



**Workforce Development Board
Executive Committee**
Sesnon House – Cabrillo College
6500 Soquel Drive, Aptos, CA 95003
Wednesday, November 13, 2019, 8:30 a.m.

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

Agenda

- I. Call to Order/Welcome**
- II. Public Comment**
- III. Consent Items**
 - C.1 Approval of Minutes: August 28, 2019 meeting..... **2-6**
 - C.2 Data Dashboard..... **7-8**
 - C.3 Contractor Activity Reports (thru Q4 PY18/19) **9-19**
 - C.4 AJCC Hallmarks of Excellence Action Plans..... **20-27**
 - C.5 PY19/20 WIOA Budget **28-29**
- IV. Administration**
 - A.1 Strategic Plan Report Update **30-31**
 - A.2 Mid-year Contractor Monitoring Report **32-35**
 - A.3 WDB Member Recruitment Update **36**
 - A.4 WDB Meeting Planning **37**
 - A.5 Watsonville Career Center Update **38-44**
- V. Chairperson's Report**
- VI. Adjournment**

Next Meeting: Workforce Development Board Meeting
Thursday, December 5 2019 @ 8:30 a.m.
Seacliff Inn – Seacliff Room
7500 Old Dominion Court, Aptos, CA 95003

Executive Committee Meeting
March 4, 2020 @ 8:30 a.m.
Sesnon House, Cabrillo College
6500 Soquel Drive, Aptos, CA 95003

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

MEMBERS:

Carol Siegel, Chair
Santa Cruz Seaside Company

Rob Morse, Vice Chair
Pacific Gas and Electric Company

Alia Ayyad, Director
Center for Employment Training

Diane Berry-Wahrer, Supervisor
California Department of Rehabilitation

Katie Borges, Director of Human Resources
Palo Alto Medical Foundation

Christina Cuevas, Program Director
Community Foundation of Santa Cruz County

MariaElena De La Garza
Executive Director
Community Action Board

Marshall Delk, Vice President
Santa Cruz County Bank

Elyse Destout, Owner
Photography by Elyse Destout

Yuko Duckworth
Employment Program Manager
Employment Development Department

Candice Elliott, HR Director
Glass Jar Company

Sean Hebard
Carpenters Local 505

Carmen Herrera-Mansir, Director
El Pajaro CDC

Mark Hodges, Director,
Regional Occupational Program
Santa Cruz County Office of Education

Todd Livingstone, Assistant Director
Career and Technical Education
Watsonville/Aptos Adult Education

Barbara Mason,
Economic Development Coordinator
Santa Cruz County Economic Development

Chris Miller, President
ScratchSpace, Inc.

Elisa Orona, Executive Director
Health Improvement Partnership of SC County

Bryce Root, Founder
The Root Group

Francisco Rodriguez, President
PVFT Union, Local 1936

Shaz Roth, President/CEO
Pajaro Valley Chamber of Commerce
and Agriculture

Glen Schaller, Political Coordinator
Monterey Bay Central Labor Council, AFL-CIO

Dustin Vereker, Chief Beer Ambassador
Discretion Brewing

DIRECTOR:
Andy Stone

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☒Action ☒Consent ☐Information ☐Discussion

C.1 Approval of Meeting Minutes

COMMITTEE: Executive Committee	MEETING DATE: November 13, 2019
STAFF NAME: Andy Stone, WDB Director; Laurel Gazza, Administrative Aide	

SUMMARY:

Requesting Consent approval of the August 28, 2019 Executive Committee meeting minutes.

☒Attachment(s)

SUGGESTED MOTION: (if applicable)

I move to approve the August 28, 2019 Executive Committee meeting minutes.

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



**Workforce Development Board
Executive Committee
Sesnon House – Cabrillo College
6500 Soquel Drive, Aptos, CA 95003
Wednesday, August 28, 2019, 8:30 a.m.**

C.1 Attachment

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

The Chair called the meeting to order at 8:30 a.m., and a quorum was established.

Committee Members in Attendance

Delk, Marshall
Destout, Elyse
Moss, Denise
Siegel, Carol – Chair

Committee Members Absent

Morse, Rob – Vice-Chair
Slack, Ron

Staff in Attendance

Barr, Belinda – WDB Business Services Mgr.
Chevalier, Katy – WTW Program Manager
Gazza, Laurel – WDB Administrative Aide
Gray, Lacie – WDB Sr. Analyst
Stone, Andy – WDB Director

Guests

Winter, Amanda – WinterWorks, LLC – Career Center Operator

Subject: Public Comment

There was no public comment.

MEMBERS:

Carol Siegel, Chair
Santa Cruz Seaside Company
Rob Morse, Vice Chair
Pacific Gas and Electric Company
Alia Ayyad, Director
Center for Employment Training
Diane Berry-Wahrer, Supervisor
California Department of Rehabilitation
Todd Livingstone, Assistant Director
Career and Technical Education
Watsonville/Aptos Adult Education
Christina Cuevas, Program Director
Community Foundation of Santa Cruz County
Maria Elena De La Garza,
Executive Director
Community Action Board
Marshall Delk, Vice President
Santa Cruz County Bank
Elyse Destout, Owner
Photography by Elyse Destout
Yuko Duckworth,
Employment Program Manager
Employment Development Department
Candice Elliott, Principal Consultant
Fortress and Flourish
Carmen Herrera-Mansir
Director, El Pajaro CDC
Andy Hartmann, Business Manager/
Financial Secretary
IBEW Union, Local 234
Sean Hebard
Carpenters Local 505
Mark Hodges, Director,
Regional Occupational Program
Santa Cruz County Office of Education
Katie Borges, Human Resources Director
Palo Alto Medical Foundation
Barbara Mason,
Economic Development Coordinator
Santa Cruz County Economic Development
Francisco Rodriguez, President
PVFT Union, Local 1936
Glen Schaller, Political Coordinator
Monterey Bay Central Labor Council, AFL-CIO
Ron Slack, Owner
Fine Print Graphic Design
Shaz Roth, Executive Director & CEO
Pajaro Valley Chamber of Commerce
Dustin Vereker, Chief Beer Ambassador
Discretion Brewing Company
DIRECTOR:
Andy Stone

Subject: III. Consent Items:

- C.1 – Approval of May 8, 2019 and July 23, 2019 Meeting Minutes**
- C.2 – AJCC Hallmarks of Excellence Assessments/Action Plans**
- C.3 – Business Services Redesign**
- C.4 – Data Dashboard**
- C.5 – WIOA Local Area Memorandum of Understanding**
- C.6 – Eligible Training Provider List (ETPL) Draft Monitoring Report**
- C.7 - ETPL Annual Report**
- C.8 – Contractor Activity Reports**
- C.9 – Incumbent Worker Training Policy**
- C.10 – CEDS Plan Update**

Committee member Marshall Delk requested additional direction regarding item C.4 – Data Dashboard – that staff include at future meetings verbal or written recitation of names of specific employers that have layoffs each quarter.

Action: It was moved to approve the Consent Agenda, with the above specified additional direction.

Status: Motion to Approve: Marshall Delk
Motion Seconded: Elyse Destout
Abstentions: None
Committee Action: All in favor, motion passed.

Subject: IV. Administration Items:

A.1 – WIOA Career Center Operator Procurement PY 19/20

WDB Director Andy Stone discussed the new procurement of the Career Center Operator Contract, in which Amanda Winter, of WinterWorks, LLC was selected to continue her process as the Career Center Operator. Amanda previously held the same position as a staff member of Eckerd Connects, but they did not renew their contract.

Action: It was moved to approve the procurement and selection of the One Stop Operator retroactively as the timeline to have the service in place did not allow for this information to come before the Career Center Committee and Executive Committee prior to the beginning of services. Forward the Executive Committee approval to the WDB at its next meeting.

Status: Motion to Approve: Marshall Delk
Motion Seconded: Elyse Destout
Abstentions: None

Committee Action: All in favor, motion passed.

A.2 – WDB Meeting Planning

Director Andy Stone recapped the four topics for the 2019/20 Full Board meetings, that were chosen by the Executive Committee on July 23, 2019.

- Finding/Developing Workers with the right skills;
- Future of Agriculture in the Pajaro Valley;
- Future of Career Training and Education, and
- Engaging Hard to Serve Youth

Chair Carol Siegel also directed to have 2 business sector board members showcase their businesses/industries at each board meeting; also find employers to give testimonials on using WIOA services and any success stories.

Action: It was moved to direct that the WDB staff include the additional items mentioned by Chair Carol Siegel to the September 11, 2019 WDB meeting agenda.

Status: Motion to Approve: Elyse Destout
Motion Seconded: Denise Moss
Abstentions: None
Committee Action: All in favor, motion passed.

A.3 – Strategic Plan Update

WDB Director Andy Stone recapped the PY 2018/19 Operational Plan which laid out the specific actions for the program year, designed to ensure that the Strategic Plan's goals are met.

Action: It was moved to adopt the WDB Directors Operational Plan for PY 2019-20 and recommend approval by the Workforce Development Board.

Status: Motion to Approve: Marshall Delk
Motion Seconded: Denise Moss
Abstentions: None
Committee Action: All in favor, motion passed.

A.4 – WDB Member Recruitment Update

Director Andy Stone stated that Chris Miller, of Scratch Space, LLC was the newest business sector member to be appointed to the WDB, on August 6, 2019. He also stated that prospective member Deborah Ajeska, of West Marine, had to withdraw her consideration for membership, after she left the company. It was noted that there was still currently one (1) business sector vacancy on the Board, and that a process started to recommend a new labor sector person to replace Andy Hartmann, who resigned from the Board in June 2019.

Action: It was moved to accept the WDB Member Recruitment Update.

Status: Motion to Approve: Elyse Destout
 Motion Seconded: Marshall Delk
 Abstentions: None
 Committee Action: All in favor, motion passed.

VI. Chairperson's Report

Chair Carol Siegel did not have a report however she passed her time to Committee member Marshall Delk who stated that he wants to hear from WDB executive staff on how goals are proceeding, in coinciding with the WDB mission statement, and Director Andy Stone mentioned he would develop a communication plan.

Meeting adjourned at 9:35 a.m.

Next Meeting: **Workforce Development Board Meeting**
September 11, 2019 @ 8:30 am.
Seacliff Inn, Seacliff Room
7500 Old Dominion Court
Aptos, CA 95003

Executive Committee Meeting
November 13, 2019 @ 8:30 am
Sesnon House, Cabrillo College
6500 Soquel Drive
Aptos, CA 95003



☐ Action ☒ Consent ☒ Information ☐ Discussion

SANTA CRUZ COUNTY
WORKFORCE
DEVELOPMENT

C.2 Data Dashboard

COMMITTEE:	Executive Committee	MEETING DATE:	November 13, 2019
STAFF NAME: Andy Stone, WDB Director; Laurel Gazza, Administrative Aide; Belinda Barr, WDB Business Svcs Mgr			

SUMMARY:

In addition to the Data Dashboard, Workforce Santa Cruz County responded to 411 layoffs during PY 18/19, as specified below by industry, employer and location (Layoffs/Industry/Employer/Location):

(173) Agriculture, Los Amigos Harvesting, PO Box 2186, Watsonville
 (11) Automotive, Santa Cruz Nissan, 1605 Soquel Ave, Santa Cruz
 (1) Cleaning Services, Bariteau Cleaners, 620 Water St, Santa Cruz
 (11) Education, Learning In Motion, 113 Cooper St, Santa Cruz
 (9) Food & Beverage, Assembly Restaurant, Pacific Ave, Santa Cruz
 (40) Food & Beverage, Hideout Restaurant, 9051 Soquel Dr, Rio Del Mar
 (12) Food & Beverage, Mollies Country Café, 219 Mt. Hermon Rd, Scotts Valley
 (19) Manufacturing, Schmid Group, 180 Westridge Dr, Watsonville
 (2) Retail, BFF Boutique, Capitola Mercantile, 115 San Jose Ave, Capitola
 (4) Retail, Bohemian Boutique, 1306 Pacific Ave, Santa Cruz
 (4) Retail, Judy's Sewing and Vacuum, 806 Ocean St, Santa Cruz
 (52) Retail, Lowes - Orchard Supply, 1601 41st Ave, Capitola
 (3) Retail, Modern Life Home & Garden, 925 41st Ave, Capitola
 (5) Retail, Payless Shoe Store - 1855 41st Ave Space D5 F11, Capitola
 (6) Retail, Payless Shoe Store - 266A Mt Hermon Rd, Scotts Valley
 (1) Retail, Reclaimed In Love, Capitola Mercantile, 115 San Jose Ave, Capitola
 (35) Retail, Sears - Capitola Mall, 4015 Capitola Rd, Capitola
 (7) Retail, Sweets Wood Furniture, 3131 Soquel Dr, Soquel
 (6) Retail, The Village Mouse, 201 Capitola Ave, Capitola
 (10) Waste, SLV Recycling, 9835 Newell Creek Rd, Ben Lomond

☒ Attachment(s)

SUGGESTED MOTION: (if applicable)

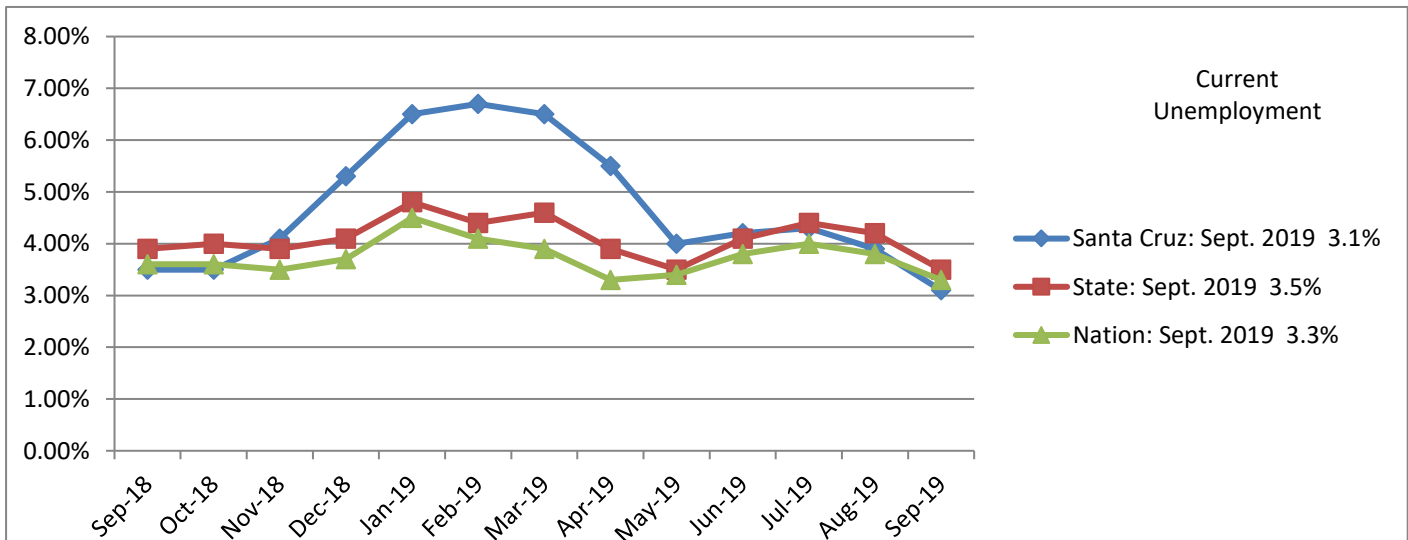
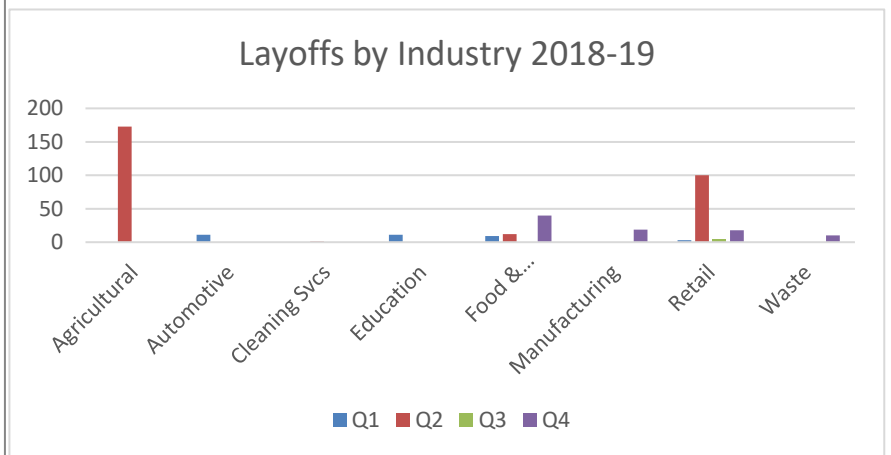
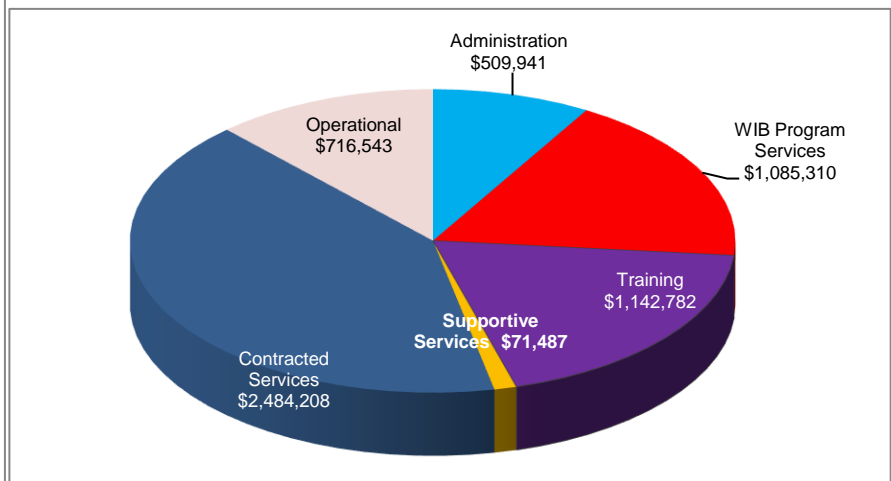
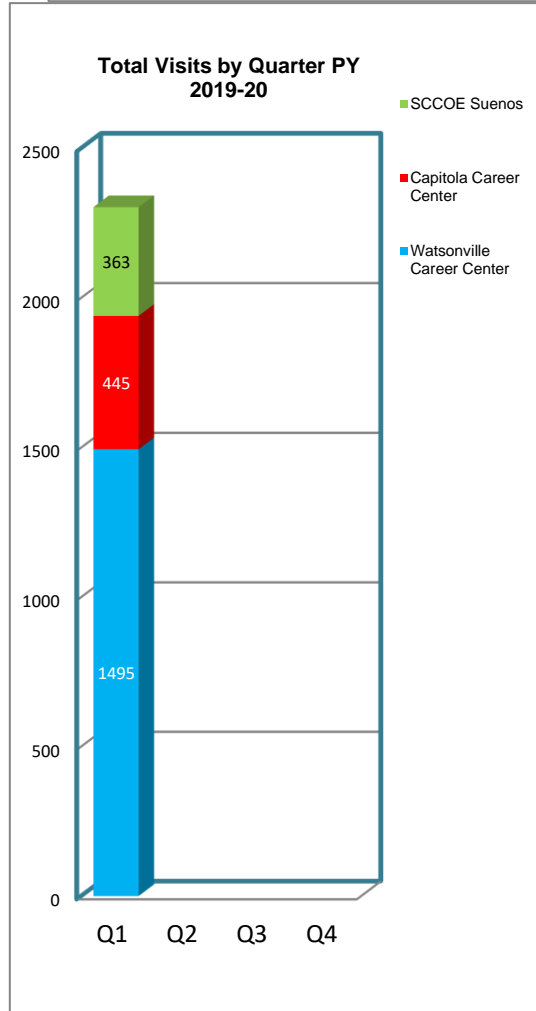
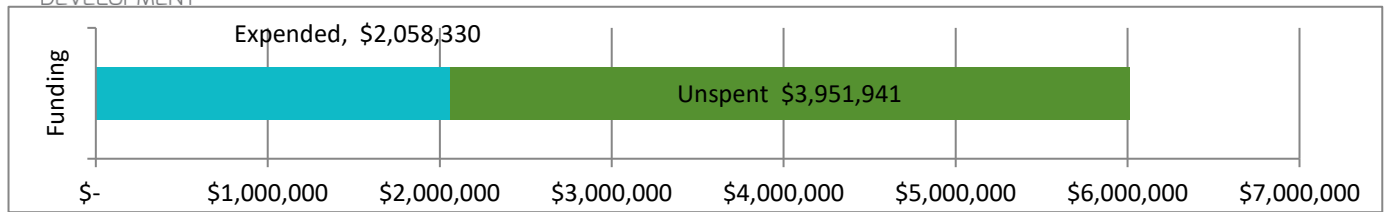
COMMITTEE DATE	COMMITTEE APPROVAL: <input type="checkbox"/> Yes <input type="checkbox"/> No Other:
BOARD DATE	BOARD APPROVAL: <input type="checkbox"/> Yes <input type="checkbox"/> No Other:



SANTA CRUZ COUNTY
WORKFORCE
DEVELOPMENT

July 1, 2019 to September 30, 2019

Program Year (PY) 2019-20 Budget: \$6,010,271





☐ Action ☒ Consent ☒ Information ☐ Discussion

C.3 Contractor Activity Reports

COMMITTEE: Executive Committee	MEETING DATE: November 13, 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 09/25/19	COMMITTEE APPROVAL: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Other:
BOARD DATE	BOARD APPROVAL: <input type="checkbox"/> Yes <input type="checkbox"/> No Other:

C.3 Attachment 1

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

Youth - Budget v. Expenditures (Through 6/30/2019)

SCCOE - Sueños	In-School	Out-of-School	Total
Budget	\$187,561.16	\$587,438.84	\$775,000
Invoiced Amount	\$171,626.12	\$527,397.65	\$699,023.77
Balance	\$15,935.04	\$60,041.19	\$75,976.23
Percent Invoiced	91.5%	89.7%	90.1%

Work Experience-Direct to Youth	In-School	Out-of-School	Total
Budget	\$33,831.12	101,493.36	\$135,324.48
Invoiced Amount	\$29,183.48	\$51,033.87	\$80,217.35
Balance	\$4,647.64	\$50,459.49	\$55,107.13
Percent Invoiced	86.2%	50.2%	59.2%

Youth – Federal Performance Goals (Through 6/30/2019)

Measure	Target Performance Level	Performance through 4th Quarter	4th QTR % of Target Achieved	Met 80% Target?
Education ,Training or Employment 2nd Qtr post exit	65.4%	86.5%	132%	YES
Education ,Training or Employment 4th Qtr post exit	62.0%	82.7%	133%	YES
Credential Rate	53%	90%	169%	YES

Youth - Contract Objectives (Through 6/30/2019)

SCCOE – Sueños Contract Objectives	Annual Plan	Q4 Target	Q4 Actual	% Annual Plan
Cumulative Enrollments	150	150	108	72%
Youth Secondary diploma or equivalent	11	11	31	282%
Placement in unsubsidized employment or post-secondary education	60	60	81	135%
Credential Attainment (excludes secondary diploma or equivalent)	50	50	36	72%
Youth Retention in Employment, Education or Training	49	49	65	133%

C.3 Attachment 2

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

Adult/Dislocated Worker - Budget v. Expenditures (Through 6/30/2019)

Goodwill Central Coast	WIOA Adult	WIOA DW	Total
Budget	\$300,000	\$300,000	\$600,000
Invoiced Amount	\$263,583.93	\$258,066.36	\$521,650.29
Balance	\$36,416.07	\$41,933.64	\$78,349.71
Percent Invoiced	87.8%	86%	86.9%

Adult – Federal Performance Goals (Through 6/30/2019)

Adult Measures	Target Performance Level	Performance through 4 th Quarter	4 th QTR % of Target Achieved	Met 80% Target?
Employment 2nd Q post exit	64%	88.2%	137%	YES
Employment 4th Q post exit	60.5%	86.4%	142%	YES
Median Earnings	\$5,200	\$8,645	166%	YES
Credential Attainment Rate	53%	78%	147%	YES

Dislocated Worker - Federal Performance Goals (Through 6/30/2019)

DW Measures	Target Performance Level	Performance through 4 th Quarter	4 th QTR % of Target Achieved	Met 80% Target?
Employment 2nd Q post exit	68%	82.7%	121%	YES
Employment 4th Q post exit	65%	79.6%	122%	YES
Median Earnings	\$7,700	\$12,309	159%	YES
Credential Attainment Rate	57%	72.2%	126%	YES

Adult/Dislocated Worker - Contract Performance Outcomes (Through 6/30/2019)

Goodwill Central Coast Contract Objectives	Annual Plan		Actual		% Annual Plan	
	Adult	DW	Adult	DW	Adult	DW
New Training Enrollments	98	65	123	47	126%	72%
Successful Training Completions	54	51	84	32	156%	63%
Entered Employment	52	47	68	27	131%	57%

C.3 Attachment 3

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

Cabrillo SRSN - Budget v. Expenditures Q4 (Through 6/30/2019)

Cabrillo SRSN	WIOA Adult	WIOA DW	Total
Budget	\$37,500	\$37,500	\$75,000
Invoiced Amount	\$32,194.20	\$32,053.98	\$64,248.18
Balance	\$5,305.80	\$5,446.02	\$10,751.82
Percent Invoiced	85.8%	85.4%	85.6%

Cabrillo SRSN - Contract Performance Objectives Q4 (Through 6/30/2019)

Cabrillo SRSN Contract Outcomes	Annual Plan		Actual		% Annual Plan	
	Adult	DW	Adult	DW	Adult	DW
New Training Enrollments	21	16	41	17	195.2%	106.2%
Successful Training Completions	9	9	17	8	188.8%	88.8%

**Workforce Services for Business
WIOA Financial and Performance Report for Program Year 2018-19**

Eckerd Business Services - Budget v. Expenditures (Through 6/30/2019)

Eckerd Modality 2	WIOA Adult	WIOA DW	WIOA Youth	Rapid Response	Total
Budget	\$25,000	\$25,000	\$25,000	\$25,000	\$100,000
Invoiced Amount	\$24,482	\$23,714	\$24,561	\$23,181	\$95,939
Percent Invoiced	97.9%	94.9%	98.2%	92.7%	95.9%
Remaining Budget	\$518	\$1,286	\$439	\$1,819	\$4,061

Underspend primarily due to Eckerd staffing delays in 2018.

Eckerd Business Services - Contract Performance Objectives (Through 6/30/2019)

Eckerd Modality 2 Contract Outcomes	Actual	Annual Goal	% Achieved
Businesses Utilizing Incumbent Worker Training	0	2	0.0%
Businesses Utilizing Workforce Services	148	158	93.7%
Work Experience Worksites	24	45	53.3%
On-the-Job-Training Enrollments	5	24	20.8%

Incumbent Worker Training (IWT) Policy was approved by Workforce Development Board on May 29, 2019 and Eckerd did not focus on IWT in June.

Eckerd secured about half of target Work Experience Worksites in second-half of program year due to increasing staff by 0.5 FTE, expanding worksite targets to non-profits, and improving worksite agreement processing.

Eckerd identified 23 OJT positions with employers over the program year. Unfortunately, only 5 OJT participant enrollments were successful.

Workforce Services for Business
WIOA Financial and Performance Report for Program Year 2018-19

Small Business Development Center (SBDC) Layoff Aversion - Budget v. Expenditures
(Through 6/30/2019)

SBDC Layoff Aversion	Actual
Budget	\$44,000
Invoiced Amount	\$43,998
Percent Invoiced	100.0%
Remaining Budget	\$2

SBDC - Contract Performance Objectives (Through 6/30/2019)

SBDC Layoff Aversion Contract Outcomes	Actual	Annual Goal	% Achieved
Number of new at-risk businesses to be served	40	40	100.0%
Number of actual jobs retained or layoffs averted	61	60	101.7%

**CalWORKs Expanded Subsidized Employment (ESE)
Financial and Performance Report for Fiscal Year 2018-19
Community Action Board - SmartHire Program**

C.3 Attachment 5

ESE - Budget v. Expenditures (through 6/30/19)

Community Action Board (SmartHire program)	Total for FY
Budget	\$649,966
Expenditures	\$554, 699
Balance	\$95,267
Percent Expended	85%

ESE – Performance Goals

Measure	Target Performance Level	Met Target?
(35/42) SmartHire participants will successfully complete a subsidized employment placement	85%	50% (no)
SmartHire participants who complete a placement will enter into unsubsidized employment	100%	92%
SmartHire participants will remain employed in unsubsidized placement for 6 months	75%	92%

ESE - Contract Performance Outcomes

Contract Outcomes	Annual Plan	Results
Cumulative Enrollments (CAB) - placements in subsidized jobs	42 enrollments	21 enrollments
New employer contacts (CAB)	48	147
New employer contracts (CAB) (intents/Agreements)	50% of those contacted	32 signed agreements (67%)

**CalWORKs Employment Services – Job Search Workshop (JSW)
Financial and Performance Report for Program Year 2018-19**

Goodwill JSW - Budget v. Expenditures (through 6/30/19)

Goodwill JSW	Total for FY
Budget	\$110,812
Expenditures	\$106,673
Balance	\$4139
Percent Expended	96%

Goodwill JSW – Performance Goals

Measure	Target Performance Level	Met Target?
Participants will complete a 4-week Job Search Workshop	65%	Yes

Goodwill JSW - Contract Performance Outcomes

Contract Outcomes	Annual Plan	% Annual Plan
JSW Completers will be employed within 6 weeks of completion	65%	73%
JSW completers will increase job search knowledge and skills, as measured by pre- and post-participation survey	100%	100%

**CalWORKs - Cabrillo Student Resource Support Network (SRSN)
Financial and Performance Report for Fiscal Year 2018-19**

Cabrillo SRSN - Budget v. Expenditures (through 6/30/19)

Cabrillo SRSN	Total for FY
Budget	\$77,465
Expenditures	\$75,349
Balance	\$2114
Percent Expended	97%

Cabrillo SRSN – Performance Goals

Measure	Target Performance Level	Met Target?
SRSN students will attain a certificate or degree	11%	Yes
SRSN student completion rate is within 5% of the completion rate of entire student body	100%	Yes

Cabrillo SRSN - Contract Performance Outcomes

Contract Outcomes	Annual Plan	Results
Enrollments	140	103

**CalWORKs - Cabrillo Student Resource Support Network (SRSN)
Work Study Program
Financial and Performance Report for Fiscal Year 2018-19**

Cabrillo SRSN - Budget v. Expenditures (through 6/30/19)

Cabrillo SRSN Work Study Services	Total for FY
Budget	\$109,189
Expenditures	\$108,621
Balance	\$568
Percent Expended	99%

Cabrillo SRSN – Performance Goals

Measure	Target Performance Level	Met Target?
SRSN students will attain a certificate or degree	11%	Yes
SRSN student completion rate is within 5% of the completion rate of entire student body	100%	100%

Cabrillo SRSN - Contract Performance Outcomes

Contract Outcomes	Annual Plan	Results
New or Returning Enrollments (Cabrillo) SRSN Work Study Positions	35	42

**CalWORKs Expanded Subsidized Employment – Goodwill Central Coast
Financial and Performance Report for Fiscal Year 2018-19
STEP/TEMP Programs**

ESE - Budget v. Expenditures (through 6/30/19)

Goodwill (STEP & TEMP)	Total for FY
Budget	\$649,715
Expenditures	\$517,019
Balance	\$132,705
Percent Expended	80%

ESE – Performance Goals

Measure	Target Performance Level	Met Target?
STEP participants will successfully complete a 3-month subsidized placement	55%	49% (No)
TEMP participants will successfully complete a 1-month subsidized placement	75%	49% (No)

ESE - Contract Performance Outcomes

Contract Outcomes	Annual Plan	% Annual Plan
New or Returning Enrollments (STEP)	90	76 enrolled (85%)
New or returning Enrollments (TEMP)	60	35 enrolled (59%)

The Subsidized Temporary Employment Program (STEP) and the Temporary Employment to Meet Participation (TEMP) Program are subsidized employment programs, where eligible clients are referred to gain work experience with Goodwill Central Coast. A STEP placement lasts 16 weeks and a TEMP placement lasts 1 month.



☒Action ☒Consent ☐Information ☐Discussion

C.4 Hallmarks of Excellence Plans

COMMITTEE:	Executive Committee	MEETING DATE:	November 13, 2019
STAFF NAME: Andy Stone, WDB Director; Sara Paz-Nethercutt, Sr. Analyst			

SUMMARY:

Background

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

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

Update:

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

☒Attachment(s)

SUGGESTED MOTION: (if applicable)

I move to direct WDB staff to continue working on Hallmarks of Excellence Action Plans and to report back to the committee on ongoing progress.

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

**Comprehensive AJCC
Hallmarks of Excellence Action Plan PY 19/20**

C.4 Attachment 1

Hallmark of Excellence	Continuous Improvement Goals and Recommendations	Ranking	PY 19/20 Target Action	YTD Progress
1. The AJCC physical location and facility enhances the customer experience. <input checked="" type="checkbox"/>	<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"> Ensure signage displayed in PY 18/19 is maintained 	Ongoing; On track.
			<ul style="list-style-type: none"> Develop a plan for additional outreach and advertising. 	Plan in development
			<ul style="list-style-type: none"> Develop online calendar accessibility for partners, ie. on CalJOBS Increase partner events listed on calendar 	<i>Teamup</i> calendar developed and shared across partners agencies
2. The AJCC ensures universal access, with an emphasis on individuals with barriers to employment. <input checked="" type="checkbox"/>	<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. 	<ul style="list-style-type: none"> Training plan developed; procuring vendors for training
			<ul style="list-style-type: none"> Develop a plan to enhance programmatic accessibility. Create a list of the devices that partners have available, particularly devices that can be shared 	<ul style="list-style-type: none"> Accessibility plan developed for WIOA Orientations Plan for shared resources/equipment in development
3. The AJCC actively supports the One-Stop system through effective partnerships. <input checked="" type="checkbox"/>	<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"> Develop a capacity building/training plan. 	Training plan developed; procuring vendors for training
			<ul style="list-style-type: none"> Develop a planned calendar for staff to meet across organizations. 	Round Table meeting calendar developed and shared across partner agencies
			<ul style="list-style-type: none"> Maintain the Integrated Service Guide 	Ongoing; On track.
4. The AJCC provides integrated, customer-centered services. <input checked="" type="checkbox"/>	<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"> Develop a capacity building/training plan. 	Training plan developed; procuring vendors for training
			<ul style="list-style-type: none"> Develop a planned calendar for staff to meet across organizations. 	Round Table meeting calendar developed and shared across partner agencies
			<ul style="list-style-type: none"> Maintain the Integrated Service Guide. 	Ongoing; On track.
5. The AJCC is an on-ramp for skill	<ul style="list-style-type: none"> Provide staff training on labor market information (LMI), targeted sectors and career pathways – and 		<ul style="list-style-type: none"> Develop a capacity building/training plan. 	Training plan developed; vendor procured, training

**Comprehensive AJCC
Hallmarks of Excellence Action Plan PY 19/20**

C.4 Attachment 1

<p>development and the attainment of industry-recognized credentials which meet the needs of targeted regional sectors and pathways.</p> <p style="text-align: center;"><input checked="" type="checkbox"/></p>	<p>how to use this information in working with 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		scheduled for 1/28/2020
			<ul style="list-style-type: none"> Develop strategy for disseminating LMI to staff and the public. 	Completed
			<ul style="list-style-type: none"> Train staff on how to access LMI and incorporate in their career coaching advising. 	Training plan developed; vendor procured, training scheduled for 1/28/2020
<p>6. The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.</p> <p style="text-align: center;"><input checked="" type="checkbox"/></p>	<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. 	Report data, including comment card information, and surveys to be shared at Career Center Operators meetings
<p>7. The AJCC has high-quality, well-informed, and cross-trained staffing.</p> <p style="text-align: center;"><input checked="" type="checkbox"/></p>	<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"> Develop a capacity building/training plan. 	Training plan developed; procuring vendors for training
			<ul style="list-style-type: none"> Maintain the Integrated Service Guide. 	Ongoing; On track.
<p>8. The AJCC achieves business results through data-driven continuous improvement.</p> <p style="text-align: center;"><input checked="" type="checkbox"/></p>	<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"> Resolve any issues identified via comment box in the Resource Room. 	Ongoing; On track.
			<ul style="list-style-type: none"> Develop a plan for the utilization of customer feedback surveys. Improve response rate to 30% Create a Spanish language survey 	<ul style="list-style-type: none"> Surveys to be administered regularly; data shared with WDB quarterly Spanish survey created September 2019

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. Rankings were determined in May 2018 and will not be updated until the next Hallmarks Assessment in 2021.

KEY			
<input checked="" type="checkbox"/>	on track to meet planned target for the year	<input checked="" type="checkbox"/>	in danger of not meeting target for the year.

**Affiliate AJCC
Hallmarks of Excellence Action Plan PY 19/20**

C.4 Attachment 2

Hallmark of Excellence	Continuous Improvement Goals and Recommendations	Ranking	PY 19/20 Target Action	YTD Progress
<p>1. The AJCC physical location and facility enhances the customer experience.</p> <p><input checked="" type="checkbox"/></p>	<ul style="list-style-type: none"> Develop a structure for organizing the program services materials in the reception area. Develop additional state compliant signage, i.e banner or poster, for reception area linking EDD to WIOA program services and the overall AJCC system. Ensure emergency evacuation procedures are shared with all partnering staff and reviewed with new staff, and with all at a minimum, annually. 	3	<ul style="list-style-type: none"> Create organized self-service information area. 	Lobby reorganization in progress
			<ul style="list-style-type: none"> In consultation with the Career Center Operator (CCOps), develop a plan for additional signage by 12/30/2019. 	EDD in progress with developing their own plan.
			<ul style="list-style-type: none"> Review procedures at bi-annual all-staff site meetings and review with new site staff, including partners as part of their site onboarding. 	EDD hosted 1 of 2 bi-annual meetings on 10/4/2019
<p>2. The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.</p> <p><input checked="" type="checkbox"/></p>	<ul style="list-style-type: none"> Develop and practice a customer-centered design solution. Seek the assistance of the Workforce Development Board (WDB) and California Workforce Association, California Training Institute (CWA,CTI) for possible training opportunities. Ensure that staff continue to receive awareness training on a regular cycle but at a minimum annually. Seek the assistance of the Workforce Development Board (WDB) and California Workforce Association, California Training Institute (CWA,CTI) for possible training opportunities. Review and improve the use of technology to enhance accessibility by people with disabilities. 	4	<ul style="list-style-type: none"> Seek training opportunities with the assistance of the Career Center Operator (CCOPs) on customer centered design and accessibility awareness. 	Training plan developed; procuring vendors for training
			<ul style="list-style-type: none"> Participate in any and all staff training opportunities provided by the WDB. 	Ongoing
<p>3. The AJCC actively supports the One-Stop system through effective partnerships.</p> <p><input checked="" type="checkbox"/></p>	<ul style="list-style-type: none"> Develop an office procedure for applying the Universal Referral Form (URF) process consistently for all customer referrals; provide data and feedback to WDB on partner referrals. Maintain the strong connection to the comprehensive AJCC by continued collaboration. Increase signage to inform customer about comprehensive AJCC. 	3	<ul style="list-style-type: none"> Develop site procedures for use of the URF; share quarterly data with WDB. 	<ul style="list-style-type: none"> Training plan in development; Quarterly reporting to CCO in place
			<ul style="list-style-type: none"> Continue attending and participating in: WDB (Board) meetings; Career Services Committee meetings; Roundtable meetings; CCOPs meetings and partner training events as made available. 	Ongoing; On track.
			<ul style="list-style-type: none"> In consultation with the Career Center Operator (CCOps), develop a plan for additional signage by 12/30/2019. 	EDD in progress with developing their own plan.

**Affiliate AJCC
Hallmarks of Excellence Action Plan PY 19/20**

C.4 Attachment 2

<p>4. The AJCC provides integrated, customer-centered services.</p> <p style="text-align: center;"><input checked="" type="checkbox"/></p>	<ul style="list-style-type: none"> Ensure all Affiliate AJCC staff, including partner staff, receive customer service training on a regular basis. Ensure affiliate staff regularly attend the roundtable meetings, designed for front line staff sharing program knowledge. <p>By 12/30/2019:</p> <ul style="list-style-type: none"> Develop and practice a customer-centered design solution. Seek the assistance of the Workforce Development Board (WDB) and California Workforce Association, California Training Institute (CWA,CTI) for possible training opportunities. Develop overt signage connecting the Affiliate AJCC with the overall one-stop system. Develop co-enrollment strategies between WIOA partners, including WTW and the Adult/Dislocated Worker programs. 	3	<ul style="list-style-type: none"> Review customer service techniques on regular basis at all-staff site meetings. 	<ul style="list-style-type: none"> To be part of EDD internal staff meeting training
			<ul style="list-style-type: none"> Ensure affiliate staff regularly attend the roundtable meetings. 	Ongoing; On track.
			<ul style="list-style-type: none"> Seek training opportunities with the assistance of the Career Center Operator (CCOps) on customer centered design. 	Training plan developed; procuring vendors for training
			<ul style="list-style-type: none"> In consultation with the Career Center Operator (CCOps), develop a plan for additional signage by 12/30/2019. 	TBD
			<ul style="list-style-type: none"> Participate in WIOA-WTW workgroup to assist with co-enrollment strategy. 	TBD
<p>5. The AJCC is an on-ramp for skill development.</p> <p style="text-align: center;"><input checked="" type="checkbox"/></p>	<ul style="list-style-type: none"> Develop a local strategy which delineates the role of affiliate staff (ie. EDD staff) in increasing the number of customers receiving skills training. <p>By 12/30/2019:</p> <ul style="list-style-type: none"> Ensure all staff are aware of all WIOA program policies; ensure all policy updates are shared as approved by the local area Workforce Development Board (WDB). Develop strategies for using the WDB approved demand occupation list for training opportunities, particularly the Occupational Skill training program element. 	3	<ul style="list-style-type: none"> In consultation with the CCOps, develop a local strategy. 	TBD
			<ul style="list-style-type: none"> Review WIOA program design and local policies at regular all-staff site meetings; Attend round table meetings for program services awareness training; Review Integrated Service Delivery Guide as staff learning tool. 	<ul style="list-style-type: none"> To be part of EDD internal staff meeting training Ongoing; On track.
			<ul style="list-style-type: none"> In consultation with the Career Center Operator (CCOps), develop strategies for using WDB approved demand occupation list. 	Completed
<p>6. The AJCC actively engages industry and labor.</p> <p style="text-align: center;"><input checked="" type="checkbox"/></p>	<p>By 12/30/2019:</p> <ul style="list-style-type: none"> Participate in any Workforce Services for Business collaboration that is created, including participating in the Business Engagement team meetings, if continued in the PY 19/20. Maintain the communication about recruitment events to maximize the effectiveness of each event. Create a local system for seeking data from businesses on the delivery of services and apply feedback for continuous improvement. 	3	<ul style="list-style-type: none"> Participate in collaboration when established. 	TBD
			<ul style="list-style-type: none"> Continue communication about recruitment events. 	<ul style="list-style-type: none"> Ongoing; On track.
			<ul style="list-style-type: none"> Collaborate with County Business Services Manager and CCOps for system creation. 	TBD

**Affiliate AJCC
Hallmarks of Excellence Action Plan PY 19/20**

C.4 Attachment 2

<p>7. The AJCC has high-quality, well-informed, and cross-trained staffing.</p> <p style="text-align: center;"><input checked="" type="checkbox"/></p>	<ul style="list-style-type: none"> Ensure all staff, particularly new staff receive ongoing partner program cross-training. Ensure staff have the opportunity to attend the front-line roundtable meetings for program information sharing. Ensure the Memorandum Of Understanding (MOU) is being shared with affiliate staff. Consult with local area CalJOBS Management Information System (MIS) administrator for implementing the VOSGreeter module at the affiliate AJCC. Develop overt signage connecting the Affiliate AJCC with the overall one-stop system. 	3	<ul style="list-style-type: none"> Review partner MOU, WIOA program design and local policies at regular all-staff site meetings; Attend round table meetings for program services awareness training; Review Integrated Service Delivery Guide as staff learning tool. 	Ongoing; On track.
			<ul style="list-style-type: none"> Led by CCops (WDB), establish implementation workgroup for VOS greeter. 	VOS Greeter to be installed in 2019 after computer upgrades.
			<ul style="list-style-type: none"> In consultation with the Career Center Operator (CCOps), develop a plan for additional signage by 12/30/2019. 	EDD in progress with developing their own plan.
<p>8. The AJCC achieves business results through data-driven continuous improvement.</p> <p style="text-align: center;"><input checked="" type="checkbox"/></p>	<ul style="list-style-type: none"> Create a local system for seeking data on the delivery of services and apply feedback for continuous improvement. Explore points at which customer feedback may be solicited, i.e. after orientations or workshops. Share all information, both positive and negative, obtained via the "Drop Box" (located in the lobby of the site) on comment card/surveys from customers with WDB staff 	3	<ul style="list-style-type: none"> With the assistance of the CCops, create system for seeking and sharing data with WDB. 	<ul style="list-style-type: none"> System to be developed Comment card "Drop Box" data points to be shared with CCoperator

KEY			
<input checked="" type="checkbox"/>	on track to meet planned target for the year	<input type="checkbox"/>	in danger of not meeting target for the year.

11.4.2019





Specialized AJCC~ Sueños
Hallmarks of Excellence Action Plan PY 19/20



C.4 Attachment 3

Hallmark of Excellence	Continuous Improvement Goals and Recommendations	Ranking	PY 19/20 Target Action	YTD Progress
1. The AJCC physical location and facility enhances the customer experience. <input checked="" type="checkbox"/>	By 12/30/2019: <ul style="list-style-type: none"> Develop additional state compliant signage, i.e banner or poster, for reception area linking Sueños to WIOA and the overall AJCC system. Ensure safety and security precautions are in place to protect both customers and staff. 	4	<ul style="list-style-type: none"> Develop plan for increasing signage. 	Plan in development
			<ul style="list-style-type: none"> Train staff on deescalating techniques for youth safety situations. Inform all staff of SCCOE site safety precautions. 	SCCOE training plan developed for online training opportunities.
2. The AJCC ensures universal access, with an emphasis on individuals with barriers to employment. <input checked="" type="checkbox"/>	<ul style="list-style-type: none"> Develop a written plan and procedure for all Sueños staff for ensuring programmatic accessibility. Ensure that staff continue to receive awareness training on a regular cycle but at a minimum annually. Seek the assistance of the Workforce Development Board (WDB) and California Workforce Association, California Training Institute (CWA,CTI) for possible training opportunities. Develop and practice a customer-centered design solution. Seek the assistance of the Workforce Development Board (WDB) and California Workforce Association, California Training Institute (CWA,CTI) for possible training opportunities. 	4	<ul style="list-style-type: none"> Develop a written plan and procedure for all Sueños staff for ensuring programmatic accessibility. 	Accessibility plan in development
			<ul style="list-style-type: none"> Seek training opportunities with the assistance of the Career Center Operator (CCOPs) on accessibility awareness and customer centered design. 	Training plan developed; procuring vendors for training
3. The AJCC actively supports the One-Stop system through effective partnerships. <input checked="" type="checkbox"/>	<ul style="list-style-type: none"> Maintain strong connection to the comprehensive AJCC by continued collaboration. Provide data and feedback to WDB on partner referrals. 	5	<ul style="list-style-type: none"> Continue participating in : WIOA-WTW workgroup; Career Services Committee meetings; Roundtable meetings; CCOPs meetings; Learning Collaborative meetings 	Ongoing; On track.
			<ul style="list-style-type: none"> Collect Universal Referral Form data and feedback and provide to WDB on a quarterly basis. 	PY 19/20 Q1 data shared with WDB staff
4. The AJCC provides integrated, customer-centered services. <input checked="" type="checkbox"/>	By 12/30/2019: <ul style="list-style-type: none"> Develop overt signage connecting WIOA youth, Sueños to the overall one-stop system. Develop co-enrollment strategies between WIOA partners, including WTW and the Adult/Dislocated Worker programs. By 6/30/2020: <ul style="list-style-type: none"> Develop and practice a customer-centered design solution. Seek the assistance of the Workforce Development Board (WDB) and California Workforce Association, California Training Institute (CWA,CTI) for possible training opportunities. 	4	<ul style="list-style-type: none"> Develop plan for increasing signage. 	Plan in development
			<ul style="list-style-type: none"> Continue participating in WIOA-WTW workgroup and pilot strategies that come out of workgroup. 	Ongoing; On track.
			<ul style="list-style-type: none"> Seek training opportunities with the assistance of the Career Center Operator (CCOPs)on customer centered design. 	Training plan in development

Specialized AJCC~ Sueños
Hallmarks of Excellence Action Plan PY 19/20

C.4 Attachment 3

5. The AJCC is an on-ramp for skill development. 	<ul style="list-style-type: none"> Develop strategies for using the WDB approved demand occupation list for training opportunities, particularly the Occupational Skill training program element. Participate in any and all staff training provided by the WDB for labor market information (LMI) and how to use more effectively for youth program design. 	4	Develop staff strategies for using LMI.	Completed
			Participate in any and all staff training opportunities provided by the WDB	Ongoing; On track.
6. The AJCC actively engages industry and labor. 	<ul style="list-style-type: none"> Continue to administer the business customer satisfaction survey and share the results with the WDB staff for possible systems improvements. Continue to build the connection for business sites for paid and unpaid work experience, job shadow and internship options. 	5	Provide annual survey results to WDB in final Q4 report; seek and use feedback for system improvements.	Contractual obligation, Ongoing; On track.
			Increase business site opportunities by 10% (baseline 76)	TBD
7. The AJCC has high-quality, well-informed, and cross-trained staffing. 	<ul style="list-style-type: none"> Seek CalJOBS training to better assist youth in matching them to job openings. Ensure all staff, particularly new staff, receive ongoing partner program training. Ensure staff have the opportunity to attend the front-line roundtable meetings for program information sharing. 	4	Review CalJOBS webinar training calendar for capacity building training participation.	Ongoing; On track.
			Continue participating in Roundtable meetings; Learning Collaborative meetings.	Ongoing; On track.
8. The AJCC achieves business results through data-driven continuous improvement. 	<ul style="list-style-type: none"> Continue to capture data and share with WDB staff. Examine the points at which youth customer feedback is solicited and determine how this can be improved. Install a "Drop Box" in the lobby of the specialized site to collect anonymous surveys from youth customers. 	5	Capture data and share with WDB staff on a quarterly basis.	WEX data shared with WDB staff monthly
			Examine the feedback points and seek improvements.	Ongoing; On track.
			Install "Box" and take appropriate action for resolution on any issues. Share information obtained with WDB on a quarterly basis.	Completed installation in August 2019; Sueños manager obtains data and resolves. Results shared with CCO and WDB staff.

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

11.4.2019



C.5 WIOA Budget PY 2018-19 & 2019-20

COMMITTEE:	Workforce Development Board	MEETING DATE:	November 13, 2019
STAFF NAME: Andy Stone, WDB Director; Lacie Gray, Sr. Analyst			

SUMMARY:

On June 19, 2019, and on April 24, 2019, the Employment Development Department (EDD) released the Workforce Innovation and Opportunity Act (WIOA) Program Year (PY) 2018-19 (revised) and PY 2019-20, respectively, Formula Allocations for the Adult, Dislocated Worker (DW) and Youth programs. On June 20, 2019, EDD released the Rapid Response and Lay Off Aversion allocations for PY 2018-19 and PY 2019-20, respectively.

Current service providers for core services are Goodwill Central Coast (Adult, DW and Business Services funding); Cabrillo Student Resources and Support Network (student support services); Santa Cruz County Office of Education (Youth services); Cabrillo Small Business Development Center (Rapid Response/ job retention and layoff aversion services); and Winter Works LLC (One-Stop Operator). The 2018-19 One-Stop Career Operator was Eckerd Connects.

These funds were accepted into the County of Santa Cruz fiscal year budgets for each year during the annual County budgeting process.

Grant funded services are also listed. Grant funds are accepted into the County budget as they are received, usually in tandem with setting up related contracts for services.

☒ Attachment(s)

SUGGESTED MOTION: (if applicable)

I move to retroactively accept the WIOA budgets for PY 2018-19 & 2019-20.

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

Workforce Development Board Fiscal Years 18/19 and 19/20 Financial Report

C.5 Attachment

	Fiscal Year 18/19 Activities					Fiscal Year 19/20 Activities				
	FY 18/19 Grant Allocations	Carried in from FY 17/18 Allocations	Total FY 18/19 Budget	Expended in FY 18/19	Unspent funds Carried into FY 19/20	FY 19/20 Grant Allocations	Carried in from FY 18/19 Allocations	Total FY 19/20 Budget	YTD Sept-19 Spend	Funds Unspent as at 9/30/19
ADULT										
Budget / Expenditure Categories										
Administration	107,814	28,658	136,472	72,041	64,431	86,457	64,431	150,888	17,651	133,237
Program Services	236,862	57,700	294,562	294,562	-	246,696	-	246,696	61,077	185,619
Contracts	199,138	152,401	351,539	351,539	-	236,121	-	236,121	2,092	234,029
Operational	109,485	16,913	126,398	26,382	100,017	41,700	100,017	141,717	-	141,717
Training	307,547	293,152	600,699	392,431	208,268	251,503	208,268	459,771	24,143	435,628
Supportive Services	34,803	14,165	48,968	26,527	22,441	10,827	22,441	33,268	2,279	30,989
Subtotal	995,649	562,989	1,558,638	1,163,482	395,156	873,304	395,156	1,268,460	107,241	1,161,218
DW										
Administration	99,352	9,458	108,810	57,298	51,511	88,634	51,511	140,145	16,433	123,712
Program Services	102,309	207,700	310,009	296,416	13,593	211,132	13,593	224,725	64,246	160,479
Contracts	393,754	157,010	550,764	369,900	180,864	239,136	180,864	420,000	2,092	417,908
Operational	128,287	146,266	274,553	3,391	271,162	75,600	271,162	346,762	-	346,762
Training	252,595	186,469	439,064	157,833	281,230	277,543	281,230	558,773	10,785	547,988
Supportive Services	14,891	13,750	28,641	9,744	18,897	3,254	18,897	22,151	1,161	20,991
Subtotal	991,188	720,653	1,711,841	894,583	817,258	895,299	817,258	1,712,557	94,717	1,617,840
Youth										
Administration	82,574	10,459	93,033	67,751	25,282	27,379	25,282	52,661	18,311	34,349
Program Services	208,365	15,150	223,515	223,515	-	250,453	-	250,453	50,236	200,217
Contracts	828,077	122,727	950,804	752,616	198,188	693,246	198,188	891,434	93,526	797,908
Operational	1,922	-	1,922	1,922	-	22,308	-	22,308	-	22,308
Subtotal	1,120,938	148,337	1,269,275	1,045,805	223,470	993,386	223,470	1,216,856	162,074	1,054,782
RR										
Program Services	101,603	9,428	111,030	111,030	-	96,507	-	96,507	20,194	76,313
Contracts	60,555	-	60,555	60,555	-	44,000	-	44,000	5,631	38,369
Subtotal	162,158	9,428	171,586	171,586	-	140,507	-	140,507	25,824	114,683
Non WIOA Funds										
Prop 39										
Program Services	40,225	-	40,225	29,437	-	-	-	-	-	-
SlingShot Healthcare										
Program Services	77,138	-	77,138	76,242	-	-	-	-	-	-
Contracts	85,000	-	85,000	85,000	-	-	-	-	-	-
Operational	11,500	-	11,500	4,753	-	-	-	-	-	-
Subtotal	213,863	-	213,863	195,432	-	-	-	-	-	-
Grand Total	3,483,796	1,441,406	4,925,202	3,470,887	1,435,884	2,902,496	1,435,884	4,338,380	389,856	3,948,523

The non-WIOA funds were only available for FY 18/19



☒ Action ☐ Consent ☐ Information ☒ Discussion

A.1 Strategic Plan Update

COMMITTEE:	Executive Committee	MEETING DATE:	November 13, 2019
STAFF NAME: Andy Stone, WDB Director			

SUMMARY:

On September 11, 2019 the WDB approved the WDB Director's Program Year (PY) 2019-20 Operational Plan which lays out the specific actions for the program year designed to ensure that the Strategic Plan's goals are met. The attached scorecard represents the updated PY 2019-20 outcomes for the approved goals and action steps.

Both the Strategic Plan and the WDB Director's Operational Plan incorporate the Strategic Goals referenced below.

Strategic Goals for Workforce Santa Cruz County

Goal 1: Increase effectiveness of local and regional workforce development system to better meet job seekers, business and community needs

Goal 2: Align workforce development strategies to support local economic development

Goal 3: Develop strategic relationships with educators, employers and community partners

☒ Attachment(s)

SUGGESTED MOTION: (if applicable)

I move to accept the WDB Director's Operational Plan update for PY 19-20.

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

**Workforce Development Board of Santa Cruz County
STRATEGIC PLAN STATUS REPORT Program Year (PY) 2019-2020**

	<i>Status</i>	<i>2019-20 Target</i>	<i>2019-20 Operational Goals to meet Target</i>	<i>YTD</i>
<u>Goal 1</u> Increase effectiveness of local and regional workforce development system	✓	Deliver three WDB approved projects	<ul style="list-style-type: none"> • Identify future Career Training and Education trends • Provide a training for WDB and staff on engaging at-risk youth • Provide a local presentation outlining the business case for local employers to upskill their own employees 	<p>Career Training & Education: Presentation at 9/11/19 WDB meeting</p> <p>At-risk youth training: Scheduled for 4/2/20 WDB meeting</p> <p>Upskill Employees: Scheduled for 12/5/19 WDB meeting</p>
<u>Goal 2</u> Align workforce development strategies to support local economic development	✓	Partner with economic development to help employers attract and retain talent	<ul style="list-style-type: none"> • Begin first Incumbent Worker Training contract • Partner with Economic Development to Convene Agriculture Sector and develop future trends report • Convene local economic development/business development partners to explore potential Business Resource Network 	<p>Meeting with Salud Para La Gente to discuss Incumbent Worker Training opportunities</p> <p>Ag project: RFP completed. Started the purchase order process.</p> <p>Business Resource Network: Informational webinar with Ohio BRN on 11/23/19</p>
<u>Goal 3</u> Develop strategic relationships with educators, employers and community partners	✓	Build partnerships with Cabrillo College and County Probation	<ul style="list-style-type: none"> • Partner with Cabrillo College to hold an on-campus job fair • Launch Prison 2 Employment Initiative with County Probation 	<p>Cabrillo job fair: Scheduled for April 2020</p> <p>Prison to Employment: Finalizing funding contract and coordinating with Probation Department</p>

✓ on track to meet planned target for the year

✗ not on track to meet planned target for the year



☒Action ☐Consent ☐Information ☐Discussion

A.2 Mid-year Program Monitoring PY18-19

COMMITTEE:	Executive Committee	MEETING DATE:	November 13, 2019
STAFF NAME: Andy Stone, WDB Director; Sara Paz-Nethercutt, Sr. Analyst			

SUMMARY:

Background

At the Workforce Development Board Executive Committee meeting on May 8, 2019 the committee members expressed concern about the annual monitoring report before them via the consent agenda. That monitoring report contained details on the onsite monitoring conducted January 7-10, 2019. This Committee directed staff to conduct a mid-year review to ascertain if progress had been made and changes implemented on the issues of concern from the previous monitoring visit.

Staff conducted a case file review of eight (8) randomly selected case files on July 3, 2019. Contractor continues to have Data validation issues assessed. The complete report is attached.

Staff would highly recommend that Contractor utilize the Quality Assurance Coordinator position as allocated via the WIOA contract for .25FTE to ensure issues and concerns are addressed prior to the next monitoring visit. Additionally, staff recommends that Contractor work with WDB staff to identify program issues/concerns and develop continuous improvement project(s) utilizing the Lean method.

While human error can certainly be a factor in monitoring findings, issues and concerns, when there are repeated errors or program implementation errors, that identifies more program systemic issues that could be addressed with problem-solving techniques to find the root cause and implement tactical solutions/changes.

☒Attachment(s)

SUGGESTED MOTION: (if applicable)

I move to approve the monitoring report as provided by WDB staff.

COMMITTEE DATE	04/24/19	COMMITTEE APPROVAL:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Other:
BOARD DATE		BOARD APPROVAL:	<input type="checkbox"/> Yes <input type="checkbox"/> No Other:

**Santa Cruz County Workforce Development Board
Mid-Year Monitoring Report 2018-2019
Goodwill Central Coast
Workforce Innovation and Opportunity Act Services**

A.2 Attachment

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: monitoring conducted July 3, 2019

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

Background

At the Workforce Development Board Executive Committee meeting on May 8, 2019 the committee members expressed concern about the annual monitoring report before them via the consent agenda. Committee directed staff to conduct a mid-year review to ascertain if progress had been made and changes implemented on the issues of concern from the previous monitoring visit conducted in January 2019, six-months prior to the board agenda item.

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

File Review: Eight (8) case files were randomly selected for file and service review. Five (5) Adult cases and three (3) dislocated worker case files were reviewed using the same methodology as an annual case file review. Issues noted below on all matters.

Current Issues The following represents issues and concerns which if not addressed soon could become findings in the future.

Issue/Concern:	Recommended Action(s):
<p>1. Section 188 Nondiscrimination and Equal Opportunity Provisions The <i>Equal Opportunity Is the Law</i> form was updated 11/29/2017 after a State Section 188 monitoring finding, yet staff used a 2016 version for State #894377891 (eligibility date 4/23/19).</p> <p>2. Effective case-management: Lack of timely case note entry Effective case management involves monthly contact with WIOA participant and timely case note entries into CalJOBS case management system. State # 1002932968; #382434102; #18888969 had case note entries 13 days and 3 weeks after contact with participant.</p> <p>3. No WIOA activity assigned within 30 days of the eligibility date Two of the eight case files (25%) reviewed did not have an assigned activity (For example: 102:initial assessment;202:career guidance/planning; 205:</p>	<p>1. Ensure the current updated version of all WIOA mandated forms be used and maintained in each case file.</p> <p>2. While no longer a contract requirement in PY 19/20, contracted service provider staff should aim for entering timely case note entries within 48 hours of the activity.</p> <p>3. Ensure an activity is created in CalJOBS within thirty (3) days of eligibility determination. Non-compliance with Priority of Service local Policy, 16-01 <i>All participants must be entered into</i></p>

**Santa Cruz County Workforce Development Board
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A.2 Attachment

<p>Development of Individual Employment Plan) State # 508442621 & 18856764: 33 working days elapsed from the date eligibility was determined to the date of the first activity.</p> <p>4. Data Validation No open activity in CalJOBS Seven out of the eight casefiles reviewed (88%) were lacking an open WIOA activity in CalJOBS. This means that while the case is considered “active/open” it appears that the participant is not receiving any kind of WIOA service; thus contracted service provider staff not receiving due credit for any services provided that are tied to a case note entry.</p> <p>For example: State ID# 508442621 Eligibility Date: 4/18/2018 Activity/Service: 102- Initial Assessment Actual begin: 6/5/2019 Actual End: 6/5/2019 Successful Completion</p> <p>*Citation: WSD17-01, August 1, 2017 Nondiscrimination and Equal Opportunity Procedures; Priority of Service local Policy, 16-01, page 2; Cal JOBS data validation: source documentation for activities tied to expenditures or required activities WSIN17-09, 9/29/17;</p>	<p><i>the case management system and have a WIOA activity assigned within 30 days of the eligibility date.</i></p> <p>4. WDB staff conducted case file review on 7/3/2019 and there were no subsequent (post 6/5/2019) activities open/active for this participant. Case subject to a “system closure” without an open activity within 90 days of previously closed activity.</p>
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Other Recommendations

1. It is recommended that Contractor remove all hard-copy (printed) case notes from case file. Case notes are accessible via CalJOBS case management system. (State # 508442621; #894377891)
2. It is recommended that Contractor redact any/all information pertaining to other WIOA participants from training vendor emails when more than one local participant is enrolled with a particular training vendor and there is communication about the training cohort. (State # 1002671990)

Observations:

1. As per local policy, eligibility determination for three of the five Adult case files used only one Santa Cruz County residency verification because the WIOA applicant receives local Temporary Assistance for Needy Family (TANF) financial assistance. However, it would be helpful if a case note entry was created in CalJOBS for an explanation.
2. **Data Change Request (DCR)** history was reviewed since the annual monitoring in January 2019. Since then, three (3) DCRs were submitted. Errors determined as follows:
 - Case manager error 66% (2 of the 3)
 - Participant communication (lack of) which resulted in an error 33% (1 of the 3)

Next steps:

- Reviewed with Contractor Workforce Services Director on July 18, 2019 for recommended actions
- Cases have been identified that require a follow-up review.

**Santa Cruz County Workforce Development Board
Mid-Year Monitoring Report 2018-2019
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A.2 Attachment

- Review at the next annual monitoring visit, to be scheduled for December 2019.
- WDB staff to consider drafting case management local policies.
- Remind Contractor of Section 188 Nondiscrimination and Equal Opportunity Provisions requiring any collection and maintenance of medical and disability related information be kept in a separate file, apart from any other information about the individual, and treated as confidential. All medical and disability related confidential information must also be removed from WIOA case files in retention.

Planned verses Actual Performance/Expenditures:

The program year is 100% of the contract period completed (July 2018- June 2019).

PROGRAM PERFORMANCE BASED OUTCOMES

Program Year 18-19	Total	Adult	Dislocated Worker (DW)
Planned Number of Training Enrollments*	163	98	65
Actual as of 6/30/19	168	122	46
Percentage of Planned goal	103%	124%	70.7%
Training Completions (vocational certificates)	105	54	51
Actual as of 6/30/2019	118	86	32
Percentage of Planned goal	112%	159%	62.7%
Entered Employment	99	52	47
Actual as of 6/30/2019	142	102	40
Percentage of Planned goal	143%	196%	85%

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 6/30/2019 claims*	\$521,650.29	\$236,510.89	\$231,358.64	\$46,280	\$7,500
Percent Expended	86.9%	87.8%	85.9%	85.9%	99.9%

*Contractor submitted claims through June 2019

Sara Paz-Nethercutt

Sara Paz-Nethercutt
Sr. Human Services Analyst
Workforce Development Board
Human Services Department

7/18/2019

Date



☒Action ☐Consent ☐Information ☒Discussion

A.3 WDB Member Recruitment Update

COMMITTEE: Executive Committee	MEETING DATE: November 13, 2019
STAFF NAME: Andy Stone, WDB Director	

SUMMARY:

The Workforce Innovation and Opportunity Act (WIOA) requires that the WDB have a Local Business representation majority of 51%. Our current Board representation requirement is thirteen (13) business members and there is currently one (1) business vacancy.

According to the Department of Labor's Training and Employment Guidance Letter WIOA 27-14, a majority of members must be business representatives who are owners, chief executive or operating officers, or other business executives, or employers with optimum policy making or hiring authority. They are to be representatives of businesses, including small businesses, or organizations representing businesses, that provide employment opportunities in the local area in in-demand industry sectors or occupations (as defined in WIOA section 3(23)). These representatives are uniquely suited to communicate the emerging workforce needs of employers in high-growth, in-demand sectors to the Local Board.

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

☐ Attachment(s)

SUGGESTED MOTION: (if applicable)

I move to accept the WDB Member Recruitment Update.

COMMITTEE DATE 09/11/19	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 WDB Meeting Planning

COMMITTEE: Executive Committee	MEETING DATE: November 13, 2019
STAFF NAME: Andy Stone, WDB Director	

SUMMARY:

At a special meeting of the Executive Committee on July 23, 2019, the Committee identified four topics to be presented at full Workforce Development Board (WDB) Meetings in Program Year 2019-2020. The identified topics are:

- Finding/Developing Workers with the right skills; (presented at the September 11, 2019 meeting)
- Future of Agriculture in the Pajaro Valley;
- Future of Career Training and Education; and
- Engaging Hard to Serve Youth

The next Workforce Development Board (full board) meeting is scheduled for Thursday, December 5, 2019. Staff has secured

At this meeting, the Executive Committee will consider if it would like to add any additional agenda items to the December 5, 2019 full board meeting agenda.

☐ Attachment(s)

SUGGESTED MOTION: (if applicable)

I move to direct that the WDB staff include the following items in the December 5, 2019 WDB meeting agenda:

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



☐ Action ☐ Consent ☒ Information ☒ Discussion

A.5 Watsonville Career Center Update

COMMITTEE:	Executive Committee	MEETING DATE:	November 13, 2019
STAFF NAME: Andy Stone, WDB Director			

SUMMARY:

In May of 2017, an Employment Development Department (EDD) representative reviewed the Watsonville facility for compliance with EDD's seismic and accessibility standards. While the facility passed the seismic screening, the reviewer cited several instances where the facility did not meet EDD's accessibility requirements. Although the building does not meet EDD's accessibility standards, Santa Cruz County believes that the facility meets the legal accessibility requirements. That said, EDD provided Santa Cruz County with two years to resolve the listed issues before it would need to move its staff member to the Capitola office. Santa Cruz County was able to resolve some of the identified issues, pertaining to signage and plumbing insulation. The remaining items concern the accessibility of the drinking fountain, bathroom stalls and parking spaces. Santa Cruz County has notified the building owner and the City of Watsonville (parking lot owner) of EDD's findings, but has not been successful in securing the requested changes.

On October 23, 2019, EDD notified Santa Cruz County that it intends to cease its operations in the Watsonville career center after November 22, 2019 (see attached letter). Santa Cruz County is in the process of hiring an architect and intends to continue to work with EDD and the owners of the building and parking lot to arrive at a mutually agreeable solution. In the meantime, the Workforce Development Board staff will seek alternatives that will allow Watsonville residents to access EDD services through technology or other means.

☒ 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:



October 23, 2019

Andy Stone, Executive Director
Watsonville Career Center
18 West Beach Street
Watsonville, CA 95076

RE: EDD SPACE USE PERMIT (SUP) REQUEST- WATSONVILLE AMERICA'S JOB CENTER OF CALIFORNIA, 18 WEST BEACH STREET, WATSONVILLE.

Dear Mr. Stone:

The purpose of this letter is to inform you that the Employment Development (EDD) Workforce Services Branch is ceasing its operations at the Watsonville America's Job Center of California (AJCC) located at 18 West Beach Street in Watsonville effective close of business on November 22, 2019.

As you know, the Workforce Services has been providing services at this location under the umbrella of an approved Space Use Permit (SUP) which expired on June 30, 2019. This SUP was approved contingent on the Santa Cruz County Workforce Development Board (WDB) addressing the identified ADA deficiencies by the expiration date of the SUP. A renewal of the SUP was also contingent on the owner completing ADA corrections by the SUP expiration date.

The Business Operations Planning and Support Division (BOPSD) has completed a site review of the Americans with Disability Act (ADA) corrections required at the Watsonville America's Job Center of California located at 18 West Beach Street, Watsonville. The following deficiencies have been identified:

1. Provide designated accessible path of travel from accessible parking stalls on the second floor parking structure to elevator.
2. Provide 8' wide loading zone at van accessible parking stalls.
3. Provide additional sign below the International Symbol of Accessibility (ISA) stating "Minimum fine \$250" at minimum of 60" above the ground.
4. Provide warning stripes on all stair treads.
5. Provide detectable warnings (truncated domes) at the curb ramps in front of parking structure.
6. Provide compliant signage at employee break room, training rooms #2 and #5 with required braille and raised characters, and all signage shall be mounted between

48" min above finished floor from baseline of lowest braille and 60" maximum above finished floor to baseline of highest line of raised characters.

7. Provide compliant bi-level drinking fountain.
8. All water closets in public and employee restrooms shall be located 17" to 18" from centerline of water closet to adjacent wall/partition.
9. Provide insulation at hot water supply and drain.

As a result of the subject property not meeting ADA compliance, the BOPSD cannot authorize EDD staff, or EDD customers, further occupancy use of this facility.

I recognize that the decision to remove EDD staff will have a significant impact on the delivery of services to our customers in the Local Workforce Development Area by removing access to onsite EDD services, including, but not limited to Unemployment Insurance ((UI) Navigation, CalJOBSSM Assistance, Veteran Services Navigation (VSN), and Reemployment Services and Eligibility Assessment (RESEA).

The EDD values its partnership with the Santa Cruz County Workforce Development Board and its partners and remains committed to continue its presence in the Capitola AJCC which is an affiliate center in compliance with ADA and seismic certification requirements as outlined in the Workforce Innovation and Opportunity Act Memorandum of Understanding with the Santa Cruz County Workforce Development Board. We will be unable to continue to provide services at the Watsonville location in view of the current assessments.

If you have any questions or require additional information, please contact me at (805) 568-1306 or Adriana.Kuhnle@edd.ca.gov

Sincerely,

ADRIANA KUHNLE, Division Chief
Los Angeles/Coastal Workforce Services Division
State of California Employment Development Department

Enclosure

cc: **Carol Seiger**, Workforce Development Board Chair
Ellen Timberlake, Director of Human Services Department, Santa Cruz County

A.5 Attachment 2

EDD ADA Assessment Issues- Status and Estimated Timelines

#	Issue	Status	Timeline for Correction	Comments
1	Provide designated accessible path of travel from accessible parking stalls on the second floor parking structure to elevator.	The City's Building Official and Facilities Maintenance Supervisor reviewed, and response noted in comments. Need to secure bid for work	County staff and Santana Paving performed site inspection on 9/18 Bid expected to be received the week of 9/23. Bid review and phasing of project to be completed by 10/31/19 (estimated)	40" wide accessible paths are to be installed at the front of the parking stalls between the stall and the guard rail at the edge of the floor. This will require all of the ADA parking stalls to be restriped. Note that the cross slope for the path of travel at the front of the stalls is approximately 6.5%.
2	Provide 8' wide loading zone at van accessible parking stalls.	The City's Building Official and Facilities Maintenance Supervisor reviewed, and response noted in comments. Need to secure bid for work.	County staff and Santana Paving performed site inspection on 9/18 Bid expected to be received the week of 9/23 Bid review and phasing of project to be	When ADA parking stalls are restriped, an 8' wide loading zone is to be included for the van accessible space. There are currently three stalls designated as van accessible stalls. These will be reduced to one van accessible stall as that is the quantity required by code.

A.5 Attachment 2

EDD ADA Assessment Issues- Status and Estimated Timelines

			completed by 10/31/19 (estimated)	
3	Provide additional sign below the International Symbol of Accessibility stating "Minimum fine \$250" at minimum of 60" above the ground.	The City's Building Official and Facilities Maintenance Supervisor reviewed, and response noted in comments. Need to secure bid for work.	<p>County staff and Santana Paving performed site inspection on 9/18</p> <p>Bid expected to be received the week of 9/23</p> <p>Bid review and phasing of project to be completed by 10/31/19 (estimated)</p>	This signage is to be provided. One each for all five stalls for a total of five signs.
4	Provide warning stripes on all stair treads.	The City's Building Official and Facilities Maintenance Supervisor reviewed, and response noted in comments. Need to secure bid for work.	<p>County staff and Santana Paving performed site inspection on 9/18</p> <p>Bid expected to be received the week of 9/23</p> <p>Bid review and phasing of project to be</p>	<p>Existing non-skip treads are to be painted yellow at all four sets of stairways.</p> <p>152 stair treads total.</p>

A.5 Attachment 2

EDD ADA Assessment Issues- Status and Estimated Timelines

			completed by 10/31/19 (estimated)	
5	Provided detectable warnings (truncated domes) at the curb ramps in front of parking structure.	The City's Building Official and Facilities Maintenance Supervisor reviewed, and response noted in comments. Need to secure bid for work.	County staff and Santana Paving performed site inspection on 9/18 Bid expected to be received the week of 9/23 Bid review and phasing of project to be completed by 10/31/19 (estimated)	Truncated domes are to be installed on the ramps at the southeast and southwest corners of the intersection of West Beach and Rodriguez. Safety step brand truncated domes will be installed.
6	Provide compliant signage at employee break room, training rooms #2 and #5 with required braille and raised characters, and all signage shall be mounted between 48" min above finished floor from baseline of highest line of raised characters.	Completed		
7	Provide compliant bi-level drinking fountain.	Reviewing the bid received from building owner's contractor	Real Property had a 1 st interview with ADA consultant Access Compliance Services on 9/15	County is researching requirements for providing water at multiple locations.

A.5 Attachment 2

EDD ADA Assessment Issues- Status and Estimated Timelines

			Bid review and phasing of project to be completed by 10/31/19 (estimated)	
8	All water closets in public and employee restrooms shall be located 17" to 18" from centerline of water closet to adjacent wall/partition.	Reviewing the bid received from building owner's contractor	Real Property had a 1 st interview with ADA consultant Access Compliance Services on 9/15 Bid review and phasing of project to be completed by 10/31/19 (estimated)	ADA consultant may be able to design options for restroom retrofit at reduced costs.
9	Provide insulation at hot water supply and drain.	Completed		