



Executive Committee Meeting Agenda

April 29, 2026 8:30am - 10:30am PDT

500 Westridge Dr., Watsonville, CA 95076 - Career Center Classroom

1. Call to Order / Welcome

8:30am

2. Non-agenda public comment

3. Chairperson's Report

4. Action Items (vote required):

a. Approval of the Minutes: February 4, 2026

Andy Stone

 Action Item: Approval of Meeting Minutes

 February 4, 2026 DRAFT Meeting Minutes

b. Proposed WDB Meeting Calendar 2026

Andy Stone

 Action Item: Proposed WDB Meeting Calendar 2026

 WDB Proposed Meeting Calendar 2026

c. Eligible Training Provider Draft Monitoring Reports PY25/26 Brenda Diaz Rivas

 Action Item: Eligible Training Provider Draft Monitoring Report PY25-26

 Action Item: Attachment 1 ETPL - WASCAE Final Monitoring Letter PY25-26

 Action Item: Attachment 2 ETPL - Cabrillo College Final Monitoring Letter PY25-26

 Action Item: Attachment 3 ETPL - MTS Final Monitoring Letter PY25-26

 Action Item: Attachment 4 ETPL - SSCOE Final Monitoring Letter PY25-26

 Action Item: Attachment 5 ETPL - TDI Final Monitoring Letter PY25-26

 Action Item: Attachment 6 ETPL - UCSC Extension Final Monitoring Letter PY25-26

d. Workforce Innovation and Opportunity Act Local Policy:
Revised ETPL Policy

Brenda Diaz Rivas

 Action Item: WIOA Local Policies-Revision

 Action Item: Attachment 1 Draft - WIOA Eligible Training Provider List (ETPL) Policy 25-02 Rev 1

e. **Proposed WIOA Budget PY26/27**

Andy Stone

 Action Item: WIOA 2026-27 Proposed Budget

 Attachment - WIOA 2026-27 Proposed Budget Spreadsheet

f. **WDB Meeting Planning: May 20, 2026**

Andy Stone

 Action Item _WDB May 20, 2026 Meeting Planning.docx

5. **Report Items (no vote required):**

a. **Proposed Slate of WDB Officer Candidates PY26/27**

Andy Stone

 Report Item: WDB Officer Nominations 26/27

b. **Operational Plan and Continuous Improvement Plan Updates PY25/26**

Andy Stone
Sara Paz-Nethercutt

 Report Item: Plan Updates

 Report Item: Attachment 1 - Operational Plan Report

 Report Item_Attach 2_AJCC.Cert.Indicators.CI.Plan PY2526-Q3 Status(4.20.26).pdf

c. **Staff Updates**

Andy Stone
Sara Paz-Nethercutt
Brenda Diaz Rivas

 Report Item: WDB Staff Updates

d. **WIOA Final Local Performance Scores PY24/25**

Sara Paz-Nethercutt

 Report Item_ WIOA Final Local Performance PY 2024.docx

 Report Item Attach1-WIOA Final Local Performance PY 2024.pdf

6. **Adjournment**

a. **Next Workforce Development Board Meeting: May 20, 2026
@ 8:30 am**

Location: 500 Westridge Dr. (Community Room), Watsonville

b. Next Executive Committee Meeting: TBD @ 8:30 am

Location: 500 Westridge Dr. (Career Center Classroom), Watsonville

c. Accessibility

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.

END
10:30am

Action Item: Approval of Meeting Minutes

(Action required) – Andy Stone

Recommendation

Approve the February 4, 2026 Executive Committee meeting minutes

Suggested motion

I move to approve the February 4, 2026 Executive Committee meeting minutes.



Executive Committee Meeting, Wednesday, February 4, 2026 @ 8:30 AM

Wed Feb 4, 2026 8:30 AM - 10:30 AM PST

DRAFT Meeting Minutes

The Chair called the meeting to order at 8:50 AM, and a quorum was established. All participants attended in-person.

Board Members in Attendance

Adolfo, Tracey

Ayyad, Alia

Bartels, Elyse - Vice Chair

Morse, Rob - Chair

Vereker, Dustin

Board Members Absent

Siegel, Carol

Staff in Attendance

Diaz-Rivas, Brenda - WDB Associate Human Services Analyst

Gutierrez, Elizabeth - WDB Administrative Aide

Paz-Nethercutt, Sara - WDB Sr. Human Services Analyst

Stone, Andy - WDB Director

Vaiz, Mary Lou - WDB Clerical Support

1. Call to Order / Welcome

The meeting was called to order.

2. Non-agenda Public Comment

There were no public comments.

3. Chairperson's Report

Chair Rob Morse expressed appreciation to the WDB staff for covering the business services during the vacancy of the Business Services Manager position.

4. Action Items (Vote Required):

a. Approval of the Minutes - November 5, 2025

Action: A motion was made to approve the November 5, 2025 Executive Committee meeting minutes.

Status: Motion to Approve: Elyse Bartels

Motion Seconded: Tracey Adolfo

Objections: None

Abstentions: None

Committee Action: Motion carried unanimously.

b. WIOA PY25/26 Contractor Local Program Monitoring

It was reported that annual monitoring of major WIOA service providers is required. Draft monitoring reports for Goodwill Central Coast and the Santa Cruz County Office of Education were completed with no findings. Each report identified minor areas of concern that will be monitored to ensure continued compliance.

Staff clarified that a "finding" indicates noncompliance, whereas an "area of concern" represents an issue that could become a finding if not addressed.

Action: A motion was made to recommend the full Workforce Development Board (WDB) accept the PY25/26 Local Program Monitoring reports as drafted by WDB staff.

Status: Motion to Approve: Dustin Vereker

Motion Seconded: Elyse Bartels

Objections: None

Abstentions: None

Committee Action: Motion carried unanimously.

c. WIOA Local Policies: New/Revised

It was reported that the only proposed revision involves renaming the Incentive Policy survey.

Action: A motion was made to recommend that the full WDB approve the WIOA revised local program services policy revision as drafted by WDB staff.

Status: Motion to Approve: Elyse Bartels

Motion Seconded: Alia Ayyad

Objections: None

Abstentions: None

Committee Action: Motion carried unanimously.

d. WDB Officer Nominating Committee PY26/27

The Committee discussed forming a Nominating Committee for the upcoming program year. Carol Siegel was recommended to serve as Chair.

Action: A motion was made to form a WDB Officer Nominating Committee and recommend a Slate of Candidates for Election by WDB at its May 20, 2026 meeting.

Status: Motion to Approve: Elyse Bartels

Motion Seconded: Alia Ayyad

Objections: None

Abstentions: None

Committee Action: Motion carried unanimously.

e. WDB Meeting Planning: March 4, 2026

Action: A motion was made to direct the WDB staff to include the following items on the March 4, 2026 WDB meeting agenda:

1. Presentation of two Workforce Achievement Awards, including recipient highlight videos.
2. A Boardable onboarding tutorial.
3. Breakout session facilitated by the Executive Committee focused on Strategic Plan priorities using the following prompts:

- What challenges might prevent us from meeting our goals within this priority area?
- In a perfect world, without constraints, what help could make a huge difference in meeting these goals?
- How can you (as an individual or through your organization) help the WDB in meeting this priority?

Status: Motion to Approve: Elyse Bartels

Motion Seconded: Tracey Adolfo

Objections: None

Abstentions: None

Committee Action: Motion carried unanimously.

5. Report Items (No Vote Required):

a. Operational Plan and Continuous Improvement Plan Updates PY25/26

Priority 1: Job Quality and Economic Mobility - Sara Paz-Nethercutt provided updates:

- Living Wage Target Visibility and Promotion: The Living Wage Target is displayed on the WDB website, included in the bi-weekly Job Blast, and promoted through a flyer distributed in the Resource Room and at community engagement events.
- Building Career Ladders That Result in Living Wage Jobs: Efforts continue to build career pathways that lead to living wage employment, with current focus areas including Dental Assistant to Dental Hygienist and Medical Assistant to Registered Nurse career pathways.

Priority 2: Employer and Small Business Engagement - Andy Stone provided updates:

- The Santa Cruz Chamber will host a Hospitality Roundtable on February 24, 2026. WDB anticipates sponsoring 11 additional roundtables throughout the year.
- Launchpad has been implemented to track and strengthen business engagement efforts.
- The WDB website now clearly outlines available business services.

Priority 3: Skills Gaps and Training Alignment - Andy Stone provided updates:

- A grant proposal has been submitted to expand support services; a funding decision is expected soon.
- The master agreement for training providers is currently being updated.

b. Staff Updates

Updates were provided on:

1. Business Services Manager Vacancy - The position has been vacant since December 5, 2025. Staff are reevaluating the role to ensure alignment with organizational needs. A revised job posting is forthcoming.
2. WIOA Budget - While some federal budget discussions have included cuts to the WIOA program, the budget currently remains stable.
3. Employment Training Pathways Program (ETPP) - An application has been submitted to the Employment Development Department (EDD) to support implementation of an enhanced WIOA program.
4. Boardable Agenda Management System - The system is fully operational and has improved administrative efficiency, meeting management, and attendance tracking.

Community Engagement/Eligible Training Provider List

- Human-Centered Design Learning Lab, facilitated by Civic Makers, concluded with 18 participants. A summary and recommendations will be provided by Civic Makers with funding available from the Irvine Grant to implement viable recommendations.
- The in-person Racial Equity workshop was well attended, reflecting strong community interest.
- The WDB has been invited by the Irvine Foundation to apply for additional funding focused on:
 1. Preparing low-income workers for quality jobs
 2. Expanding services to underrepresented populations
 3. Increasing the agency of low-income workers and job seekers

A two-page concept proposal was submitted by Andy Stone and Brenda Diaz-Rivas. A response regarding next steps is expected by February 9, 2026. The funding opportunity is valued at up to \$1,000,000 over a two-year period.

6. Adjournment

Meeting adjourned at 10:04 AM

a. Next Workforce Development Board Meeting: March 4, 2026 @ 8:30 AM

Location: 500 Westridge Dr. - Community Room, Watsonville

b. Next Executive Committee Meeting: April 29, 2026 @ 8:30 AM

Location: 500 Westridge Dr. - Career Center Classroom, Watsonville

Action Item: Proposed WDB Meeting Calendar 2026

(Action required) – Andy Stone

Recommendation

Approve the proposed Workforce Development Board (WDB) Meeting Calendar for the remainder of 2026.

Background

Each year, the Workforce Development Board establishes a meeting calendar for the upcoming program year to ensure compliance with public meeting requirements and to provide members with advance notice of key dates.

Suggested motion

I move to recommend that the Full Workforce Development Board approve the proposed WDB Meeting Calendar for the remainder of 2026.

WDB Meeting Calendar 2026

All dates are on Wednesday:

July 15, 2026 – Executive Committee (special meeting)

August 19, 2026 – Executive Committee

September 23, 2026 – WDB Full Board

November 4, 2026 – Executive Committee

December 9, 2026 – WDB Full Board

WDB Full Board meetings and Executive Committee meetings begin at
8:30 am at 500 Westridge Drive, Watsonville, CA 95076.

MEMBERS:

Rob Morse, Chair
Monterey Bay Epic Adventures

Elyse Bartels, Vice Chair
Business Owner

Alia Ayyad
Center for Employment Training

Kristen Brown
Santa Cruz Chamber of Commerce

Frances Corpuz
Sprouting and Company

MariaElena De La Garza
Community Action Board

Marshall Delk
West Coast Community Bank

Peter Detlefs
County of Santa Cruz

Alma Diaz
Employment Development Department

Daniel Dodge
Cabrillo College Federation of Teachers

Felipe Hernandez
Fourth District Supervisor

Carmen Herrera-Mansir
El Pajaro CDC

Laura Holmquist-Gomez
Five Star Catering

LeNae Liebetrau
Department of Rehabilitation

Annabelle Rodriguez
Cabrillo College

Francisco Rodriguez
Monterey Bay Labor Council

Isidro Rodriguez
Watsonville, Aptos, Santa Cruz Adult Education

Alexander Pedersen
Santa Cruz County Small Business Development
Center

Shaz Roth
Pajaro Valley Chamber of Commerce
and Agriculture

Katie Setzler
Palo Alto Medical Foundation

Carol Siegel
Santa Cruz Seaside Company

Bryan Shields
Carpenters Local 646

Raymundo Sumano
Sumano's Bakery

Casey Van Den Heuvel
Sheet Metal Workers Local 104

Dustin Vereker
Discretion Brewing

DIRECTOR:
Andy Stone

Action Item: Eligible Training Provider Draft Monitoring Report PY25/26

(Action required) – Brenda Diaz-Rivas

Recommendation

Accept the Program Year (PY) 2025-2026 local Eligible Training Provider List (ETPL) monitoring report as drafted by Workforce Development Board (WDB) staff.

Background

Workforce Development Board (WDB) Staff monitored the Eligible Training Provider List (ETPL) training vendors in February and March 2025 for the 2025-2026 program year.

The Eligible Training Provider List (ETPL) program monitoring process includes the following:

- Overview of the monitoring process and objectives, services provided, and program performance.
- Completion and discussion with the Monitor of Training Vendor Monitoring Guide and participant list.
- Completion of the Non-Discrimination and Equal Opportunity Monitoring Guide.
- An on-site walk through of the facility and classrooms.
- Interview with key staff providing services funded by the Workforce Innovation and Opportunity Act (WIOA).
- Interviews with participants receiving WIOA funded services.
- Review of school materials that may include: personnel policies and procedures, proof of insurance, marketing materials, school catalog, registration forms, curricula related to participant training, job prep, English as a Second Language, documents related to and in support of services provided to participants receiving WIOA funded services, including student files, or other participant activities.

Six (6) training providers were monitored during this cycle. During the PY 2025-2026 monitoring, there were zero (0) findings; one (1) training provider had one (1) area of concern. Training provider followed WDB's recommendation and addressed the issue. All training providers are meeting applicable WIOA requirements concerning training program administration, nondiscrimination, and equal opportunity for the WDB's WIOA participants.

Next Steps

Following Executive Committee approval, the draft monitoring report will be forwarded to the full Workforce Development Board for final consideration and acceptance.

Suggested motion

I move to recommend the full Workforce Development Board accept the PY 2025-2026 local ETPL monitoring report as drafted by WDB staff.



DATE: April 13, 2026

Nancy Bilicich
Watsonville Aptos Santa Cruz Adult Education
294 Green Valley Road
Watsonville, CA 95076

RE: WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)
ELIGIBLE TRAINING PROVIDER LIST (ETPL)
NONDISCRIMINATION AND EQUAL OPPORTUNITY, AND
ETPL FINAL MONITORING REPORT- PROGRAM YEAR 2025-
2026

Dear Ms. Bilicich,

This is to inform you of the final results of the nondiscrimination and equal opportunity and ETPL monitoring for Program Year 2025-2026 of the administration of the Workforce Innovation and Opportunity Act (WIOA) ETPL program, and all applicable Federal and State laws, regulations, policies, and directives related to nondiscrimination and equal opportunity. This review was conducted on behalf of the County of Santa Cruz Workforce Development Board (WDB) by Brenda Diaz Rivas, ETPL Coordinator at the end of February 2026. The review of your program operations focused primarily on the areas of compliance, program administration and client customer satisfaction.

BACKGROUND

The County of Santa Cruz is the recipient of a State of California Workforce Innovation and Opportunity Act (WIOA) Grant from the State of California Employment Development Department to serve WIOA eligible clients.

The monitoring review was conducted under the authority of Section 683.410 of Title 20 of the Code of Federal Regulations (20 CFR) and Section 188 of the WIOA and 29 Code of Federal Regulations (CFR) Part 38. The purpose of this review was to determine the level of the school’s compliance with applicable Federal and State laws, regulations, policies, and directives related to the WIOA ETPL program, facility accessibility, policies, and procedures that support nondiscrimination and equal opportunity.

Information for this report was collected from documents submitted by Watsonville Aptos Santa Cruz Adult Education, data in CalJOBS, and a review of applicable documentation, policies, procedures, and directives related to WIOA participants and program operations in WIOA funded training programs. A site visit was conducted on February 25th, 2026.

500 Westridge Drive
Watsonville, CA 95076
(831) 763-8900

MEMBERS:

- Rob Morse, Chair**
Monterey Bay Epic Adventures
- Elyse Bartels, Vice Chair**
Business Owner
- Alia Ayyad**
Center for Employment Training
- Kristen Brown**
Santa Cruz Chamber of Commerce
- Frances Corpuz**
Sprouting and Company
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Monterey Bay Labor Council
- Isidro Rodriguez**
Watsonville, Aptos, Santa Cruz Adult Education
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Santa Cruz County Small Business Development Center
- Shaz Roth**
Pajaro Valley Chamber of Commerce and Agriculture
- Katie Setzler**
Palo Alto Medical Foundation
- Carol Siegel**
Santa Cruz Seaside Company
- Bryan Shields**
Carpenters Local 646
- Raymundo Sumano**
Sumano’s Bakery
- Casey Van Den Heuvel**
Sheet Metal Workers Local 104
- Dustin Vereker**
Discretion Brewing
- DIRECTOR:**
Andy Stone



REVIEW RESULTS

ETPL MONITORING:

The ETPL, nondiscrimination, and equal opportunity monitoring result is that overall, Watsonville Aptos Santa Cruz Adult Education is meeting applicable WIOA requirements concerning training program administration, nondiscrimination, and equal opportunity for the WDB's WIOA clients. We noted no instances of noncompliance in the area of training services, nondiscrimination, and equal opportunity.

Please extend our appreciation to your staff for their cooperation and assistance during our review. If you have any questions regarding this report or the review that was conducted, please contact Brenda Diaz-Rivas by email at Brenda.diaz-rivas@santacruzcountyca.gov or by phone at the number 831-763-8856.

Sincerely,

DocuSigned by:
Andy Stone
1890DF748E1A454...

Andy Stone

Director, County of Santa Cruz Workforce Development Board



DATE: April 13, 2026

Annabelle Rodriguez
Cabrillo College
6500 Soquel Dr.
Aptos, CA 95003

RE: WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)
ELIGIBLE TRAINING PROVIDER LIST (ETPL)
NONDISCRIMINATION AND EQUAL OPPORTUNITY, AND
ETPL MONITORING FINAL REPORT- PROGRAM YEAR 2025-
2026

Dear Ms. Rodriguez,

This is to inform you of the final results of the nondiscrimination and equal opportunity and ETPL monitoring for Program Year 2025-2026 of the administration of the Workforce Innovation and Opportunity Act (WIOA) ETPL program, and all applicable Federal and State laws, regulations, policies, and directives related to nondiscrimination and equal opportunity. This review was conducted on behalf of the County of Santa Cruz Workforce Development Board (WDB) by Brenda Diaz-Rivas, ETPL Coordinator at the end of February 2026. The review of your program operations focused primarily on the areas of compliance, program administration and client customer satisfaction.

BACKGROUND

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The monitoring review was conducted under the authority of Section 683.410 of Title 20 of the Code of Federal Regulations (20 CFR) and Section 188 of the WIOA and 29 Code of Federal Regulations (CFR) Part 38. The purpose of this review was to determine the level of the school’s compliance with applicable Federal and State laws, regulations, policies, and directives related to the WIOA ETPL program, facility accessibility, policies, and procedures that support nondiscrimination and equal opportunity.

Information for this report was collected from documents submitted by Cabrillo College, data in CalJOBS, and a review of applicable documentation, policies, procedures, and directives related to WIOA participants and program operations in WIOA funded training programs. A site visit was conducted on February 25th, 2026.

500 Westridge Drive
Watsonville, CA 95076
(831) 763-8900

MEMBERS:

- Rob Morse, Chair**
Monterey Bay Epic Adventures
- Elyse Bartels, Vice Chair**
Business Owner
- Alia Ayyad**
Center for Employment Training
- Kristen Brown**
Santa Cruz Chamber of Commerce
- Frances Corpuz**
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Carpenters Local 646
- Raymundo Sumano**
Sumano’s Bakery
- Casey Van Den Heuvel**
Sheet Metal Workers Local 104
- Dustin Vereker**
Discretion Brewing
- DIRECTOR:**
Andy Stone



REVIEW RESULTS

ETPL MONITORING:

The ETPL, nondiscrimination, and equal opportunity monitoring result is that overall, Cabrillo College is meeting applicable WIOA requirements concerning training program administration, nondiscrimination, and equal opportunity for the WDB's WIOA clients. We noted no instances of noncompliance in the area of training services, nondiscrimination, and equal opportunity.

Please extend our appreciation to your staff for their cooperation and assistance during our review. If you have any questions regarding this report or the review that was conducted, please contact Brenda Diaz-Rivas by email at Brenda.diaz-rivas@santacruzcountyca.gov or by phone at the number 831-763-8856.

Sincerely,

DocuSigned by:
Andy Stone
1890DF748E1A454...

Andy Stone
Director, County of Santa Cruz Workforce Development Board



DATE: April 13, 2026

Keith Judkins
MTS Training Academy
1660 W. Beach Street
Watsonville, CA 95076

RE: WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) ELIGIBLE TRAINING PROVIDER LIST (ETPL) NONDISCRIMINATION AND EQUAL OPPORTUNITY, AND ETPL MONITORING FINAL REPORT- PROGRAM YEAR 2025-2026

Dear Mr. Judkins,

This is to inform you of the final results of the nondiscrimination and equal opportunity and ETPL monitoring for Program Year 2025-2026 of the administration of the Workforce Innovation and Opportunity Act (WIOA) ETPL program, and all applicable Federal and State laws, regulations, policies, and directives related to nondiscrimination and equal opportunity. This review was conducted on behalf of the County of Santa Cruz Workforce Development Board (WDB) by Brenda Diaz-Rivas, ETPL Coordinator at the end of February 2026. The review of your program operations focused primarily on the areas of compliance, program administration and client customer satisfaction.

BACKGROUND

The County of Santa Cruz is the recipient of a State of California Workforce Innovation and Opportunity Act (WIOA) Grant from the State of California Employment Development Department to serve WIOA eligible clients.

The monitoring review was conducted under the authority of Section 683.410 of Title 20 of the Code of Federal Regulations (20 CFR) and Section 188 of the WIOA and 29 Code of Federal Regulations (CFR) Part 38. The purpose of this review was to determine the level of the school’s compliance with applicable Federal and State laws, regulations, policies, and directives related to the WIOA ETPL program, facility accessibility, policies, and procedures that support nondiscrimination and equal opportunity.

Information for this report was collected from documents submitted by MTS Training Academy, data in CalJOBS, and a review of applicable documentation, policies, procedures, and directives related to WIOA participants and program operations in WIOA funded training programs. A site visit was conducted on February 27th, 2026.

500 Westridge Drive
Watsonville, CA 95076
(831) 763-8900

MEMBERS:

- Rob Morse, Chair**
Monterey Bay Epic Adventures
- Elyse Bartels, Vice Chair**
Business Owner
- Alia Ayyad**
Center for Employment Training
- Kristen Brown**
Santa Cruz Chamber of Commerce
- Frances Corpuz**
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- Raymundo Sumano**
Sumano’s Bakery
- Casey Van Den Heuvel**
Sheet Metal Workers Local 104
- Dustin Vereker**
Discretion Brewing
- DIRECTOR:**
Andy Stone



REVIEW RESULTS

ETPL MONITORING:

The ETPL, nondiscrimination, and equal opportunity monitoring result is that overall, MTS Training Academy is meeting applicable WIOA requirements concerning training program administration, nondiscrimination, and equal opportunity for the WDB's WIOA clients. We noted no instances of noncompliance in the area of training services, nondiscrimination, and equal opportunity.

Please extend our appreciation to your staff for their cooperation and assistance during our review. If you have any questions regarding this report or the review that was conducted, please contact Brenda Diaz-Rivas by email at Brenda.diaz-rivas@santacruzcountyca.gov or by phone at the number 831-763-8856.

Sincerely,

DocuSigned by:
Andy Stone
1890DF748E1A454...

Andy Stone
Director, County of Santa Cruz Workforce Development Board



DATE: April 13, 2026

Denise Sanson
Santa Cruz County Office of Education
399 Encinal St.
Santa Cruz, CA 95060

RE: WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)
ELIGIBLE TRAINING PROVIDER LIST (ETPL)
NONDISCRIMINATION AND EQUAL OPPORTUNITY, AND
ETPL MONITORING FINAL REPORT- PROGRAM YEAR 2025-
2026

Dear Ms. Sanson,

This is to inform you of the final results of the nondiscrimination and equal opportunity and ETPL monitoring for Program Year 2025-2026 of the administration of the Workforce Innovation and Opportunity Act (WIOA) ETPL program, and all applicable Federal and State laws, regulations, policies, and directives related to nondiscrimination and equal opportunity. This review was conducted on behalf of the County of Santa Cruz Workforce Development Board (WDB) by Brenda Diaz-Rivas, ETPL Coordinator at the end of February 2026. The review of your program operations focused primarily on the areas of compliance, program administration and client customer satisfaction.

BACKGROUND

The County of Santa Cruz is the recipient of a State of California Workforce Innovation and Opportunity Act (WIOA) Grant from the State of California Employment Development Department to serve WIOA eligible clients.

The monitoring review was conducted under the authority of Section 683.410 of Title 20 of the Code of Federal Regulations (20 CFR) and Section 188 of the WIOA and 29 Code of Federal Regulations (CFR) Part 38. The purpose of this review was to determine the level of the school’s compliance with applicable Federal and State laws, regulations, policies, and directives related to the WIOA ETPL program, facility accessibility, policies, and procedures that support nondiscrimination and equal opportunity.

Information for this report was collected from documents submitted by Santa Cruz County Office of Education, data in CalJOBS, and a review of applicable documentation, policies, procedures, and directives related to WIOA participants and program operations in WIOA funded training programs. A site visit was conducted on February 24th, 2026.

500 Westridge Drive
Watsonville, CA 95076
(831) 763-8900

MEMBERS:

- Rob Morse, Chair**
Monterey Bay Epic Adventures
- Elyse Bartels, Vice Chair**
Business Owner
- Alia Ayyad**
Center for Employment Training
- Kristen Brown**
Santa Cruz Chamber of Commerce
- Frances Corpuz**
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Community Action Board
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Five Star Catering
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Department of Rehabilitation
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- Casey Van Den Heuvel**
Sheet Metal Workers Local 104
- Dustin Vereker**
Discretion Brewing
- DIRECTOR:**
Andy Stone



REVIEW RESULTS

ETPL MONITORING:

The ETPL, nondiscrimination, and equal opportunity monitoring result is that overall, Santa Cruz County Office of Education is meeting applicable WIOA requirements concerning training program administration, nondiscrimination, and equal opportunity for the WDB's WIOA clients. We noted no instances of noncompliance in the area of training services, nondiscrimination, and equal opportunity.

Please extend our appreciation to your staff for their cooperation and assistance during our review. If you have any questions regarding this report or the review that was conducted, please contact Brenda Diaz-Rivas by email at Brenda.diaz-rivas@santacruzcountyca.gov or by phone at the number 831-763-8856.

Sincerely,

DocuSigned by:
Andy Stone
1890DF748E1A454...

Andy Stone
Director, County of Santa Cruz Workforce Development Board



DATE: April 21, 2026

Freddy Chavez
Truck Driver Institute
40 Penny Ln Suite 6B
Watsonville, CA 95076

RE: WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)
ELIGIBLE TRAINING PROVIDER LIST (ETPL)
NONDISCRIMINATION AND EQUAL OPPORTUNITY, AND
ETPL MONITORING FINAL REPORT-
PROGRAM YEAR 2025-2026

Dear Mr. Chavez,

This is to inform you of the final results of the nondiscrimination and equal opportunity and ETPL monitoring for Program Year 2025-2026 of the administration of the Workforce Innovation and Opportunity Act (WIOA) ETPL program, and all applicable Federal and State laws, regulations, policies, and directives related to nondiscrimination and equal opportunity. This review was conducted on behalf of the County of Santa Cruz Workforce Development Board (WDB) by Brenda Diaz Rivas, ETPL Coordinator, at the end of February 2026. The review of your program operations focused primarily on the areas of compliance, program administration and client customer satisfaction.

BACKGROUND

The County of Santa Cruz is the recipient of a State of California Workforce Innovation and Opportunity Act (WIOA) Grant from the State of California Employment Development Department to serve WIOA eligible clients.

The monitoring review was conducted under the authority of Section 683.410 of Title 20 of the Code of Federal Regulations (20 CFR) and Section 188 of the WIOA and 29 Code of Federal Regulations (CFR) Part 38. The purpose of this review was to determine the level of the school’s compliance with applicable Federal and State laws, regulations, policies, and directives related to the WIOA ETPL program, facility accessibility, policies, and procedures that support nondiscrimination and equal opportunity.

Information for this report was collected from documents submitted by Truck Drive Institute, data in CalJOBS, and a review of applicable documentation, policies, procedures, and directives related to WIOA participants and program operations in WIOA funded training programs. A site visit was conducted on February 26th, 2026.

500 Westridge Drive
Watsonville, CA 95076
(831) 763-8900

MEMBERS:

- Rob Morse, Chair**
Monterey Bay Epic Adventures
- Elyse Bartels, Vice Chair**
Business Owner
- Alia Ayyad**
Center for Employment Training
- Kristen Brown**
Santa Cruz Chamber of Commerce
- Frances Corpuz**
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Santa Cruz County Small Business Development Center
- Shaz Roth**
Pajaro Valley Chamber of Commerce and Agriculture
- Katie Setzler**
Palo Alto Medical Foundation
- Carol Siegel**
Santa Cruz Seaside Company
- Bryan Shields**
Carpenters Local 646
- Raymundo Sumano**
Sumano’s Bakery
- Casey Van Den Heuvel**
Sheet Metal Workers Local 104
- Dustin Vereker**
Discretion Brewing
- DIRECTOR:**
Andy Stone



REVIEW RESULTS

ETPL MONITORING:

The ETPL, nondiscrimination, and equal opportunity monitoring result is that overall, Truck Driver Institute is meeting applicable WIOA requirements concerning training program administration, nondiscrimination, and equal opportunity for the WDB's WIOA clients. However, we noted one area of concern related to training services.

Areas of Concern: Circumstances that may become a compliance issue if not addressed. There was one (1) area of concern identified:

1. Length of the program

Per directive WSD25-02 California Eligible Training Provider List, provider must reflect the [accurate] length of the program in weeks as completed by a full-time student.

A review of student files and a CalJOBS report found that the majority of students completed training past the promoted five (5)-week length, many even taking up to 12 weeks to successfully complete training at Truck Driver Institute.

Recommendation:

The WDB analyzed three years' data (Program years 2022-2023, 2023-24, 2024-25) to determine the average time it takes Truck Driver Institute students to complete training and it is up to twelve weeks. Given this, WDB recommends, changing the CalJOBS field regarding the length of the program from five weeks to twelve weeks.

Note:

Truck Driver Institute has increased the length of the training program from five (5) to (9) weeks in CalJobs and their catalog has been updated. Per their letter response acknowledging the area of concern, "[...] this updated timeframe more accurately reflects the structured schedule and the time most students require to successfully complete the program."

Please extend our appreciation to your staff for their cooperation and assistance during our review. If you have any questions regarding this draft report or the review that was conducted, please contact Brenda Diaz-Rivas by email at Brenda.diaz-rivas@santacruzcountyca.gov or by phone at the number 831-763-8856.

Sincerely,

DocuSigned by:
Andy Stone
1899DF748E1A454...

Andy Stone

Director, County of Santa Cruz Workforce Development Board



DATE: April 13, 2026

Nisa Dorrego
UCSC Silicon Valley Extension
3175 Bowers Avenue
Santa Clara, CA 95054

RE: WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)
ELIGIBLE TRAINING PROVIDER LIST (ETPL)
NONDISCRIMINATION AND EQUAL OPPORTUNITY, AND
ETPL MONITORING FINAL REPORT- PROGRAM YEAR 2025-
2026

Dear Ms. Dorrego,

This is to inform you of the final results of the nondiscrimination and equal opportunity and ETPL monitoring for Program Year 2025-2026 of the administration of the Workforce Innovation and Opportunity Act (WIOA) ETPL program, and all applicable Federal and State laws, regulations, policies, and directives related to nondiscrimination and equal opportunity. This review was conducted on behalf of the County of Santa Cruz Workforce Development Board (WDB) by Brenda Diaz-Rivas, ETPL Coordinator at the end of February 2026. The review of your program operations focused primarily on the areas of compliance, program administration and client customer satisfaction.

BACKGROUND

The County of Santa Cruz is the recipient of a State of California Workforce Innovation and Opportunity Act (WIOA) Grant from the State of California Employment Development Department to serve WIOA eligible clients.

The monitoring review was conducted under the authority of Section 683.410 of Title 20 of the Code of Federal Regulations (20 CFR) and Section 188 of the WIOA and 29 Code of Federal Regulations (CFR) Part 38. The purpose of this review was to determine the level of the school’s compliance with applicable Federal and State laws, regulations, policies, and directives related to the WIOA ETPL program, facility accessibility, policies, and procedures that support nondiscrimination and equal opportunity.

Information for this report was collected from documents submitted by UCSC Silicon Valley Extension, data in CalJOBS, and a review of applicable documentation, policies, procedures, and directives related to WIOA participants and program operations in WIOA funded training programs. A site visit was conducted on February 26th, 2026.

500 Westridge Drive
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Sheet Metal Workers Local 104
- Dustin Vereker**
Discretion Brewing
- DIRECTOR:**
Andy Stone



REVIEW RESULTS

ETPL MONITORING:

The ETPL, nondiscrimination, and equal opportunity monitoring result is that overall, UCSC Silicon Valley Extension is meeting applicable WIOA requirements concerning training program administration, nondiscrimination, and equal opportunity for the WDB's WIOA clients. We noted no instances of noncompliance in the area of training services, nondiscrimination, and equal opportunity.

Please extend our appreciation to your staff for their cooperation and assistance during our review. If you have any questions regarding this report or the review that was conducted, please contact Brenda Diaz-Rivas by email at Brenda.diaz-rivas@santacruzcountyca.gov or by phone at the number 831-763-8856.

Sincerely,

DocuSigned by:
Andy Stone
1890DF748E1A454...

Andy Stone
Director, County of Santa Cruz Workforce Development Board

Action Item: WIOA Local Policies: New/Revised

(Action required) – Brenda Diaz Rivas

Recommendation

Recommend that the full Workforce Development Board approve the Workforce Innovation and Opportunity Act (WIOA) local program services policy revision, as drafted by staff.

Background

From time to time, Workforce Innovation and Opportunity Act (WIOA) local policies need to be updated. The following local program policy requires a revision:

1. 25-02, rev. 1, WIOA Eligible Training Provider List (ETPL) [updating references to current WSD25-02 California Eligible Training Provider List Policy and Procedures]. Attached.

Next Steps

Policy revisions will go in effect upon approval by the Workforce Development Board at its May 20, 2026 meeting.

Suggested motion

I move to recommend that the full Workforce Development Board approve the WIOA Eligible Training Provider List policy revision as drafted by staff.

WIOA Eligible Training Provider List (ETPL) Policy

Policy Memorandum 25-02, Revision 1

Date: April 21, 2026

To: Training providers for programs listed on the state and local Eligible Training Provider List (ETPL) under the Workforce Innovation and Opportunity Act (WIOA).

Purpose: To provide guidance for the administration of the Eligible Training and Provider List (ETPL) under the Workforce Innovation and Opportunity Act ensuring uniform implementation of federal and state rules when approving, maintaining, and disseminating training provider and program information.

Rescissions: N/A

References: Workforce Innovation and Opportunity Act (Public Law 113-128) Sections 3, 116, 122, 123, 129, 134, and 404 Title 20 Code of Federal Regulations (CFR) Part 677: Performance Accountability Under Title I of the Workforce Innovation and Opportunity Act (Uniform Guidance), Sections 677.150 and 677.230; Title 20 CFR Part 680: Adult and Dislocated Worker Activities Under; Title I of the Workforce Innovation and Opportunity Act (DOL Exceptions), Sections 680.200-680.230, 680.300-680.350, 680.410-680.430, 680.450-680.490, 680.500-680.530; Title 20 CFR Part 681: Youth Activities Under Title I of the Workforce Innovation and Opportunity Act (DOL Exceptions), Sections 681.480 and 681.540; Title 34 CFR Part 600: Definitions (Department of Education), Section 600.2; Training and Employment Guidance Letter (TEGL) 8-19, Workforce Innovation and Opportunity Act (WIOA) Title I Training Provider Eligibility and State List of Eligible Training Providers (ETPs) and Programs (January 2, 2020); TEGL 3-18, Eligible Training Provider (ETP) Reporting Guidance under the Workforce Innovation and Opportunity Act (WIOA) (August, 31, 2018); TEGL 19-16, Guidance on Services provided through the Adult and Dislocated Worker Programs under the WIOA and the Wagner-Peyser Act Employment Services, as amended by title III of WIOA, and for Implementation of the WIOA Final Rules (March 1, 2017); TEGL 13-16, Guidance on Registered Apprenticeship Provisions and Opportunities in the WIOA (January 12, 2017); California Code of Regulations Division 7.5; California Education Code Sections 94801.5, 94850.5, and 94874; California Unemployment Insurance Code (CUIC) Section 14005; CUIC Section 14230; Workforce Services Directive WSD22-08, ETPL Reciprocal Agreements (January 17, 2023); WSD22-01, Performance Guidance (July 18, 2022); WSD19-10, Recovery of WIOA Tuition and Training Refunds (February 20, 2020); WSD19-06, CalJOBS Activity Codes (December 27, 2019); WSD17-01, Nondiscrimination and Equal Opportunity Procedures (August 1, 2017); California's Unified Strategic Workforce Development Plan

Background: Under WIOA Section 122, states must establish and maintain a list of training providers who are eligible to receive WIOA Title I, subtitle B funds for training services (Individual Training Accounts). The Employment Development Department (EDD) is the entity responsible for publishing, disseminating, and

maintaining the comprehensive California (CA) ETPL with performance and cost information. EDD also ensures that programs meet the eligibility criteria and performance levels established in WSD25-02; removes programs that fail to meet these requirements; and takes enforcement actions against providers that knowingly submit inaccurate information, or that substantially violate the requirements of WIOA.

The Santa Cruz County Workforce Development Board (SCC WDB) is responsible for implementing the procedures outlined in WSD 25-02 and collaborating with the state to ensure an adequate number and variety of training providers, including those with expertise in assisting individuals with disabilities and adults who require adult education and literacy services. SCC WDB also develops and maintains a local ETPL and ensures that both the CA and local ETPL are made available through the America's Job Centers of California (AJCCs) in formats accessible to individuals with disabilities like through SCC WDB website. Ultimately, this local policy should align with the three policy objectives outlined in the California Unified Strategic Workforce Development Plan: fostering demand-driven skills attainment; enabling upward mobility for all Californians; and aligning, coordinating, and integrating programs and services.

Policy: This policy establishes the types of allowable training services, outlines consumer choice, clarifies the distinction between the state and local ETPL, and specifies eligibility criteria and procedures for initial and continued eligibility for CA ETPL training providers and programs. It also addresses the federally required Eligible Training Provider Performance Report (ETP Report) and details the roles and responsibilities of SCC WDB and EDD in maintaining the integrity of the CA ETPL.

A. Allowable Types of Training Services

The following are the allowable types of training for the *Workforce Innovation and Opportunity Act* (WIOA) Title I program:

1. Occupational skills training, including nontraditional employment.
2. On-the-Job Training (OJT).
3. Incumbent Worker Training (IWT).
4. Programs that combine workplace training with related instruction, which may include cooperative education programs.
5. Training programs operated by the private sector.
6. Skill upgrading and retraining.
7. Entrepreneurial training.
8. Job readiness training provided in combination with the training services described in (1) through (7) above.
9. Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with services provided with the training services described in (1) through (7) above.
10. Customized training conducted with a commitment by an employer, or group of employers, to employ an individual upon successful completion of the training.

While all of the above are allowable training services under WIOA, service types 2, 3, and 10 are not required to be on the ETPL.

B. Customer Choice & Complaints

Training services must be provided in a manner that maximizes informed consumer choice in selecting an eligible provider and program. SCC WDB must make the local ETPL available to customers and information identifying training providers for OJT, customized training, and IWT available.

It is important to note that ETPL eligibility is based on the program's performance outcomes. All providers are required to submit information on performance outcomes biannually to determine eligibility for listing and to facilitate informed customer choice.

After consultation with the SCC WDB WIOA Contractor, individuals deemed eligible and suitable for training services may select a training provider from the local ETPL. Unless the program has exhausted training funds for the program year, SCC WDB must refer the individual to the selected provider and establish an ITA to fund training. A referral may be carried out by providing an ITA Voucher to the provider to obtain training. The cost of the ITA is paid out of the applicable WIOA program or special project. **SCC WDB's current ITA expenditures are limited to \$10,000 per customer for the duration of WIOA enrollment.** See SCC WDB's WIOA Individual Training Account Policy 16-02, revision 3, for more information.

ETPL Providers must maintain grievance/complaint procedures through which participants can address issues. If a grievance or complaint is filed with SCC WDB against an ETPL Provider or their staff, WCC WDB will follow Workforce Services Directive WIOA Grievance and Complaint Resolution Procedure (WSD 18-05) and provide a copy of the complaint and resolution to ETPL Coordinator and Equal Opportunity Officer for inclusion in Provider file. All participants will be provided with SCC WDB notice Equal Opportunity is the Law form and Advisement of Participant Rights at time of WIOA Title I enrollment. If AJCC staff become aware of any ETPL Provider issues of concern, the ETPL Coordinator and SCC WDB staff should be notified. Formal and informal complaints may be re-addressed during SCC WDB's annual monitoring of the ETPL Provider's Program to ensure resolution of issues.

C. State & Local ETPLs

The State ETPL creates a pool of Training Providers and programs that the Local Board can utilize to establish their local ETPL. Local Board may add additional local requirements for providers and/or programs to be eligible for inclusion on the local ETPL. As a result, there may be providers on the State ETPL that are not eligible for inclusion on the local ETPL. While additional requirements may be added for the local ETPL, the Local Board (SCC WDB) may only include training providers on their list that are approved for the State ETPL. This does not apply to Local board Determination Trainings.

When reviewing provider and/or program applications for inclusion on the ETPL, Local Board must conduct the State eligibility review first and then determine eligibility for inclusion on their local ETPL. When conducting the State eligibility review, the Local Board must use only the States requirements, not the Local Board additional requirements.

Additionally, the Local Board will keep all training provider and program eligibility documents in electronic form. If requested by the EDD, the Local Board must provide these documents within five (5) business days.

D. State ETPL Eligibility Requirements

In order to be listed on the ETPL, all training providers and/or programs must meet CA ETPL Initial Eligibility, as described in WSD25-02 ETPL Policy and Procedures. Training providers will apply to offer training programs to the SCC WDB through the CalJOBS ETPL module. All new and existing training providers are required to register their institution and programs in CalJOBSSM. Before applying on CalJOBSSM, all providers are encouraged to contact ETPL Coordinators in those areas they wish to operate in order to review eligibility and specific processes. The processes may vary from one Local Board to another.

Once all necessary information is entered, the Local ETPL Coordinator must review and nominate the training provider and/or program to the State ETPL Coordinator for inclusion on the State ETPL helping to ensure all information provided is complete, accurate, and current, and is in alignment with State directive. The EDD will review applications for the State ETPL within 30 days of receipt from the local board. Once the provider and/or program is approved and included on the State ETPL, the local board must review and approve or deny the training provider for inclusion on their local ETPL ensuring all information is in alignment with their local board policy.

E. Local ETPL Eligibility Requirements

To meet eligibility for the local ETPL, a training provider and/or program must:

1. Train for occupations that are considered in-demand in Santa Cruz-County as identified on the annual Santa Cruz County High Demand Job Opportunities list.
2. Ensure training program results in at least one of the following:
 - a. The awarding of an industry-recognized credential, national or state certificate, or degree, including all industry appropriate competencies, licensing and /or certification requirements.
 - b. Training-related employment as a result of gaining measurable technical skills for a specific occupation. This means that programs must award measurable technical skills, rather than general skills that are broadly required for employment. These measurable technical or industry/occupational skills generally are based on standards developed or endorsed by employers or industry associations. ***Training programs that lead only to training-related employment as a result of gaining measurable technical skills for a specific occupation must be local board approved on a case-by-case basis due to negatively affecting the Credential Attainment performance measure.***
3. Verify and document participant attendance at regular intervals throughout the length of the training program per WSD 19-10 Recovery of WIOA Tuition and Training Refunds.
4. Maintain sufficient records and to make these records available for monitoring or audit either by the SCC WDB and/or the state.

To ensure the integrity of the ETPL process, the SCC WDB will maintain safeguards to prevent any conflicts of interest between the Board and training providers. These safeguards include, but are not limited to:

- Prohibiting the payment of referral fees by training providers to SCC WDB staff, including staff of the America's Job Center of CaliforniaSM (AJCC) operator.
- Ensuring that all SCC WDB decisions related to Eligible Training Providers (ETPs) and their programs comply with the requirements set forth in WIOA Section 107(h).

For training providers who are deemed exempt per California Education Code (CEC) Section 9487 and are not regionally accredited by an accrediting institution, SCC WDB must:

1. Verify the instructor's credentials or experience.
2. Ensure the financial stability of the training provider.
3. Conduct an annual inspection of the schools or training programs.
4. Ensure actual instruction is taking place.
5. Ensure instructional equipment and instruction meet current industry standards. SCC WDB may also verify the items above for non-exempt training providers.

SCC WDB may also verify the items above for non-exempt training providers.

F. State ETPL and Local ETPL Eligibility Certification Process

WSD25-02 California Eligible Training Provider List Policy and Procedures outlines the ETPL application process and requirements of providers. In order for training providers and programs to be listed:

1. Training Providers will need to provide a copy of each of the following, as applicable:
 - a. Accreditation status and/or Global web icon
 - b. Bureau for Private and Post-Secondary Education (BPPE) approval or exemption
 - c. WIOA Section 188 Non-Discrimination & Equal Opportunity Compliance Questionnaire
 - d. Business License for each proposed training location
 - e. W-9
 - f. Proof of Insurance Coverage
 - g. Grievance/complaint procedures
 - h. Published tuition costs on the institution website or catalog
 - i. School Organization Chart
 - j. Curriculum (i.e. Syllabus) - original content
 - k. WIOA cohort aligned eligible performance data, per WSD25-02 California Eligible Training Provider List Policy and Procedures
2. Training Providers must review, sign, and return the Santa Cruz County Eligible Training Provider List Master Training Agreement.

SCC WDB staff will review the submitted documentation and ensure that the provider is not debarred from conducting business with the federal government. Once all necessary information is submitted, the training provider and/or program will be nominated to the State ETPL Coordinator for inclusion on the State ETPL. Once approved the program becomes

visible to the AJCC and is accessible to the general public through www.caljobs.ca.gov under “Education Services.”

Training Providers are required to keep SCC WDB informed of any significant changes to provider administration and accreditation, as well as any changes to the program curriculums, hours, costs, credentials and/or any other core information listed in CalJOBSSM via email within 48 hours of the change. SCC WDB reserves the right to place provider training enrollments on an up to a 90-day hold in our local ETPL if this or other requirements are not adhered to.

G. Pre-apprenticeship and Apprenticeship Eligibility Requirements

SCC WDB will review pre-apprenticeship and apprenticeship providers’ performance on an annual basis. In the event performance is not being met, SCC WDB may place the provider on hold and take further action to ensure the effective use of WIOA funds.

1. Pre-apprenticeship Providers

a. Must submit a letter of commitment from a Department of Labor (DOL) registered or Department Industrial Relations (DIR), Division of Apprenticeship Standard (DAS) approved apprenticeship to WCC WDB. To be listed on the State ETPL, the pre-apprenticeship program must award an industry recognized credential or certificate.

2. Apprenticeship Providers

a. DOL-registered apprenticeships programs and DIR DAS-approved apprenticeships are automatically eligible to be listed on the State ETPL and do not have any eligibility requirements. The State will reach out to new apprenticeship programs to inform them of the opportunity to join the State ETPL. If the provider opts into the State ETPL, the apprenticeship program will be placed on the ETPL by the State.

The state must review registered apprenticeships programs every two years. The review includes verifying the registration status of registered apprenticeships programs and removing any programs that are no longer eligible. See WSD25-02 California Eligible Training Provider List Policy and Procedures for more information.

H. Continued Eligibility Criteria

Training programs must meet annual requirements under both initial and continued eligibility requirements to remain on the CalJOBS ETPL. In addition to meeting eligibility requirements, programs will be subject to annual compliance monitoring. If training providers or programs do not meet eligibility requirements, they will be inactivated on the State ETPL. If deactivated, the Training Provider can file an appeal, as outlined in WSD25-02 California Eligible Training Provider List Policy and Procedures. Continued eligibility review for the local ETPL must be completed at least once every two years. SCC WDB will evaluate all training providers headquartered in Santa Cruz County, along with each program listed in CalJOBSSM, annually to ensure that all eligibility criteria is being met.

1. State ETPL Continued Eligibility

This section outlines State ETPL Continued Eligibility requirements, as directed in WSD25-02 California Eligible Training Provider List Policy and Procedures. Continued eligibility for the State ETPL applies to all training providers and programs, except for Registered Apprenticeship programs.

a. Proof of Compliance

Training providers must review and update, if needed, all information previously provided and continue to meet all requirements outlined in the state and local eligibility required.

b. Aggregate Performance

Training Providers must submit aggregate performance in line with WIOA performance cohorts for each program listed on the State ETPL. Aggregate performance is considered for both State ETPL initial and continued eligibility. Each training provider must meet or exceed the state-mandated performance requirements based on their institution type.

c. WIOA Enrollments

Training Providers on the State ETPL for two full program years (July 1 – June 30) must have at least one WIOA enrollment during the previous two program years. If the provider did not have any WIOA students, they must explain why. The explanation must include why the ETP did not serve any WIOA students and include the number of Supplemental Job Displacement Benefit vouchers accepted during the same timeframe.

d. WIOA Performance

Training Providers must meet WIOA performance measures for their institution type for the reporting period. Providers will be held accountable for the performance measures in which two complete years of data is available for their program(s).

2. Local ETPL Continued Eligibility

At the time of the annual review or any time during the year, SCC WDB will consider the following items as a part of a training provider's continued eligibility:

a. Participant Satisfaction Surveys

SCC WDB provides a survey to each participant at the midway point and/or final completion of their program. Data from these surveys will be reviewed and analyzed by SCC WDB staff to assess program success and performance. Training providers may be asked to respond to concerns. Concerns may also result in follow-up or monitoring by SCC WDB ETPL Coordinator.

b. AJCC Feedback

SCC WDB will review AJCC staff feedback regarding training providers they have worked with during the program year. This will focus on information such as accuracy of information, responsiveness, timeliness, refund process, etc.

c. Monitoring Site

SCC WDB will perform onsite reviews of training facilities and interview staff and participants. These reviews will focus on program compliance and accessibility. Site visit reports will be issued documenting all findings and concerns. Providers will have 30 days to address any findings. Providers may be delisted if appropriate action is not taken.

d. Tuition & Fees Review

SCC WDB will review tuition and fees for each course and similar courses in the area to determine that fees are competitive and match ITA payments. Providers must offer the lowest available price for program services to SCC WDB.

In the event that a training provider ceases operations, the SCC WDB will ensure that participants are offered comparable training opportunities to complete their program of study. For training providers that are approved by the Bureau of Private Postsecondary Education (BPPE), the board will coordinate with BPPE's Office of Student Assistance Relief to facilitate appropriate support and transition options for affected participants.

I. Denials, Delisting, and Appeals

SCC WDB will be responsible for carrying out policies outlined in WSD25-02 California Eligible Training Provider List Policy and Procedures for instances in which a Training Provider or Program is denied from the ETPL.

To ensure the integrity of the State ETPL, SCC WDB or the EDD will remove a training provider or program from the State ETPL as detailed in WSD25-02 California Eligible Training Provider List Policy and Procedures. SCC WDB follows the written appeal process for the State and Local ETPL as stated in WSD25-02. If a training provider wishes to appeal a denial or delisting from the State or local ETPL, the following steps will need to be taken:

- Training providers must submit the appeal in writing and via email addressed to the following:

Santa Cruz County Workforce Development Board
Attn: ETPL Coordinator
Brenda.diaz-rivas@santacruzcountyca.gov
500 Westridge Dr.
Watsonville, CA 95076

- The appeal must be sent within 30 days of notification of denial or delisting and include a statement of the desire to appeal, specification of the training program(s) in question, the reason(s) for the appeal (i.e. grounds), documentation supporting the grounds for the appeal, and the signature of the appropriate training provider official.
- SCC WDB staff will then set up an initial informal meeting with the training provider within 14 days of the receipt of the written appeal to identify if there is a solution to resolve the dispute.
- The training provider may request a hearing if SCC WDB and training provider cannot resolve the dispute. SCC WDB shall select an impartial hearing officer. The hearing officer shall provide written notice to the concerned parties of the date, time, and place of the hearing at least ten 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, request documents relevant to the proceedings, and have legal representation. The hearing officer's final decisions must be made within 60 days of receipt of the appeal, and the training provider and SCC WDB will be notified in writing of the final decision.

- A copy of the final decision must be emailed to the State ETPL Coordinator (wsbetpl@edd.ca.gov) and the Local ETPL Coordinator must upload the final decision to the Provider Profile section of CalJOBSSM.
- Distance Education and Apprenticeship programs can appeal directly to the EDD. All other training providers may appeal to the EDD only if the local appeal process has been exhausted, and the provider is dissatisfied with SCC WDB's final decision.
 - A training provider wishing to appeal a Local Board's decision must submit a written appeal to the EDD within 30 days from the date of the Local Board's final decision. The request for appeal must include a statement of the desire to appeal, specification of the training program in question, the reason(s) for the appeal (i.e., grounds), Local Board's final decision document, and the signature of the appropriate training provider official. The appeal should be sent to: wsbetpl@edd.ca.gov.
 - 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.
 - The EDD will review appeals received, make a decision, and notify the training provider and the Local Board.
 - The EDD will upload the state's final decision to the Provider Profile in CalJOBSSM.

J. Reinstating Delisted Training Providers/Programs on the ETPL

Requests to be placed back on the State ETPL must be submitted to SCC WDB via email Brenda.diaz-rivas@santacruzcountyca.gov. Provider must demonstrate compliance with all State and/or local eligibility requirements. Reactivation will be subject to the WSD25-02 California Eligible Training Provider List Policy and Procedures.

K. Recovery of WIOA & Non-WIOA Training Funds

Training providers are responsible for notifying SCC WDB of a participant's early termination of training and processing of any applicable refund. SCC WDB shall reference local policy Recovery of WIOA Tuition Training Funds 24-04 for guidance on recovering tuition and training refunds.

L. Eligible Training Provider (ETP) Report

The WIOA requires the state to submit an ETP Report with the federal WIOA Annual Performance Report on October 1st utilizing a template developed jointly by the DOL and U.S. Department of Education. This report includes all WIOA and non-WIOA participants served by each training program listed on the CA ETPL (Apprenticeship programs are excluded from this requirement). The DOL has made the ETP Report data available to the public via trainingproviderresults.gov.

The ETP Report gathers critical information, including the employment, earnings, and credentials obtained by participants in the training program. This information will be widely disseminated to assist participants and members of the general public in identifying effective

training providers and programs. This information will also benefit the training provider by providing awareness of their program, and serving as a tool to potentially enhance their programs.

All training providers are required to electronically submit the program participant data. The state recognizes the reporting burden this causes, and understands the data limitations, so the state will work with training providers based on the available data provided.

Data reporting for the annual ETP Report will be a phased approach with the state working collaboratively with Local Boards, and training providers to obtain the required information. Training providers that demonstrate a good faith effort in providing data will not be subject to removal from the ETPL; however, failure to provide any data may result in removal from the CA ETPL. Performance data from the ETP Report will be used for continued eligibility review of all training programs, excluding DOL registered or DIR DAS approved apprenticeships.

M. Local ETPL Coordinator Responsibility

SCC WDB's ETPL Coordinator is, at a minimum, responsible for:

1. Provide technical assistance on the application process, compliance requirement and reporting documents to training providers with programs located within Santa Cruz County seeking to be listed on the State and local ETPL;
2. Review and approve or deny providers and programs for initial and continued eligibility in a timely manner;
3. The review must include eligibility for the State and local ETPL and comply with requirements outlined in this policy and WSD25-02 California Eligible Training Provider List Policy and Procedures.
4. Notify training providers if their program(s) are removed from the State and/or local ETPL;
5. Maintain the local ETPL and communicate with the State ETPL Coordinator for guidance;
6. Ensure all SCC WDB staff and contracted services providers have access to the most recent version of the State and local ETPLs.

For additional guidance on the State ETPL application process, initial and continued eligibility criteria for training provider and programs, State ETPL performance reporting and documentation, ETPL definitions, and resources in implementing the State ETPL, refer to WSD25-02 California Eligible Training Provider List Policy and Procedures.

Action: All WIOA Training Vendors will comply with this policy. This policy memorandum is on-going and effective immediately.

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

Attachments:

- I. Equal Opportunity is the Law
- II. Advisement of Participants Rights

This policy authorized by: Executive Committee Approval: 08/27/2025
Date

Authorized by Workforce Development Board: 09/24/2025; revised <<date>>
Date

Action Item: WIOA Program Year 2026-27 Proposed Budget

(Action required) – Andy Stone

Recommendation

Recommend that the Full Workforce Development Board (WDB) approve a provisional WIOA budget for Program Year (PY) 2026-27, based on PY 2025-26 funding levels plus expected carry-in.

Background

Each year, the California Employment Development Department (EDD) issues Workforce Innovation and Opportunity Act (WIOA) formula allocations for Adult, Dislocated Worker (DW), and Youth programs, as well as Rapid Response and Layoff Aversion funding. These allocations are typically released in late May or in June; however, the County's budget process begins earlier, requiring planning assumptions.

Due to this timing gap, staff developed a provisional budget for PY 2026-27 based on the most recent available allocations. Based on financial reporting for PY 2025-26, total available WIOA funding was \$4,503,220 as follows:

- Adult: \$1,289,673 base plus \$125,273 carry-in = \$1,289,673
- Dislocated Worker (DW): \$1,279,369 base plus \$129,464 carry-in = \$1,279,369
- Youth: \$1,633,385 base plus \$105,336 carry-in = \$1,633,385
- Rapid Response: \$300,793 base plus \$48,335 carry-in = \$300,793

Grant funding (Irvine Funded Public Workforce Capacity Fund (PWCF), Prison to Employment, Third Sector, High Performing Boards) equals \$273,617. **Total proposed 2026-27 budget is \$5,001,838.**

Of this amount, \$877,497 is budgeted for Adult and Dislocated Worker training services. Staff recommend that \$140,000 of this training allocation be dedicated specifically for On-the-Job Training (OJT) supporting apprenticeships.

A copy of the financial reporting supporting these assumptions is attached for reference.

Staff Analysis

Current WIOA-funded service providers, based on the recent WIOA procurement, include Goodwill Central Coast, Santa Cruz County Office of Education, and Racy Ming (One-Stop Operator services).

Next Steps

Staff will update the Executive Committee and Full Board upon receipt of official PY 2026-27 allocations.

Suggested Motion

I move to recommend that the Full Workforce Development Board approve a provisional WIOA budget of **\$5,001,838** for PY 2026-27, based on PY 2025-26 funding levels, including a dedicated allocation of \$140,000 from the Adult and Dislocated Worker training services for On-the-Job Training (OJT) supporting apprenticeships.

Workforce Development Board Financial Report

| | Fiscal Year 2026-27 Provisional Budget Base | | | |
|--|---|--------------------------------------|------------------------------------|---------------------------|
| | FY 25/26 Grant Allocations | Carried in from FY 24/25 Allocations | Total Funds Available for FY 25/26 | Provisional FY 26/27 Base |
| ADULT | | | | |
| Budget / Expenditure Categories | | | | |
| Administration | 116,400 | 5,355 | 121,755 | 121,755 |
| Program Services | 257,829 | 5,000 | 262,829 | 262,829 |
| Contracts | 349,901 | 18,761 | 368,662 | 368,662 |
| Operational | 60,000 | 284 | 60,284 | 60,284 |
| Training | 349,370 | 89,892 | 439,262 | 439,262 |
| Supportive Services | 16,000 | 5,881 | 21,881 | 21,881 |
| Incentives | 15,000 | - | 15,000 | 15,000 |
| Subtotal | 1,164,500 | 125,173 | 1,289,673 | 1,289,673 |
| DW | | | | |
| Administration | 114,941 | 5,126 | 120,067 | 120,067 |
| Program Services | 259,072 | 8,906 | 267,978 | 267,978 |
| Contracts | 349,901 | 12,870 | 362,771 | 362,771 |
| Operational | 50,000 | 6,186 | 56,186 | 56,186 |
| Training | 344,992 | 93,243 | 438,235 | 438,235 |
| Supportive Services | 16,000 | 3,132 | 19,132 | 19,132 |
| Incentives | 15,000 | - | 15,000 | 15,000 |
| Subtotal | 1,149,905 | 129,464 | 1,279,369 | 1,279,369 |
| Youth | | | | |
| Administration | 152,755 | 23,551 | 176,306 | 176,306 |
| Program Services | 400,125 | 28,487 | 428,612 | 428,612 |
| Contracts | 760,000 | 15,000 | 775,000 | 775,000 |
| Operational | 165,169 | 38,298 | 203,467 | 203,467 |
| Training | 50,000 | - | 50,000 | 50,000 |
| Subtotal | 1,528,049 | 105,336 | 1,633,385 | 1,633,385 |
| RR | | | | |
| Administration | 25,196 | 250 | 25,446 | 25,446 |
| Program Services | 194,566 | 18,088 | 212,654 | 212,654 |
| Contracts | 12,696 | 28,685 | 41,381 | 41,381 |
| Operational | 20,000 | 1,313 | 21,313 | 21,313 |
| Subtotal | 252,458 | 48,335 | 300,793 | 300,793 |
| Non-Regular WIOA | | | | |
| PWCF Grant | 225,000 | 172,402 | 397,402 | 397,402 |
| Subtotal | 225,000 | 172,402 | 397,402 | 397,402 |
| Prison to Employment | - | 71,159 | 71,159 | 71,159 |
| Subtotal | - | 71,159 | 71,159 | 71,159 |
| Third Sector Grant | - | 24,500 | 24,500 | 24,500 |
| Subtotal | - | 24,500 | 24,500 | 24,500 |
| High Performing Boards | - | 5,556 | 5,556 | 5,556 |
| Subtotal | - | 5,556 | 5,556 | 5,556 |
| Grand Total | 4,319,912 | 681,926 | 5,001,838 | 5,001,838 |

Action Item: WDB May 20,2026 Meeting Planning

(Action required) Andy Stone

Background

At this meeting, the Executive Committee will consider if it would like to add any additional agenda items to the May 20, 2026 WDB Full Board meeting agenda.

Suggested motion

I move to direct that the WDB staff include the following items in the May 20, 2026 WDB meeting agenda:

Report Item: WDB Officer Nominations Program Year 26/27

(No vote required) – Andy Stone & Carol Siegel

Background

In accordance with the Workforce Development Board Bylaws (County Ordinance 5226), the WDB must annually elect a Chairperson and Vice-Chairperson from among its business representatives at the final WDB meeting of the fiscal year. These officers also serve in the same roles on the WDB Executive Committee, which additionally includes the immediate Past Chair and three At-Large members.

Following the sunset of the Business Services and Career Services Committees (May 24, 2023), two At-Large seats were designated for WDB members and one for a Non-WDB member. The Non-WDB Member At-Large seat is a Workforce Innovation and Opportunity Act (WIOA) requirement intended to ensure broader community participation beyond official board membership.

The Nominating Committee, chaired by Immediate Past Chair Carol Siegel and consisting of WDB members Kristen Brown, Laura Holmquist-Gomez, and Dustin Vereker, developed the following Slate of Candidates for Program Year 2026-27 (July 1, 2026 – June 30, 2027).

Next Steps

The WDB will vote on the Slate of Officer Candidates at the May 20, 2026 meeting. Changes and additional nominations may be made from the floor.

Workforce Development Board, Executive Committee Member Slate:

Chair – Rob Morse
Vice Chair – Elyse Bartels
Past Chair – Carol Siegel
Non-WDB Member At-large-Tracey Adolfo
Executive Committee Member At-large – Alia Ayyad
Executive Committee Member At-large – Dustin Vereker

Report Item: Plan Updates

(No vote required) – Andy Stone

Background

1. Operational Plan Update:

The Workforce Development Board conducted a comprehensive strategic planning process in 2025, including community engagement, surveys, and labor market analysis. At its April 16, 2025, meeting, the Workforce Development Board conducted a prioritization exercise to identify key areas for focus. The Board identified three strategic priorities:

1. **Job Quality & Economic Mobility:** increasing access to living-wage jobs.
2. **Employer & Small Business Engagement:** strengthening connections with local employers.
3. **Skills Gaps & Training Alignment:** ensuring training matches high-demand occupations.

At the September 24, 2025, Workforce Development Board meeting, direction was provided to inform the strategic plan activities and operational goals for the current Program Year. The attached PY 2025–26 Operational Plan Report outlines our progress with meeting these goals.

2. AJCC Continuous Improvement Plan 2025-2027, PY25-26, Q3 Update is attached.

Next Steps

The WDB Director will report on the Plans' progress at each Workforce Development Board meeting.

Attachment
OPERATIONAL PLAN STATUS REPORT Program Year (PY) 2025-2026

| | 2025-26 Goals & Progress | 2025-26 Activities |
|--|---|--|
| <p>Priority 1: Job Quality and Economic Mobility</p> <p>2030 Goal: Thirty percent (30%) of all WDB assisted placements meet or exceed the county living wage.</p> <p>Champion: Sara Paz-Nethercutt</p> | <p>2025-26 Goal:</p> <ul style="list-style-type: none"> Sixteen percent (16%) of placements meet the living wage standard (\$38.99/hr). <p>Progress: Annual Work Plan created; Outreach materials, resources and promotions in progress.</p> | <ul style="list-style-type: none"> ✓ Make Living Wage Target Visible ✓ Promote Living-Wage Job Opportunities. ✓ Build Career Ladders That Result in Living Wage Jobs |
| <p>Priority 2: Employer and Small Business Engagement</p> <p>2030 Goal: Two industry sector partnerships and deliver value-added services to at least 500 unique businesses by 2030.</p> <p>Champion: Andy Stone</p> | <p>2025-26 Goal:</p> <ul style="list-style-type: none"> Maintain active healthcare sector council. Deliver value-added services to at least 75 businesses. <p>Progress: Business Services Manager position is vacant. Established CRM to maintain outreach efforts and connected with 10/75 businesses to date.</p> | <ul style="list-style-type: none"> ✓ Identify and Host an Industry Sector Roundtable (Hospitality Focus) ✓ Setup a Customer Relationship Management (CRM) system to track business engagement and establish Outreach Calendar ✓ Develop a Business Services Toolkit |
| <p>Priority 3: Skills Gaps and Training Alignment</p> <p>2030 Goal: Fifty percent of training enrollments support the top 10 high demand occupations by 2030.</p> <p>Champion: Andy Stone</p> | <p>2025-26 Goal:</p> <ul style="list-style-type: none"> Forty percent of training enrollments support the top 10 high demand occupations. <p>Progress: WDB approved Top 10 Local Occupations. Identifying grant opportunities for short-term training and bridge programs.</p> | <ul style="list-style-type: none"> ✓ Eliminate Barriers to Training Success by Expanding Support Services and Creating Bridge Programs ✓ Draft and Publish Annual Labor Market Snapshot Featuring Board's Top 10 Occupations ✓ Proactively Identify and Add Training Programs for Top 10 Local Occupations. |

- ✓ on track to meet planned target for the year
- ✗ not on track to meet planned target for the year

**County of Santa Cruz AJCCs
Certification Indicator Assessment
Continuous Improvement Plan 2025-2027, Status: 7.1.2025-3.31.2026**

| Indicator | Continuous Improvement Goals and Recommendations | Target Action Items | PY 2025 Status/Target Completion Date |
|---|---|--|---|
| <p>1. The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.</p> <p style="text-align: center;"><input checked="" type="checkbox"/></p> | <p>Comprehensive:</p> <ul style="list-style-type: none"> Promote the “Workforce Santa Cruz” branding (logo) with the America’s Job Center of California (AJCC) branding (logo) at the new career center location (e.g., pop-up banners, posters, and marketing materials). Obtain (County/DOR) assistance in creating flexible accessible AJCC site space for people with disabilities. Review program design to ensure procedures and practices reduce unnecessary administrative barriers to serving customers seeking employment and training services. (TEGL10-23). Encourage customers to use the “Comment Card” for resource room continuous improvement feedback immediately after receiving center services. | <ul style="list-style-type: none"> Review current marketing material and update. Submit to WDB to review and approve in PY24/25 Create flexible accessible space for people with disabilities at AJCC comprehensive site Collaborate with other local area AJCCs to compare their policies and procedures to help identify possible improvements in Santa Cruz County. Review and educate all AJCC staff on comment card parameters to enable them to be able to encourage customers to use the comment cards for all types of feedback; Track comments under GCC KPIs. | <ul style="list-style-type: none"> WIOA orientation video – English version complete/posted to workforce website. Spanish version pending, expected completion by PY25/26 Q3 delayed to Q4 Accessible space created- goal completed Collaboration on May 6, 2025 with Monterey WDB staff; Using Human Centered Design approach, GCC to explore SPOC for partner referrals concept at future OSO meeting. Staff trained on use of comment cards and are tracking responses under the KPIs. |
| | <p>Sueños:</p> <ul style="list-style-type: none"> Continue to work on updating the local assistive device list. | <ul style="list-style-type: none"> Review AJCC assistive devices list, specifically for the specialized AJCC and update as necessary. | <ul style="list-style-type: none"> Local Assistive device list complete; posted to DropBox. |
| | <p>Comprehensive, Sueños:</p> <ul style="list-style-type: none"> Provide AJCC staff training for working with diverse customers, including individuals with disabilities, cultural difference, and individuals with barriers to employment; expand equal access to community for in-person and virtual services. Develop a written limited English proficiency local plan which lists the criteria already in practice Provide human centered design (HCD) training for staff to utilize the principles within their AJCC and overall program design improvements; develop changes to services and program design, when necessary Continue to expand the reach of in-person and virtual services with CBOs, partners, and libraries. | <ul style="list-style-type: none"> Gather staff input on what specific training is needed; Schedule and hold at least one training by PY2024-25, Q4. WDB staff to take the lead on establishing a Limited English Proficiency (LEP) Plan by PY24/25, Q4 WDB staff will issue a Procurement to find HCD trainer for WIOA contracted service providers. Continue to use the partner calendar to promote and coordinate monthly services; New Community Engagement Coordinator to explore expanding partnership with new library branches; refine/enhance online/virtual orientation, workshops, and tutoring. | <ul style="list-style-type: none"> Training calendar for PY25/26 currently underway; List of possible training topics has been created for 2025-26 LEP plan in development. WDB procured <i>Civic Makers</i> for PY25/26 HCD training; intro course offered by Trainer Virginia Hamilton August 7/8, 2025; Status of HCD staff training/implementation: One staff from Sueños participated in Phase 1 and is now part of Phase 2 Partner calendar being promoted; WIOA Contractors actively engage community partnerships to make meaningful referrals and promote events that are open to the public |

County of Santa Cruz AJCCs
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Continuous Improvement Plan 2025-2027, Status: 7.1.2025-3.31.2026

| | | | |
|--|--|---|--|
| <p>2. The AJCC actively supports the One-Stop system through effective partnerships.</p> <p style="text-align: center;"><input checked="" type="checkbox"/></p> | <p>Comprehensive:</p> <ul style="list-style-type: none"> Assign staff (GCC Community Engagement Specialist) to update the Integrated Service Delivery Guide (ISDG) to be used by AJCC staff partner for program services orientation and overall guide to services. Create a WIOA partner poster and/or partner resource board at the comprehensive AJCC site to market the various partner services. | <ul style="list-style-type: none"> WIOA Contracted Service Provider (GCC) designated staff will maintain the Integrated Service Delivery Guide between partners; share the updated ISDG when necessary. Community Engagement Coordinator will be assigned to work on developing WIOA partner board in AJCC. | <ul style="list-style-type: none"> Updated ISDG complete; to be updated quarterly. The ISDG is updated quarterly. Created Google folder for partner access. WIOA partner board pending; expected completion by PY25/26 Q4. . |
| | <p>Sueños:</p> <ul style="list-style-type: none"> Update the Integrated Service Delivery Guide (ISDG) to be used by AJCC staff partner for program services orientation and overall guide to services. | <ul style="list-style-type: none"> Assist with and provide information for the ISDG to the Community Engagement Coordinator who will work on updating ISDG (by end of PY) | <ul style="list-style-type: none"> Updated ISDG complete; to be updated quarterly. The ISDG is updated quarterly. Created Google folder for partner access. |
| | <p>Comprehensive; Sueños:</p> <ul style="list-style-type: none"> Develop opportunities for WIOA partners to build effective partnerships and continue learning about local programs useful for workforce customers; for example, Community Engagement staff could resume Workforce Learning Collaborative, partner round table meetings or something with similar purpose. Develop a more robust “resource” page on the workforcescc.com website for staff and public to access for community and partner referrals. | <ul style="list-style-type: none"> WDB Staff (Community Engagement Initiative) to take the lead on restarting quarterly <i>Roundtable Partner Meetings</i> for front-line WIOA partners, contractor staff, and community-based organizations to share program updates, integrate best practices and discuss AJCC improvements. WDB staff to take the lead in obtaining AJCC staff feedback for improving the workforce website; explore different youth resources that can be added to the “Resources” page of the website. | <ul style="list-style-type: none"> Roundtable Partner Meeting pending; expected scheduling by PY25/26 Q3. WDB staff are planning to have the meeting in mid May 2026. Workforce website improvements completed; reviewed for ongoing updates. |
| <p>3. The AJCC provides integrated, customer-centered services.</p> <p style="text-align: center;"><input checked="" type="checkbox"/></p> | <p>Comprehensive:</p> <ul style="list-style-type: none"> Use Lean continuous process improvement methodology to improve the customer-centered program design at the new 500 Westridge building. Develop customer flow strategy for Employment Development Department (EDD) co-location move to 500 Westridge. Provide WIOA overview training to co-located County staff to improve the integrated customer flow; encourage community engagement staff from the WDB and WIOA contracted service provider to collaborate on aligning and integrating the delivery of partner program services. Work on identifying/integrating/coordinating co-location, cross information, and direct access opportunities for new 500 Westridge site. | <ul style="list-style-type: none"> Collaborate with other local area AJCCs to compare their policies and procedures to help identify possible improvements in Santa Cruz County. EDD to collaborate with WDB staff on creating a customer flow once co-location date is planned. Goodwill will coordinate with county staff to provide 500W onsite (co-located) staff with training through the OSO and Workforce Learning Collaborative meetings. Use Roundtable and OSO meetings to identify /integrate/coordinate services at new 500W site. Use meetings as an opportunity to share available resources at the new 500W site. | <ul style="list-style-type: none"> Collaboration on May 6, 2025 with Monterey WDB staff; Using Human Centered Design approach, GCC to explore SPOC for partner referrals concept at future OSO meeting. WIOA and EDD co-location @ 500 W pending. Goodwill is coordinating with WDB staff to establish a training date for TANF staff at 500 W to learn about WIOA services. Training logistics, including in-person or remote event are pending. On-going. New room reservation form has been implemented for partner use of meeting rooms. |

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| | | | |
|---|--|---|---|
| | <p>Sueños:</p> <ul style="list-style-type: none"> Standardize the way in which AJCC Sueños staff routinely identify themselves as Workforce Santa Cruz County staff instead of Santa Cruz County Office of Education (COE) staff. | <ul style="list-style-type: none"> Staff to create branding strategy for standardizing Workforce Santa Cruz County to include: Custom Virtual logo/background and train staff on introducing themselves as Workforce Santa Cruz County staff. | <ul style="list-style-type: none"> Workforce Santa Cruz County branding strategy included development of a virtual background with the WFSCC logo for Sueños staff and promotion of identifying as WFSCC staff has been completed. |
| | <p>Comprehensive; Sueños:</p> <ul style="list-style-type: none"> Review the WIOA Partner Memorandum of Understanding (MOU) with AJCC staff, on an annual basis, or as needed, for the integrated customer flow. Offer/Arrange staff training for providing excellent customer service. | <ul style="list-style-type: none"> Annually, Contracted Service Providers and OSO will review the WIOA mandated MOU with staff and partners respectively (by end of Q2) Annual Training Plan will be created to include: <i>Providing Excellent Customer Service</i>; Contractors and WDB to evaluate their respective budgets for offering the training to staff and partners. | <ul style="list-style-type: none"> 2025 MOU renewal completed; Annual review of MOU conducted by Sueños and Goodwill; embedded in their onboarding process. Customer Service training was provided June 25, 2025. |
| <p>4. The AJCC is an on-ramp for skill development and attaining industry-recognized credentials that meet the needs of targeted regional sectors and pathways.</p> <p style="text-align: center;"><input checked="" type="checkbox"/></p> | <p>Comprehensive:</p> <ul style="list-style-type: none"> Continue to request and obtain Jobs EQ Reports for occupations in high demand to assist with helping customers navigate career pathways. Implement a tracking mechanism for training and employment outcomes, e.g., on the Lean Daily Management Board (DMB) to promote and see the value of their contribution to these measures. | <ul style="list-style-type: none"> WDB Staff (Admin Aide) to provide monthly JobsEQ reports for use in the AJCC. WIOA Contracted Service Provider (GCC) to use the weekly case management board (Lean DMB) review to track training and employment outcomes. | <ul style="list-style-type: none"> On-going – reports provided by WDB Staff. On-going – Lean DMB implemented and in use. |
| | <p>Sueños:</p> <ul style="list-style-type: none"> Implement a local Individual Training Account (ITA) policy for youth training scholarships. Establish staff training benchmarks to include attending specific training for effective case management, navigating career pathways and best practices for supporting customer successful completion of education and training programs. | <ul style="list-style-type: none"> Local ITA policy was board approved PY 24/25 Q2; WDB Staff to train Sueños on ITAs by end of PY24/25,Q3; Sueños to implement ITA policy by end of PY24/25. By PY 25/26, Sueños will establish Employment Specialist/Career Coaching Competencies, consulting with GCC for best practices. | <ul style="list-style-type: none"> ITA Policy Training occurred in January 2025; Sueños has implemented the policy Employment Specialist/Career Coaching Competencies in development, pending filling vacant positions; expected completion by PY25/26 Q4. |
| | <p>Comprehensive; Sueños:</p> <ul style="list-style-type: none"> Develop a strategy for appropriate referrals from the Adult/Dislocated Worker program to the WIOA Youth program for individuals between the ages of 18-24 for possible co-enrollments in the WIOA Youth program. | <ul style="list-style-type: none"> Using Lean methodology, WIOA contracted services providers (Goodwill and Sueños) will meet by the end of PY24/25, Q2 to initiate discussion on referral process. | <ul style="list-style-type: none"> Sueños and Goodwill have developed a process, including sharing a worksheet, for tracking referrals/ co-enrollments. |

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| | | | |
|--|--|--|---|
| <p>5. The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.</p> <p style="text-align: center;"><input checked="" type="checkbox"/></p> | <p>Comprehensive:</p> <ul style="list-style-type: none"> Develop a business services strategy that includes the following: <ul style="list-style-type: none"> Creating a local list of employers offering entry level and high-quality jobs for customers and participants that could be used for <i>On-the-Job</i> (OJTs) and <i>Transitional Jobs</i> (TJs) placements. Refining current <i>Business Services Employer Feedback Procedure</i> for a consistent system for seeking employer feedback on all delivery of WIOA services; refining current employer survey and improving response rate. | <ul style="list-style-type: none"> WDB Staff, Business Services Manager (BSM) to lead discussion on strategies for collaborating and sharing a list of employers who are offering unsubsidized employment, OJT and TJ opportunities. See below* BSM to lead discussion on refining <i>WDB Business Services Employer Feedback Procedure</i>, to include details and roles for survey distribution, and improving response rate. | <ul style="list-style-type: none"> Employer database established; BSM has survey available on a Google form; Established workforce licenses with LaunchPad Careers, Inc. for improved employer/business engagement BSM vacancy: status of survey results. Pending filling of vacancy. |
| | <p>Sueños:</p> <ul style="list-style-type: none"> Consider separating the youth WEX progress questions from the employer satisfaction questions on the WIOA Youth survey. Currently one “survey” is used to obtain all information from the WEX employer. Business Services Manager could have purview over all the employer satisfaction surveys providing data points to contracted service providers for program services improvements. (Note: For OJT/TJs the employer is provided a monthly participant progress report]. Create a business services written strategy that includes the following: <ul style="list-style-type: none"> Eliminating repeat requests for employer feedback and capturing employer opinions by one workforce entity (contractor or WDB staff) for continuous program service improvements Creating a local list of employers offering entry level and high-quality jobs for customers Increasing partnerships with industry leaders, workforce professionals, education and training providers that will increase WEX, training, Career Cluster Academy panelists, job shadowing and employment opportunities for customers. Integrating business service manager employer contacts with WEX specialist contacts to minimize redundant employer contacts and eliminate WEX specialists unsolicited calls to businesses to offer WEX placements. | <ul style="list-style-type: none"> BSM to lead discussion on refining <i>WDB Business Services Employer Feedback Procedure</i> to include details and roles for survey coordination; Sueños to review survey contents and consider separating the WEX participant progress questions from the WEX employer satisfaction survey. BSM to lead discussion on creating business services strategies that are unique to Sueños program needs including: <ul style="list-style-type: none"> Creating a list of industry leaders and professionals for Career Cluster Academy panelists, job shadowing and other WIOA Youth program elements as related to business services Coordinating outreach efforts with Sueños WEX specialist staff to reduce redundancy and See below* | <ul style="list-style-type: none"> BSM and Sueños have discussed refining <i>WDB Business Services Employer Feedback Procedure</i>. After review of WEX employer survey, Sueños plans to keep as is. On-going – BSM is working with WEX specialist staff; shared database of available industry leaders. Staff have been putting in updates after BSM makes the first contact or if they initiate contact with the employer. BSM vacancy: status of business services strategy. Pending filling of vacancy. |

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| | <p>Comprehensive; Sueños:</p> <ul style="list-style-type: none"> Strengthen relationship with Business Services Manager to increase connections with employment opportunities in local high demand occupations (see below for strategies) Develop a business services strategy that includes the following: <ul style="list-style-type: none"> Training AJCC staff on connecting labor market conditions, regional economy, high demand occupations, sector strategies, and career pathways to promote quality jobs (e.g. annual state of the workforce; quarterly economy update). Building AJCC staff awareness of the local business services available (other than Rapid Response), including high road partnership. | <ul style="list-style-type: none"> *BSM to lead discussion to develop a business services strategy that includes: <ul style="list-style-type: none"> Method/process for providing WEX, OJT/TJ and unsubsidized employment opportunities to staff to share with WIOA participants; Method/process for building staff awareness on local business services available and industry sector partnerships; Plan for training staff on State of the Workforce, including applying the local labor market economy, sector strategies, and career pathways information to case manage WIOA participants. | <ul style="list-style-type: none"> On-going – discussions at bimonthly Employer Services meetings. On-going – discussions at bimonthly Employer Services meetings. BSM provided a training at the Workforce Learning Collaborative; BSM includes updates at bimonthly Employer Services meeting. |
| <p>6. The AJCC has high-quality, well-informed, and cross-trained staffing.</p> <p style="text-align: center;"><input checked="" type="checkbox"/></p> | <p>Sueños:</p> <ul style="list-style-type: none"> Work with the CalJOBS administrator to create Lean standard work for specific youth program CalJOBS data entry functionality; eliminate the single source of CalJOBS trainer knowledge for Sueños staff. Implement the Advanced Individual Fund Tracking (AIFT) functionality in CalJOBS for the WIOA youth Individual Training Accounts (ITAs). | <ul style="list-style-type: none"> CalJOBS administrator to take the lead on establishing Lean Standard Work for WIOA Youth CalJOBS data entry by PY25/26; develop a CalJOBS workflow for staff by end of PY25/26 incorporating it into the Sueños Ops Flow standard work document Implement AIFT functionality for new local ITA policy by PY 24/25 Q4. | <ul style="list-style-type: none"> WIOA Youth Operational Flow Standard Work document completed PY25/26 Q2. AIFT functionality fully implemented. |
| | <p>Comprehensive; Sueños:</p> <ul style="list-style-type: none"> Continue to improve opportunities to build relationships and better integrate the WIOA partners and contractor (AJCC) staff; improve opportunities to provide updates on center activities and discuss strategies for AJCC improvements; for example, updating the <i>Integrated Service Delivery Guide</i> (ISDG), One-Stop Operator quarterly meetings, Workforce Learning Collaborative, partner round table meetings. [refer to Indicator 2 continuous improvement opportunity] Include partner program services cross-training and capacity building and/or professional development opportunities on the annual training calendar. Include ongoing/annual training on labor market information (LMI), and serving individuals with barriers to employment, including customer with disabilities. | <ul style="list-style-type: none"> WDB Staff (Community Engagement Initiative) to take the lead on restarting quarterly <i>Roundtable Partner Meetings</i> for front-line WIOA partner and contractor staff to share program updates, integrate best practices and discuss AJCC improvements by PY 25/26. WIOA Contracted Service Provider (GCC) designated staff will maintain the Integrated Service Delivery Guide between partners; share the updated ISDG when necessary. WDB Staff will resume the Workforce Learning Collaborative quarterly events for networking across workforce programs and cross program training Discuss cross training suggestions and opportunities at every quarterly OSO meeting using a standing agenda item; capture both training by a consultant and local partner program services training opportunities. PY 24/25, focus on LMI training. | <ul style="list-style-type: none"> Roundtable Partner Meeting pending; expected scheduling by PY25/26 Q3. WDB staff are planning to have the meeting in mid May 2026. Updated ISDG complete; to be updated quarterly; Created Google folder for partner access. ISDG is updated quarterly. Quarterly Workforce Learning Collaborative Events resumed January 2025 and will be scheduled quarterly. On-going. |

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| <p>7. The AJCC achieves business results through data-driven continuous improvement.</p> <p style="text-align: center;"><input checked="" type="checkbox"/></p> | <p>Comprehensive:</p> <ul style="list-style-type: none"> Continue to use Lean continuous improvement methodology for service enhancements derived from the customer/employer feedback. Use the AJCC Certification Continuous Improvement (CI) Plan to identify Key Performance Indicators (KPIs) to measure effectiveness of services | <ul style="list-style-type: none"> During collaboration with other AJCCs, see how they are collecting and utilizing customer feedback. PY 25/26, examine KPI's being tracked and refine as needed. | <ul style="list-style-type: none"> Human Centered Design approach being applied to Universal Referral Form for process improvements. Human Centered Design Team 3 is looking at the referral process. PY 25/26 KPIs: TBD – partners to provide feedback to WDB staff on business services KPIs, taking into account WDB's strategic areas. Pending filling of Business Services Manager vacancy. |
| | <p>Sueños:</p> <ul style="list-style-type: none"> Use Lean continuous improvement methodology for service enhancements derived from the customer/employer feedback. | <ul style="list-style-type: none"> Sueños to take the lead in establishing the WIOA Youth participant specific WEX questions and lead the discussion on whether to break out Youth WEX participant progress questions and the WEX employer survey Feedback obtained from surveys will be shared regularly with WDB for service enhancement feasibility | <ul style="list-style-type: none"> Sueños reviewed their WEX participant and employer surveys– Sueños will continue using the current surveys. On-going monthly. |
| | <p>Comprehensive; Sueños:</p> <ul style="list-style-type: none"> Establish mechanism to capture WIOA performance indicators for all core program partners. Encourage customers to use comment card to capture satisfaction opinions, not just for complaints but for compliments too. Enhance customer satisfaction survey process and increase survey return rate. Establish one system to collect and respond to satisfaction data from <u>employers</u> who used the AJCC business services. | <ul style="list-style-type: none"> Add standing agenda item to OSO meetings for WIOA partner performance discussion Ensure all AJCC staff are trained on how to encourage customer comment card completions; track on Contractor KPIs Continue to track feedback monthly on the weekly case management board (Lean DMB) WDB BSM and Sueños to collaborate on the employer surveys | <ul style="list-style-type: none"> WIOA partner performance discussed at quarterly OSO meetings. Staff trained on use of comment cards and are tracking responses under the KPIs. On-going – Lean DMB implemented and in use. After review of WEX employer survey, Sueños plans to keep as is. |

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| KEY | |
| <input checked="" type="checkbox"/> on track to meet planned target for the year | <input type="checkbox"/> in danger of not meeting target for the year. |
| Bolded items denote priority for PY 2025 | |

America's Job Centers of California (AJCC):

- Comprehensive AJCC located at 500 Westridge Dr., Watsonville, CA
- Sueños, also known as Specialized AJCC, located at Sequoia High School, 229 Green Valley Rd, Freedom, CA

Report Item: Staff Updates

(No vote required)

Director's Updates – Andy Stone

1. Irvine Foundation – Public Sector Practice Change, round 2 application
2. Legislative Update: Stronger Workforce for America Act 2026

WIOA Career Services – Sara Paz-Nethercutt:

1. WIOA Program Services Procurement – contract approvals slated for Board of Supervisors Meeting on May 19, 2026
2. WIOA Section 188 Nondiscrimination and Equal Opportunity State (EDD) monitoring underway

Community Engagement/Eligible Training Provider List (ETPL) – Brenda Diaz-Rivas:

1. The James Irvine Foundation – Public Workforce Capacity Fund
2. Community Engagement

Report Item: WIOA Actual Local Performance PY 2024

(No vote required)

Background

The Employment Development Department (EDD) calculated Workforce Innovation and Opportunity Act (WIOA) Program Year (PY) 2024 (July 1, 2024 – June 30, 2025) performance outcomes for all Local Workforce Development Areas. Actual results were released on January 30, 2026 (WSIN25-19).

In accordance with EDD Directive WSD20-02, Local Areas are required to achieve a minimum of 50% on each of the following measures for PY 2024:

- Employment Rate 2nd Quarter After Exit
- Employment Rate 4th Quarter After Exit
- Median Earnings
- Credential Attainment

The actual performance numbers for the year *will be* adjusted using the Statistical Adjustment Model (SAM) which factors in *data on economic conditions of the local area and the populations served during the program year*. This determines the adjusted levels of performance for the program year, against which the local areas' actual results are compared. EDD will release the adjusted performance results in 2026 and staff will share with the Workforce Development Board at that time.

Performance outcomes impact a Local Area's continued designation and potential state sanctions for nonperformance.

The Santa Cruz Local Area met all WIOA federal performance measures for PY 2024. Complete performance scores are included in the attached report.

WIOA Actual Local Performance Scores PY 2024

| Adult Measures | Local Area Negotiated Goal | Actual Performance Level | Met State Target? |
|---|-----------------------------------|---------------------------------|--------------------------|
| Employment 2nd Q post exit | 79% | 82.8% | YES |
| Employment 4th Q post exit | 78% | 81.1% | YES |
| Median Earnings | \$11,500 | \$9,730 | YES |
| Credential Attainment | 66.8% | 62.2% | YES |
| Measurable Skill Gains | 60% | 53.7% | YES |
| DW Measures | Local Area Negotiated Goal | Actual Performance Level | Met State Target? |
| Employment 2nd Q post exit | 75% | 72.2% | YES |
| Employment 4th Q post exit | 73% | 71.2% | YES |
| Median Earnings | \$12,500 | \$9,989 | YES |
| Credential Attainment | 65% | 65.8% | YES |
| Measurable Skill Gains | 60% | 55.9% | YES |
| Youth Measures | Local Area Negotiated Goal | Actual Performance Level | Met State Target? |
| Education ,Training or Employment 2nd Qtr post exit | 76% | 78.4% | YES |
| Education ,Training or Employment 4th Q post exit | 85% | 80.3% | YES |
| Median Earnings | \$4,427 | \$5,021 | YES |
| Credential Attainment | 63.5% | 62.2% | YES |
| Measurable Skill Gains | 76% | 81.8% | YES |