



Workforce Development Board
Wednesday, May 27, 2020, 8:30 a.m.
18 W. Beach St. Watsonville

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

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Call in: (916) 318-9542
Meeting ID: 864 118 15#

Agenda

MEMBERS:

Carol Siegel, Chair
 Santa Cruz Seaside Company

Rob Morse, Vice Chair
 Pacific Gas and Electric Company

Lamont Adams, Business Manager
 IBEW Local 234

Alia Ayyad, Director
 Center for Employment Training

Diane Berry-Wahrer, Supervisor
 California Department of Rehabilitation

Katie Setzler, Director of Human Resources
 Palo Alto Medical Foundation

Christina Cuevas, Board Trustee
 Cabrillo College

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, 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

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

- I. Call to Order/Welcome**
- II. Public Comment**
- III. Director's Report**
- IV. Consent Items**
 - C.1 Approval of Minutes:12/5/19 meeting (4/2 mtg cancelled) **2-6**
 - C.2 Data Dashboard..... **7-8**
 - C.3 CEDS 5-year Plan Update **9**
 - C.4 AJCC Hallmarks of Excellence Action Plans..... **10**
 - C.5 Local Monitoring Reports PY 2019/20 **11-37**
 - C.6 Proposed WDB Meeting Calendar PY 20/21 **38-39**
 - C.7 Recontracting PY 20/21 WIOA Services **40-41**
 - C.8 Eligible Training Provider List Appeals Policy **42-45**
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 - C.10 Contractor Activity Report PY 19/20 Q2..... **47**
- V. Presentation**
 - P.1 Future of Agriculture, Dan Sumner, Director UC Agricultural Issues Center..... **48**
- VI. Administration**
 - A.1 WDB Staff Response to COVID-19 **49**
 - A.2 Budget Modification PY 19/20 **50-51**
 - A.3 Strategic Plan Report Update **52-53**
 - A.4 WDB Officer Nominations PY 20/21 **54-55**
- VII. Chairperson's Report**
- VIII. Adjournment**

Next Meeting: Workforce Development Board Meeting
Executive Committee Meeting
Dates and Locations: TBD

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.

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.



☒Action ☒Consent ☐Information ☐Discussion

C.1 Approval of Meeting Minutes

COMMITTEE: WDB Full Board	MEETING DATE: May 27, 2020
STAFF NAME: Andy Stone, WDB Director; Laurel Gazza, Administrative Aide	

SUMMARY:

Requesting Consent approval of the December 5, 2019 Full WDB meeting minutes. They were not able to be approved at the April 2, 2020 meeting, as it was cancelled due to COVID-19.

☒Attachment(s)

SUGGESTED MOTION: (if applicable)

I move to approve the December 5, 2019 Full WDB Board 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
Full Board Meeting
Best Western Seacliff Inn
7500 Old Dominican Ct., Aptos
Thursday, December 5, 2019 8:30 a.m.**

C.1 Attachment

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

Chair Carol Siegel called the meeting to order at 8:32 a.m., when a quorum of 17 members were present. Members, staff and guests introduced themselves.

Board Members in Attendance

Ayyad, Alia
Berry-Wahrer, Diane
Borges, Katie
Cuevas, Christina
De La Garza, MariaElena
Delk, Marshall
Duckworth, Yuko
Hebard, Sean
Herrera-Mansir, Carmen
Hodges, Mark
Mason, Barbara
Orona, Elisa
Root, Bryce
Roth, Shaz
Schaller, Glen
Siegel, Carol
Vereker, Dustin

Board Members Absent

Destout, Elyse
Elliott, Candice
Livingstone, Todd
Miller, Chris
Morse, Rob

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 Setzler, 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, Principal Consultant
Fortress and Flourish

Sean Hebard
Carpenters Local 505

Herrera-Mansir, Carmen
El Pajaro CDC

Mark Hodges, Director,
CTEP
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

Miller, Chris, President
ScratchSpace, Inc.

Orona, Elisa, Executive Director
SC Health Improvement Partnership

Bryce Root, Founder
The Root Group

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 Co.

DIRECTOR:
Andy Stone

Staff in Attendance

Chevalier, Katy – EBSD Program Manager
Gazza, Laurel – WDB Administrative Aide
Gray, Lacie – WDB Sr. Analyst
Stone, Andy - WDB Director

Guests

Brady, Gerlinde – Cabrillo College
Diaz-Rivas, Brenda – Goodwill Central Coast
Mears, Hayley – Monterey Bay Economic Partnership
Meyer, Robert – Employment Training Panel
Moskalyk, Andriy – Employment Development Department
Napoli, Brandon – Small Business Development Center
Petersen, Kimberly – Employment Benefit Services Division
Winter, Amanda – Career Center Operator

Subject: II. Public Comment

Kimberly Petersen, Director for Employment Benefits Services Division, gave a quick update on the new Federal mandate for SNAP benefits, which will go into effect in April 2020.

Subject: III. Approval of Consent Agenda

- C.1 – Approval of September 11, 2019 Meeting Minutes**
- C.2 – Data Dashboard**
- C.3 – Contractor Activity Reports (thru Q4 PY 18/19)**
- C.4 – AJCC Hallmarks of Excellence Action Plans**
- C.5 – PY 19/20 WIOA Budget**
- C.6 – WDB Member Recruitment Update**
- C.7 – Annual Report to the BOS 18/19 WDB Activities/Achievements**
- C.8 – ETPL Annual Report PY 18/19**

Action: It was moved to approve the Consent Agenda, with additional direction from Board member Marshall Delk, to include a “Director Report” item on future board meeting agendas.

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

IV. Presentation:

Robert Meyer, Director of Economic Development, Employment Training Panel (ETP):
Train Your Employees with ETP

Subject: V. Administration items:

A.1 Strategic Plan Report

WDB Director Andy Stone gave a current update on the progress of the strategic goals of the PY 2019/20 Operational Plan, including updates on the Prison 2 Employment grant paperwork and the Future of Ag Project speaker for our May 2020 WDB meeting. Board member Carmen Herrera-Mansir voiced concerns regarding making entrepreneurship a bigger priority topic in future meetings.

Action: It was moved to accept the WDB Director's Operational Plan update for PY 19/20.

Status: Motion to Approve: Marshall Delk
Motion Seconded: Dustin Vereker
Abstentions: Alia Ayyad
Committee Action: All in favor, minus noted abstention, motion passed.

A.2 Watsonville Career Center Update

WDB Director Andy Stone gave the latest update on the status of EDD personnel withdrawing from the Watsonville Career Center, due to ADA compliance issues. He stated that Career Center staff were still directing clients who were looking for UI services to the hotline phones so that they could still speak directly with an EDD employee. For Family Leave or Disability Insurance claims paperwork, clients would need to go to the Capitola EDD office. Board member Alia Ayyad stated that her CET staff were also helping clients get directed to UI benefits at their location. Board member MariaElena De La Garza emphasized her concerns that a communication strategy was needed, and it was established that a WDB Career Center Workgroup would be established to identify and present future facility recommendations.

Action: It was moved to establish a WDB Career Center Workgroup to identify and present future facility recommendations.

Status: Motion to Approve: Sean Hebard
Motion Seconded: Marshall Delk
Abstentions: None

Committee Action: All in favor, motion passed.

Chairperson's Report: None given, but during this time, EBSD Director Kimberly Petersen made additional notation regarding item A.2. that the Watsonville Career Center at 18 W. Beach Street had been remodeled in May of 2013.

Chair Carol Siegel thanked everyone for attending and noted that progress from the Workgroup would be reported at the next meeting.

Meeting adjourned at 10:40 a.m.

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

Workforce Development Board
Thursday, April 2, 2020 @ 8:30 a.m.
Best Western Seacliff Inn
7500 Old Dominican Ct.
Aptos, CA 95003



☐ Action ☒ Consent ☒ Information ☐ Discussion

C.2 Data Dashboard

COMMITTEE:	Full Board	MEETING DATE:	May 27, 2020
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 2444 layoffs during PY 19-20, thru Quarter 3. Specific employer information, (Layoffs/Industry/Employer/Location) can be found at: <https://bit.ly/3aIXs1C>

☒ Attachment(s)

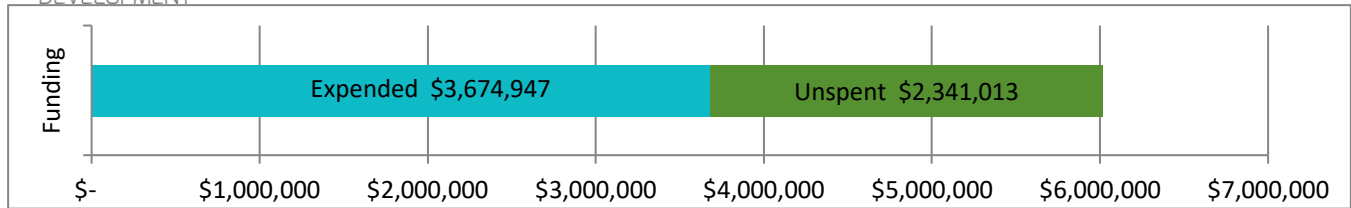
SUGGESTED MOTION: (if applicable)

N/A

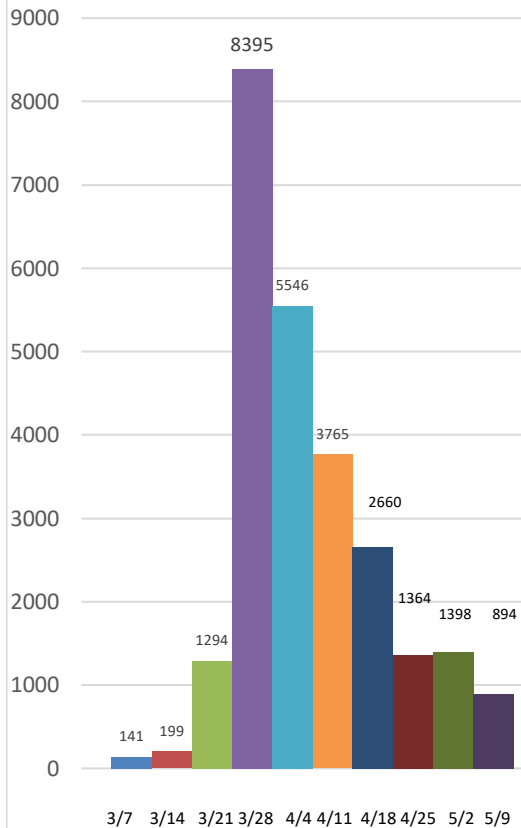
COMMITTEE DATE	COMMITTEE APPROVAL: <input type="checkbox"/> Yes <input type="checkbox"/> No Other:
BOARD DATE	BOARD APPROVAL: <input type="checkbox"/> Yes <input type="checkbox"/> No Other:



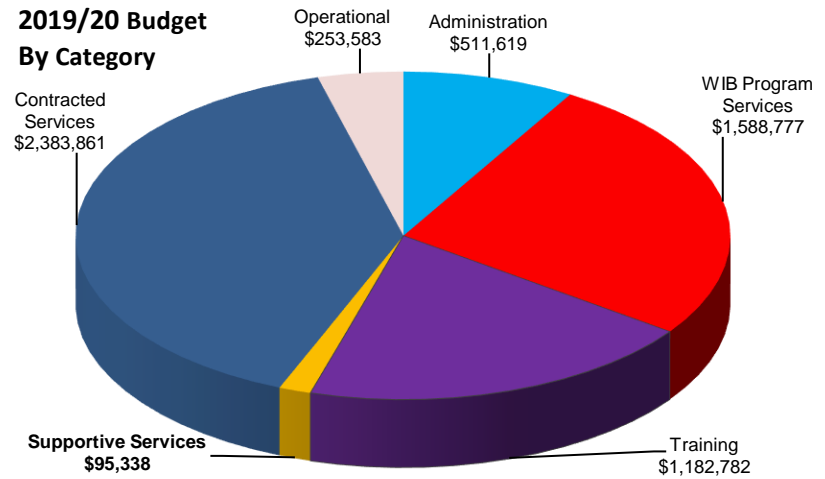
Program Year (PY) 2019-20 Budget: \$6,015,960



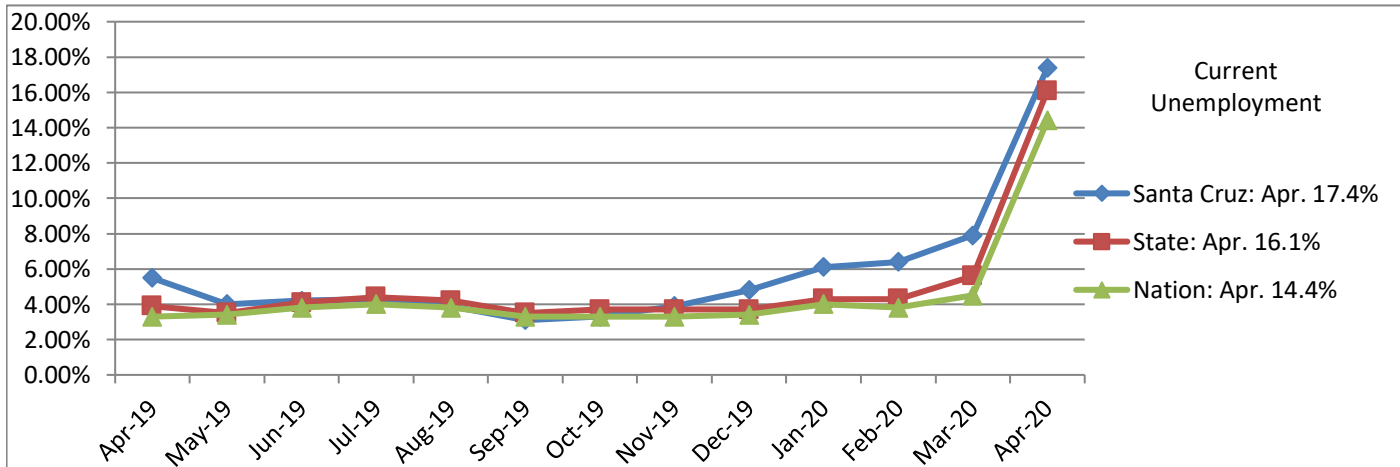
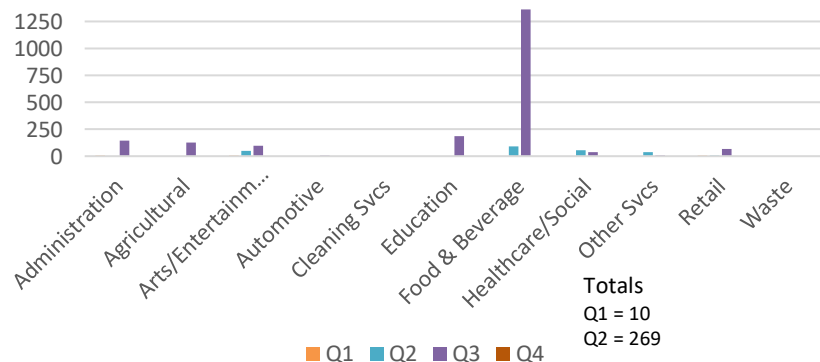
UI Claims in Santa Cruz County, to date:



2019/20 Budget By Category



Layoffs by Industry 2019-2020





☐ Action ☒ Consent ☒ Information ☐ Discussion

C.3 CEDS 5-Year Plan Update

COMMITTEE:	Full Board	MEETING DATE:	May 27, 2020
STAFF NAME: Belinda Barr, Business Services Manager			

SUMMARY:

The Comprehensive Economic Development Strategy (CEDS) 5-Year Plan for Santa Cruz County will be submitted to the United States Economic Development Administration (EDA) in May 2020. The CEDS Plan will make Santa Cruz County eligible for EDA grants. The CEDS Plan includes a Summary Background, SWOT Analysis, Action Plan, Performance Measures, and Economic Resilience. A 30-day public comment period was opened between March 6, 2020 to April 6, 2020 and no public comments were provided to staff. The CEDS Committee approved the CEDS Plan on April 7, 2020 and the Santa Cruz County Board of Supervisors approved the CEDS Plan on May 19, 2020. The Santa Cruz Board of Supervisors (BOS) provided additional direction to return in September for a BOS Study Session. At the Study Session the BOS will review the CEDS Plan, receive an update on COVID-19's impacts on Economic Development and receive a summary of the Recovery Council's efforts.

The link for the CEDS 5-Year Plan can be found here: <https://bit.ly/3aOfmjH>

☒ 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:



☒ Action ☒ Consent ☐ Information ☐ Discussion

C.4 Hallmarks of Excellence Plans

COMMITTEE:	Workforce Development Board	MEETING DATE:	May 27, 2020
STAFF NAME: Andy Stone, WDB Director; Sara Paz-Nethercutt, Sr. Analyst			

SUMMARY:

Background As you may recall, on September 11, 2018, the WDB approved the Hallmarks of Excellence Assessment and Certification Action Plan for the Comprehensive AJCC. Using the criteria and procedures established by the State Board, the independent and objective assessment will be conducted every three (3) years and will be due again to the State in 2021. Under EDD guidance Directive WSD, 18-11, March 14, 2019, this same methodology was applied to the other AJCC sites at the Capitola Employment Development Department (EDD) and WIOA Youth Suenos. This process was submitted to the state by the deadline of June 30, 2019 and will be in effect for two (2) years in order to align with the comprehensive AJCC certification due on 2021. Update: Program year action plans for each AJCC site have been developed and progress is displayed for your review. The link to view the action plans is found here : <https://bit.ly/3e3laaM>

☒ 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	05/06/20	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:



☒Action ☒Consent ☐Information ☐Discussion

C.5 WIOA Program Monitoring PY 2019-20

COMMITTEE:	Workforce Development Board	MEETING DATE:	May 27, 2020
STAFF NAME: Andy Stone, WDB Director; Sara Paz-Nethercutt, Sr. Analyst			

SUMMARY:

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

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

The monitoring includes the following:

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

WDB staff next steps include the following:

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

All five (5) complete drafted reports are attached.

☒Attachment(s)

SUGGESTED MOTION: (if applicable)

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

COMMITTEE DATE	05/06/20	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:

DRAFT

Monitoring Report 2019-2020

Santa Cruz County Office of Education

Workforce Innovation and Opportunity Act Services

Service Provider: Santa Cruz County Office of Education; WIOA Youth Services – Sueños Program

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

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

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

Overview of Scope of Work

The Contractor provides outreach/recruitment, intake, assessment, registration, development of the Individual Service Strategy (ISS)/Career Plan, case management and referral to other contracted and non-contracted service providers as needed to fulfill the requirements of the WIOA Youth program. Contractor provides access to the fourteen (14) elements under the WIOA Youth program. Target Youth are defined by regulation as young people between the ages of 16-24 and meet the definition of in-school or out-of-school (OSY) with certain barriers. Local policy further dictates In-School Youth must reside in Santa Cruz South County (zip codes: 95076, 95077 and 95019) with a 5% dispensation for other potential ISY located in Santa Cruz County, pending funding availability. This residency requirement is not applied to the OSY who may reside anywhere in Santa Cruz County.

The goal of youth programs under the WIOA is: 1) to develop the work, career pathways, potential educational attainment, and opportunity for skills training in in-demand industries and occupations for young people in the County of Santa Cruz to increase access to jobs, job retention and earnings, and helping employers with skilled workers; 2) build a comprehensive, high quality coordinated youth workforce development system that prepares youth for successful futures.

Current Findings

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

Next steps:

- Review recommendations for development of internal protocols, if necessary.
- Review monitoring report during contract negotiations for PY 20/21 to determine whether to modify any contract language;
- Review overall monitoring at the next annual monitoring visit.

Recommendations (No response necessary):

1. It is recommended that Contractor research the possibility of creating a workshop calendar in CalJOBS for the Sueños events to track participant attendance, thereby eliminating the need for a paper sign in sheet for each case file.

DRAFT

Monitoring Report 2019-2020

Santa Cruz County Office of Education

Workforce Innovation and Opportunity Act Services

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

Observations (No response necessary):

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

Contract Questionnaire: Completed with Bea Munoz, Project Coordinator

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

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

DRAFT

Monitoring Report 2019-2020

Santa Cruz County Office of Education

Workforce Innovation and Opportunity Act Services

Entrance Conference conducted with Beatriz Munoz, Sueños Project Coordinator.

Exit Conference conducted with Nohemi Macias, Sueños Project Coordinator.

Planned verses Actual Enrollments:

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

[^]50% of the year expended

Planned verses Actual Expenditures:

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

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

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

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

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

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

DRAFT

Monitoring Report 2019-2020

Santa Cruz County Office of Education

Workforce Innovation and Opportunity Act Services

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

Satisfaction Scale of 1- 10 with 1 being Very Dissatisfied and 10 being Very Satisfied: The average youth program participant response was 9.9.

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

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

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

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

Fiscal Sampling Review Results:

A fiscal sampling review was conducted by Edwin Ogu, HSD Accountant. He reviewed accounting records and systems; cash management and payroll systems; internal audit controls; cost classification and allocation systems. Discrepancies were identified between the time study and payroll hours recorded. This was corrected during the monitoring period. This did not result in inaccurate billing to the county or inappropriate use of federal funds. No material issues were identified in this review.

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

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

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

Andy Stone
Director, Workforce Development Board
Human Services Department

Date

C.5 Attachment 2

Santa Cruz County Workforce Development Board
DRAFT
Monitoring Report 2019-2020
Career Center Operator
Workforce Innovation and Opportunity Act Services

Service Provider: Amanda Winter, aba Winter Works LLC

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

Monitoring Date: On site December 17, 2019;

Term of Purchase Order: July 1, 2019 through June 30, 2020
Competitively procured; renewable annually for three (3) additional years as follows:
Awarded PY 2019/20; Year 1: PY 2020/21; Year 2: PY 21/22; Year 3: PY22/23

Overview of Scope of Work

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

Current Findings

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

Next steps:

- Review monitoring report during contract negotiations for PY 20/21 to determine whether to modify any contract language;
- Review overall monitoring at the next annual monitoring visit.

Recommendations (No response necessary):

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

Santa Cruz County Workforce Development Board C.5 Attachment 2
DRAFT
Monitoring Report 2019-2020
Career Center Operator
Workforce Innovation and Opportunity Act Services

Observations (No response necessary):

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

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

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

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

Entrance Conference conducted with Amanda Winter, Career Center Operator.

Exit Conference conducted with Amanda Winter, Career Center Operator.

Planned versus Actual Expenditures:

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

*Contractor submitted claims through December 31, 2019

Service Plan/Objectives

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

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Objective Deliverable	Status to Date
Aligning referrals between partners	Contractor using the CCOps meetings to work with WIOA mandated partners on referral system improvements.
Cross Training of Staff	Contractor developed a staff training calendar and with WDB staff assistance has procured and planned 4 staff trainings for the PY 19/20. 1. Team Building, 2. Labor Market Training, EDD 3. Customer Service Training, UC Davis 4. Accessibility Training, Social Policy Research
Customer Satisfaction (both business and job seeker)	Contractor has launched an online and hard copy WIOA customer survey and is currently assisting in the development of a WIOA business customer satisfaction survey. Survey results to be shared with WDB staff on a regular basis.
Facilitate sharing of best practices/ Continual Improvement	Contractor hosting regular staff Round Table meetings, with six (6) meetings planned for the PY 19/20.
Partner Performance Measures	Contractor currently working on obtaining the WIOA mandated partner performance measures information.
Hallmarks of Excellence	Contractor currently assisting WDB staff with continuous improvements Action Plans for Comprehensive, Affiliate and Specialized AJCC sites.

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

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

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

C.5 Attachment 2

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Career Center Operator
Workforce Innovation and Opportunity Act Services

Fiscal Sampling Review Results:

A fiscal sampling review was conducted by Edwin Ogu, HSD Accountant. He reviewed accounting records and systems; cash management and payroll systems; internal audit controls; cost classification and allocation systems. No issues were identified in this review.

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

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

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

Andy Stone
Director, Workforce Development Board
Human Services Department

Date

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Monitoring Report 2019-2020
Goodwill Central Coast
Workforce Innovation and Opportunity Act Services

Service Provider: Goodwill Central Coast (GCC)

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

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

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

Overview of Scope of Work

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

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

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

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

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

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

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

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Monitoring Report 2019-2020

Goodwill Central Coast

Workforce Innovation and Opportunity Act Services

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

Next steps:

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

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Workforce Innovation and Opportunity Act Services

Recommendations (No response necessary):

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

Observations (No response necessary):

1. After months (September-October) of repeated Financial Literacy Program invoicing errors, WDB staff created a new invoice template for Contractor to use. Contractor has been error free for November and December.

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Monitoring Report 2019-2020

Goodwill Central Coast

Workforce Innovation and Opportunity Act Services

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

Original PY 19/20 Staffing	PY 19/20 Staffing modification
1.0 Career Center Coordinator (Watsonville)	2.0 Career Center Coordinator (Watsonville, Capitola-vacant)
1.0 Eligibility Specialist	1.0 Eligibility Specialist
5.0 Employment Specialist	3.0 Employment Specialist
None	1.0 Program Manager -- vacant
.25 Quality Assurance Coordinator	.25 Quality Assurance Coordinator
.9 Workforce Services Director	.8 Workforce Services Director

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Goodwill Central Coast
Workforce Innovation and Opportunity Act Services

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

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

Financial Questionnaire: Completed by Christine Westbrook, GCC Controller.

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

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

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

Planned verses Actual Performance/Expenditures:

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

PROGRAM PERFORMANCE BASED OUTCOMES

Program Year 19-20	Total	Adult	Dislocated Worker (DW)
Planned Number of Training Enrollments*	169	111	58
Actual as of 12/30/19	70	50	20
Percentage of Planned goal	41.4%	45%	34.4%
Training Completions (vocational certificates)	102	57	45
Actual as of 12/30/2019	39	26	13
Percentage of Planned goal	38%	46%	29%
Entered Employment	96	56	40
Actual as of 12/30/2019	24	19	5
Percentage of Planned goal	25%	34%	13%

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Monitoring Report 2019-2020

Goodwill Central Coast

Workforce Innovation and Opportunity Act Services

PROGRAM EXPENDITURES

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

*Contractor submitted claims through December 2019

SERVICE PLAN FOR FINANCIAL LITERACY PROGRAM SERVICES

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

FINANCIAL LITERACY PROGRAM SERVICES PROGRAM EXPENDITURES

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

*Contractor submitted claims through December 2019

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

Data validation Issues:

- Missing Supportive Services Activity Code for a WIOA funded service (transportation allowance); however, unable to be corrected via a State Data Change Request as over the time limits for corrections [State ID# 1000964817]
- There were *six (6)* case files with system closure activities in CalJOBS as a result of the EDD State Directive referenced below and the system closures ramifications into the future are unknown fully at this time. Noteworthy are the case files where a funded

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Goodwill Central Coast

Workforce Innovation and Opportunity Act Services

activity was provided as an allowable WIOA expense to an individual and the corresponding activity code in CalJOBS has a system closure listed.

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

Other Issues

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

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

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

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

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

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

Fiscal Sampling Review Results:

A fiscal sampling review was conducted by Edwin Ogu, HSD Accountant. He reviewed accounting records and systems; cash management and payroll systems; internal audit controls; cost classification and allocation systems. The issue found during the fiscal monitoring is so noted as a Finding.

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

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

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Workforce Innovation and Opportunity Act Services

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

Andy Stone
Director, Workforce Development Board
Human Services Department

Date

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Monitoring Report 2019-20

Cabrillo College – Student Resource and Support Network (SRSN)

Service Provider: Cabrillo College – Student Resource and Support Network (SRSN)

Workforce Development Board Analyst: Sara Paz-Nethercutt, Senior Analyst

831.763.8756

Sara.Paz-Nethercutt@santacruzcounty.us

Monitoring Dates: February 5-11, 2020, monitoring period concluded on February 11, 2020

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

Overview of Scope of Work:

Student Resource and Support Network (SRSN) provides support services for Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker eligible participants enrolled in training programs at Cabrillo College. After WIOA eligibility requirements have been met, participants meet with specialized academic counselors to create an Education Plan that specifies their degree and/or certificate objective and lists the sequence of required courses for all terms. SRSN program approves and processes training related Individual Training Account (ITA) expenditures, payment vouchers and reimbursement forms, tracks academic progress and enrollment levels, and records case management activities. The SRSN program ensures that students are informed about other college services they may need, and refers them for financial aid (Pell Grant, BOGW), student employment, tutoring, personal counseling, health services, CalFresh and other support services.

In the current program year (2019-2020), with a 12-month contract, SRSN has been contracted to provide services to as many students as are deemed WIOA eligible who select Cabrillo as their training site. Of the WIOA participants who choose Cabrillo, the performance objective is for credential attainment at 75% for ADULTS and 60% for Dislocated Worker (DW).

Current Findings and Recommendations

Finding(s): The following represents findings that were identified:

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

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Monitoring Report 2019-20

Cabrillo College – Student Resource and Support Network (SRSN)

<p>Contractor overcharged the WIOA contract by \$7,144.40 in salaries and benefits in Q4 FY18/19 and Q1 and Q2 of FY 19/20. The amount is extrapolated to become \$9,525.87 to include FY 18/19 Q3 not reviewed. The adjustment covers the monitoring period November 2018-December 2019.</p> <p>3. Procurement Contractor failed to provide back-up procurement (i.e. sole source, multiple bids, etc.) documentation justifying the selection of the vendor: SDI Innovations (School Datebooks). Invoice (S19-0153441) total \$767.35 split between WIOA and another funding stream.</p>	<p>using the FTE derived from the use of the PAR for all employees. Contractor to reduce its FY 19/20 Q3 invoice by the amount of the overcharges of \$9,525.87.</p> <p>c. Provide back-up documentation for this particular purchase. Provide written assurance that all future purchases/ procurements involving WIOA funds follow the established procurement guidelines and be properly documented.</p>
<p>Citation: Uniform Guidance provision 2 CFR 225, Appendix B(8)(h) (4&5), requires the use of PAR when employees of non-federal agencies work on multiple activities or cost objectives 2 CFR 200.318; Cabrillo SRSN FY18/19 and 19/20 WIOA Contracts, Exhibit B, Financial Management Requirements; Exhibit A, clause 5</p>	
<p>Cabrillo Response (abridged):</p> <ol style="list-style-type: none"> 1. <i>Cabrillo sought the assistance of Brustein & Manasevit, PLLC to review a revised Time and Effort Certification (T&E) for which SRSN began using July 1, 2019 to ensure compliance with the Uniform Grants Guidance. Please refer to ... letter (from Brustein & Manasevit, PLLC) as confirmation that the revised T&E form follows federal guidance.</i> 2. <i>Expenses that are under \$10,000 are characterized as 'micro purchases' according to federal regulations 2 CFR 200.67, and there is no requirement to seek bids for these purchases according to federal law.</i> 	
<p align="center">Issue that requires a Corrective Action Plan</p>	
<ul style="list-style-type: none"> • Contractor is at 29.6% expended with 50% of the contract year. Program Specialist position .80 FTE was vacant from July 1, 2019 through November 7, 2019. 	<ul style="list-style-type: none"> • Develop an expenditure plan to show plan for spending the allocated funds for the remainder of the contract year. • Submit a request for budget modification, if necessary.

Next steps:

- Findings remain open until final resolution can be attained. WDB Staff will be providing technical assistance to work together to resolve the issues as follows:
Findings 1 & 2: Resolve the details (hours claimed for WIOA staffing and total hours worked) on the Personnel Activity Report as back up documentation for payment of salaries/benefits and invoicing.

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Monitoring Report 2019-20

Cabrillo College – Student Resource and Support Network (SRSN)

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

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

Recommendation(s) (No response necessary):

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

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

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

2. It is recommended that SRSN staff work with WDB analyst and contracted service provider for the Adult and Dislocated Worker program (Goodwill Central Coast) to review and update the *SRSN Operational Service Flow document*. This document is used as a tool for outlining roles and responsibilities between SRSN staff and the WIOA contracted service provider and should be reviewed for updates on an annual basis.
3. It is recommended that the Contractor develop internal recruitment protocols to ensure an enrollment number that coincides with the increased funding of \$120,000 for this program year from \$75,000, when contractor was working annually with a maximum of 60 enrolled individuals, including carry-in and new enrollments.

	PY 18/19	PY19/20
Allocation	\$75,000	\$120,000
Staffing	.40 Program Specialist .10 Director .12 Office Assistant 4 Tus Counselor	.80 Program Specialist .17 Director .20 Office Assistant 6 Tus Counselor
Total Enrollments	60	75 (thru 12/30/2019)
Carry-in	23	51
New	37	24
Cost per participant	\$1250	TBD

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

Observation(s) (No response necessary):

1. Contracted service provider for Adult/Dislocated Worker program erroneously authorized the pinning ceremony expenditure for three (3) Cabrillo nursing students. Cabrillo WIOA staff have been informed that this is not a reasonable/allowable training nor supportive services expenditure.

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Monitoring Report 2019-20

Cabrillo College – Student Resource and Support Network (SRSN)

2. Contractor created a standard operating procedure to ensure compliance with coordinating WIOA training funds with other grant assistance. All 10 case files reviewed had multiple forms of financial assistance, in addition to WIOA, which was coordinated for the WIOA Expenditure plan.

3. Contractor and Contract analyst agreed on establishing details for the Credential Attainment performance objective that had previously been overlooked during contract negotiation. The annual credential attainment rate will be calculated using only those WIOA enrolled students with a training ending date within the program year. Students who cross over multiple program years are only counted in the year in which they are scheduled to complete as per CalJOBS data entry. Contractor to provide a

revised/reorganized listing showing the enrollments by quarter and a separate list showing students who are expected to complete their training in PY 2019/2020.

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

Interviews held with:

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

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

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

Participant Interviews: Five (5) participants were randomly selected for an interview; One (1) was interviewed on site, one (1) was interviewed by phone and the remaining three (3) could not be reached.

Entrance Conference conducted with Karen Reyes, Director of SRSN and Sara Castillo, Program Specialist.

Exit Conference conducted with Karen Reyes, Director of SRSN and Sara Castillo, Program Specialist.

Planned versus Actual Performance and Expenditures:

NUMBER OF PARTICIPANTS

Program Year 19-20	Total New	Adult	DW
Carry-in from previous year	50	31	19
New Enrollments as of 12/30/2019	25	18	7

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Monitoring Report 2019-20

Cabrillo College – Student Resource and Support Network (SRSN)

Total Enrollments as of 12/30/2019	75	49	26
Successful completers as of 12/30/2019	8	4	
Scheduled completers PY 19/20	33	15	
Credential Attainment goal	75%	60%	
*Actual Credential Attainment YTD	24.2%	26.6%	

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

PROGRAM EXPENDITURES

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

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

File Review:

Ten (10) SRSN participant case files were randomly selected for file and service review. All case file issues were resolved during the monitoring visit. Other case file issues are listed as recommendations and contractor is encouraged to create processes to avoid future findings.

Participant Interview Results:

Student Resource and Support Network was given a list of five (5) randomly selected participants for interviewing purposes. Only two (2) of the five (5) were interviewed and the remaining three (3) could not be reached. The results are:

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

The average response was 8.5.

- Because of staff turnover, one participant has had four (4) different case managers between the contracted service providers.
- One participant wished that she had heard about the WIOA scholarship availability earlier in her training program so she could have benefitted more.

Staff Interviews:

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Monitoring Report 2019-20

Cabrillo College – Student Resource and Support Network (SRSN)

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

Fiscal Sampling Review Results:

A fiscal sampling review was conducted by Edwin Ogu, HSD Accountant. He reviewed accounting records and systems; cash management and payroll systems; internal audit controls; cost classification and allocation systems for the period of November 2018-December 2019. The issues found during the fiscal monitoring are so noted as Findings.

Administrative Questionnaire:

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

Contract Questionnaire:

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

Fiscal Questionnaire Results:

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

Andy Stone
Director, Workforce Development Board
Human Services Department

Date

Santa Cruz County Workforce Development Board C.5 Attachment 5
DRAFT
Monitoring Report 2019-20
Cabrillo College Small Business Development Center

Service Provider: Cabrillo College Small Business Development Center

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

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

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

Overview of Scope of Work:

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

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

Current Findings and Recommendations

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

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Monitoring Report 2019-20

Cabrillo College Small Business Development Center

Cabrillo Response (abridged):

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

Next steps:

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

Recommendation(s) (No response necessary):

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

Observations:

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

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Monitoring Report 2019-20

Cabrillo College Small Business Development Center

(generalist) based on the subsequent meetings obtains more detailed information about the nature of the services needed and whether there is a case of averting a layoff.

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

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

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

Interviews held with:

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

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

The average response was 10.

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

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

Contract Questionnaire: Completed with Brian Napoli, SBDC Director.

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

Administrative Questionnaire: Completed by Brian Napoli, SBDC Director.

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

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

Planned versus Actual Performance and Expenditures:

Currently SBDC is at 55.9% expenditure level with claims submitted through December 2019 (Q2); expenditure levels at that time of year should be approximately 50%. Although

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Monitoring Report 2019-20

Cabrillo College Small Business Development Center

the contractor is slightly above expenditures for expected levels at this time of year, the contractor is fully aware of the expenditure limitations.

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

PROGRAM EXPENDITURES

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

SERVICE PLAN TABLE

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

Fiscal Sampling Review Results:

A fiscal sampling review was conducted by Edwin Ogu, HSD Accountant. He reviewed accounting records and systems; cash management and payroll systems; internal audit controls; cost classification and allocation systems for the period of October 2018 – September 2019. The issues found during the fiscal monitoring are so noted as Findings.

Administrative Questionnaire:

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

Contract Questionnaire:

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

Fiscal Questionnaire Results:

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

Andy Stone
Director, Workforce Development Board
Human Services Department

Date



☒Action ☐Consent ☐Information ☒Discussion

C.6 2020-21 WDB Meeting Calendar

COMMITTEE:	Full Board	MEETING DATE:	May 27, 2020
STAFF NAME: Andy Stone, WDB Director; Laurel Gazza, WDB Administrative Aide			

SUMMARY:

Presenting the proposed 2020-21 Workforce Development Board and Committees Meeting Calendar, for approval.

☒Attachment(s)

SUGGESTED MOTION: (if applicable)

Move to approve the 2020-21 Workforce Development Board and Committees meeting calendar.

COMMITTEE DATE	05/06/20	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:



2020-2021

WDB & Committee Meeting Calendar

All meetings are on Wednesdays, except where noted

Workforce Development Board

8:30 a.m.

September 16, 2020 – Location TBD

December 9, 2020

April 1, 2021 ***Thursday***

May 26, 2021

*All meetings held at: Best Western Seacliff Inn, 7500 Old Dominion Ct, Aptos
except September 16th meeting location is TBD*

Executive Committee

8:30 a.m.

August 26, 2020

November 4, 2020

March 3, 2021

May 5, 2021

All meetings held at: Sesnon House, Cabrillo College

Career Services Committee

3:00 p.m.

July 29, 2020

September 23, 2020

January 13, 2021

April 21, 2021

All meetings held at: Sesnon House, Cabrillo College

Business Services Committee/CEDS Committee

3:00 p.m.

August 5, 2020

October 7, 2020

February 10, 2021

April 7, 2021

All meetings held at: Sesnon House, Cabrillo College

Please Note: Meeting locations subject to change. Please check website for current information.



☒Action ☒Consent ☐Information ☐Discussion

C.7 Recontracting PY 20/21 WIOA Services

COMMITTEE:	Executive Committee	MEETING DATE:	May 27, 2020
STAFF NAME: Andy Stone, WDB Director; Sara Paz-Nethercutt, Sr. Analyst; Belinda Barr, Business Services Manager			

SUMMARY:

As you may recall, the Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker (DW) and Youth contracts are currently completing year two (2) of a potential four (4) year contract cycle from the last procurement award process. The Small Business Development Center's (SBDC) Layoff Aversion contract is scheduled to terminate on June 30, 2020 with an option to renew. It is recommended that WIOA/Welfare to Work contract services continue with the current service providers as follows:

1. Goodwill Central Coast (GCC) for WIOA A/DW program services and WTW job search workshops and subsidized employment programs.
2. Cabrillo Student Resources and Support Network for WIOA/WTW participant support services and WTW work study.
3. Santa Cruz County Office of Education (SCCOE) for WIOA Youth program services, otherwise referred to as Suenos.
4. Career Center Operator, Amanda Winter
5. Cabrillo SBDC for Layoff Aversion support under Rapid Response program services

Although the Employment Development Department (EDD) has not yet released the WIOA Allocations for Program Year 2020-21 for the A/DW, Rapid Response and Youth funding sources, final contractor allocations will be based upon overall state funding levels.

Negotiations on the scope of work with the service goals and the budgets will be completed with services continuing as of July 1, 2020 according to the County's continuing contract agreements process. To standardize all PY 20/21 contractor budgets, GCC will be asked to provide a detailed staffing budget similar to the other WIOA contractors.

☒Attachment(s)

SUGGESTED MOTION: (if applicable)

I move to approve PY 20/21 re-contracting recommendations and direct staff to move forward with contract negotiations.

COMMITTEE DATE	03/04/20	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.7 Recontracting PY 20/21
Workforce Service Providers

CONTRACTOR	Funding Source/ Services	Actual PY 19/20 Allocation	Recommended PY20/21 Allocation
Goodwill Central Coast	Adult, Dislocated Worker	\$625,000	\$625,000 *
	WTW JSW	\$137,476	\$137,476
	WTW STEP/ TEMP	\$649,715	\$649,715
Cabrillo Student Resource and Support Network	Adult, Dislocated Worker	\$120,000	\$120,000 *
	WTW	\$77,465	\$77,465
	WTW, work study	\$109,189	\$109,189
SCCOE, Sueños	Youth	\$800,000	\$800,000 *
Career Center Operator-Amanda Winter	Adult, Dislocated Worker, Youth	\$75,000	\$75,000
Small Business Development Center	Layoff Aversion	\$44,000	\$44,000 *

* Final contractor funding allocation is based upon final funding levels from the State.

WTW: Welfare to Work

JSW: Job Search Workshops

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



C.8 ETPL Appeals Policy

COMMITTEE:	Workforce Development Board	MEETING DATE:	May 27, 2020
STAFF NAME: Andy Stone, WDB Director; Lacie Gray, Sr. Analyst			

SUMMARY:

Workforce Innovation and Opportunity Act (WIOA) job seekers train through a list of locally approved Eligible Training Providing List (ETPL) vendors, including Cabrillo College and others. Annually, the Employment Development Department (EDD) requires that the Santa Cruz County Workforce Development Board (WDB) review each vendor for eligibility to remain on the state's CalJOBS ETPL. When a vendor review reveals that a vendor does not meet the minimum criteria for continued eligibility, the WDB must remove the particular training program from the state CalJOBS ETPL.

This year, all training programs must have a minimum 68% reported performance rate for employment related occupation for Program Year 2017. If not, a program is to be removed from the CalJOBS ETPL. As a part of the process, if a vendor has a particular training program that does not meet the minimum criteria, that vendor is provided the attached draft ETPL Appeals policy, which includes information on how a vendor may appeal being removed from the CalJOBS ETPL.

☒ Attachment(s)

SUGGESTED MOTION: (if applicable)

Approve ETPL Appeals Policy.

COMMITTEE DATE	03/04/20	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:

WIOA ETPL Appeals Policy

Policy Memorandum 19-01

Date: April 2, 2020

To: All Eligible Training Provider List Vendors

Purpose: The purpose of this guidance is to establish the appeal process for denial or termination of eligibility as a training provider's participation and the initial and subsequent eligibility of a training provider's programs in the approved Eligible Training Provider's List (ETPL)

Rescissions: N/A

References:

WIOA (Public Law 113-128) Section 122
WSD15-07 WIOA Eligible Training Provider List – Policy And Procedures (November 10, 2015)
Training and Employment Guidance Letter (TEGL) 41.-14, Workforce Innovation and Opportunity Act Title I Training Provider Transition (June 26, 2014)
California Unemployment Insurance Code (CUIC) Sections 1266-1274.20
"California Training Benefits Program"
Senate Bill 118, Chapter 562, Statutes of 2013
California Labor Code Section 4658.7(e)
California Private Postsecondary Education Act of 2009
Title 5 California Code of Regulations Division 7.5

Background:

Workforce Innovation and Opportunity Act (WIOA) job seekers train through a list of locally approved Eligible Training Providing List (ETPL) vendors, including Cabrillo College and others. Annually, the Employment Development Department (EDD) requires that the Santa Cruz County Workforce Development Board (WDB) review each vendor for eligibility to remain on the state's CalJOBS ETPL. When a vendor review reveals that a vendor does not meet the minimum criteria for continued eligibility, the WDB must remove the particular training program from the state CalJOBS ETPL.

As a part of the process, if a vendor has a particular training program that does not meet the minimum criteria, that vendor is provided the ETPL Appeals policy, which includes information on how a vendor may appeal being removed from the CalJOBS ETPL.

Policy:

A. Notification of Denial

If the WDB denies a training provider's initial application for listing on the Eligible Training Providers List (ETPL), the WDB will notify the provider in writing within 30 days from the

date of determination. The written notification will include the detailed reasons for the denial and complete information of the appeals process.

B. Reasons for the Denial of Application for Initial Eligibility

1. The WDB may deny eligibility if the data entered into the CalJOBSSM system by a training provider is not complete or not submitted within the required time frame.
2. The WDB may deny eligibility if an applicant fails to meet the minimum criteria for initial listing specified in this policy.
3. The WDB or the State may deny eligibility if it is determined that the applicant intentionally supplied inaccurate information (WIOA Section 122(f)(1)(B)).
4. The WDB or the State may deny eligibility to a training provider who has been found to have substantially violated any Workforce Innovation and Opportunity Act (WIOA) requirements (WIOA Section 122(f)(1)(B)).

C. Reasons for Delisting of a Training Provider or program

1. The private postsecondary provider approved by Bureau for Private and Post-Secondary Education (BPPE) has not complied with the BPPE Annual Performance Reporting requirement. Title 5 California Code of Regulations Division 7.5.
2. A WIOA participant has not enrolled in the training program during the previous two (2) Program Years (July 1 through June 30). The nominating Local Boards' determination to retain a provider eligible for delisting under this criteria will be given priority over this provision.
3. The school has lost its accreditation from Western Association of Schools and Colleges (WASC).
4. The provider has not achieved the minimum performance criteria for subsequent eligibility and has not been approved for a waiver of subsequent eligibility by the Local Board.

D. Reactivating Programs Removed from the List (ETPL)

If a program is removed from the list, the training provider can request that the program be reactivated once the program has met the minimum performance standards approved by the State Board.

E. Penalties

1. If the California Employment Development Department (EDD), in consultation with the nominating Local Board, determines that a provider intentionally supplied inaccurate information, the EDD or the Local Board working with the EDD shall terminate the eligibility of the provider; remove them from the ETPL; and deny their eligibility to receive any funds under WIOA Section 133(b) for at least two (2) years.
2. If it is determined that an eligible provider substantially violated any WIOA requirement(s), the EDD or the Local Board working with the EDD shall terminate the eligibility of the provider for at least two (2) years, or take other such action as deemed appropriate.

F. Appeals to the WDB

1. Any training provider wishing to appeal a decision by the WDB must submit a written appeal within 30 days of the denial notice. The appeal must be addressed to the WDB Director, and delivered via electronic mail to Andy.Stone@santacruzcounty.us.
2. The appeal must include a statement of the desire to appeal, specification of the program(s) in question, the reason(s) for the appeal (i.e. grounds), and the signature of the appropriate provider official. The training provider may choose to rely on the written appeal or an in-person appeal hearing can be scheduled.
3. There will be an Initial informal meeting between the Local Board staff and the provider. The purpose of this meeting is to identify if there is a simple solution to resolve the dispute.
4. If no resolution results from the initial informal meeting, there will be an opportunity for providers to have a hearing. The hearing officer shall be an impartial person. The hearing officer shall provide written notice to the concerned parties of the date, time, and place of the hearing at least ten (10) calendar days in advance of the scheduled hearing. Both parties shall have the opportunity to present oral and written testimony under oath; to call and question witnesses; to request documents relevant to the proceedings; and to have legal representation.
5. Final decisions will be made within 60 days of receipt of the appeal and the provider and the Local Board notified in writing of the final decision.

G. Appeals to EDD

1. A provider may appeal to the EDD if it has exhausted the local appeal process and is dissatisfied with the Local Board's final decision.
2. A provider wishing to appeal a local decision to the EDD must submit a written appeal within 30 days from a Local Board's final decision on an appeal. The request for appeal must include a statement of the desire to appeal; specification of the program in question; the reason(s) for the appeal (i.e. grounds); and the signature of the appropriate provider official. A provider appeal should be addressed to the following:

Attn: ETPL APPEAL
Central Office Workforce Services Division, MIC 50
P.O. Box 826880
Sacramento, CA 94280-0001

3. The EDD will promptly notify the appropriate Local Board when the EDD receives a request for appeal and when a final decision has been rendered.
4. The EDD will administratively review an appeal, make a preliminary decision, and notify the provider. The EDD can either uphold or reverse the appealed decision.

Action: Any ETPL vendor may reference this policy.

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

Attachments: None



☐ Action
 ☒ Consent
 ☒ Information
 ☐ Discussion

C.9 Regional Planning Unit Update

COMMITTEE:	Workforce Development Board	MEETING DATE:	May 27, 2020
STAFF NAME: Andy Stone, WDB Director			

SUMMARY:

The Coastal Regional Planning Unit (RPU), consisting of Santa Cruz, Monterey, San Luis Obispo and Santa Barbara counties has been in place since 2016. The intended purpose of identifying regions is to align workforce development activities and resources with larger economic development areas to provide coordinated and efficient services to job seekers and employers. While the RPU counties have successfully worked together to secure state workforce grants, there have been numerous challenges aligning workforce development activities across the large geographic area.

On February 13, 2020, the California Employment Development Department (EDD) issued [Draft Directive WSDD-209](#), providing guidance regarding the review and update of existing RPU boundaries. As part of this update, the California Workforce Development Board (CWDB) and EDD propose that San Benito County leaves the Bay-Peninsular RPU and joins the Coastal RPU. CWDB and EDD also acknowledged that [its analysis](#) may also support the division of the Coastal RPU into two separate RPUs (listed below) and seeks input from local Workforce Development Boards on this matter. On March 04, 2020, the Executive Committee directed staff to provide EDD with comments in support of the division of the Coastal RPU.

Preliminary RPU A

- Monterey County Workforce Development Board
- San Benito County Workforce Development Board
- Santa Cruz Workforce Development Board

Preliminary RPU B

- San Luis Obispo County Workforce Development Board
- Santa Barbara County Workforce Development Board



☐ Attachment(s)

SUGGESTED MOTION: (if applicable)

COMMITTEE DATE	03/04/20	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:



☐ Action ☒ Consent ☒ Information ☐ Discussion

C.10 Contractor Activity Reports

COMMITTEE: Workforce Development Board	MEETING DATE: May 27, 2020
STAFF NAME: Katy Chevalier, Program Manager; Sara Paz-Nethercutt, Sr. Analyst; Belinda Barr, Bus. Services Mgr.	

SUMMARY:

Reports outlining each workforce services contractor's financial, federal (if applicable), and contract performance can be found here : <https://bit.ly/2zWT0Q7>

☐ Attachment(s)

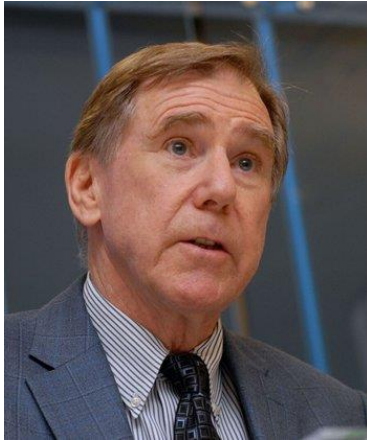
SUGGESTED MOTION: (if applicable)

COMMITTEE DATE 03/04/20	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:

**Workforce Development Board
Guest Presenter
May 27, 2020**

P.1 Findings from the Future of Agriculture in Santa Cruz County Study

The University of California Agriculture Issues Center at Davis will present on how advancements in the agriculture industry will transform local jobs in Santa Cruz County. The full report will be released in June 2020.



Dan Sumner
Director
UC Agricultural Issues Center

Dan Sumner directs of the University of California Agricultural Issues Center (AIC), an applied research and outreach program with associate directors on several campuses of the University of California and Stanford University. He is also the Frank H. Buck Jr. Distinguished Professor in the Department of Agricultural and Resource Economics, UC Davis, where his teaching and research focuses on the principle drivers of adjustment in food and agriculture. At UC Davis, he teaches “The Economics of Agricultural Sustainability” to a diverse group of undergraduates.

Just prior to returning to California almost 30 years ago, Sumner was a senior economist at the President’s Council of Economic Advisers and the Assistant Secretary for Economics at USDA. He led the economics, statistics and forecasting at USDA, responsible for more than 1,000 professional economists and statisticians.

Dan was raised on a fruit farm in Solano County, California. He has BS in agricultural management from Cal Poly San Luis Obispo, an MS in Economics from Michigan State and a Ph.D. in economics from the University of Chicago.



A.1 Affects of COVID-19

COMMITTEE:	Workforce Development Board	MEETING DATE:	May 27, 2020
STAFF NAME: Andy Stone, WDB Director; WDB Staff			

SUMMARY:

Workforce Development Board Staff will report out on recent developments on program services as a result of COVID-19.

WIOA Career Services:

1. WIOA Staffing: working remotely or furloughed; suspension of the GCC Financial Literacy Program
2. Resource Room services: Unemployment Insurance; by appointment only services
3. Supportive Services Policy Exception Memo: \$500 Technology needs
4. EDD Workforce Information Notice, WSIN19-40; 19-43, CalJOBS guidance due to Covid19 for WIOA Title 1 programs
5. Mandatory face coverings for County building access

Business Services:

1. Electronically share Rapid Response presentation and materials via website and web-conference.
2. Provide information on Employment Development Department's Workshare Program and Incumbent Worker Training.
3. Give referrals to financial assistance programs for Layoff Aversion.
4. Survey essential businesses for workforce needs and identify remote work opportunities to advertise to jobseekers.
5. Developing mass re-employment strategies and help businesses take advantage of federal training assistance to re-tool talent for their next role.

CalWORKs Employment Services:

1. Participants in subsidized employment programs who have been furloughed will continue to be paid their average wages for up to 12 months, per state guidance.
2. Able to provide up to \$440 to participants for needed computers.



☐ 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:



☒ Action ☐ Consent ☐ Information ☒ Discussion

SANTA CRUZ COUNTY
WORKFORCE
DEVELOPMENT

A.2 WIOA Budget PY 2019-20 Modification

COMMITTEE:	Workforce Development Board	MEETING DATE:	May 27, 2020
STAFF NAME: Andy Stone, WDB Director; Lacie Gray, Sr. Analyst			

SUMMARY:

Workforce Development Board (WDB) staff is requesting a budget transfer between the Workforce Innovation and Opportunity Act (WIOA) Dislocated Worker (DW) and Adult programs in order to better utilize the funds based on current customer need. Due to the low unemployment rate, more services could be dedicated to low income workers in the adult program. A modified proposed budget for WIOA Adult, DW, Youth and Rapid Response has been developed. If approved by your Board, staff will send a budget modification request to the state to move funds from WIOA DW to WIOA Adult to maximize our ability to serve customers.

In addition to the core funding listed on the attachment for WIOA Youth, DW, Adult and Rapid Response (for lay-offs and lay-off aversion) services, The WDB also has received grant funding this year to serve WIOA customers that has been added to the WDB budget:

- The Slingshot 2.0 grant (\$5,200) will provide funding for WDB staff to attend regional convenings and to implement the regional business engagement strategy which aims to build a stronger and more consistent system of working with businesses across the counties. Slingshot, in its first iteration, resulted in a Community Health Worker curriculum being implemented through Cabrillo College. Slingshot 2.0's reach is more broad and will work with the breadth of business types in the region, rather than focus primarily on healthcare.
- Third Sector grant (\$25,000) for Better Careers Design Group activities, including training for two Santa Cruz County Workforce Development Board staff members (with partners from the Monterey County Workforce Development Board and Hartnell College) to develop a local Solutions Plan which will address the most challenging issues in the workforce development system and create better outcomes for job seekers.

The Prison to Employment grant of \$126,784 has also been received but will not show on the attached budget as the funding was applied directly to a contract that the Probation Department has with Leaders in Community Alternatives, Inc. (LCA). This grant will provide workforce development services to 13 justice-involved individuals.

+

☒ Attachment(s)

SUGGESTED MOTION: (if applicable)

I move to approve the proposed WIOA budget modifications for PY 2019-2020 (Transfer \$350,000 from FY 2018-19 DW to FY 2018-19 Adult). Additionally, I move to authorize staff to send a budget modification request to the state to move WIOA DW funds to WIOA Adult services.

COMMITTEE DATE	03/04/20	COMMITTEE APPROVAL:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Other: Executive Committee
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

A.2 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	Expended in FY 19/20 YTD Jan-20	Unspent Funds as at 1/31/2020	Proposed Transfer from 18/19 Allocations	Balance After Proposed Transfer
ADULT												
Budget / Expenditure Categories												
Administration	107,814	28,658	136,472	72,041	64,431	86,671	64,431	151,102	44,754	106,348	34,990	141,338
Program Services	236,862	57,700	294,562	294,562	-	248,624	-	248,624	138,048	110,576	220,507	331,083
Contracts	199,138	152,401	351,539	351,539	-	156,149	-	156,149	109,537	46,612	-	46,612
Operational	109,485	16,913	126,398	26,382	100,017	57,821	100,017	157,838	2,183	155,655	-	155,655
Training	307,547	293,152	600,699	392,431	208,268	291,503	208,268	499,771	152,685	347,086	94,503	441,589
Supportive Services	34,803	14,165	48,968	26,527	22,441	34,678	22,441	57,119	13,374	43,745	-	43,745
Subtotal	995,649	562,989	1,558,638	1,163,482	395,156	875,446	395,156	1,270,602	460,580	810,022	350,000	1,160,022
DW												
Administration	99,352	9,458	108,810	57,298	51,511	88,687	51,511	140,198	41,622	98,576	(34,990)	63,586
Program Services	102,309	207,700	310,009	296,416	13,593	211,605	13,593	225,197	137,982	87,215	(220,507)	(133,292)
Contracts	393,754	157,010	550,764	369,900	180,864	191,636	180,864	372,500	107,181	265,319	-	265,319
Operational	128,287	146,266	274,553	3,391	271,162	123,100	271,162	394,262	-	394,262	-	394,262
Training	252,595	186,469	439,064	157,833	281,230	277,543	281,230	558,773	79,998	478,776	(94,503)	384,273
Supportive Services	14,891	13,750	28,641	9,744	18,897	3,254	18,897	22,151	5,434	16,717	-	16,717
Subtotal	991,188	720,653	1,711,841	894,583	817,258	895,824	817,258	1,713,082	372,217	1,340,865	(350,000)	990,865
Youth												
Administration	82,574	10,459	93,033	67,751	25,282	27,673	25,282	52,955	32,629	20,326	-	20,326
Program Services	208,365	15,150	223,515	223,515	(0)	250,453	(0)	250,453	106,866	143,587	-	143,587
Contracts	828,077	122,727	950,804	752,616	198,188	671,970	198,188	870,158	392,883	477,275	-	477,275
Operational	1,922	-	1,922	1,922	(0)	46,229	(0)	46,229	2,040	44,189	-	44,189
Subtotal	1,120,938	148,337	1,269,275	1,045,805	223,470	996,325	223,470	1,219,795	534,417	685,378	-	685,378
RR												
Program Services	101,603	9,428	111,030	111,030	-	96,590	-	96,590	36,446	60,144	-	60,144
Contracts	60,555	-	60,555	60,555	-	44,000	-	44,000	11,013	32,987	-	32,987
Subtotal	162,158	9,428	171,586	171,586	-	140,590	-	140,590	47,459	93,131	-	93,131
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	-	-	-	-	-	-	-	-
SlingShot Healthcare 2.0												
Program Services	-	-	-	-	-	5,200	-	5,200	-	5,200	-	5,200
Subtotal	-	-	-	-	-	5,200	-	5,200	-	5,200	-	5,200
Third Sector Grant												
Program Services	-	-	-	-	-	25,000	-	25,000	-	25,000	-	25,000
Subtotal	-	-	-	-	-	25,000	-	25,000	-	25,000	-	25,000
Grand Total	3,483,796	1,441,406	4,925,202	3,470,887	1,435,884	2,938,385	1,435,884	4,374,269	1,414,673	2,959,595	-	2,959,595

*The non-WIOA funds (Prop 39 and SlingShot Healthcare) were only available for FY 18/19.



A.3 Strategic Plan Update

COMMITTEE:	Workforce Development Board	MEETING DATE:	May 27, 2020
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:

**A.3 Attachment - 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 - Canceled</p> <p>Upskill Employees: Presentation at 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>IWT efforts delayed due to COVID-19</p> <p>Ag project: Scheduled for presentation at 5/27/20 WDB Meeting</p> <p>Business Resource Network: Informational webinar with Ohio BRN on 11/23/19 - exploring a scaled down version for our next procurement</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 - Canceled - Canceled due to COVID-19</p> <p>Prison to Employment: Contract approved by BOS on 2/25/20</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.4 WDB Officer Nominations PY 2020-21

COMMITTEE:	MEETING DATE: May 27, 2020
STAFF NAME: Andy Stone, WDB Director	

SUMMARY:

The Nominating Committee, consisting of Alia Ayyad, Christina Cuevas, Marshall Delk, Barbara Mason, and Ron Slack developed the attached slate of candidates for Program Year 2020-21 for election at the WDB's May 27, 2020 meeting.

Changes and additional nominations may be made from the floor at the Executive Committee and WDB meetings.

☐ Attachment(s)

SUGGESTED MOTION: (if applicable)

I move to approve the proposed slate of Officers for the WDB full board for PY 2020-21

COMMITTEE DATE 05/06/20	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:

A.4 – Attachment:

WDB 2020-21 Officer Nominations:

This year's nominating committee was composed of Ron Slack, Marshall Delk, Alia Ayyad, Christina Cuevas, and Barbara Mason.

The ballot was received by all committee members. All committee members responded and voted yes on all the candidates for fiscal year 2020-2021.

WDB Chairs and Vice Chairs Ballot for fiscal year 2020-2021

WDB full board

Chair – Carol Siegel

Vice Chair – Rob Morse

Executive Committee

Chair – Carol Siegel

Vice Chair – Rob Morse (Ron Slack, prior Chair)

Career Services Committee

Chair – Elyse Destout

Vice Chair – Denise Moss

Business Services/CEDS

Chair – Marshall Delk

Vice Chair - Elyse Destout