate time cards and missing progress reports. GCC should consider using the Quality Assurance Coordinator as point person for compiling, reviewing and correcting prior to submission to WDB staff for processing.
 - d. To ensure self-employment wages are captured in follow-up contacts.

Observations (No response necessary):

1. Voucher transactions from October 2018 had not yet posted to the County Commit and Pay (CnP) system at the time of monitoring in January 2019.
2. The annual training allocation is not listed in the PY 18/19 contract. Consider changing or augmenting contract goals to include contract objectives for spending the training allocation in each of the funding sources (Adult, Dislocated Worker) since this contractor is primarily responsible for the expenditures.
3. GCC staff asks WIOA orientation attendees to sign-in and provide last four (4) digit of their social security number. This event is open to the public and is an information only event prior to eligibility determination. No WIOA enrollment is required at this point.
4. Eligible Training Provider List (ETPL) approved vendor (Santa Cruz County Career Technical Education Partnership (CTEP, formerly Regional Occupation Program (ROP)) does not include the required classroom supplies as training expenses in CalJOBS. This omission requires staff to provide the supplies as a supportive service limiting the expenses to the approved local supportive services policy amounts.

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5. GCC is adding staff for the Capitola Career Center required a revision to the satellite Memorandum of Understanding. No update on when the staff will start employment.
6. Local WIOA pre-application paper form is no longer in use. It has been replaced with the CalJOBS online WIOA pre-application. Any reference to a local paper WIOA pre-application should be removed from all orientation packet information.

Contract Questionnaire: Completed as group interview with GCC workforce services staff.

Financial Questionnaire: Completed Justin Newport Kelly, GCC Grants Accountant.

Administrative Questionnaire: Completed by Anne Guthrie, GCC Vice President, Workforce Development Services, Shelby Mason, GCC Workforce Services Director and Carmen Goodwin, GCC Quality Assurance Coordinator.

Participant Interviews: Five (5) participants were interviewed via phone interview.

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

Exit Conference held on January 25, 2019 with Shelby Mason, GCC Workforce Services Director and Carmen Goodwin, GCC Quality Assurance Coordinator.

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 2018 and is 41.9% expended in the WIOA career center services contract; contractor is 44.2% expended in the Financial Literacy Program service purchase order.

PROGRAM PERFORMANCE BASED OUTCOMES

Program Year 18-19	Total	Adult	Dislocated Worker (DW)
Planned Number of Training Enrollments*	163	98	65
Actual as of 12/30/18	85	64	21
Percentage of Planned goal	52.1%	65%	32.3%
Training Completions (vocational certificates)	105	54	51
Actual as of 12/30/2018	51	35	16
Percentage of Planned goal	48.5%	64.8%	31.3%
Entered Employment	99	52	47
Actual as of 12/30/2018	41	32	9
Percentage of Planned goal	41.4%	61.5%	19.1%

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PROGRAM EXPENDITURES

Program Year 18-19	Total	Adult	Dislocated Worker	Indirect Admin	Facilities Costs
Planned Operations Cost	\$600,000	\$269,318	\$269,318	\$53,863.60	\$7,500.40
Expended as of 12/30/2018 claims*	\$251,862.41	\$114,216.54	110,018.86	\$22,363.45	\$5,263.56
Percent Expended	41.9%	42.4%	40.8%	41.5%	70%

*Contractor submitted claims through December 2018

SERVICE PLAN FOR FINANCIAL LITERACY PROGRAM SERVICES

Program Year 18-19	Planned Total	Actual as of 12/30/2018	Percentage of Planned goal
Membership in Financial Literacy Program (enrolled via CalJOBS module)	30	15	50%
Individuals receiving counseling	60	19	31.6%
Active Referral Partnerships	15	22	146%
Workshops	12	3	25%

FINANCIAL LITERACY PROGRAM SERVICES PROGRAM EXPENDITURES

Program Year 18-19	Total
Planned Operations Cost	\$35,000
Expended as of 12/30/2018 claims*	\$15,473.97
Percent Expended	44.2%

*Contractor submitted claims through December 2018

File Review: Twenty-four (24) case files were randomly selected for file and service review. Issues noted as Findings or recommendations as appropriate.

Data validation Issues:

- Two (2) case files reviewed had participants that were receiving WIOA services without an active CalJOBS activity code. Both were corrected with an approved state Data Change Request (DCR). (ie. Expired activities with a system closure).
- One case file was missing the education plan for the Individual Employment Plan (IEP) modification; the CalJOBS activity for the training activity (300) did not match any document on file.

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- One participant had an active CalJOBS training activity (300) and hadn't registered for classes for the subsequent term—was no longer enrolled in a training program.
- Three (3) case files showed Supportive services activity claimed as a successful outcome in CalJOBS without providing the actual service.

Other Issues

- Lack of case notes for participant contacts
- Selective Service failure to register manager review and approval was missing from case three (3) files—corrected during the monitoring period.
- Lack of first WIOA activity within 30 days of eligibility determination noted as a systemic issue that needs to be addressed
- Initial Assessment activity date in CalJOBS inconsistently matches the contractor assessment document, "*Assessing Potential Participant Readiness and Assisting Them to make Employment and Training Decisions*". Thirteen (13) case files had no date on the document or it didn't match the CalJOBS activity listed.

Data Change Request (DCR) program year history was reviewed and of the ten (10) DCRs submitted the monitoring determined:

- Case manager error 50%
- Collaboration with ETPL vendor error 30%
- Participant communication (lack of) which resulted in an error 20%

Participant Interview Results: Goodwill Central Coast staff was given a list of eleven (11) randomly selected participants for interviewing purposes. Only five (5) participants (45%) were interviewed as the contractor could not reach the four (4) for scheduling and the remaining two (2) did not respond to the monitors calls. The results are:

Satisfaction Scale of 1- 10 with 1 being Very Dissatisfied and 10 being Very Satisfied: The average participant response was 7.8.

- One participant indicated the program deserve 5 stars (out of 5) but would recommend more structure between the two contractors providing the services.
- One participant recommended staff develop a timeline handout to be provided at the WIOA Orientation event so customers are aware of expectations and how long each step can take.
- One participant believes the program design could be improved to eliminate the need for multiple case managers at different locations (i.e. Cabrillo student).
- All participants interviewed were grateful for the financial assistance for their training goals.

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.

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

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 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

DRAFT**Monitoring Report 2018-19****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:** On site: December 3-7, 2018, monitoring period concluded on February 13, 2019**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 (2018-2019), with a 12-month contract, SRSN has been contracted to provide services for 60 WIOA participants which includes 21 Adult and 16 Dislocated Worker participants, the remaining 23 participants were carried in (9 Adult; 14 DW) from previous program years.

Current Findings and Recommendations *SRSN did not provide a formal response and a written plan has been requested.***Finding(s):** The following represents findings that were identified:

Findings:	Corrective Action(s):
1. Participant (state # 1001873310) was enrolled in WIOA training activity in CalJOBS case management system without being enrolled with the training provider (Cabrillo College) for the term of classes.	1. Provide written protocol to ensure all students progress is tracked and develop a process for referring/ transferring the participant for other County WIOA services (other than training, ie. job search) when a student is not in

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Cabrillo College – Student Resource and Support Network (SRSN)

<p>Contractor failed to notify WIOA partner responsible for data entry about student dropping out of training program timely.</p> <p>*Citation: WIOA Contract PY 18/19, page 7, Case Management Resources, "...student not in good standing"</p>	<p>good standing.</p>
<p>2. FISCAL REVIEW:</p> <p>a. Approved employees' time cards/activity reports-</p> <p>During the WIOA fiscal monitoring, the monitor found that Personnel Activity Reports (PAR) or time study provided by the contractor for PY 17/18 Q2 and Q4, were not the bases entirely used to split employees' salaries and benefits to the different contracts. The PAR was used for some employees but was not used for some other employees. This resulted in different amount being charged to the contracts for salaries and benefits than should have been. Also, hours worked per the PAR differs from hours recorded in payroll as worked for each of the employees. This is a repeat finding</p> <p>b. Payroll fringe benefit charges-</p> <p>For benefits charges, the monitor found that Cabrillo SRSN used different amounts other than the amounts paid to the employees as the base for benefit charges that were split to the contracts for each of the employees. This is a repeat finding.</p> <p>c. Over charges in salaries and benefits cost charged to the contract for quarters 2 and 4, FY 17/18. Please see appendix 2 for details.</p> <p>Citation: 2 CFR 225 Cost Principles- formerly OMB Circular A-87, "the distribution of salaries and wages to awards must be supported by personnel activity reports."</p> <p>WIOA Cabrillo SRSN PY 17/18 Contract, Exhibit B, Financial Management Requirements, Clause 1. Financial Management System; Clause 5, Records; Clause 6. Documentation; Exhibit C, Scope of Work,</p>	<p>a. Provide written assurance that commencing FY 19/20, the distribution of all employees' salaries and benefits to contracts will be based and supported by PAR and the hours reported in the PAR should agree with the hours in payroll in compliance with 2 CFR 225 Cost Principles. Appendix 3 shows the difference between the hours reported by PAR and payroll. A sample of PAR is attached as appendix 1 to this report as a guide.</p> <p>b. Provide written assurance that commencing FY 19/20, the cost to Cabrillo SRSN for employee's fringe benefit (fringe benefit paid to employees) will be the base for charging benefits to the County on the SRSN contract. Please see note in appendix 2 for details.</p> <p>c. Cabrillo SRSN to make an adjustment to their quarter 3, FY 18/19 invoice for the over charges in quarters 2 and 4 FY 17/18 invoices, extrapolated for the year. The overcharge amount is found in appendix 2.</p>

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V. Fiscal Provisions, paragraphs 6, 7, 8.	
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Next steps:

- Submit the Corrective Action Plan as outlined; Work with WDB staff and County Fiscal staff as appropriate on developing and implementing the corrective action plans as listed above;
- Develop and apply internal protocols as developed.
- Review during contract negotiations for PY 19/20
- Review at the next annual monitoring visit.

Recommendation(s) (No response necessary):

1. It is recommended that SRSN update their *WIOA Intake Appointment Checklist* to include a checkbox for a student referral to the WIOA Financial Literacy Program currently funded through local WIOA funds.
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. Note: Meeting scheduled for February 13, 2019.
3. It is recommended that the Contractor develop internal protocols:
 - a. To ensure that the coordination of WIOA training funds and other grant assistance (i.e. Pell Grants) is well documented in the case file. Although the SRSN intake form contains a question pertaining to students' application for other grant sources, in six (6) of the twelve (12) case files reviewed by the monitor the question was either blank or "N/A" was entered. [20 CFR 680.230]. It is expected that the student answer "yes or no and the appropriate documentation for the response be contained in the case file. Furthermore, the Pell Grant status was difficult to ascertain from the case file screen shots without a "key or legend" to identify the eligibility status. [Note, related local monitoring finding from PY 16/17; recommendation from PY 17/18]
 - b. To ensure the necessary action is taken when a student drops or otherwise is no longer enrolled in college classes. The student is still eligible for other WIOA program service (i.e. job search). Both SRSN and WIOA contracted service provider staff would benefit from a written referral process. [page 7 of SRSN Scope of Work]

Observation(s) (No response necessary):

1. Cabrillo SRSN students who are enrolled as a WIOA participants are surveyed regularly for staff to obtain any and all changes relevant to their ongoing case management.

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2. Although the County of Santa Cruz has an open purchase order with California Coast Uniforms, a WIOA participant opted to pay cash and seek reimbursement rather than tapping into the purchase order.
3. As per Cabrillo SRSN staff, the WIOA applicants struggle to find and complete the *WIOA Pre-application* in the state online workforce resource system, www.caljobs.ca.gov.
4. SRSN staff are aware of changes to a participants' WIOA case manager only if they log in to CalJOBS.

Interviews held with:

Contract/Staff Interview Questionnaire: Completed by the monitor based on an interview with Gina Sonsini, Program Specialist.

Financial Questionnaire: Completed by Violette Reeves, Cabrillo College Fiscal Services Analyst and Roy Purchio, Cabrillo College Business Services Fiscal Manager.

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

Participant Interviews: Six (6) participants were randomly selected for an interview; Four (4) were interviewed on site, one (1) was interviewed by phone and the remaining one (1) could not be reached.

Entrance Conference conducted with Karen Reyes, Director of SRSN and Gina Sonsini, Program Specialist

Exit Conference conducted with Gina Sonsini, Program Specialist.

Planned versus Actual Performance and Expenditures:**NUMBER OF PARTICIPANTS**

Program Year 18-19	TOTAL	Adult	Dislocated Worker
Carry-in from previous year	27	13	14

Note: Actual Adult carry-in number was slightly higher than projected number indicated at contract negotiation.

Program Year 18-19	Total New	Adult	Dislocated Worker
Planned new enrollments	37	21	16
Actual as of 12/30/2018	26	18	8
Percentage of Planned goal	70.2%	85.7%	50%

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Program Year 18-19	Total	Adult	Dislocated Worker
Planned Operations Cost	\$75,000	\$37,500	\$37,500
Expended as of 12/30/2018 invoice	\$32,055.24	\$16,027.60	\$16,027.64
Percent Expended	42.7%	42.7%	42.7%

Currently SRSN is at 42.7% expenditure level with claims submitted through December 2018, ideally, expenditure levels at that time of year should be approximately 50%. Although the contractor is slightly below expenditures for expected levels at this time of year, there are no concerns with the contractors claiming the contract allocation.

File Review:

Twelve (12) SRSN participant case files were randomly selected for file and service review. All, but one, case file issues were resolved during the monitoring visit. The remaining issue could not be resolved and is a finding as noted. 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 six (6) randomly selected participants for interviewing purposes. Five (5) were interviewed. Four (4) of the six were interviewed in person onsite and one (1) interview was conducted via phone. The remaining one (1) participant was called several times and messages left to call the monitor back but to no avail. The results are:

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

The average response was 8.8.

- “Communication between WIOA partnering agencies could be improved when case managers are changed”.
- “Appreciate how simple the bookstore voucher process was for me.”
- “Thank you for the scholarship!”

Staff Interviews:

Gina Sonsini 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

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Cabrillo College – Student Resource and Support Network (SRSN)

controls; cost classification and allocation systems for the period of October 2017 – October 2018. 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 recommendations and findings with corrective action plans in place.

Contract Questionnaire:

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

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 2018-19
Cabrillo College Small Business Development Center

C.3 Attachment 3

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: December 19, 2018; monitoring period concluded on February 13, 2019

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

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 (2018-2019), 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 ***SBDC did not provide a formal response and a written plan has been requested.***

1. Fiscal Finding:	Corrective Action(s):
a. Approved employees’ time cards/activity reports- During the WIOA fiscal monitoring, the monitor found that Personnel Activity Reports (PAR) or time study provided by the contractor for PY 17/18 Q3 and PY 18/19 Q1, was not the bases used to split employees’ salaries and benefits to the different contracts. This resulted in different amount being charged to the contracts for salaries and benefits than should have been. Also, hours worked per the PAR differs from hours recorded in payroll as worked for each of the employees. This is a repeat finding.	a. Provide written assurance that commencing FY 19/20, the distribution of all employees’ salaries and benefits to contracts will be based and supported by PAR and the hours reported in the PAR should agree with the hours in payroll in compliance with 2 CFR 225 Cost Principles. Appendix 3 shows the difference between the hours reported by PAR and payroll. A sample of PAR is attached as appendix 1 to this report as a guide.
b. Payroll fringe benefit charges- For benefits charges, the monitor found that Cabrillo SBDC used different amounts other	b. Provide written assurance that commencing FY 19/20, the cost to Cabrillo SBDC for employee’s fringe benefit (fringe benefit paid

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Cabrillo College Small Business Development Center

<p>than the amounts paid to the employees as the base for benefit charges that were split to the contracts for each of the employees. This is a repeat finding.</p> <p>c. Over charges in salaries and benefits cost charged to the contract for quarter 3, FY 17/18 and quarter 1, FY 18/19. Please see appendix for details.</p>	<p>to employees) will be the base for charging benefits to the County on the SBDC contract. Please see note in appendix 2 for details.</p> <p>c. Cabrillo SBDC to make an adjustment to their quarter 3, FY 18/19 invoice for the over charges in quarters 3 FY 17/18 and quarter 1, 18/19 invoices extrapolated for the year. The overcharge amount is found in appendix 2.</p>
<p>Citation: 2 CFR 225 Cost Principles- formerly OMB Circular A-87, “the distribution of salaries and wages to awards must be supported by personnel activity reports.”</p> <p>WIOA Cabrillo SBDC PY 18/19 Contract, Exhibit B, Financial Management Requirements, Clause 1. Financial Management System; Clause 5, Records; Clause 6. Documentation; Exhibit C, Scope of Work, V. Fiscal Provisions, paragraphs 6, 7, 8.</p>	

Next steps:

- Submit the Corrective Action Plan as outlined; Work with WDB staff and County Fiscal staff as appropriate on developing and implementing the corrective action plans as listed above;
- Review and implement during contract negotiations for PY 19/20, see Recommendation 1
- Review at the next annual monitoring visit.

Recommendation(s) (No response necessary):

1. It is recommended that SBDC create a specific layoff aversion intake form to assess the need for services through the WIOA layoff aversion contract. During the business interview portion of the monitoring, it was determined that the business(es) did not intend to layoff any employees. Per contractor, there was a discussion about the business struggle and being in danger of laying off employees. In PY 16/17, contractor incurred a finding, “Services provided to a business that did not meet the layoff aversion criteria under the contract” that they were able to justify. However, because this appears to be a recurring issue, a contract obligation is recommended that will include contractor documentation for every new at-risk business served and how the business meets the layoff aversion contract criteria.

Observations:

1. Current SBDC Director will be retiring in spring 2019.
2. 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 2018/19 survey: 107 surveys were received; 97% of those surveyed:

- Rate the Business Advisor as good or excellent

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Monitoring Report 2018-19

Cabrillo College Small Business Development Center

- Would use the services again
- Would recommend the services to a friend or colleague.

Interviews held with:

Business Interviews: Monitor conducted three (3) phone interviews with local business owners who received services under this contract.

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

The average response was 10.0.

- All three (3) business owners are considered part of the micro-enterprise community and were able to grow their business during the period that they received SBDC consultant assistance.
- None of the business owners recalled being informed of the “layoff aversion” assistance program at the beginning of their participation.

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

Contract Questionnaire: Completed by Teresa Thomae, SBDC Director.

Financial Questionnaire: Completed by Caryn Crawford, Cabrillo College Fiscal Services Analyst.

Administrative Questionnaire: Completed by Teresa Thomae, SBDC Director.

Entrance Conference conducted with Teresa Thomae, SBDC Director and Amy Nama, SBDC Administrative Assistant.

Exit Conference conducted with Teresa Thomae, SBDC Director, Amy Nama, SBDC Administrative Assistant; Belinda Barr, County Business Services manager.

Planned versus Actual Performance and Expenditures:

Currently SBDC is at 64.9% expenditure level with claims submitted through December 2018; expenditure levels at that time of year should be approximately 50%. Although the contractor is above expenditures for expected levels at this time of year, the contractor is fully aware of the expenditure limitations. Furthermore, they are fully aware of the expected maintenance of effort and will continue to provide services should they claim the allocated amount prior to years end. Quarterly programmatic goals are listed below and it is noted that the number of new at-risk business served for the second quarter is at 40% and is of concern for overall contractual objectives.

PROGRAM EXPENDITURES

Program Year 18-19	Total
Planned Operations Cost	\$44,000
Expended as of 12/31/2018 invoice	\$28,563.41
Percent Expended	64.9%

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July 1, 2018- June 30, 2019 Performance Units	Planned Annual Total		Goal thru Q2 July – Dec 2018	Actual Thru Q2 PY 18/19	% of Actual/ Goal
Number of new at-risk businesses to be served	40		20	8	40%
Number of actual jobs retained/ Layoffs Averted	60		25	18	72%

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 2017 – October 2018. 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 corrective action plans in place.

Contract Questionnaire:

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

Fiscal Questionnaire Results:

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

Andy Stone
Director, Workforce Development Board
Human Services Department

Date

DRAFT**Monitoring Report 2018-2019****Santa Cruz County Office of Education****Workforce Innovation and Opportunity Act Services**

11Service 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 10- December 17, 2018; overall monitoring period concluded February 1, 2019

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

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 youth must reside in Santa Cruz South County (zip codes: 95076, 95077 and 95019) with a 5% dispensation for other potential OSY located 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 and Recommendations The following represents one (1) finding that was identified:

Findings:	Corrective Action(s):
1. Data Validation a. Supportive Services activity code was not entered in CalJOBS for a WIOA funded activity. Participants (State ID #1002487303; 1001721022) were WIOA enrolled and received supportive services (transportation, fingerprinting/TB test) as a funded service	a. Provide written assurance that all enrolled WIOA participants who receive a WIOA funded activity, e.g. supportive services, incentive payments will have the corresponding CalJOBS activity code for State performance and

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Santa Cruz County Office of Education

Workforce Innovation and Opportunity Act Services

<p>without the proper corresponding CalJOBS activity code for State performance and financial data tracking purposes.</p> <p>*Citation: CalJOBS Data validation: source documentation for activities tied to expenditures or required activities; WIOA Sueños Contract Scope of Work;</p>	<p>financial data tracking purposes.</p> <p>NOTE: These all are allowable expenses with the corresponding documentation/activity code.</p>
<p>SCCOE Response:</p> <p>Accept the finding; recommendations and actions requested are underway.</p>	

Next steps:

- Work with WDB staff on developing and implementing the corrective action plans as listed above;
- Apply the internal protocols as developed;
- Review during contract negotiations for PY 19/20 to determine whether to modify contract language;
- Review at the next annual monitoring visit.

Recommendations (No response necessary):

1. It is recommended that Contractor provide all Sueños forms to contract analyst to upload to "Drop Box" for easy access and to ensure the most recent form is being used.
2. It is recommended that Contractor work closely with the County Business Services Manager and Contracted service provider, Eckerd staff, in Workforce Services for Business for developing WIOA Work Experience (WEX) sites. Contractor has a 20% WEX expenditure threshold and has been developing their own worksites or using past worksites for youth placement. The WEX site development is a contractual obligation for the Workforce Services for Business contracted service provider.
3. It is recommended that Contractor submit a request to the Workforce Development Board contract analyst for any modifications to budget line items or scope of work prior to change taking effect. (See observation 3)
4. It is recommended that Contractor create the activity in CalJOBS for incentive payments with a date range as follows:
Actual begin date: beginning date of first qualifying incentive activity
Actual end date: date the youth completed the qualifying incentive activity
5. It is recommended that Contractor create the supportive service activity in CalJOBS for TB tests and fingerprinting with a date range as follows:
Actual begin date: referral date/ date service was requested or approved

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Actual end date: date the service/test was completed/administered

6. It is recommended that Contractor provide feedback on the Youth policies (incentive, supportive services and work experience) for WIOA revisions.
7. It is recommended that Contractor review the WIOA WEX program parameters and expectations for the element with each WEX site supervisor for every youth placement, including those WEX sites that have had multiple placements over years dating back to Workforce Investment Act (WIA) program.

Observations (No response necessary):

1. Sueños staff use CalJOBS activity code 433, Career Awareness when a youth participant engages in activities designed to *develop knowledge of the variety of careers* and CalJOBS activity code 434, Career Exploration when a youth participant has *selected an educational path and training, or job which fits their interests, skills and abilities*.
2. Case files were very well organized with a sectional checklist at each flap, however, the case file was not visually indefinable for the “in-school” and “out-of-school” designation.
3. Academy teacher funded through this grant allocation was on a leave of absence from August through December 2018, leaving a void for the *Hospitality Tourism and Customer Service Academy*. The academy is referenced in the contract for six (6) different program elements. The entire Sueños team acted as back up for providing the elements as needed.
4. Fingerprinting and TB testing documentation and proof of expenditure are filed with the monthly grant invoice but not in the case file. An appropriate CalJOBS activity code (Other, 485) is created for each expenditure. Results of each test are kept in the case file.

Contract Questionnaire: Completed as a roundtable by Sueños Project Staff: Nohemi Macias, Project Coordinator, Bea Munoz, Project Coordinator, Angelica Ruiz, Project Specialist, Sarai Zayas-Alavez, Work Experience Specialist, Selene Avila-Montes, Receptionist.

Financial Questionnaire: Completed by Nohemi Macias, Sueños Project Coordinator.

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

Entrance Conference conducted with Michael Paynter, Student Services Division Director, Nohemi Macias, Sueños Project Coordinator and Beatriz Munoz, Sueños Project Coordinator.

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Exit Conference conducted with Nohemi Macias, Sueños Project Coordinator and Beatriz Munoz, Sueños Project Coordinator.

Planned verses Actual Enrollments:

Program Year 18-19	Total	ISY	OSY
Planned Number of New Enrollments	35	10	25
Actual as of 12/30/18	25	14	11
Percentage of Planned goal	71.4%	140%	44%

Planned verses Actual Expenditures:

Program Year 18-19	Total	In-School	Out of School
Planned Operations Cost	\$775,000	\$193,750	\$581,250
Expended as of 12/30/2018 claims*	\$322,392	\$103,677.32	\$219,748.24
Percent Expended	41.6%	53.5%	37.8%

*Contractor submitted claims through December 30, 2018

Work Experience			
Program Year 18-19	TOTAL	Program Year 18-19	Work Experience (WEX)
Allocation Expended as of 12/30/2018 claims*	\$322,392	WEX Allocation	\$190,709
WEX expenditure (YTD)	\$103,684.66	WEX expenditure (YTD)	\$103,684.66
Percent Expended	32.1%	Percent Expended	54.3%

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

Data validation Issues: Noted as Findings and/or Recommendations.

Other Issues

- Each supportive service requires its own unique activity code as per the CalJOBS activity dictionary (WSIN 17-09), however, Sueños staff should consider entering an activity date range to eliminate entering multiple activities of the same category and risking data validation issues when the actual activity date(s) doesn't/don't match the documentation.

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Participant-Employer Interview Results: Of the fourteen (14) case files selected, seven (7) were randomly selected for an interview. Four (4) were interviewed onsite, one (1) was interviewed via phone, one (1) was not available for health reasons and 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 9.75.

- Youth participant commented to the monitor that the follow-up calls feel like staff is just calling to see how they're doing and if they're "doing ok".
- Youth suggested the Sueños program activities start earlier in the day to avoid any lag time between the time school gets out at 2:30 and the time Sueños starts much later in the afternoon. They could go straight from Sequoia High School to the Sueños activities.
- Youth credits Sueños with helping her get to a State University. She is currently in her third year.

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

- Dr. Cari Moore, in-house optician
- Digital Nest, Assistant Program Director
- Kmart- Store manager

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, the areas of concern are so noted as recommendations and findings with requests for corrective action plans.

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 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

C.4 AJCC Certification Process

COMMITTEE:	Career Services Committee	MEETING DATE:	April 24, 2019
STAFF NAME: Andy Stone, WDB Director; Sara Paz-Nethercutt, Sr. Analyst			

SUMMARY:

As previously presented to the Workforce Development Board at its November 8, 2017 meeting, Workforce Innovation and Opportunity Act (WIOA) mandates America's Job Center of California (AJCC) sites must be objectively assessed for effectiveness, physical and programmatic accessibility at least once every three (3) years by the local Workforce Development Boards, in consultation with the state and chief elected officials. The certification process for the comprehensive AJCC located in Watsonville was completed by the state June 30, 2018 deadline. Beginning PY 2018-19, Local Boards are required to certify their affiliate (Capitola Career Center) and specialized (Suenos, WIOA youth site) AJCCs and guidance was provided in EDD Directive, WSD 19-11, dated March 14, 2019 with a May 1, 2019 deadline. There are five (5) components to the certification for each AJCC site:

1. Memorandum of Understanding (MOU) must be signed and implemented;
2. Equal Opportunity compliance;
3. Local Board Certification Process (timeline) outlined for state;
4. Hallmark of Excellence Assessment;
5. AJCC Certification form

The local timeline (process) attached includes a corrective action plan. WDB staff is currently still working with AJCC affiliate staff (Capitola Career Center) on the partner MOU to avoid the EDD stand-alone status prohibition under WIOA. Due to the tight turnaround time from directive issuance and changes to the partner configuration at the affiliate site with WIOA Title I staff co-located as of March 4, 2019, the May 1, 2019 deadline will not be met. WDB staff plans to have an affiliate AJCC MOU in place by September 30, 2019. The Suenos site is not required to have an MOU as they are the only partner at their site.

As a reminder the Hallmarks of Excellence is intended to encourage continuous improvement by identifying eight (8) areas where an AJCC may be exceeding quality expectations, as well as areas where improvement is needed. The eight areas include: physical location; universal access; partnerships; customer-centered services; targeted regional sectors and pathways; business services; cross-trained staff; and data driven continuous improvements. Each criteria is ranked on a scale of 1 to 5 and unlike the comprehensive AJCC certification, affiliate/specialized AJCCs are not required to meet a minimum score (ranking of at least 3) to receive certification. An action plan will be created from the Assessment and provided to this committee to show progress on all Hallmark rankings.

☒ Attachment(s)

SUGGESTED MOTION: (if applicable)

I move to approve the AJCC certification timeline (process) as outlined by WDB staff and to authorize the WDB chair to sign the MOU and AJCC Certification form on behalf of the board.

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 Innovation and Opportunity Act (WIOA)
Santa Cruz County Workforce Development Board
Certification: Affiliate & Specialized AJCCs Timeline &
Corrective Action Plan

	Process	Date Of Activity
1.	Review Directive, WSD 18-11, March 14, 2019 Certification Process for Affiliate and Specialized AJCCs	March 2019
2.	Compile/Review list of five (5) Requirements for Certification Create Certification timeline	March 2019
3.	Capitola Career Center; Sueños conducts self-assessment: Hallmark of Excellence Certification: Affiliate & Specialized AJCCs	March 2019
4.	Requirement 1 Develop & Finalize Affiliate AJCC MOU Specialized AJCC (Sueños): N/A	ongoing – September 2019
5.	Requirement 2: Affiliate/Specialized AJCC meets Equal Opportunity requirements—self attestation	March 2019
6.	Requirement 3: Outline for Certification Process for Affiliate and Specialized AJCCs submitted to Regional Advisor (state)	March 2019
7.	Review Hallmark of Excellence Certification Process: Affiliate & Specialized AJCCs @ Career Center Operators Meeting	April 18, 2019
8.	Develop and submit to WDB Career Services Committee: (Board) Certification: Affiliate & Specialized AJCCs process (matrix) & timeline;	April 24, 2019
9.	<ul style="list-style-type: none"> - Requirement 4: Conduct the Hallmarks of Excellence Assessment using the required matrix and provide written evaluation - Conduct site visits: <ul style="list-style-type: none"> o SPECIALIZED site visit(s): <u>Date(s)</u> 4/22/2019 o AFFILIATE site visit(s): <u>Date(s)</u> 4/23/2019 - Determine final scores for Hallmark of Excellence Assessment: <ul style="list-style-type: none"> o Affiliate AJCC o Specialized AJCC 	<p>April 2019</p> <p>DUE: 4/2019</p>
10.	Create Corrective Action Plan (CAP) for Certification Process for Affiliate AJCC: deemed “not yet able to certify” for not having a signed MOU	May 1, 2019
11.	<ul style="list-style-type: none"> - Develop continuous improvement plans: <ul style="list-style-type: none"> o SPECIALIZED AJCC o AFFILIATE AJCC - Provide written action plan: <u>Date:</u> 5/30/2019 	<p>May 2019</p> <p>DUE: 5/2019</p>
12.	Requirement 5: Affiliate/Specialized AJCC Certification Form for each Review and submit to WDB Executive Committee: Obtain WDB Chair signature Hallmark of Excellence AJCC Certification matrix and recommendations	May 8, 2019
13.	Submit to Workforce Development Board: AJCC Certification matrix and recommendations Hallmark of Excellence Assessment for Affiliate and Specialized AJCC	May 30, 2018
14.	Submit Complete AJCC Certification for SPECIALIZED AJCC to State & Regional Adviser, State Hallmarks of Excellence Certification: Specialized AJCC and Continuous Improvement Plan	June 30, 2019
15.	CAP: ensure Affiliate AJCC (Capitola Career Center) is not a stand-alone center; added WIOA Title I presence on March 2019; develop MOU with co-located WIOA Title I partner	September 30, 2019
16.	Submit Complete AJCC Certification for AFFILIATE AJCC to State & Regional Adviser, State Hallmarks of Excellence Certification: Affiliate AJCC and Continuous Improvement Plan	September 30, 2019



SANTA CRUZ COUNTY

WORKFORCE
DEVELOPMENT

**Workforce Development Board
Guest Presenter
April 24, 2019**

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

P.1 Wage Equity Campaign

Cynthia Cuéllar

Coordinator

Human Care Alliance



☒Action ☐Consent ☐Information ☒Discussion

A.1 WDB WIOA Youth Policies

COMMITTEE:	Career Services Committee	MEETING DATE:	April 24, 2019
STAFF NAME: Andy Stone, WDB Director; Sara Paz-Nethercutt, Sr. Analyst			

SUMMARY:

From time to time, policy updates are necessary. With the implementation of the Workforce Innovation and Opportunity Act (WIOA), Employment Development Department Workforce Services has issued directives that local areas must apply.

Employment and Training Guidance Letter WIOA, No.21-16, entitled WIOA Title I Youth Formula Program Guidance, dated March 2, 2017; Employment Development Department (EDD) Workforce Services Directive WSD 16-18, entitled Selective Service dated April 10, 2017; EDD Workforce Services Directive WSD 17-01, entitled Nondiscrimination and Equal Opportunity Procedures, dated August 1, 2017; EDD Workforce Services Directive WSD 17-07, entitled WIOA Youth Program Requirements, January 16, 2018; EDD Workforce Services Directive WSD 18-03, entitled Pathway to Services, Referral, and Enrollment dated August 29, 2018.

The following policies are before this committee for review and approval:

1. WIOA Youth Eligibility Policy

This is a new policy which includes federal, state and local eligibility guidelines.

2. WIOA Youth Supportive Services Policy

This policy incorporates WIOA language into the previous approved WIA policy and uses the new WDB policy format.

3. WIOA Youth Incentive Policy

This policy incorporates WIOA language into the previous approved WIA policy and uses the new WDB policy format.

4. WIOA Youth program Work Experience (WEX) policy

This policy incorporates EDD Directives and uses the new WDB policy format.

☒Attachment(s)

SUGGESTED MOTION: (if applicable)

I move to approve the WIOA Youth Operations Policies 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:

WIOA Youth Eligibility Policy

Policy Memorandum 19-01

Date: April 9, 2019

To: All WIOA Youth Service Providers

Purpose: To provide guidance to contractors (service providers) conducting eligibility for WIOA Youth participants.

Rescissions: WIA Eligibility Requirements and Barriers definitions, dated December 11, 2013, effective July 1, 2014

References: Youth as defined in WIOA Section 129 (a) (1); WIOA Section 188; Employment and Training Guidance Letter WIOA, No.21-16; 20CFR 681.210-320; Employment Development Department (EDD) Workforce Services Directive WSD 16-18, April 10, 2017; EDD Workforce Services Directive WSD 17-01, August 1, 2017; EDD Workforce Services Directive WSD 17-07, January 16, 2018; EDD Workforce Services Information Notice WSIN 17-31, April 13, 2018; EDD Workforce Services Directive WSD 18-03, August 29, 2018.

Background:

The Santa Cruz County Workforce Development Board (WBD) will make available the Workforce Innovation and Opportunity Act (WIOA) to local area Youth participants. The Workforce Development Board ensures that:

- WIOA Youth Contracted service providers must make each of the fourteen (14) service elements available to youth participants.
- Criteria provided under this policy are necessary to enable participants to participate in activities under Title I of WIOA.
- Provision of services under this policy is contingent upon the availability of WIOA funds.
- Additionally, at the discretion of the local Workforce Development Board this Policy is subject to change.

Policy:

A. General Provisions

Contracted service provider shall determine eligibility by applying the WIOA regulations, federal guidance, state Directives and local policy, when applicable.

B. Nondiscrimination and Equal Opportunity

Contractor shall discuss the rights and responsibilities the nondiscrimination and equal opportunity provisions of WIOA. This information must be communicated in appropriate languages and in formats accessible for individuals with disabilities. *Equal Opportunity Is the Law* and *Advisement of Participants rights* forms are both signed by contractor staff and the WIOA applicant acknowledging receipt of the information.

Contractor shall keep any and all medical or disability-related information obtained about an individual in a separate secured case file and treated as confidential. WIOA applications are accessible only via CalJOBS and not maintained in hard-copy format in the casefile.

C. Residency Requirement

Due to the limited In-School Youth (ISY) funding resources available, program participation for local area ISY shall be restricted to those between the ages of sixteen (16) through twenty-one (21)

residing in Santa Cruz County, zip codes: 95076, 95077 and 95019, except as provided in Section D, Exception to policy.

This residency requirement is not applied to the Out-of-School youth (OSY). OSY may reside anywhere in Santa Cruz County.

D. Eligibility

Different eligibility criteria apply to in-school youth (ISY) and out of school youth (OSY). School status is determined at the time of program eligibility determination/enrollment. School status remains the same through-out the youth's participation in the WIOA youth program, despite any changes in school attendance status during that time.

I. In-School Youth, defined

To be eligible to participate in the WIOA youth program, an In-School-Youth (ISY), is an individual who is:

- (a) Attending school (as defined by State law), including secondary and postsecondary school;
- (b) Not younger than 14 or (unless an individual with a disability who is attending school under State law) older than 21 at time of enrollment
- (c) a low-income individual; and
- (d) have one or more of the following:
 - 1. Basic skills deficient;
 - 2. An English language learner;
 - 3. An offender;
 - 4. A homeless individual aged 14 to 21 who meets the criteria defined in Sec. 41403(6) of the Violence Against Women Act of 1994 (U.S.C. 14043e-2(6), a homeless child or youth aged 14 to 21 who meets the criteria defined in Sec 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C 11434a(2) or a runaway;
 - 5. An individual in foster care or who has aged out of the foster care system or who attained 16 years of age and left foster care for kinship guardianship or adoption, a child eligible for assistance under section 477 or the Social Security Act (42 U.S.C..677), or an individual who is in an out-of-home placement;
 - 6. An individual who is pregnant or parenting (custodial and non-custodial parent including non-custodial fathers);
 - 7. An individual with a disability—must be low-income, however is considered to be a family of one (10 for income purposes);
 - 8. An individual who requires additional assistance to complete an educational program or to secure or hold employment. (See Section D.III)

II. Out of School Youth, defined

To be eligible to participate in the WIOA youth program, an Out-of-School Youth (OSY) is an individual who is:

- (a) Not attending any school (as defined under state law);
- (b) Not younger than 16 or older than age 24 at time of enrollment. Because age at eligibility is based on age at enrollment, participants may continue to receive services beyond the age of 24 once they are enrolled in the program; and
- (c) One or more of the following:
 - 1. A school dropout;
 - 2. A youth who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter. School year calendar quarter is based on how a local school district defines its school quarter. In cases where schools do not use quarters, local programs must use calendar quarters;
 - 3. A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and is either basic skills deficient or an English language learner;
 - 4. An offender;

5. A homeless individual aged 16 to 24 who meets the criteria defined in Sec. 41403(6) of the Violence Against Women Act of 1994 (U.S.C. 14043e-2(6)), a homeless child or youth aged 16 to 24 who meets the criteria defined in Sec 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C 11434a(2)) or a runaway;
6. An individual in foster care or who has aged out of the foster care system or who attained 16 years of age and left foster care for kinship guardianship or adoption, a child eligible for assistance under section 477 of the Social Security Act (42 U.S.C.677), or an individual who is in an out-of-home placement;
7. An individual who is pregnant or parenting (custodial and non-custodial parent including non-custodial fathers);
8. An individual with a disability;
9. A low-income individual who requires additional assistance to complete an educational program or to secure or hold employment. (See Section D.III)

III. Youth requiring additional assistance

Youth who require additional assistance may include individuals who:

- Are underrepresented or vulnerable youth, e.g. immigrants with legal residency, including Deferred Action for Childhood Arrivals (DACA) recipients, LGBTQIA+;
- Have repeated at least one secondary grade level or are one year over age for grade;
- Have a core grade point average (GPA) of less than 1.5;
- For each year of secondary education, are at least two semester credits behind the rate required to graduate from high school;
- Are emancipated youth;
- Have aged out of foster care;
- Are previous dropouts or have been suspended five or more times or have been expelled;
- Are court/agency referrals mandating school attendance;
- Are deemed at risk of dropping out of school by a school official;
- Have been referred to or are being treated by an agency for a substance abuse related problem;
- Have experienced recent traumatic events, are victims of abuse, or reside in an abusive environment as documented by a school official or other qualified professional;
- Have serious emotional, medical or psychological problems as documented by a qualified professional;
- Have never held a job (applies to older youth);
- Have been fired from a job within the 12 months prior to application (applies to older youth); and
- Have never held a full-time job for more than 13 consecutive weeks (applies to older youth).

IV. Income guidelines for individuals with a disability

An ISY with a disability must be low-income. An OSY with a disability is not required to be low-income.

Income level for eligibility purposes is based on the individual's own income rather than their family's income.

V. Low-income

For OSY, only those youth who are the recipient of a secondary school diploma or recognized equivalent and are either basic skills deficient or an English language learner, and youth who require additional assistance to enter or complete an educational program or to secure or hold employment must be low-income.

All ISY must be low-income to meet the ISY eligibility criteria, except those that fall under the low-income exception.

Low-income status for a youth can be established in one of the following ways:

- Using the Lower Living Standard Income Level (LLSIL) and poverty guidelines (Attachment I);
- Receiving free or reduced price lunch under the Richard B Russell National School Lunch Act (42 U.S.C. 1751);
- Living in a high poverty area.

A youth who lives in a high poverty area is automatically considered to be a low-income individual. A high poverty area is a Census tract where there is a high concentration of residents with a poverty level income can be found. Instructions for determining whether a youth is living in a high poverty area can be found at <https://factfinder.census.gov>

VI. Low-income Exception~5% Dispensation

WIOA provides a dispensation that five percent (5%) of all youth (ISY and OSY) participants may qualify for services without meeting the income eligibility requirement as long as the participant is between the ages of sixteen (16) and twenty-four (24) **and** meets at least two (2) of the following eligibility criteria:

- Deficient in basic skills literacy;
- A school dropout, as verified at the time of WIOA enrollment;
- One or more grade level below the grade level appropriate to the individual's age;
- Homeless, runaway, or foster child;
- Pregnant or parenting;
- Possess one or more disabilities, including learning disabilities;
- Offender; or
- An individual who requires additional assistance to complete an educational program, or to secure and hold employment. Individuals who require additional assistance as defined by Section 6 of this WDB approved Youth policy.

VII. Selective Service Registration

Before being enrolled in WIOA-funded services/activities, all males, 18 and older, who are not registered with Selective Service and have not reached their 26th birthday must register through Selective Services website. If a male turns 18 while participating in WIOA-funded services, registration with Selective Service must be completed no later than 30 days after he becomes 18 in order to continue to receive WIOA-funded services. If a male under the age of 26 refuses to register with Selective Service WIOA funded services must be suspended until he registers.

Acceptable documentation to determine a person's eligibility for WIOA include the following, but is not limited to:

- Selective Service acknowledgement letter.
- Screen print out of the Selective Service Verification site.
<https://www.sss.gov/Home/Verification>
- Selective Service registration card.
- Stamped post office receipt of registration.

VIII. Authorization to Work

There is no work authorization verification requirement to be deemed eligible for WIOA program services. Program services cannot be denied if a youth is unwilling or unable to disclose a social security number (SSN). Staff must continue to establish a pseudo SSN for individuals who do not wish to provide or disclose a SSN. However, authorization to work must be verified prior to the service requiring coordination with employers and commencement of employment activities such as, the work experience placement.

An individual's authorization to work may be verified during the period of participation. Period of participation refers to the period beginning when the youth becomes a participant and ending on the participant's date of exit from the program.

Supportive services (e.g. linkages to community services, legal aid services) may be provided to help youth, such as homeless, ex-offenders, and transient youth, obtain authorization to work documents.

For a complete list of acceptable work authorization documents form I-9 can be found:

<https://www.uscis.gov/i-9>

E. Exception to policy

Staff assessing and documenting an exception to this policy shall complete the Policy Exception Memo to request an approval by the Workforce Development Board Director and/or designee.

F. WIOA Enrollment

To participate in youth programs, participants must be enrolled via the CalJOBS state case management tracking system. In order to be considered a participant in the WIOA Youth program all of the following must occur:

- (1) An eligibility determination;
- (2) Provision of an objective assessment;
- (3) Development of an individual service strategy; and
- (4) Participation in any of the 14 WIOA youth program elements.

G. Contracted Service Provider Responsibilities

Service Provider shall ensure that records and documentation of eligibility determination as required by WIOA regulation provided by the participant are kept in the case file and made available for review by local, state and federal monitors. Failure to comply with the requirements may result in the service provider being placed on a corrective action and/or incur disallowed costs.

The service provider is responsible for completing the eligibility data points in CalJOBS.

H. Availability of Funding

Service providers shall take necessary steps to enroll youth participants during the program year according to their contractual obligations. The WIOA Youth program services are ultimately contingent upon the availability of Federal funds and continued Federal authorization.

Action: All WIOA Youth Service Providers will comply with the WIOA Youth Eligibility policy. This policy memorandum is on-going and effective for WIOA participants enrolled after July 1, 2018.

Inquiries: Any questions regarding this policy memorandum may be directed to the WDB Director and/or designee.

Attachments:

- I. 70 Percent LLSIL and Poverty Guidelines
- II. Exception Memo

This Policy Revision: Executive Committee Approval: ;
Authorized by Workforce Development Board:

Attachment I

**Priority of Service & Wait List Policy
Priority of Service Income Guidelines**

70 PERCENT LLSIL AND POVERTY GUIDELINES FOR 2018*

The Lower Living Standard Income Level (LLSIL) and poverty guidelines are used to establish low-income status for Workforce Innovation and Opportunity Act (WIOA) Title I programs.

Table 3 — San Francisco/Oakland/San Jose Metropolitan Statistical Area							
Local Areas	Alameda County		NOVA Consortium		San Jose/Silicon Valley		
	Contra Costa County		Oakland City		Santa Cruz County		
	Workforce Alliance of the		Richmond City		Solano County		
	North Bay		San Benito County		Sonoma County		
San Francisco City/County							
Family Size							
	1	2	3	4	5	6	Each Add'l add
70% LLSIL							
Annual	\$12,165	\$19,933	\$27,357	\$33,772	\$39,856	\$46,613	\$6,757
6 Months	\$6,083	\$9,967	\$13,679	\$16,886	\$19,928	\$23,307	\$3,379
100%	\$17,378	\$28,475	\$39,082	\$48,246	\$56,936	\$66,591	\$9,655
Poverty Guidelines							
Annual	\$12,140	\$16,460	\$20,780	\$25,100	\$29,420	\$33,740	\$4,320
6 Months	\$6,070	\$8,230	\$10,390	\$12,550	\$14,710	\$16,870	\$2,160
250%	\$30,350	\$41,150	\$51,950	\$62,750	\$73,550	\$84,350	\$10,800

Use the higher of either the LLSIL or the poverty guideline for the appropriate family size to determine low-income status. A comparison of the applicant's actual family income during the six-month income determination period with the six-month figures on the charts enables the reviewer to immediately determine income status.

Please note: The 100% row (in the 70% LLSIL table) is the criteria for determining whether employment leads to self-sufficiency.

***EDD Workforce Services Directive, WSD18-04; August 31, 2018**

Effective 2/26/2018, 250% of poverty guidelines used to determine underemployed adult applicant status per local priority of services policy exception.

Attachment II

POLICY EXCEPTION MEMO

DATE:

TO: Workforce Development Board Director:_____

FROM: WIOA Service Provider:_____

SUBJECT: ☐ Exception to ITA Limit Policy
☐ Exception to Supportive Service Limit
☐ Exception to WIOA Youth Policy:_____

Participant last name, first initial:_____ State ID#_____

Vocational Goal:_____

Explanation:

☐ Labor market demand ☐ Hardship of individual:_____

☐ Other: *Explain in comment section*

Comments:_____

WIOA service provider supervisor: _____
Authorized Signature

Workforce Development Board Staff Approval: ☐ Yes ☐ No: *Explain below.*

WDB Director and/or Designee Signature

Return original to sender for participant's case file.

WIOA Youth Supportive Services Policy

Policy Memorandum 19-02

Date: April 9, 2019

To: All WIOA Youth Service Providers

Purpose: To provide guidance to contractors (service providers) utilizing Supportive Services for eligible Youth participants.

Rescissions: WIA Supportive Services Policy, dated October 30, 2013

References: Youth as defined in WIOA sec. 3(59); Employment and Training Guidance Letter WIOA, No.21-16; WIOA Section 129; 20 CFR 680.930-970; 20 CFR 681.460; 20 CFR 681.570; Cost Principles 2 CFR part 200

Background:

The Santa Cruz County Workforce Development Board (WBD) will make available supportive services to appropriate Workforce Innovation and Opportunity Act (WIOA) Youth participants. The Workforce Development Board ensures that:

- WIOA Youth Contracted service providers must make each of the fourteen (14) service elements available to youth participants.
- Supportive Services under the WIOA is one of the fourteen (14) program elements.
- Services provided under this policy are necessary to enable participants to participate in activities under Title I of WIOA.
- Provision of supportive services under this policy is contingent upon the availability of WIOA funds.
- Additionally, at the discretion of the local Workforce Development Board this Supportive Service Policy is subject to change.

Policy:

A. General Provisions

Supportive services and needs-related payments for youth are available up to a maximum total of \$500 for the duration of WIOA enrollment, including follow up. Supportive services and needs-related payments will only be provided to an individual after they are enrolled into WIOA and during their WIOA participation. All requests for participant supportive services and all collaborating information detailing the need will be documented in CalJOBS as a case note entry. Services provided do not duplicate services available from other sources. To the extent possible, similarly situated participants receive similar services.

B. Procedure

1. Eligibility

Supportive Services may only be provided to individuals who are:

- Enrolled and participating in Youth programs with activities authorized under WIOA

2. Identifying & Assessing/Establishing Need

Service provider staff, within the scope of responsibility for case management, will identify the need for supportive services. Staff will assess the need by determining whether or not the customer needs the support to enable him/her to fully participate in WIOA Youth Services activities, leading to goal achievement(s). Staff will identify the need for supportive services

WIOA Youth Supportive Services Policy**Policy Memorandum 19-02**

to enable the youth to participate in the activities that correspond to the support and attainment of their WIOA Individual Service Strategy (ISS) goals.

3. Justification for Need

Staff will create a CalJOBS case note entry for each WIOA Youth participant who has been approved for supportive services. Participation in the WIOA program does not entitle the participant to a supportive service but rather are provided as a service to enable an individual to participate in WIOA activities. While a participant may be eligible for supportive services, they do not have an unrestricted right to such supportive service.

C. Supportive Services Available

1. Linkages to community services
2. Transportation Assistance
Youth may be provided bus passes, to attend:
 - a. Work experience (WEX) placement site;
 - b. School; and/or
 - c. Sueños events or program sponsored activities.
3. Childcare Assistance
Youth participants using a qualifying childcare provider may be reimbursed up to \$500 for the duration of enrollment. This service requires the use of a licensed facility as contracted with Santa Cruz County Office of Education.
4. Assistance with housing
5. Assistance with educational testing, in the way of fees associated with obtaining a General Education Diploma (GED) or High School Equivalency Certificate (HiSET)
6. Reasonable accommodations for youth with disabilities
7. Legal aid services
8. Referrals to health care
Testing to detect tuberculosis bacteria in a TB skin test (TST) or TB blood test is available for youth participants. Occasionally, additional testing may be required for a positive TST and subsequent testing associated with obtaining a negative TST can be covered.
9. Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear
10. Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes
Youth participants must be enrolled in postsecondary education classes at a community college or university and have their Free Application for Federal Student Aid (FAFSA) award letter on file and aid coordinated in order to qualify.
11. Payments and fees for employment and training-related applications, tests, and certifications, such as fingerprinting

The sum of all Supportive Services (transportation, child care, other services) shall not exceed \$500, except as provided in Section E, Exception to policy.

WIOA Youth Supportive Services Policy**Policy Memorandum 19-02****D. Needs-Related Payments**

Needs related payments provide financial assistance to youth participants for the purpose of enabling them to participate in training. Needs related payments can help individuals meet their non-training expenses and help them complete training successfully. However, the sum of all Supportive Services (including needs-related payments) shall not exceed \$500, except as provided in Section E, Exception to policy.

- A participant must be enrolled in a WIOA training program;
- May be provided if the participant has been accepted in a training program that will begin within thirty (30) calendar days.

Youth Eligibility Requirements:

To receive needs-related payments, a youth must:

- a) Be 18-24 years of age when receiving payments;
- b) Be unemployed;
- c) Not qualify for, or have ceased qualifying for unemployment compensation, and
- d) Be enrolled in a WIOA approved training program

E. Exception to policy

There may be emergency or extenuating circumstances which would warrant a higher expenditure in any of the supportive services categories. Staff assessing and documenting a need that exceeds the \$500 policy amount should complete the Policy Exception Memo to request a higher amount. Amounts exceeding \$500 must be reviewed by the WIOA service provider supervisor and submitted for approval by the WDB Director and/or designee. There will be a fiscal monitoring mechanism in place so as not to exceed the annual budgeted amount. Contractor shall create a CalJOBS case note entry to justify any authorizations exceeding the policy amount.

F. Availability of Funding

Service providers will take necessary steps to disburse the supportive services in a manner so as to provide services throughout the program year to youth. It is expected that the availability of funds will fluctuate during the program year as participant need varies. Supportive Services funds distribution is ultimately contingent upon the availability of funds.

G. Contracted Service Provider Responsibilities

Supportive Services will be tracked by the Contractor and all information and documentation will be kept in the case file. All supportive services payments and collection of back-up documentation (i.e. receipts, etc.) will be the sole responsibility of the service provider.

The service provider is responsible for creating the corresponding supportive services data entry activity code in CalJOBS. Supportive services data entry date (or date range) must match the back-up documentation (receipt) date for an appropriate supportive allowance.

In the event the service provider desires to create forms to enhance the flow of supportive service, WDB Director or designee must first approve the forms. Upon approval, the service provider shall train their staff on any new forms and/or procedures.

Service Provider shall ensure that appropriate records and documentation of supportive services provided pertaining to such payments are kept in the case file and made available for review by local, state and federal monitors. Failure to comply with the requirements may result in the service provider being placed on a corrective action and/or incur disallowed costs.

WIOA Youth Supportive Services Policy

Policy Memorandum 19-02

Action: All WIOA Youth Service Providers will comply with the attached Supportive Services policy. This policy memorandum is on-going and effective for WIOA participants enrolled after July 1, 2018.

Inquiries: Any questions regarding this policy memorandum may be directed to the WDB Director.

Attachments:

- I. Exception Memo

This Policy Revision: Executive Committee Approval: ;
Authorized by Workforce Development Board:

DRAFT

A.1 Attachment 2

Attachment I

POLICY EXCEPTION MEMO

DATE:

TO: Workforce Development Board Director: _____

FROM: WIOA Service Provider: _____

SUBJECT: ☐ Exception to ITA Limit Policy
☐ Exception to Supportive Service Limit
☐ Exception to WIOA Youth Policy: _____

Participant last name, first initial: _____ State ID# _____

Vocational Goal: _____

Explanation:

☐ Labor market demand ☐ Hardship of individual: _____

☐ Other: *Explain in comment section*

Comments: _____

WIOA service provider supervisor: _____
Authorized Signature

Workforce Development Board Staff Approval: ☐ Yes ☐ No: *Explain below.*

WDB Director and/or Designee Signature

Return original to sender for participant's case file.

DRAFT

WIOA Youth Incentive Policy

Policy Memorandum 19-03

Date: April 9, 2019

To: All WIOA Youth Service Providers

Purpose: To provide guidance to contractors (service providers) providing incentive payments for eligible youth.

Rescissions: WIA Incentive Policy, dated April 23, 2014

References: Youth as defined in WIOA sec. 3(59); 2 CFR Part 200; Employment and Training Guidance Letter WIOA, No.21-16; 20 CFR 681.640; Employment Development Department (EDD) Workforce Services Directive WSD 17-07, January 16, 2018;

Background:

The Santa Cruz County Workforce Development Board (WBD) will make available incentive payments to appropriate Workforce Innovation and Opportunity Act (WIOA) Youth participants. The Workforce Development Board ensures that:

- Criteria provided under this policy are necessary to encourage success and enable participants to be recognized for the completion and achievement of activities under Title I of WIOA.
- Provision of incentive payments under this policy is contingent upon the availability of WIOA funds.
- Additionally, at the discretion of the local Workforce Development Board this Policy is subject to change.

Policy:

A. General Provisions

Contracted service provider may grant incentive award payments to eligible youth enrolled in the WIOA youth program. Incentive payments are intended to be used to encourage and motivate WIOA youth to reach specific goals to obtain positive performance.

An incentive payment is a one-time or regular payment to a WIOA youth participant for the successful participation in and achievement of expected program and performance outcomes linked to training activities, education and work experiences (WEX).

B. Benchmarks

Contractor shall use the Incentive Claim form, a locally developed document to identify the activities and/or benchmarks tied to the specific payment/stipend amount. No more than \$600 may be allocated for any one participant, except as provided in Section C, Exception to policy.

C. Exception to policy

Staff assessing and documenting an exception to this policy must complete the Policy Exception Memo to request an approval by the Workforce Development Board Director and/or designee. There will be a fiscal monitoring mechanism in place so as not exceed the annual budgeted amount. Contractor shall create a CalJOBS case note entry to justify any authorizations exceeding the policy amount.

D. Contracted Service Provider Responsibilities

Contractor shall assess the need for incentive payments and make note of such need in the Individual Service Strategy (ISS). Incentive payments must be tracked by the Contractor and all information and documentation of incentive payment eligibility are kept in the case file and made

WIOA Youth Incentive Policy**Policy Memorandum 19-03**

available for review by local, state and federal monitors. A signature of receipt by the youth participant must be included in the participant case file.

The service provider is responsible for creating the corresponding incentive payment activity codes and corresponding beginning and ending dates in CalJOBS. Incentive payment data entry date (or date range) must match the backup documentation for the benchmark(s) used to earn the payment. Contractor shall create a CalJOBS case note entry to explain/document the incentive payments earned and justify any authorizations exceeding the policy amount.

Failure to comply with the requirements may result in the service provider being placed on a corrective action and/or incur disallowed costs.

Contractor may develop a revised payment plan and obtain WDB or its designee approval to changes in the specific youth accomplishments used as benchmarks for payment attainment.

Contractor shall have a budget line item as part of the annual program contract and incentive payments to youth for an achievement directly tied to the work experience is an allowable WEX expenditure.

E. Availability of Funding

Participation in the WIOA program does not automatically entitle the participant to the incentive award payment but rather should be an award for achievements of certain benchmarks outlined on the incentive claim form.

Service providers will take necessary steps to disperse the incentive payments in a manner so as to provide services throughout the program year to youth. It is expected that the availability of funds will fluctuate during the program year as participant benchmarks are attained. The WIOA Youth program services is ultimately contingent upon the availability of Federal funds and continued Federal authorization.

Action: All WIOA Youth Service Providers shall comply with the WIOA Incentive policy. This policy memorandum is on-going and effective for WIOA participants enrolled after July 1, 2018.

Inquiries: Any questions regarding this policy memorandum may be directed to the WDB Director.

Attachments:

- I. Exception Memo
- II. Incentive Claim form

This Policy Revision: Executive Committee Approval: ;
Authorized by Workforce Development Board:

Attachment I

POLICY EXCEPTION MEMO

DATE:

TO: Workforce Development Board Director: _____

FROM: WIOA Service Provider: _____

SUBJECT: ☐ Exception to ITA Limit Policy
☐ Exception to Supportive Service Limit
☐ Exception to WIOA Youth Policy: _____

Participant last name, first initial: _____ State ID# _____

Vocational Goal: _____

Explanation:

☐ Labor market demand ☐ Hardship of individual: _____☐ Other: *Explain in comment section*

Comments: _____

WIOA service provider supervisor: _____
 Authorized Signature

Workforce Development Board Staff Approval: ☐ Yes ☐ No: *Explain below.*

 WDB Director and/or Designee Signature

Return original to sender for participant's case file.



Dr. Faris Sabbah, Superintendent · 400 Encinal Street, Santa Cruz, CA 95060 · Tel (831) 466-5600 · Fax (831) 466-5607 · www.santacruzcoe.org

Name: _____ Social Security #: _____ DOB: _____

Address: _____ City: _____ CA ZIP: _____

WIOA Enrollment Date: _____

WIOA Closure Date (if in Follow-up): _____

Youth is enrolled as: ☐ In school ☐ Out of School

Submitted by (staff name): _____

Incentive Claim Information:**JOB TRAINING PROGRAM:** ☐ HTCS ☐ Other Program: _____☐ \$150 At end of program or activities ☐ WEX related

In order to receive the above award youth must have completed the following:

☐ Attend Goal Setting Meeting and complete any assessments AND☐ Completed all work readiness pre and post assessments AND☐ Achieve at least 90% attendance in all academy activities**CAREER DEVELOPMENT:**☐ \$25 per 3 hour Job Shadow Activity – up to four – attach backup: _____ ☐ WEX related☐ \$50 Job Preparation Workshops – Series of Three - Attach attendance sign-in sheets. ☐ WEX related☐ \$50 Set of 3 Career Exploration/mentoring activities - Attach sign-in sheets.☐ \$25 per 3 Youth Leadership Activities. Attach sign-in sheets☐ \$ _____ Bonus for Community Project: ½ day event= \$25; full day event= \$50.00; 2-day event= \$75.00
List Project and Dates: _____☐ \$75 Bonus for each 30 hours of job preparation activities - limited to 60 hours total. ☐ WEX related☐ \$ _____ Special Project or other activity – Must have prior administrative approval – attach backup.**Incentive Authorization Information:***My signature verifies that the youth participants file contains identification of the incentive plan in the ISS and eligibility for the incentive payment through documentation as indicated in the above check boxes:*_____
Signature of Authorized Agency_____
Representative's Phone Number_____
Date_____
Printed Name of Representative_____
Title and Agency**Participant Acknowledgment of payment:**_____
Youth signature acknowledges receipt of check_____
Date

WIOA Youth Work Experience Policy

Policy Memorandum 19-04

Date: April 9, 2019

To: All WIOA Youth Service Providers

Purpose: To provide guidance to contractors (service providers) providing work experience opportunities as one of the fourteen program elements for youth enrolled into the WIOA Title I youth program.

Rescissions: WIOA Work Experience Policy, dated April 6, 2016

References: Youth as defined in WIOA Section 3(59); WIOA Section 129(c)(2); WIOA Section 188; 20 CFR 681.460; 20 CFR 681.590-630; Employment and Training Guidance Letter WIOA, No.21-16; Employment Development Department (EDD) Workforce Services Directive WSD 17-01, August 1, 2017; EDD Workforce Services Directive WSD 17-07, January 16, 2018; EDD Workforce Services Directive WSD 18-03, August 29, 2018.

Background:

The Santa Cruz County Workforce Development Board (WDB) will make available paid and unpaid work experience opportunities to appropriate Workforce Innovation and Opportunity Act (WIOA) Youth participants. The Workforce Development Board ensures that:

- Criteria provided under this policy are necessary to enable participants to participate in paid and unpaid work experience activities under Title I of WIOA.
- Provision of paid work experience under this policy is contingent upon the availability of WIOA funds.

Policy:

A. General Provisions

Paid and unpaid work experiences that have academic and occupational education components shall be made available to local youth enrolled in the WIOA Title I youth program.

B. Program Element

Work experiences (WEX) are a planned, structured learning experience and provide youth opportunities for career exploration and skill development. WEX opportunities must meet the following criteria:

- takes place in a workplace for a limited period of time;
- paid or unpaid;
- takes place in private for-profit sector, the non-profit sector, or the public sector;
- applicable labor standards as defined by the Fair Labor Standards Act;
- may not be used to directly or indirectly aid in filling a job opening that is vacant because the former occupant is on strike, or is in the course of a labor dispute.
- must include academic and occupational education concurrently or sequentially with the WEX, and inside or outside the worksite;

WEX opportunities include the following categories:

- 1) Summer employment opportunities and other employment opportunities available throughout the school year;
- 2) Pre-apprenticeship programs designed to prepare an individual to enter and succeed in an apprenticeship program;

WIOA Youth Work Experience Policy**Policy Memorandum 19-04**

- 3) Internships and job shadowing (temporary, unpaid exposure to the workplace in an occupational area of interest and may last anywhere from a few hours to a week or more);
- 4) On-the-job (OJT) opportunities as defined in the local WDB approved OJT policy
- 5) Classroom training or the required academic education component directly related to the work experience.

1. Eligibility

Work experiences shall be available to In-school (ISY) and Out-of school youth (OSY). The WEX will be based on the youths' Individual Service Strategy (ISS) which outlines the program service objectives/goals for the youth.

Work placement related expenses such as TB testing and fingerprinting costs are included in the contractor budget and are deemed a supportive service as per local policy. Incentive payments and other supportive services associated with a WEX must be paid in accordance with the respective approved WDB policy.

2. Paid WEX Duration

Youth activity may last up to 250 hours, based on worksite training plan and availability of funding, except as provided in Section C, Exception to policy.

3. Hourly wage

Wages paid must adhere to state minimum wage requirements.

Wages are paid as follows:

- Youth between the ages of 16-17 or 18 years old without a diploma or GED: minimum wage, which is currently \$12.00/hour effective 1/1/2019;
- Youth who are 18 years of age and have completed their high school diploma or GED: paid consistent with the contracted service provider *Student Worker* job classification, which is currently \$13.07/hour;
- Youth between the ages of 19-24 with or without a high school diploma or GED: paid consistent with the contracted service provider *Student Worker* job classification, which is currently \$13.07/hour.

With an exception approved as per Section C, Exception to policy, OSY may receive a higher wage based on the industry standard of their worksite of interest.

4. Worksite development

Contractor is the designated *Employer of Record* and must adhere to all child labor laws regarding work permits, hours of employment, time cards and working conditions.

Worksites shall be developed or secured based on youth interests and their respective ISS goals.

The worksite is closely matched to the participants' occupational and academic interest as identified in the ISS. Additionally, contractor shall match employers who provide training in identified skills and meaningful employment in fields that appear on the WDB-approved Demand Occupation List. Lastly, worksites identified must be able to successfully mentor youth and help them learn transferrable job skills.

5. Authorization to Work

Although there is no work authorization verification requirement to be deemed eligible for WIOA program services, youth work status must be verified for employment activities such as paid work experiences.

WIOA Youth Work Experience Policy**Policy Memorandum 19-04****C. Exception to policy**

Staff assessing and documenting an exception to this policy must complete the Policy Exception Memo to request an approval by the Workforce Development Board Director and/or designee. There must be a fiscal monitoring mechanism in place so as not to exceed the annual budgeted amount. Contractor shall create a CalJOBS case note entry to justify any authorizations exceeding the policy amount.

D. Contracted Service Provider Responsibilities

Work experience wages must be tracked by the Contractor and all information and documentation kept in the case file and made available for review by local, state and federal monitors.

The service provider is responsible for creating the corresponding WEX activity codes and corresponding beginning and ending dates in CalJOBS. WEX data entry date (or date range) must match the backup documentation. Contractor shall create a CalJOBS case note entry to explain/document and justify any authorizations exceeding the policy amount.

Failure to comply with the requirements may result in the service provider being placed on a corrective action and/or incur disallowed costs.

E. Availability of Funding

A minimum of 20% of the WIOA youth formula allocation must be spent on paid and unpaid work experiences. Funds spent on youth participant wages and staff costs for the development and management of WEX must be tracked and noted on the monthly budget claim.

Contractor providing the youth participant wages shall be responsible for assuring their contract budget line item is not exceeded during the program year. Service providers shall take necessary steps to disperse the work experience payments in a manner so as to provide services throughout the program year to youth. It is expected that the availability of funds will fluctuate during the program year as participants are attained. The WIOA Youth program services, including WEX is ultimately contingent upon the availability of Federal funds and continued Federal authorization.

Action: All WIOA Youth Service Providers shall comply with the WIOA work experience policy. This policy memorandum is on-going and effective for WIOA participants enrolled after July 1, 2018.

Inquiries: Any questions regarding this policy memorandum may be directed to the WDB Director.

Attachments:

- I. Exception Memo
- II. Demand Occupation List
- III. Work Experience Agreement

This Policy Revision: Executive Committee Approval: ;
 Authorized by Workforce Development Board:

Attachment I

POLICY EXCEPTION MEMO

DATE:

TO: Workforce Development Board Director: _____

FROM: WIOA Service Provider: _____

SUBJECT: ☐ Exception to ITA Limit Policy
☐ Exception to Supportive Service Limit
☐ Exception to WIOA Youth Policy: _____

Participant last name, first initial: _____ State ID# _____

Vocational Goal: _____

Explanation:

☐ Labor market demand ☐ Hardship of individual: _____
☐ Other: *Explain in comment section*

Comments: _____

WIOA service provider supervisor: _____
 Authorized Signature

Workforce Development Board Staff Approval: ☐ Yes ☐ No: *Explain below.*

 WDB Director and/or Designee Signature

Return original to sender for participant's case file.

Santa Cruz County High Demand Job Opportunities

Santa Cruz County continues to see jobs returning to the local economy and prospects for lower unemployment are improving. Over the next five years, Santa Cruz County is projected to add more than 3,500 jobs. The occupations within the industry sectors identified by the Workforce Development Board of Santa Cruz County that have the best job prospects are shown below.

SOC	Agriculture	2018 Jobs	Annual Openings	5-Year Projected Job Growth	5-Year Projected Growth %	Avg. Hourly Earnings
11-9013	Farmers, Ranchers, and Other Agricultural Managers	1,680	131	31	2.0%	\$40.77
45-2091	Agricultural Equipment Operators	412	66	10	2.5%	\$15.34
45-1011	First-Line Supervisors of Farming, Fishing, and Forestry Workers	206	28	5	2.0%	\$23.46
SOC	Business & Financial Operations	2018 Jobs	Annual Openings	5-Year Projected Job Growth	5-Year Projected Growth %	Avg. Hourly Earnings
11-1021	General and Operations Managers	1,633	150	67	4.0%	\$58.17
43-1011	First-Line Supervisors of Office and Administrative Support Workers	960	98	18	2.0%	\$28.89
13-2011	Accountants and Auditors	816	81	33	4.0%	\$35.48
13-1199	Business Operations Specialists, All Other	581	59	27	4.5%	\$33.32
13-1111	Management Analysts	601	59	30	5.0%	\$47.88
13-1161	Market Research Analysts and Marketing Specialists	349	43	33	9.0%	\$31.15
43-3021	Billing and Posting Clerks	322	39	25	7.5%	\$21.49
13-1071	Human Resources Specialists	304	33	13	4.5%	\$36.30
11-3031	Financial Managers	352	33	30	8.5%	\$65.43
11-3011	Administrative Services Managers	235	22	11	5.0%	\$48.13
43-9199	Office and Administrative Support Workers, All Other	162	19	7	4.0%	\$17.84
13-1151	Training and Development Specialists	171	18	8	4.5%	\$36.54
13-1051	Cost Estimators	128	14	5	4.0%	\$38.85
43-9041	Insurance Claims and Policy Processing Clerks	107	13	7	6.5%	\$20.19
13-2051	Financial Analysts	126	12	5	4.0%	\$44.52
SOC	Education & Public Administration	2018 Jobs	Annual Openings	5-Year Projected Job Growth	5-Year Projected Growth %	Avg. Hourly Earnings
25-3098	Substitute Teachers	935	113	42	4.5%	\$18.61
25-9041	Teacher Assistants	959	112	51	5.0%	\$16.49
25-2031	Secondary School Teachers	917	74	45	5.0%	\$33.56
25-2021	Elementary School Teachers	881	73	43	4.5%	\$33.46
25-3099	Teachers and Instructors, All Other	428	54	26	6.0%	\$22.60
25-3021	Self-Enrichment Education Teachers	400	52	29	7.0%	\$30.19
33-9092	Lifeguards, Ski Patrol, and Other Recreational Protective Service	192	49	5	2.5%	\$15.91
25-2011	Preschool Teachers	384	42	19	5.0%	\$18.89
25-2022	Middle School Teachers	508	42	25	5.0%	\$29.76
33-3051	Police and Sheriff's Patrol Officers	442	30	9	2.0%	\$51.63
33-2011	Firefighters	373	26	8	2.0%	\$30.29
SOC	Engineering & Environmental Science	2018 Jobs	Annual Openings	5-Year Projected Job Growth	5-Year Projected Growth %	Avg. Hourly Earnings
19-2099	Physical Scientists, All Other	204	17	5	2.5%	\$54.13
17-2051	Civil Engineers	161	13	7	4.0%	\$49.71
SOC	Healthcare	2018 Jobs	Annual Openings	5-Year Projected Job Growth	5-Year Projected Growth %	Avg. Hourly Earnings
29-1141	Registered Nurses	1,612	115	135	8.0%	\$59.86
31-1014	Nursing Assistants	841	112	59	7.0%	\$16.35
31-9092	Medical Assistants	577	84	79	13.0%	\$20.48
21-1093	Social and Human Service Assistants	455	69	52	11.0%	\$19.71
43-6013	Medical Secretaries	457	63	49	10.5%	\$20.53
31-9091	Dental Assistants	360	48	30	8.0%	\$20.67
29-2061	Licensed Practical and Licensed Vocational Nurses	447	41	37	8.0%	\$25.67
21-1021	Child, Family, and School Social Workers	277	35	26	9.0%	\$22.93
29-2052	Pharmacy Technicians	325	29	14	4.5%	\$20.96
11-9111	Medical and Health Services Managers	240	26	28	11.5%	\$66.44
21-1023	Mental Health and Substance Abuse Social Workers	180	24	20	10.5%	\$27.55
31-9011	Massage Therapists	197	23	12	5.5%	\$20.77
31-9096	Veterinary Assistants and Laboratory Animal Caretakers	115	21	10	8.5%	\$18.13
29-2021	Dental Hygienists	269	21	22	8.0%	\$49.90
11-9151	Social and Community Service Managers	171	20	18	10.0%	\$43.13
21-1011	Substance Abuse and Behavioral Disorder Counselors	135	18	15	10.5%	\$19.90
29-2056	Veterinary Technologists and Technicians	159	16	14	8.5%	\$22.45
21-1029	Social Workers, All Other	125	15	9	7.5%	\$29.04
SOC	Retail & Hospitality	2018 Jobs	Annual Openings	5-Year Projected Job Growth	5-Year Projected Growth %	Avg. Hourly Earnings
43-4051	Customer Service Representatives	1,121	148	22	2.0%	\$21.92
41-1011	First-Line Supervisors of Retail Sales Workers	1,315	139	10	0.5%	\$20.77
43-4171	Receptionists and Information Clerks	953	136	45	4.5%	\$16.30
35-1012	First-Line Supervisors of Food Preparation and Serving Workers	757	113	22	3.0%	\$17.60
41-4012	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific	873	91	13	1.5%	\$34.47
41-3099	Sales Representatives, Services, All Other	449	59	21	4.5%	\$30.00
35-2012	Cooks, Institution and Cafeteria	239	37	12	5.0%	\$17.74
11-9051	Food Service Managers	308	35	9	3.0%	\$26.20

41-3021	Insurance Sales Agents	287	31	13	4.5%	\$33.85
41-9022	Real Estate Sales Agents	307	29	5	1.5%	\$33.13
11-2022	Sales Managers	308	28	7	2.0%	\$45.34
41-1012	First-Line Supervisors of Non-Retail Sales Workers	252	24	6	2.0%	\$34.23
soc	Information/Technology and Science	2018 Jobs	Annual Openings	5-Year Projected Job Growth	5-Year Projected Growth %	Avg. Hourly Earnings
15-1132	Software Developers, Applications	305	29	38	11.5%	\$56.83
15-1151	Computer User Support Specialists	344	28	15	4.5%	\$25.10
15-1121	Computer Systems Analysts	270	19	9	3.5%	\$45.24
11-3021	Computer and Information Systems Managers	225	19	11	4.5%	\$63.70
15-1133	Software Developers, Systems Software	265	18	5	2.0%	\$50.82
15-1142	Network and Computer Systems Administrators	223	15	5	2.0%	\$40.43
15-1152	Computer Network Support Specialists	120	10	4	3.5%	\$39.47
15-1134	Web Developers	123	10	6	5.0%	\$27.07
soc	Manufacturing, Construction & Transportation	2018 Jobs	Annual Openings	5-Year Projected Job Growth	5-Year Projected Growth %	Avg. Hourly Earnings
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	1,058	152	27	2.5%	\$16.73
47-2031	Carpenters	1,188	116	33	2.5%	\$28.17
49-9071	Maintenance and Repair Workers, General	1,018	108	34	3.5%	\$21.39
47-2061	Construction Laborers	932	106	43	4.5%	\$23.13
53-3033	Light Truck or Delivery Services Drivers	746	84	21	2.5%	\$18.99
53-3032	Heavy and Tractor-Trailer Truck Drivers	551	62	13	2.5%	\$21.78
47-2152	Plumbers, Pipefitters, and Steamfitters	394	48	26	6.5%	\$26.63
49-3023	Automotive Service Technicians and Mechanics	451	44	8	2.0%	\$23.65
47-1011	Supervisors of Construction and Extraction Workers	381	41	17	4.5%	\$36.68
47-2111	Electricians	312	37	10	3.5%	\$32.88
53-3021	Bus Drivers, Transit and Intercity	278	36	10	3.5%	\$22.79
53-7051	Industrial Truck and Tractor Operators	269	31	5	1.5%	\$18.37
47-2141	Painters, Construction and Maintenance	341	30	6	2.0%	\$21.92
11-9021	Construction Managers	364	28	14	3.5%	\$51.01
49-9021	Heating, Air Conditioning, and Refrigeration Mechanics and Installers	245	27	15	6.0%	\$28.46
53-3022	Bus Drivers, School or Special Client	203	26	7	3.0%	\$17.40
47-2073	Operating Engineers and Other Construction Equipment Operators	189	23	9	4.5%	\$31.11
soc	Services	2018 Jobs	Annual Openings	5-Year Projected Job Growth	5-Year Projected Growth %	Avg. Hourly Earnings
39-9032	Recreation Workers	329	61	20	6.0%	\$14.57
39-9031	Fitness Trainers and Aerobics Instructors	170	30	7	4.0%	\$20.38
39-1021	First-Line Supervisors of Personal Service Workers	243	28	20	8.0%	\$20.63
39-9041	Residential Advisors	118	23	11	9.0%	\$15.29
27-1024	Graphic Designers	218	21	4	2.0%	\$31.35
soc	Other	2018 Jobs	Annual Openings	5-Year Projected Job Growth	5-Year Projected Growth %	Avg. Hourly Earnings
11-9199	Managers, All Other	961	73	26	2.5%	\$54.18
27-2022	Coaches and Scouts	232	35	14	6.0%	\$18.51

These occupations are in industries with projected growth from 2018-2023, that pay a wage of at least \$14.50/hour, or \$30,150 annually (current 250% poverty guideline for Santa Cruz County), and have an education/experience level at or below the Bachelor's Degree level.

Source: JobsEQ®

Data as of 2017Q3 unless noted otherwise

Note: Figures may not sum due to rounding.

1. Occupation wages are as of 2016 and should be taken as the average for all Covered Employment

2. Data represent found online ads active within the last thirty days in any zip code intersecting or within the selected region; data represents a sampling rather than the complete universe of postings.

Exported on: Friday, August 10, 2018 9:31 AM

8/15/2018



SANTA CRUZ COUNTY
WORKFORCE
DEVELOPMENT

SantaCruzCountyOfficeofEducation:

WorkSiteAgreement

400 Encinal Street
Santa Cruz, CA 95060
831/466-5600 Fax: 831/466-5719

D Job Shadow
D Mentoring
D Subsidized Work

Worksite Name: _____ Worksite Address: _____

Worksite City: _____ Worksite Zip: _____ Phone: _____

Fax: _____ Email: _____

Mentor: _____ Alternative Mentor: _____

Worksite Type: ☐ Private Sector ☐ Public Sector ☐ Non-Profit

Job Title: _____ Number of Positions Available: _____

Anticipated work
schedule:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
_____	_____	_____	_____	_____	_____	_____

Any requirements for worksite (Minimum age, clothing, TB test, fingerprints, etc)? _____

Can you accommodate youth at your worksite who:

☐ Available mornings only? ☐ Available afternoons only? ☐ Available evenings only? ☐ Limited English Speaking? List language you can accommodate: _____

☐ Are physically limited? (Please describe accommodations): _____

Are hazardous duties or equipment usage associated with this position? ☐ Yes ☐ No

If so please list: _____

Is worksite available by public transportation? ☐ Yes ☐ No

Additional comments: _____

Skill an proficiency levels to be attained: (5 minimum/Please attached additional pages if needed)

1. _____
2. _____
3. _____
4. _____
5. _____

Measurements of Success: (Please check all that apply)

- ☐ Review ☐ Employee Feedback ☐ Daily Log
☐ Observation ☐ Customer Feedback ☐ Job Specific Results
☐ Other: _____

Please Read Carefully and Report any Changes to this Agreement to the Santa Cruz County Office of Education (SCCOE)/Sueños Partnership
Upon assignment of Sueños WIOA Youth Services participants, all worksites shall be required to adhere to and comply with the following Federal, State and County rules and regulations.

General Compliance

1. Santa Cruz County Office of Education/Sueños (hereafter SCCOE) and inclusive without limitation, its officers, agents, employees, sub-contractors and volunteers shall not be liable and is released by the participating worksite for any and all liability, for any personal injury to or property damage sustained by the worksite, its officers, agents, employees, sub-contractors or volunteers in any way connected with the SCCOE activities on the worksite's property, except to the extent such damage was caused solely by the willful misconduct of SCCOE or its officers agents, employees, sub-contractors or volunteers. The participating worksite shall indemnify, defend and hold SCCOE harmless from and against all claims, losses, liabilities, penalties, costs and expenses or legal actions filed or threatened against SCCOE due to the violation of any law, death, bodily injury, or property damage incurred by the worksite or its officers, agents employees, sub-contractors, volunteers, or any other third party in any way connected with SCCOE activities on the worksite's property, except to the extent the same claims, losses, liabilities, penalties or costs and expenses are caused solely by the willful misconduct of Sueños or its officers, agents, employees, sub-contractors or volunteers.
2. Private Sector worksites shall maintain comprehensive or Commercial General Liability Insurance coverage in the minimum amount of \$1,000,000 combined single limit, including coverage for: (a) bodily injury, (b) personal injury, (c) broad form personal damage, (d) contractual liability, and (e) cross liability.
3. No currently employed worker shall be displaced or have work hours reduced as a result of Sueños participant. Participants shall not be placed into a regularly budgeted position classification in which current vacancies exist.
4. Participants shall not be allowed to work prior to proper enrollment by SCCOE/Sueños Partnership. Participants shall meet the WIOA eligibility requirements. If subsequent to enrollment, a participant is determined ineligible, SCCOE/Sueños Partnership shall terminate such participant from the program.
5. Worksite shall comply with all Equal Employment Opportunity laws, SCCOE nondiscrimination policies, SCCOE Grievance Procedures and program accident/injury reporting procedures.
6. Access to the worksite shall be allowed to, State and Department of Labor monitors and to members of the Santa Cruz Workforce Development Board.
7. The WIOA Grievance Process is defined by law and described in the Workforce Innovation and Opportunity Act. The process shall be used to resolve the complaints of participants and other interested parties affected by the workforce Investment System. Copies of the grievance provisions are available upon request from the SCCOE, Student Support Services Department.
8. Participants shall not engage in any religious, political or fundraising activities during work hours.
9. Participants shall not be employed in jobs, which are not age appropriate and considered hazardous according to the Federal and State Child Labor Laws
10. Participants shall not be employed in the construction, operation, or maintenance of any portion of a facility used or to be used for religious instruction or worship, not in any assignment, which involves religious duties.
11. In the event of non-compliance with the provisions of the Worksite Agreement, the SCCOE may remove any or all of the assigned Sueños participants from the worksite.

Worksite Responsibilities

1. Worksite shall provide participants and program counselor with performance evaluations in the manner prescribed by the SCCOE/Sueños Partnership.
2. Worksite mentor shall contact the assigned SCCOE caseworker in the event the participant's performance is unsatisfactory, prior to terminating the participant's employment.
3. Worksite shall provide all participants with an orientation that includes, but is not limited to: (a) Job description, duties, and responsibilities, (b) Hours or work, time and attendance procedures, (c) Emergency and accident procedures.
4. Worksite shall provide meaningful, sufficient, well-supervised work experience and adequate materials and equipment for all participants,
5. Worksite shall maintain an accurate record of hours worked by each participant and shall complete time records in accordance with the procedures and schedules established by the Santa Cruz County Office of Education.
6. Worksite shall maintain a safe and sanitary work environment.
7. Worksite shall allow participant to attend Sueños workshops and basic skills classes.
8. Worksite shall assure the youth will not operate a vehicle owned/leased by business or personal vehicle in performance of the agreement.
9. Worksite shall maintain confidentiality of any information regarding the youth of his/her immediate family and comply with all applicable WIOA regulations regarding confidentiality in the operation of the program. A participant's status as a WIOA recipient is to be safeguarded and not disclosed without written authorization.
10. When an Occupational Skill goal, has been set, the worksite shall allow the youth to participate in a minimum of 90 hours of work experience. The worksite shall use the Workforce Development Board approved Occupational Skills curriculum provided by Sueños WIOA for measuring and evaluating the job specific skills competencies.

SCCOE/Sueños Partnership Responsibilities

1. To monitor the training site to assure appropriate health and safety conditions exist, compliance of child labor laws and adherence to applicable Workforce Innovation and Opportunity Act Regulations.
2. To provide time sheets and evaluations for Mentor to complete.
3. To pay the wages of each youth during the work experience period.
4. To provide the worker's compensation insurance coverage for each youth during the term of work experience.
5. To provide supportive services such as safety tools, clothing, and equipment if they are required by the Worksite for all similarly situated employees.
6. To assist in the resolution of disputes between the youth and mentor.

Worksite Mentor

Santa Cruz County Office of Education

By: _____
Signature, Agency Authorized Representative

By: _____
Signature, Coordinator WIOA Youth Services

Name: _____
Printed Name of Signatory

Date



☒Action ☐Consent ☐Information ☒Discussion

A.2 Committee Metrics Review

COMMITTEE: Career Services	MEETING DATE: April 24, 2019
STAFF NAME: Andy Stone, WDB Director	

SUMMARY:

At this meeting, the Committee will discuss and decide what metrics it would like to see on a future Committee Dashboard.

☒Attachment(s)

SUGGESTED MOTION: (if applicable)

I move to accept the proposed additions and changes to the Career Services Committee dashboard, for future use.

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



☒Action ☐Consent ☐Information ☒Discussion

A.3 WIOA Career Center Operator PY 19/20

COMMITTEE:	Career Services Committee	MEETING DATE:	April 24, 2019
STAFF NAME: Andy Stone, WDB Director; Sara Paz-Nethercutt, Sr. Analyst			

SUMMARY:

This committee at its January 16, 2019 meeting accepted the WDB staff recommendation to recontract with Eckerd Youth Alternatives, Inc., aka Eckerd Connects, for the Career Center Operator modality for \$75,000 for PY 19/20. The board was also in agreement at its meeting on March 27, 2019.

However, on April 3, 2019, Eckerd notified the WDB Director that it has elected not to renew its WIOA contract, including the career center operator modality after June 30, 2019. At this meeting, the WDB staff will outline the Committee's options and discuss next steps.

As a reminder, WIOA requires local boards to use a competitive process for the selection of the one-stop operator (known locally as the career center operator). Eckerd was awarded the career center operator contract as a result of the 2017 procurement.

The Career Center Operator holds a critical role in the overall functioning of a successful workforce system because of the responsibility for coordinating the service delivery among all the America's Job Center of California (AJCC) partners and service providers in our local area.

☐ Attachment(s)

SUGGESTED MOTION: (if applicable)

I move to direct staff to move forward with securing a Career Center Operator and to submit a recommendation for the Executive Committee approval.

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



☒Action ☐Consent ☐Information ☒Discussion

A.4 WIOA Youth Program PY 19/20

COMMITTEE:	Career Services Committee	MEETING DATE:	April 24, 2019
STAFF NAME: Andy Stone, WDB Director; Sara Paz-Nethercutt, Sr. Analyst			

SUMMARY:

As a result of Eckerd Youth Alternatives, Inc., aka Eckerd Connects decision not to renew its WIOA contract for PY 2019/20 the business services component of securing youth work experience sites is left vacant.

Due to the time constraints for a new business services procurement and needing to fulfill the WIOA WEX expenditure mandates, WDB staff recommends that the \$25,000 WIOA Youth allocation used in the Eckerd Workforce Service for Business budget be allocated to the WIOA Youth contract for the Santa Cruz County Office of Education (SCCOE), Suenos program services. This increases their annual allocation to \$800,000 for PY 19/20.

Coupled with the revised Youth Policies (A.1 of this committee meeting agenda), the SCCOE finds it necessary to review their program design and will work with WDB staff on revisions and ensuring WIOA compliance with their changes.

☐Attachment(s)

SUGGESTED MOTION: (if applicable)

I move to increase the SCCOE allocation for PY 19/20 to \$800,000 and direct staff to ensure youth program design changes are WIOA compliant.

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: